

ADAPTED CAR HIRE

Car hire for disabled drivers and passengers



Frequently Asked Questions

What do the rental charges include?

Unlimited mileage, comprehensive insurance (subject to a £150 / £500 policy excess), road fund licence, breakdown recovery, delivery and collection fee within defined area plus any other local or national Government taxes as appropriate.

What is NOT included in the rental charges?

Insurance excess of £150 / £500.00 GBP (depending if the loss or damage is your fault). A credit card authorization to this figure will be required at the time of booking but will not be collected except in the event of a claim being made.

What documentation do I need when taking delivery of my rental car?

- A valid current full UK driving licence (and paper counterpart for UK photo licences) for each intended driver which they must have held for a minimum of one year
- A valid full International driving licence which the driver must have held for at least 2 years
- Photo ID for each intended driver e.g. Passport or Photo Driving Licence
- The actual credit or debit card used to make the booking
- One other recent document or letter clearly showing the name and address of the hirer and one for each driver e.g. a utility bill

What are the delivery, collection and office opening hours?

Our office is open 10am until 4pm, 5 days per week. However, we are available 24 hours a day for emergencies and that number will be supplied to you when the car is delivered. Each car is covered by a national breakdown recovery operator who will attend to all breakdowns and emergencies. As we are an internet based operator delivering and collecting vehicles to you for your convenience we do not have a manned office to receive visitors. We deliver and collect to anywhere in the UK mainland between 10am and 4pm. At times we can deliver outside of these hours but this is by prior arrangement and may involve an additional cost.

How and when do you I pay for the rental?

We charge the full amount detailed on your booking confirmation at the time you confirm your reservation whether this be via the web site or on the telephone. We will only charge an insurance policy excess or a fuel levy when and if this becomes necessary.

Can I change my rental?

If you need to change your car hire reservation we will do this free of charge. There are no additional fees for changing car hire bookings unless you are extending your booking which, in turn, will incur additional costs. Please allow at least 24 hours notice to make changes your reservation.

Can I cancel my car rental?

If you wish to cancel your reservation for any reason, you must telephone Adapted Car Hire on 0845 68 62 007 between 10am and 4pm, Monday to Friday. Cancellation is not valid by any other method. If you cancel your reservation within 14 days of the delivery date, then 50% of your hire fee will be refunded. If you cancel your reservation within 7 days of the delivery date, then you will not receive a refund. Cancellation outside of 14 days will be refunded in full, less a £20 administration

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fee. We are unable to give a refund if you wish the vehicle to be collected before the end of the hire period. If you fail to take delivery of the vehicle, we will assume that you have cancelled your reservation and no refund will be given.

Is there a charge for additional drivers?

As long as each driver is notified to us on your booking application and they meet the criteria then no additional charge is made. If you wish to add an additional driver to an existing booking then we will make an administration charge of £20 per additional driver.

Is there a charge for young drivers or older drivers?

We cannot accept any driver under 21 years of age. We cannot guarantee to cover any driver over the age of 70 years but our underwriters will look at each case individually although if accepted there may be an additional charge.

What other equipment is available to hire and at what cost?

Items include portable satellite navigation devices where these are not pre-installed, waterproof seat pads, protective seat covers to prevent damage by wheelchairs etc, and for certain vehicles we may be able to supply roof racks and roof top boxes hoists. Please telephone to discuss any specific requirements and we will try our best to accommodate them at competitive prices.

How is the charge calculated?

All car rentals are calculated on a 24 hour basis starting from the time of delivery. We do not calculate an apportionment for part days. There are differing daily rates depending upon the total length of the hire, i.e. the longer the hire the less the daily rate.

Can I take the vehicle abroad?

Yes, we can arrange insurance cover for driving outside mainland United Kingdom. You must notify us at the time of making the booking that you are planning on taking the vehicle abroad. There is a £25 fee to cover the costs of overseas use. At present you will only be permitted to take the vehicle to EC member states.

Can you guarantee a particular make or type of vehicle?

We cannot guarantee a particular make or model of vehicle. The vehicles illustrated within this website are for guidance only and may be substituted for an alternative, similar or upgraded car (at no extra cost). We will, however, ensure that the specification that you have asked for and the equipment needed will be delivered. In addition, we will try and accommodate any request for specific vehicles and we are always open to suggestions for types of adaptations which you consider should be on offer.

What type of promotions do you run?

We do run offers from time to time which will be highlighted on our website but these are infrequent. Our aim is to provide a year round reliable, cost effective and unique service.

What should I do if the vehicle breaks down?

All the cars on the fleet are maintained and serviced in accordance with the manufacturer's requirements so breakdowns are rare. However, each vehicle is fully covered for breakdown

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assistance (please refer to the breakdown recovery information supplied with your car rental information/agreement).

Do I have to pay the congestion charges if I am disabled?

Congestion charging in London and other cities in the UK has now become common practice. Please observe road signs etc. when entering a congestion charging area. You are responsible for paying such charges unless you pre register with the congestion charging authority for exemption. This is generally on the basis that you hold a Blue Badge. If you speak with us at the time of book we will help to arrange this registration but you will need to do it in plenty of time for your journey, normally at least 2 weeks. You will be liable for all payments and penalties incurred.

Do you have to collect the car from the same place as the delivery?

No. The delivery to you and collection from you can be anywhere in the UK mainland (excluding Northern Ireland).

Do I have to return it with a full tank of petrol?

The car will be delivered with a full tank of fuel and you should fill it up prior to us collecting the car. If the fuel tank is not full when the vehicle is collected, then we will charge to you the cost of filling it up plus a 10% administration fee.

Can I extend the hire period if I need to?

So long as we are notified at least 24 hours in advance for an extension of time and provided the car is not booked out to anyone else then yes you can extend the hire period up to a maximum hire period of 84 days. We will charge the additional hire charge at that time.

A question not listed here.

If you have a question that is not listed here, please email it to info@adaptedcarhire.co.uk