

## HIRE/ SUBSCRIPTION TERMS AND CONDITIONS

These terms and conditions, (including the schedule and our Privacy Policy) ("**T&C's**"), together with the Order Form, which sets out the details applicable to the Van Rental Services (as further described in clause 2.2), ("**Order Form**") comprise the contract between you and us in respect of the Van Rental Services ("**Contract**").

**Please pay particular attention to the provisions of clauses 2.2 (Formation of the Contract), 3.4 (Your Responsibilities), 3.5 (Restrictions on Use), 3.6 (Insurance General), 5 (Charges) 4.4 (Vehicle Restoration and Return), 4.5 (Vehicle Repossession and Recovery), 6 (Term and Termination), 7 (Liability) and 8 (Data Protection).**

### 1. Interpretation

- 1.1. Subject to clause 1.3, where terms are capitalised in these T&C's they shall have the meanings as listed below or otherwise defined in the body of these T&C's, otherwise they shall have the meanings assigned to them in the Order Form.

"Additional Charges"	those additional charges which you may have to pay as set out in Schedule 1 of these T&C's.
"Applicable Legislation"	all laws, rules, regulations, codes of practice, research governance or ethical guidelines or requirements of regulatory authorities, as amended from time to time, which are applicable to this Contract, and the Van Rental Service.
"Data Protection Legislation"	the retained EU law provisions of the General Data Protection Regulation (EU) 2016/679 (as applicable in the UK), the Data Protection Act 2018, Privacy and Electronic Communications (EC Directive) Regulations, and codes of practice issued by the Information Commissioner from time to time (all as amended, extended, re-enacted, or replaced from time to time).
"Van Rental Services"	the van rental services to be provided by us to you <b>on a subscription basis</b> , the details of which are set out on the Order Form.

- 1.2. Any words following the terms 'including', 'include', 'in particular', 'for example' or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.
- 1.3. Clause, schedule and paragraph headings shall not affect the interpretation of these T&C's.

### 2. The Contract

- 2.1. **The Parties:** In these T&C's any reference to:
- 2.1.1. "We/we", "Our/our" or "Us/us" means Vanango Limited of Brightfield Business Hub Bakewell Road, Orton Southgate, Peterborough, England, PE2 6XU (Company No. 11622366); and
- 2.1.2. "Your/you" or "Your/your" refers to you, the "Hirer", whose details are set out on the Order Form.
- 2.2. **Formation of the Contract:** Please read these T&C's carefully. If there is anything you do not understand, please ask us by contacting: [subscriptions@vanango.co.uk](mailto:subscriptions@vanango.co.uk). By signing and returning the Order Form we have sent to you in response to your enquiry, you are making us an offer which is subject to and incorporates these T&C's. We reserve the right to conduct appropriate background checks, including on the DVLA check code(s) provided by you and we reserve the right to request a director's guarantee, however, and notwithstanding the results of any such checks, acceptance of your offer shall be made at our sole discretion. If we accept your offer, we will confirm this to you in writing by email and both parties shall be bound by the terms of the Contract.
- 2.3. **Entire Agreement:** The Contract reflects the entire agreement and understanding between you and us concerning the Van Rental Services to the exclusion of any terms or conditions contained or referred to in any documentation submitted by you, in correspondence or elsewhere, or implied by trade custom, practice or course of dealing. The Contract cannot be altered unless agreed to in writing and signed by authorised representative of both parties.

### 3. The Van Rental Services

- 3.1. **The Vehicle:** Upon acceptance of your offer and subject to receipt by us of the applicable Deposit, we shall procure and/or select the exact Vehicle to be used by you. We shall notify you of the Vehicle details in writing once confirmed. In the unlikely event that we are unable to procure an appropriate Vehicle, we may terminate the Contract with immediate effect upon notice in writing and your Deposit shall be refunded. We warrant that the Vehicle will be the same make and model or, if the same make and model is unavailable, a similar type and size as set out on the Order Form and shall comply in all material aspects with the specification provided on the Order Form (if any). However, you acknowledge and agree that vehicles and their features (including colour) may vary from any description or images provided to you and therefore, unless we are in breach of this warranty, you shall not be entitled to refuse the Vehicle.
- 3.2. **Provision of services and licence:** In consideration of the Rental Fee, we agree to provide you the Van Rental Services during the period of your subscription as set out in the Order Form (the "**Rental Period**") and we grant you an exclusive licence to use the Vehicle during the Rental Period only for the Approved Purposes set out in the Order Form and subject always to these T&C's. Subject to your compliance with these T&C's and our right to replace the Vehicle under clause 3.9, we warrant that you shall enjoy quiet possession of the Vehicle during the Rental Period and your possession and use of the Vehicle shall not infringe the proprietary rights of any third party.
- 3.3. **Ownership:** You acknowledge and agree that we (or our licensors as applicable) shall, at all times, retain the ownership of the Vehicle and you have no rights and interest in and to the same, save for the licence granted to you under clause 3.2.

