## BUDGET COUNTRY CONDITIONS

## UNITED KINGDOM

## last updated on 28 March 2024

Please read these Country Specific Conditions ("Country Conditions") alongside the General Conditions of Rental (the "General Conditions") before you sign the Rental Agreement Form. The Rental Agreement Form will include all of the important information about your specific rental. It is important to us that you enjoy your rental experience and that you have all the information you need. It might take you a little time now, but it could save you time later.

These Country Conditions are set out as follows:

| Part 1 | Important (country specific) information about your rental. <br> This includes information about costs you may be required to pay and <br> details about your responsibilities. |
| :---: | :--- |
| $\underline{\text { Part 2 }}$ | Important information about optional extras (including additional waiver <br> and protection products) we (or our partners) offer. |
| You can select these to form part of your rental, and you can add these <br> to your original booking, or you can add them at the time of pick-up (or <br> in some cases, they may be automatically included). All optional extras <br> you select will be detailed as part of your Rental Agreement Form, <br> including the price payable. |  |

## 1. RENTAL PROVIDER

| Who we are | Unless the position below applies, in the UK, the company that provides you with a rental <br> vehicle is Avis Budget UK Limited (00802486), Avis Budget House, Park Road, <br> Bracknell, RG12 2EW ("us", "we", "our"). |
| :---: | :--- |
| If you are renting a vehicle from the following locations, the following companies |  |
| will provide you with a rental vehicle: |  |
| -Barrow in Furness, Blackpool Airport, Bolton, Carlisle, Chester \& Warrington - Regal <br> Vehicle Rentals Limited (03465480), Kingfisher Court, Parkgate Road Mollington, <br> Chester, Cheshire, CH1 6RR |  |
| -Cardiff Downtown, Exeter, Newton Abbot, Torquay and Totnes- Hewitt Hire Limited <br> (07428136), 13 Hyde Road, Paignton, Devon, United Kingdom, TQ4 5BW |  |
| - Jersey - Polar Cars Limited, Jersey Airport, St. Peter, Jersey, JE1 1BY |  |
| - Northern Ireland - Flynn Bros. Rent-a-Car Limited (NIO23192), Lancer Buildings, |  |
| Gortrush Industrial Estate, Omagh, County Tyrone, Northern Ireland, BT78 5EJ |  |

2. RENTAL REQUIREMENTS

| Booking information | You must bring your reservation number or booking confirmation email with you. Please see the General Conditions for further information. |
| :---: | :---: |
| Driving licences | Requirement to bring a valid driving licence with you. <br> In the UK, all drivers must bring their valid driving licence with them. <br> If any of the following applies: <br> - their driving licence was issued in Europe, <br> - their driving licence was issued in a non-European country (except for customers from the following countries: Argentina, Australia, Bolivia, Brazil, Canada, Colombia, Israel, Mexico, New Zealand, South Africa and United States), or <br> - their driving licence was issued in a non-roman alphabet language like Arabic, Greek, Russian, Hebrew or Japanese, <br> and we cannot confirm with certainty the details included within the driving licence, the driver will also need to provide either an international driving licence or an official English translation, by a notary, of their driving licence. If this might apply to you, please contact us (prior to your pickup date) as we would be pleased to confirm if an international licence or official translation will be required. <br> Requirement for UK driving licence holders to bring additional documentation <br> If you hold a UK driving licence, you must bring a DVLA licence code with you when collecting your vehicle. Codes can be requested from www.gov.uk/view-driving-licence (you will be asked to submit your driving licence number, National Insurance number and home postcode), or by calling the DVLA on 03000830013 (Monday to Friday 8am - 7pm, Saturday $8 \mathrm{am}-2 \mathrm{pm}$ ). The code (which will be valid for a maximum period of 21 days from the point it is generated) must be presented to the store and still be valid when picking up any vehicle from us. <br> Minimum licence requirements |


