

FAQ



Frequently asked questions

Can I terminate my hire vehicle if it turns out I don't need it for as long as I originally thought?

Yes. This is the great thing about vehicle rental, you are not signed into a minimum contract. Please be aware that dependant on the length of your rental period will depend on the daily rate you are charged. If you book a vehicle for 3 months and then end up only using it for 2 months, you will potentially be charged more due to the pricing falling into a lower rental period bracket.

What if I need to extend the vehicle for longer?

Not a problem - give us a call, send us an email or go online and ammend your own booking. It is entirely upto you. We recommend you give 2 hours notice before the expected termination time to ensure an aborted collection & delivery is not charged for.

I really like my vehicle but I could do with something a bit bigger/smaller/faster

Again, this is not a problem. Just contact the rental desk. We can arrange for the vehicle you are in to be changed for an alternative model but there may be additional costs incurred depending on the group the new vehicle is charged under.

Will I be charged if I bring the vehicle back after the return time on the rental agreement?

We give a grace period of 59 minutes to help you out. If the vehicle is returned within 59 minutes of the return time on the rental agreement, you will not be charged for additional use. If you go over the grace period, you will be charged at an additional days hire for every day the vehicle goes over its return date.

How are rates calculated?

The rates are based on a 24 hour rental day starting with the hour you pick up the vehicle.

How can I ensure I receive the best rate available?

Rental Desk guarantees that you will get our best rate available. With regular price evaluations against the competition, we ensure we give you marketing leading prices with a great service guaranteed.

What happens if the car is damaged, stolen, or in an accident?

If the vehicle is stolen or has been involved in an accident, first call the appropriate law enforcement agency. Next, call our Rental Desk team on 0845 60 30 360 option 3 and explain what has happened. If it's after hours, call the number directly on the rental agreement that you signed when the vehicle was delivered/collected. You'll then be led through the procedure to get you going again.

Can I have more than 1 Rental Desk driver card for my employees or family?

Yes, of course you can. Please be aware that for security reasons, details of the additional users will be required for our records and that you will be responsible for the hires placed by using the additional card(s).

Since I will be traveling internationally, are there any special foreign travel considerations?

When making reservations, check on policies regarding crossing foreign borders in a rental car. Find out if your insurance company either limits the coverage amount or refuses coverage on international rentals. Unfortunately we are unable to offer insurance cover for when traveling abroad, but we will be more than happy to provide you with European breakdown cover or satellite navigation at an additional cost to give you some reassurance while driving abroad.

How much fuel will my rental vehicle come with and are there any return rules regarding fuel?

Our rental vehicles will always have a minimum of 1/4 of a tank of fuel upon the start of a rental. As long as the vehicle is returned at the end of the rental agreement with the same amount of fuel it started with, no additional charges will be incurred. Please note that if the vehicle is being delivered too you, the fuel reading on the delivery sheet is taken prior to being delivered.