- 3.4. **Your Responsibilities:** During the Rental Period and until the Vehicle is returned to us, you shall be responsible for keeping the Vehicle safe, in good condition and clean and you shall comply with all Applicable Legislation in relation to your receipt of the Van Rental Services (including your use of the Vehicle). In particular (but without limiting the generality of your obligations), you shall:
- 3.4.1. keep the keys or other device which unlocks the Vehicle and/or enables the Vehicle to be started in a safe and secure place;
  - 3.4.2. park the Vehicle safely, legally and ensuring that all windows, doors, and other parts are locked/secure when the vehicle is left unattended;
  - 3.4.3. carry out regular checks on all Vehicle fluids, tyre pressures, wheel nuts, lights, wipers, tyre tread, depths and general Vehicle condition and ensure the Vehicle is presented for all service and other maintenance appointments which are notified to you by us;
  - 3.4.4. make sure the correct fuel is used;
  - 3.4.5. ensure that there is no smoking in the Vehicle;
  - 3.4.6. not let anyone work on the Vehicle or modify the Vehicle without our permission;
  - 3.4.7. not alter, tamper with, or remove any tracking or other equipment that is installed in the Vehicle;
  - 3.4.8. if any incident involving the Vehicle and/or any third party occurs (including accidents and theft), ensure that:
    - 3.4.8.1. we are promptly (and in any event within 24 hours of the incident) informed of the incident;
    - 3.4.8.2. the insurance company is informed within applicable timescales, where you are arranging your own insurance;
    - 3.4.8.3. the names and addresses of everyone involved, including any witnesses, are collected;
    - 3.4.8.4. neither you, nor any Named Driver, makes any admission of guilt;
    - 3.4.8.5. the incident is promptly reported to the police where required; and
    - 3.4.8.6. we and the insurers are provided with all relevant information and your full co-operation in respect of any claims and proceedings in relation to the incident.
- 3.5. **Restrictions on Use:** In no circumstances may a Vehicle be used:
- 3.5.1. by anyone other than those individuals who are listed on the Order Form as your Named Driver(s) and you acknowledge and agree that the following persons shall not be eligible to be Named Drivers:
    - 3.5.1.1. anyone under the age of 25;
    - 3.5.1.2. anyone without a full valid driving licence for the class or use of the Vehicle which has been held for a period of more than 12 months prior to the commencement of the Rental Period; or
    - 3.5.1.3. anyone who has a history of convictions or endorsements that are unacceptable to us, which includes any serious motoring offences (i.e. any offences that is not addressed by way of fixed penalty notice only) and dishonesty offences such as theft and fraud.
  - 3.5.2. in breach of any Applicable Law (including, for example, laws relating to use of seatbelts, speed limits, driving under the influence of drugs or alcohol), for any illegal purpose, or to deliberately cause injury, loss or damage to property or person;
  - 3.5.3. for racing, pace making, testing the Vehicles reliability and speed or teaching someone to drive;
  - 3.5.4. outside of the United Kingdom and Republic of Ireland, unless we have given you written permission;
  - 3.5.5. for load beyond the manufacturer's maximum weight recommendations and you must make sure that any load is secured safely;
  - 3.5.6. to propel or tow any other vehicle or trailer;
  - 3.5.7. other than on a paved public highway, private road or driveway;
  - 3.5.8. to transport dangerous or noxious substances;
  - 3.5.9. in a reckless manner; and/or
  - 3.5.10. in or on that part of any aerodrome, airfield, airport or military installation provided for the take-off, landing, movement or parking of aircraft and aerial devices, including any associated service roads, refuelling areas, ground equipment parking areas, aprons, maintenance areas and hangars.
- 3.6. **Insurance General:** Provision of the Van Rental Services is conditional upon appropriate insurance being in place. Notwithstanding such insurance cover (whether provided through us or arranged yourself), you will be liable to pay:
- 3.6.1. all policy excesses applicable to any and all claims made; and
  - 3.6.2. all other costs, expenses, loss and damage that we are unable to recover directly from the insurer.
- 3.7. **Insurance Provided through us:** If you have chosen to include insurance with us; subject to you meeting any eligibility criteria, your vehicle will be covered under the policy Vanango has arranged through U K Insurance Business Solutions Limited, an insurance intermediary who introduces customers to NIG policies underwritten by U K Insurance Limited. The cost of insurance will be included within your Rental Fee and will be covered for the duration of the Rental Period. Subject to your full cooperation (including promptly providing all necessary information of any incidents), we shall use reasonable endeavours to claim under such insurance policy for any loss or damage in respect of which we are notified. Details of the cover provided, the main exclusions and the policy excesses which are payable by the Hirer in the event of a claim, can be found here [IPID Vanango April 2023](#).
- 3.8.
- 3.9. **Insurance Arranged by you:** If you have chosen to arrange your own insurance, you agree to keep the Vehicle insured at all times during the Rental Period and until the Vehicle is returned to us. Your insurance policy must be with a reputable insurance company and must meet the following minimum criteria:
- 3.9.1. the policy must cover the full market value of the Vehicle against all risks on a fully comprehensive basis without restriction of excess;
  - 3.9.2. the policy must be in the same name as the Hirer (either the limited company/ sole trader as applicable)
  - 3.9.3. the policy must cover business use (not just limited to social, domestic and pleasure); and
  - 3.9.4. if the policy is an individual vehicles policy (i.e. registration specific), the policy must include an endorsement of us as the owner/licensor of the Vehicle;
- and you shall provide us with a copy of the policy documentation upon our request and, if requested, give permission to the insurer for us to act on your behalf in relation to any claims made.