|  | All drivers must have held their licences for at least 1 year for cars and $\mathbf{2}$ years for vans from the date of pick-up. In Northern Ireland, you must hold a full, valid licence for at least 3 years. <br> If a licence does not show the driver has held it for the minimum period, then they must provide evidence, such as: <br> - previous driving licences; or <br> - a letter from their driving licence authority stating that they have held it for this minimum period. |
| :---: | :---: |
| Payment cards | You must bring the payment card used to make your booking. Please see the General Conditions for further information. |
| Pre-authorisations and Security Deposits | Unless confirmed otherwise, the amount of the pre-authorisation taken on pick-up of the rental vehicle is calculated as follows: <br> (The vehicle rental price* + GBP 300**) MINUS (Any sum you have already paid when making a "Pay Now" booking) <br> * The "vehicle rental price" includes the vehicle rental cost and all optional extras you've requested, calculated at the start of the rental based on the intended length of the rental. For the avoidance of any doubt, any "Pay at Location" amount you owe in relation to the vehicle rental (including any optional extras) will be included as part of the pre-authorisation and will be charged to you at the end of the rental (using the card provided for the purposes of the pre-authorisation, unless agreed otherwise). <br> ** If you buy our "Fuel Up Front" product, we will reduce the GBP $\mathbf{3 0 0 . 0 0}$ by the amount we charge you for the "Fuel Up Front" product <br> The GBP $\mathbf{3 0 0 . 0 0}$ is included as part of the pre-authorisation in case we have to charge you at the end of the rental for any of the following: <br> i. costs to refuel the vehicle (where relevant). <br> ii. additional rental charges in circumstances where you fail to return the vehicle or any optional extras at the end of the agreed rental period or to the agreed return location. <br> iii. any additional charges or fines you incur relating to your use of the vehicle (which we have been notified of prior to you returning the vehicle, which will include, for example, charges relating to traffic violations); and/or <br> iv. costs incurred as a result of exceeding any relevant mileage restrictions. <br> Where the pre-authorisation we take does not cover the charges you incur, we will request you make a further payment for the additional amounts owed. <br> In relation to certain high value vehicles, we may require you to provide us with two payment cards for the purposes of the pre-authorisation. Where this is the case, this will be confirmed when making a booking. <br> If you'd like more details, please call our customer support team or ask a member of our team. |
| Valid form of identification | As well as your driving licence, you must bring: <br> - the payment card that was used to make your booking. For some vehicles, two payment cards in your name will be required and one of these must be a credit card, in addition to the payment card used to make your booking; and <br> - photo ID featuring a recognisable photo taken in the last 10 years. We will accept your passport or driving licence if it contains a photo, a national identity card or any other form of government-issued identification. |


|  | If you do not pass our identification checks and you are a UK resident, you may also be <br> required to provide proof of where you live - this could include a recent utility bill or bank <br> statement. In these circumstances, your driving licence will not be accepted as proof of your <br> address. |
| :--- | :--- | :--- |
| Driver age <br> restrictions | Minimum driver age restrictions <br> When you book, you'll be told if there are any minimum age restrictions for the vehicle you <br> request. If you're not sure, please check your booking confirmation email - or call our <br> customer support team. <br> You need to be at least 23 years old to hire and drive most of our vehicles. In Northern <br> Ireland, the people carrier and premium/executive cars have a minimum age of 30. |
| Young driver surcharge |  |


|  | Budget-issued charge cards |
| :--- | :--- |
| We don't accept Maestro cards, Visa Electron Cards, Cirrus cards, JCB cards, any pre-paid |  |
| cards - even if they carry the Visa or MasterCard logo - or any other cards not listed above. |  |
| We also do not accept cash. |  |

