



TERMS & CONDITIONS OF VEHICLE HIRE

Important numbers: Always call us first to advise!
Blacklight Tours Ltd +44 (0) 207 993 6665 (office) +44 7875 556467 (urgent)
Accident claim line: +44 844 873 8183 (Markerstudy)
Breakdown line: UK: 0333 333 9711 / EU: +44 1444 442044 (ALPS Rescue / Intana)

CONDITIONS OF HIRE:

All hires are subject to our terms & conditions which follow below. For the purposes of these conditions, "The Company" shall be deemed to refer to "Blacklight Tours Ltd" and the "Customer" to any company, partnership or individual who shall enter into any hire agreement with "Blacklight Tours Ltd" which under the terms of English Law might be defined as a Contract.

INSURANCE ELIGIBILITY:

In order to accept your booking we must first confirm you are suitable for our insurance. We insure UK / EU / AUS / USA / NZ drivers between 23 and 70 years of age. For other nationalities please contact us first.

Your driver must fit the following rules:

1. Has held a UK / EU / AUS / USA / NZ licence minimum 2 years
2. Licence has no more than 6 penalty points (exceptions must be validated)
3. Driver has had no accidents in last 3 years (notify us if they have so we can validate)
4. No driving convictions, bans or major endorsements (i.e. DR10) in 5 years
5. All drivers are 23 years of age

IDENTIFICATION: We require:

1. Scan of your driving licence (photo card only) for ALL drivers
2. Two recent utility bills / bank statements dated in last three months with current address which matches your driving licence.
3. National Insurance number for all UK drivers

PAYMENT:

To secure and confirm your booking we require 10% holding deposit (minimum £50). This can be paid via debit card, credit card (charges apply), BACS bank transfer or Paypal and is deducted from your hire cost. We then require full hire fee prior to the van leaving us, plus an additional £500 towards your damage deposit due on collection of the vehicle at the latest. Overseas card charges add 2% + VAT to your bill.

DAMAGE DEPOSIT:

Our insurance excess is £850 + VAT (drivers over 25, may be higher for drivers with non-UK licences). We take £500 (no VAT) up front, this is not the insurance excess but a 'refundable damage deposit' and in the case of a large repair (over £850+VAT) then we would require the remainder of the excess to be covered.

It is strongly advised that claims be reported within the first TWO HOURS of the incident occurring, if safe to do so. The incident also be reported to us on +44 (0) 207 993 6665 or by SMS if more practical on +44 7875 556467 and we can call you back. You can also call the insurers Marker Study 24/7 (for notification purposes only, as only we can decide on claims) on 0344 873 8183 if we are closed.

The hirer agrees that the damage deposit payable under this agreement may be used by the lessor to offset the cost of repairs in the event that the lessor's vehicle or a third party vehicle is damaged. Whilst we do try to keep repair costs down, we do operate a like-for-like policy. Any unused damage deposit will be refunded as soon as possible after the vehicle is returned to us in safe condition (usually 1-3 days), and in the event of it being damaged we can hold the damage deposit until repair quotes are gathered and work is finished.

The insurance does not cover: tyres, wheels (including stolen spare wheel), glass / windows (£100 + VAT excess for broken glass, T&Cs apply), theft of items from vehicle or mechanical breakdown due to negligence of the hirer. These must be paid in full after verification from a third party garage. You can avoid mechanical breakdown by advising us of any warning lights on the dashboard and by following topping up procedures which we can demonstrate. If you feel there is an issue call us immediately on +44 (0) 207 993 6665

CONTENTS INSURANCE:

We can offer this at an additional charge but it is not included as part of your hire agreement.

DAMAGE AND FINES:

It is the hirer's responsibility to pay for vehicle damage including damaged windows, tyres, entertainment and interior fittings. These are not covered under insurance. In the event that the damages (only those covered by insurance) are major then we will likely claim through insurance in which case the hirer is liable to £1000 + VAT excess.

It is the hirer's responsibility to pay for all parking, congestion and other penalty charges in full, regardless of if this goes over the total amount of your damage deposit. Please notify us immediately if you think you have picked up a parking / penalty charge as these are normally reduced by 50% if paid within 14 days.