- 3.10. **Replacement Vehicles:** We may, from time to time during the Rental Period, require you to return the Vehicle (including, for example, where we wish to replenish the fleet with newer stock). In such cases, we will give you 30 days' notice to give you time to make any repairs to the vehicle and ensure it meets the vehicle return requirements as set out in clause 4.4. Upon return of the Vehicle, we will provide a replacement vehicle of a similar size and specification. We will exercise this right no more than once during every six-month period of the term (the first period commencing with first day of the Rental Period).

## 4. Handover Procedure

- 4.1. **Warranty:** We warrant that the Vehicle is roadworthy and suitable for general hire purpose at the start of the Rental Period. You must report any breach of this warranty within 72 hours of the commencement of the Rental Period and, if such damage would not have been reasonably obvious during the handover inspection, we will cover the cost of repair to bring it such conditions and/or exchange the Vehicle. This is your sole remedy for breach of the warranty and we exclude all other warranties (including implied warranties) to the fullest extent permissible by Applicable Law.
- 4.2. **Handover Inspection:** Before you are given possession of the Vehicle, we will undertake a full inspection of the Vehicle including its condition and mileage and produce an inspection report (the "**Inspection Report**") which you will be asked to sign. By signing the Inspection Report, you agree to be responsible and liable for any damage to the Vehicle which was not noted in our report, subject only to the provisions of clause 4.1 and fair wear and tear. For an indication of what we consider to be (or not to be) fair wear and tear and please see: <https://issuu.com/bfwsn67/docs/vanango?fr=sYzZIZTI4NTE1>.
- 4.3. **Ongoing Monitoring:** During the Rental Period, you shall promptly report any damage to the Vehicle to us and provide us with photographic evidence of the damage. We also reserve the right to request you to upload photos of the Vehicle from time to time (but no more frequent than monthly) in order for us to continuously monitor the condition of the Vehicle.
- 4.4. **Vehicle Restoration and Return:** You must return the Vehicle at the end of the Rental Period (or upon termination of the Contract) in the same condition as it was when you took possession. Subject to clause 3.4.6, you will be responsible for ensuring that any necessary restoration work is carried out at your own expense prior to returning the Vehicle and at any time upon our request if such damage is reported to or identified by us under clause 4.3. If you fail to do this, you will be liable to pay any Additional Charges applicable to our restoration of the Vehicle. Upon return of the Vehicle we will undertake a further inspection to assess any damage and within 72 hours of you returning the Vehicle we shall provide you with a written report setting out any damage which you are liable for (including evidence of damage) and a statement of Additional Charges due.
- 4.5. **Vehicle Repossession and Recovery:** Without prejudice to any other rights and remedies we may have, if you breach any term of the Contract (including by failing to return the Vehicle at the end of the Rental Period), we reserve the right to repossess the Vehicle and you grant to us, our agents and employees an irrevocable right and licence to enter your premises during normal business hours for and to the extent necessary for such purpose (including by bringing recovery vehicles onto your premises). You will be liable for any all charges incurred in recovering the Vehicle (including charges we incur exercising our right to repossess the Vehicle under this clause 4.5) except to the extent such charges are covered by any roadside assistance and recovery services which are applicable to the Van Rental Services.