4. DURING THE RENTAL

| Taking your |
| :--- |
| vehicle outside |
| the country |


| One-way rentals | If you want to pick up the vehicle and return it to a different location, an additional fee will <br> be payable. <br> If you asked for a one-way rental when you booked, the fee will be included in your total <br> rental price. <br> If you didn't ask for a one-way rental when you booked and you want to return the vehicle <br> to a different location in the same country, you can expect pay an additional fee of between <br> GBP 10.00 and GBP $\mathbf{3 0 0 . 0 0}$ <br> Drop offs at a different location must be agreed with us in advance. Please contact us if you <br> would like to understand what additional fee will apply to a one-way rental in circumstances <br> where it didn't form part of your original rental agreement. <br> If you did not request a one-way rental but return the vehicle to a different location, you will <br> be charged a one-way fee at the 'pay at location' prices available on the day you return the <br> vehicle. |
| :--- | :--- |
| Maximum mileage | Many of our vehicles are provided with unlimited mileage. If a mileage allowance does <br> apply, it will be confirmed during the booking process, and be stated on your rental <br> agreement and in your booking confirmation email. |
| Mileage allowance | If you go over the mileage allowance, the price depends on the vehicle and location - but <br> you can expect it to cost between $\mathbf{1 2}$ pence and $\mathbf{2 1}$ pence for every mile you've driven <br> over the allowance. Your excess mileage charge will be stated on your Rental Agreement <br> Form and in your booking confirmation email. |
| Returns | The General Conditions provide more information about what happens if you want to extend <br> your rental, or if you do not return the vehicle to us as agreed. <br> The late return processing fee is $\mathbf{G B P} \mathbf{1 5 . 0 0}$ per day. |


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| In the event of a <br> breakdown caused <br> by customer fault <br> (or where the <br> breakdown takes <br> place in an <br> unpermitted <br> country) | In these circumstances you will be charged a "call out" charge for our partners to come out <br> and provide assistance "roadside". This charge is GBP 83.40. |

## 5. FUEL AND ELECTRICITY CHARGES

## Fuel charges traditional fuel (diesel or petrol) and hybrid vehicles

## Fully electric

 vehicles
## Returning the vehicle

Unless you agreed a different refuelling option (see below), you must return the vehicle to us with the same amount of fuel it had in it when you picked it up - usually a full tank - as shown on the factory-installed fuel gauge or automatically logged in respect of connected cars. We recommend you fill up as close to the return location as you can on the return date and keep the receipt to show us. If you don't return the vehicle with a full tank - and you can't show us a receipt for fuel - we will charge you.

## Refuelling options

Fuel Up Front - this is charged at the average fuel price for the UK at the start of your rental period as stated on www.confused.com/petrol-prices. This is only available where you have added it as an option at booking stage, or asked to add it to your rental prior to you collecting the vehicle. If you have added this option, the cost will be on your Rental Agreement Form. However, you don't get a refund for any fuel you don't use.

EZ Fuel - depending on where you're renting, you pay a fixed fee of between GBP 14.40 and GBP $\mathbf{1 6 . 7 0}$ for cars and GBP $\mathbf{2 1 . 6 0}$ and GBP $\mathbf{2 5 . 0 6}$ for vans. If you have added this option, the cost will be on your Rental Agreement Form.

Pay on Return - If you are renting a "connected car", you will be required to pay for fuel so as to ensure that the vehicle has the same amount as when you collected it (this is automatically logged and is calculated to the nearest litre). If you are renting any other traditional fuel or hybrid vehicle, you will be required to pay for fuel so as to ensure that the vehicle has the same amount as when you collected it based on the factory-installed fuel gauge rounded down to the nearest eighth $(1 / 8)$ of a tank (costs are based on the manufacturer's stated fuel tank capacity). We charge between 1.5 and three times the average fuel price at the end of the rental period for the United Kingdom - as stated on this: www.fleetnews.co.uk/costs/fuel-prices. The price per litre will be stated on your Rental Agreement Form.