OUT OF HOURS RETURN:

If the hirer opts to return out of hours (unmanned – park up & key drop) then they assume full risk of damages that may occur whilst parked up on street. We check the vehicles when we open up for business from 10am Mon – Sat (Sunday by appointment only). If returning out of daylight hours (manned) then we do not guarantee that checks in the dark are accurate until we can check in full daylight.

AGREEMENT OF TERMS:

1. The lessor will check the oil and coolant levels at or prior to the start of the hire period. Any loss or damage caused by lack of oil and/or water during the hire period will be the responsibility of the hirer as a result of not being able to meet their contractual obligations. We can show you how to check oil and coolant levels. We can supply you with a spare can of oil, but if you run out then call us
2. If the engine is damaged or destroyed whilst in the possession of the hirer as a result of due negligence, the hirer will be responsible for the costs incurred to its repair or replacement. We use a third party independent source to ascertain the cause. Please contact us if you hear any unusual sounds or see any warning lights on the dashboard IMMEDIATELY.
3. Do not allow the vans to run out of DIESEL or OIL and make sure you only fill it with DIESEL, not petrol.
4. All our vans are sent out with tyres with plenty of tread depth. If travelling into compulsory 'winter tyre' zones you must let us know. If you have any concerns about the tyres please advise within 24hrs of start of your hire. Any tyre, wheel or windscreen damage is the responsibility of the hirer and will need replacement during your hire and paid by the hirer or deducted from your deposit.
5. Hirer agrees to lock vehicle when not attended by any responsible persons from the travel party, to park in as safe a location as possible and to avoid putting the vehicle in a position of danger whether parked, in motion. In the event of a breakdown where possible pull into a safe location such as the hard shoulder and wait outside of the vehicle.

VEHICLE LIMITATIONS OF USE: The vehicle MUST NOT be used for:

1. Carrying goods in contravention of customs regulations or for any illegal purpose. If vehicle is impounded or taken out of hirer's possession by police or any other institution as result of breach of this condition, the hirer shall continue to pay the vehicle daily rental rate and any incurred fines or impound charges until the vehicle is returned to the company.
2. To carry passengers or property for consideration, express or implied.
3. To propel or tow any vehicle or trailer with consent of the lessor.
4. Motor sports, racing, pace-making, rallying or speed tests.
5. Tuition purposes.
6. The hirer or any person(s) nominated or employed by the hirer must be at least 25 years of age, duly qualified and has held a FULL licence for two years.
7. In the case of anyone not prior agreed to drive the vehicle by the company, please contact us and send a copy of their licence for approval before letting them drive. This includes in the case of breakdown or accident.
8. Carrying more persons than seats (i.e. maximum of 9 in 9 seater vehicle), nor to carry a number of persons or equipment which would cause the vehicle to be overloaded or which exceeds any applicable individual axle plated weights or so as to render the vehicle unsafe. The hirer agrees to pay any fines for overloading.
9. Outside of UK without permission of the lessor. Outside of Europe whatsoever.

IN THE EVENT OF AN ACCIDENT:

The hirer and any authorized user should adhere to the following procedure:

1. Pull over to a position of safety if possible. Do not abandon the vehicle.
2. DO NOT ADMIT LIABILITY
3. Obtain the name, address, vehicle make / model / registration of ALL parties involved.
4. **CALL US** on **+44 (0) 207 993 6665** or Markerstudy on **0345 600 5801**
5. Notify the police immediately if another party's guilt or liability has to be ascertained, or if any person is injured.
6. Do nothing to render the policy invalid or voidable, contact us if any doubt.

IN THE EVENT OF A BREAKDOWN:

Our vehicles are covered by 24 hour EU breakdown. In the event of a breakdown contact ALPS Rescue on **UK: 0333 333 9711 / EU: +44 1444 442044 (ALPS Rescue / Intana)**

Do not authorise any repairs without our permission. If you puncture / damage a tyre, it is your responsibility to have it repaired or pay for a new one; the roadside assistance will only swap the blown one for a serviceable spare. Our vans usually carry one working spare wheel unless notified. If broken down, keep any receipts incurred in order for us to attempt to reclaim costs. Notify the breakdown service prior to spending money on hotels / taxis etc so as to avoid any non-acceptance of expense refund claims. We do not refund for loss of earnings. Where possible we will send out a replacement vehicle if your vehicle is not serviceable. Please ask to see our breakdown T&Cs if necessary.

You agree to all the above once you sign our Vehicle Rental Agreement on collection of your vehicle.