## 5. Charges

- 5.1. **What you must pay:** You shall pay us the following charges:
- 5.1.1. the Deposit applicable to the Vehicle in the amount as set out on the Order Form which shall be invoiced and payable immediately upon confirmation of our acceptance under clause 2.2
- 5.1.2. the Rental Fee together with any charge for insurance provided by us (see clause 3.7), which shall be payable by you no later than 24 hours prior to the arranged collection/delivery date of the Vehicle (as set out on the Order Form) and monthly in advance thereafter for each month of the Rental Period;
- 5.1.3. any applicable charge for excess mileage which shall be payable:
- 5.1.3.1. at the end of the Rental Period for actual mileage in excess of the Mileage Allowance which shall be calculated at the rate set out in the Order Form; or
- 5.1.3.2. at the point the Vehicle is returned to us (if this Contract is terminated before the end of the Rental Period) in which case the excess mileage charge will be calculated pro-rata for the period.
- As an illustrative example - vehicle returned after 6 months based on a Rental Period of 2 years with a Mileage Allowance of 30,000 miles per annum would expect to have covered 60,000 miles over 2 years. Therefore 60,000 divided by 24 months equates to 2,500 miles per month. In this example, 2,500 x 6 months = 15,000 miles in the period that would be allowed - therefore excess mileage above this would charged at the rate set out in the Order Form.*
- 5.2. **Additional Charges:** In addition to the charges set out at clause 5.1 and any other liability you may have under the Contract, you will be responsible for and liable to pay any and all Additional Charges if and when applicable.
- 5.3. **VAT:** Unless otherwise stated on the Order Form, all charges are exclusive of VAT which shall be added to the invoice at the prevailing rate and payable by you in addition.
- 5.4. **Interest:** If any sums payable under the Contract are not paid when due, you shall pay us interest on such sums calculated on a daily basis and compounded quarterly from the due date until payment at a rate of 5% per year over the base rate from time to time of Lloyds Bank Plc.
- 5.5. **Method of Payment:** For the Rental Fee together with any charge for insurance, you will be required to set up a monthly payment using our third party providers (either Stripe or Go Cardless) ("**Payment Account/Card on File**"). You can find details about Stripe, including their terms and conditions here: Stripe Payments: [Complete Online Payment Platform Toolkit](#). Payment will be taken from your Payment Account/Card on File on or around the same date during each month.
- 5.5.1. **Our Right to charge your Payment Account/Card on File directly:** In addition to the charges which will be deducted from your Payment Account/Card on File in accordance with clause 5.5, you agree that we may automatically deduct any Additional Charges, excess mileage, insurance excess or fines and penalties that become payable by you (including any fines, penalties and payable charges which we become aware of following termination of this Agreement) from your Payment Account/Card on File, in which case we will notify you of the charges in writing and you will be sent a receipt after the money has been debited.

**5.5.2. Our Right to deduct from your Deposit.** Upon return of the Vehicle, we will deduct from your Deposit any Additional Charges (including those which are payable as a result of our inspection of the Vehicle under clause 4.4) along with excess mileage, insurance excess and/or fines and penalties payable by you (where these have not already been deducted from your Payment Account/Card on File under clause 5.5.1). If the total charges you must pay upon return of the Vehicle exceeds the amount of the Deposit paid, we will deduct the balance owed to us from your Payment Account/Card on File.

5.6. **Return of Deposit:** Subject to our right to set off any sum's owed against the Deposit at clause 5.5.2, we will refund the Deposit or balance thereof to you within ten (10) working days of return of the Vehicle.