We charge a fixed amount dependent on the battery life showing on the factory-installed battery gauge. This is the "Pay on Return" rate. The amounts charged are set out below:

| Battery Charge | Fixed Cost (inclusive of VAT) |
| :--- | :--- |
| If you return the electric vehicle with <br> $70 \%$ or more battery charge*. | No Cost. |
| If you return the electric vehicle with <br> between $11 \%-69 \%$ battery charge. | GBP 21.73 |
| If you return the electric vehicle with <br> $10 \%$ or less battery charge. | GBP 38.36 |


|  | * Unless the vehicle had less than $70 \%$ battery charge when you collected it, in <br> which case, you must return it with at least the same \% battery charge as it had at <br> time of pick-up in order for no additional costs to be applied. |
| :--- | :--- |

## 6. OTHER IMPORTANT INFORMATION

## Damage/Loss/ Repair Processing Fee

Please see the section titled "Damage, loss, injury or theft" in the General Conditions which provides information on how and when we charge costs if the vehicle, keys, any accessories, or any vehicle documents are lost, stolen or damaged.

You can purchase additional waiver and protection products to reduce the amount you would otherwise owe - please see details in Part 2 below.

As well as charging for any damage or loss suffered, we will also charge you a damage processing fee in accordance with our "Theft, Loss \& Damages Policy" (see General Conditions). In the UK, the Damage/Loss/Repair Processing Fee is GBP 66.00.

Unless you've asked us to send you a receipt by post or email, you'll be able to find details of the charges owed by you here: https://secure.budget.co.uk/manage-booking-new/request-a-rental-invoice

Certain areas of the UK, such as the centre of London, have congestion charging zones meaning you need to pay a fee if you wish to drive through them, on certain days and during certain times. There are also toll roads and toll bridges which require you to pay a fee to use them. If you do not pay these charges, you will incur a fine.

If you are using the Dartford Crossing (tunnel or bridge) there is a charge you will see advertised before and after the crossing. For ease of use and peace of mind, Budget will make this payment on your behalf automatically. A GBP $\mathbf{2 . 5 0}$ fee, which includes all our administration costs, will be charged to the payment card registered to your rental within 14 days of using the crossing.

We recommend you check the Internet to find out about any restricted areas before you travel. Websites such as www.urbanaccessregulations.eu provide useful information. If the rental location is in or near a restricted area, we will tell you about it when you pick up the vehicle. We are unable to tell you about any other restricted areas.

If a fine or charge is sent to us because you haven't paid a charge or complied with the law, we will take payment for:

- Our administration fee of GBP $\mathbf{3 0 . 0 0}$ for each fine or charge issued to cover our costs of dealing with the fine or charge; and
- the actual amount of the fine or charge imposed - if we have to pay it.

Please note the following:

- it is against the law to smoke in public places within the United Kingdom. The vehicle is considered a public place, so you are not allowed to smoke in it. If we believe anyone has smoked in the vehicle during the rental period, a specialist cleaning charge will apply.
- If the interior of the vehicle is especially muddy, dirty, stained, or smelly, and our standard cleaning procedure will not fix it, you will be charged a specialist cleaning charge of up to GBP $\mathbf{8 8 . 8 0}$


## If you have an accident

If you do not complete a required accident report form, or we find out the accident report form contains any significant missing or incorrect information, then you will be charged an accident processing fee of GBP 66.00.

| Dispute Resolution | We are a member of the European Car Rental Conciliation Service (ECRCS) and British Vehicle Rental and Leasing Association (BVRLA). These organisations independently review disputes with no additional cost to you. If you make a complaint and are unhappy with our final response you may (dependent on the circumstances) refer your dispute to these conciliation services. You can contact these organisations using the following details: <br> - BVRLA: www.bvrla.co.uk/consumer-advice/making-a-complaint-adr/complainteligibility.html <br> - ECRCS: https://www.ecrcs.com/register-a-complaint.html |
| :---: | :---: |
| Contact Us | - To tell us about an issue while you're renting, contact the rental station or the customer support team: <br> Email: Budgetreservations.uk@abg.com <br> Call on 08082844444 within the UK, from outside the UK: +44 1917505033 lines are open 8am to 5pm (UK time), Monday to Friday <br> You will find the contact details for the rental station on your rental agreement. <br> - To tell us about an issue after you've returned the vehicle, please contact the customer service team: <br> Email: uk.budgetcustomercare@abg.com <br> Fill in the online form which can be found at budget.co.uk and click on "contact Budget". <br> Call on 08082843455 from within the UK, from outside the UK: +44 114392 10931143921230 <br> Lines are open 8am to 4pm (UK time), Monday to Friday. <br> If you call from a UK BT landline, calls are free. Calls from mobiles are charged at your network rate. Calls from outside the UK are charged at international rates. |

## PART 2 - IMPORTANT TERMS RELATING TO OPTONAL EXTRAS WE OFFER

If you have opted to buy any of these products (or they are otherwise included as part of your rental), they will be detailed on your Rental Agreement Form. You will be required to expressly agree to the costs of these optional extras before they form part of your rental.

You can find details on the excesses which apply, as well as the costs relating to additional waiver and protection products in respect of each car type, on our website (or please contact our customer support team).

1. OPTIONAL EXTRAS - ADDITIONAL WAIVER \& PROTECTION PRODUCTS

| Product | What it is | Indicative costs |
| :---: | :---: | :---: |
| Damage Waiver | In most cases, Damage Waiver is provided with the vehicle as standard. If it is included, it will be stated on your Rental Agreement Form (and in your booking confirmation). <br> Damage Waiver reduces the amount you pay for each clearly separate incident of damage if the vehicle is damaged (or the amount you pay to replace any keys, accessories or vehicle documents that are lost, stolen or damaged). <br> The amount you pay for each clearly separate incident of damage will be the lower of a) the applicable cost payable under the Theft, Loss, and Damages Policy; or b) the excess stated on your Rental Agreement Form. | Normally GBP 7.76 per day (if not included as standard) |
| Super Damage Waiver (SCDW) | An excess reduction product which reduces your damage waiver excess to zero (or, if higher, the amount shown on your Rental Agreement Form) on cars and GBP $\mathbf{2 5 0 . 0 0}$ (or, if higher, the amount shown on your Rental Agreement Form) on vans. | Normally between GBP 6.21 and GBP $\mathbf{3 0 . 2 8}$ per day |
| Theft Protection waiver (TP) | In most cases, Theft Protection waiver is provided with the vehicle as standard. If it is included, it will be stated on your Rental Agreement Form (and in your booking confirmation). <br> Theft Protection waiver reduces the amount you pay if the vehicle is stolen during the rental period. <br> The amount you pay will be the lower of a) the applicable cost payable under the Theft, Loss, and Damages Policy; or b) the excess stated on your Rental Agreement Form. | Normally GBP $\mathbf{2 . 5 9}$ per day (if not included as standard) |
| Super Theft Protection waiver (STP) | An excess reduction product which reduces your theft protection excess to zero on cars and GBP 250.00 on vans. | Normally between GBP 1.53 and GBP 7.46 per day |
| Windscreen protection | This protection reduces the amount you pay to zero if the windscreen is damaged while you're renting the vehicle. Having | Normally between GBP 5.00 and GBP $\mathbf{6 . 5 0}$ per day |


|  | windscreen protection also means you won't <br> pay a Damage/Loss/Repair Processing Fee. |  |
| :--- | :--- | :--- |
| Roadside Assistance Plus | This product provides roadside assistance <br> without any additional costs being charged if <br> you break down as a result of vehicle failure <br> you have caused (this includes lost keys). | Normally between GBP 4.31 to <br> GBP 5.00 per day (charged for a <br> max 10 days to cover rental up to <br> 28 days). |
|  |  |  |
| Protection packages - <br> Zero/Reduced Excess <br> includes Super Damage <br> Waiver, Super Theft <br> Protection, Windscreen <br> Protection | See above. | Normally between GBP 29.99 to <br> Protection packages - <br> Complete Protection <br> includes Super Damage <br> Waiver, Super Theft <br> Protection, Windscreen <br> Protection and Roadside <br> Assistance Plus <br> See above. |
|  |  | Normally between GBP 39.99 to <br> $\mathbf{G B P} \mathbf{5 2 . 9 9}$ per day |

## 2. OPTIONAL EXTRAS - SERVICES

Additional drivers $\quad$ Additional drivers must be approved and specified on the Rental Agreement Form. You must not let anyone else drive the vehicle.

All additional drivers must meet our age, driving licence and ID requirements (additional driver surcharges may also apply).

If we agree to additional drivers, any fees and surcharges will be stated on your Rental Agreement Form.

You will be responsible for all costs - whether they're down to you or your additional drivers. It is your responsibility to make sure all additional drivers read the terms set out in the Rental Agreement carefully before they drive the vehicle.

We charge a fee for every Additional Driver we allow to drive the vehicle. The price is GBP 13.99 per day, per driver (charged for a max 10 days to cover rental up to 28 days).

Some rental locations offer a "Meet and Greet" service.
Please provide at least 24 hours' notice, please contact the Reservations team to arrange.

## 3. OPTIONAL EXTRAS - OTHER PRODUCTS

## Special equipment

## Budget Travel Companion Tablet

Travel Companion Tablet - This provides a GPS service and unlimited data per day, as well as other useful features you may need when travelling. The fee for hiring Travel Companion Tablet is between GBP 9.99 and GBP $\mathbf{1 4 . 9 9}$ per day depending on features activated. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the device for the duration of your rental, up to 28 days. If the Travel Companion Tablet is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost from GBP $\mathbf{3 0 0 . 0 0}$ on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

## Adapted vehicles.

We offer the following adapted vehicles:

- hand controls which are suitable if you have good use of your upper body including hands and fingers. Hand controls - include a hand-operated brake and accelerator controls and a steering ball. To use hand controls, you must book an automatic vehicle; and
- panoramic mirrors.

Hand controls are fitted by a third party. Usually, the fitter will be at the rental location when you pick up the vehicle. If you or any additional drivers are not familiar with the controls, they will show you how to use them. You can also go on a short test drive with the fitter.

If you need adapted vehicles, they're completely free of charge, but you MUST request them at least 48 hours' notice before you are due to collect your vehicle, otherwise we cannot guarantee they will be available for you. If you need them at shorter notice, please call the customer support team (although requesting them at shorter notice is not guaranteed).

Details of any adaptions you make will be specified in the Rental Agreement Form

## Budget Travel Partner

Budget Travel Partner service provides assistance from language translation to lost property services and much more. We provide this service on behalf of a third party and will provide you with details when you pick up the vehicle.

The fee for Budget Travel Partner service will depend on where you are renting - but you can expect it to cost between GBP 7.75 and GBP 8.99 a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the device for the duration of your rental, up to 28 days.

## Car seats

We offer baby, infant and child seats. A baby seat is typically suitable for a child from birth to 12 months old and weighing no more than 13 kilos. An infant seat is typically suitable for a child aged 9 months to 4 years old and weighing between 9 and 18 kilos. A child seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos.

In some rental locations, we may arrange for a third party to fit the seat for you. But remember, it is always your responsibility to check the seat is fitted correctly before you drive away

Please note: In the United Kingdom all children must normally use a child car seat until they're 12 years old or 135 cm tall. Find out more: www.gov.uk/child-car-seats-the-rules.

The fee for renting a seat is GBP $\mathbf{1 2 . 9 9}$ per day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the seat for the duration of your rental, up to 28 days.

## Thank you for choosing Budget.