## 6. Term and Termination

- 6.1. **Commencement and duration:** The Contract shall commence on the date upon which we confirm our acceptance in writing as set out in clause 2.2 and shall terminate at the end of the Rental Period or upon performance of all obligations under the Contract (whichever the latter). The Rental Period shall commence on the date upon which you sign the inspection report as described at clause 4.2.
- 6.2. **Early termination by us:** We may terminate the Contract at any time with immediate effect upon notice to you if:
- 6.2.1. you breach any of the terms of the Contract (including where you fail to pay any amount due under the Contract on the due date for payment);
  - 6.2.2. you suspend or cease or threaten to cease to carry on all or a substantial part of your business; or
  - 6.2.3. you become the subject of a bankruptcy petition, application or order, winding up petition, application or order or pass a resolution for voluntary winding up
- 6.3. **Early termination by you:** You may terminate the Contract:
- 6.3.1. before the commencement of the Rental Period with immediate effect on notice in writing providing that you shall be liable to reimburse us for all costs and expenses we have incurred in reliance of the Contract including any delivery costs (where we have attempted to deliver the Vehicle to you prior to termination), any fees we have incurred with third parties in procuring the Vehicle for you and our reasonable administration costs.
  - 6.3.2. at any time, following commencement of the Rental Period with no less than one month's written notice providing that any termination prior to the end of the Rental Period shall be subject to payment by you of an early termination fee in an amount equal to 50% of the Rental Fee that would have been payable by you for the remainder of the Rental Period had the Contract not been terminated.
- 6.4. **Consequences of termination:** Upon termination of the Contract, for any reason, all rights granted to you under the Contract shall cease and you shall promptly return the Vehicle to us and the provisions of clause 4.4 shall apply.
- 6.5. **Accrued Rights etc:** Termination of the Contract shall not affect any of the rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the Contract, which existed at or before the date of termination.

## 7. Liability

- 7.1. **Indemnity:** You agree to indemnify and hold us (including our company directors) harmless against any and all claims, actions, proceedings, losses, costs, charges, damages, expenses and liabilities (including legal fees) arising out of or related to your use of the Vehicle and the Van Rental Services.
- 7.2. **Payment of fines and penalties:** Without prejudice to the Indemnity at clause 7.1 we reserve the right to debit your Payment Account/Card on File directly for any penalty, charge or fine which is committed, issued or incurred in relation to any offence or contravention in any jurisdiction which is applicable to the Vehicle (including parking, bus lane, congestion charge, traffic or other fines and penalties).
- 7.3. **Limitation of Liability:** Subject to clause 7.4
- 7.3.1. under no circumstances whatsoever will we be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with the Contract nor shall we be liable to supply any replacement Vehicle during any period the Vehicle or part of it are unusable; and
  - 7.3.2. our total liability to you in respect of all other losses arising under or in connection with the Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the Rental Fee payable for the Rental Period.
- 7.4. **Prohibited Exclusions:** Nothing in this Contract shall limit or exclude our liability for death or personal injury caused by our negligence or for fraud or fraudulent misrepresentation or in any other circumstances where liability may not be limited under any Applicable Law.

## 8. Data Protection

- 8.1. We will process your personal data in accordance with the Data Protection Legislation and our data privacy notice which can be found at <https://vanango.co.uk/privacy-policy> ("**Privacy Notice**").
- 8.2. Notwithstanding the terms of the Privacy Notice, you agree and you confirm to us that the Named Driver(s) agree that we may:
- 8.2.1. store your personal data or any personal data belonging to the Named Driver that relates to any incident arising during the Rental Period if we think that, as a result of such incident, you or the Named Driver could be a risk for future services and for the purposes of assisting us in making a decision as to whether future service should be provided (or any conditions which should apply to such services). For example, we will record data about your failure to pay, theft of or damage to a Vehicle, abusive behaviour towards our staff, any relevant criminal offence committed or alleged or if you have, or the Named Driver has, driven under the influence of drugs or alcohol;
  - 8.2.2. process any personal data given about you or the Named Driver for the purposes of performing the Contract and for keeping of accounts and records in connection with this Contract;

- 8.2.3. verify any personal and driving information provided by you and the Named Driver through the Driver and Vehicles Licensing Agency (DVLA), the Driver and Vehicles Agency (DVA), fraud prevention agencies/databases and other sources;
- 8.2.4. provide your personal data and the personal data of the Named Drivers to third parties who carry out customer satisfaction surveys on our behalf;
- 8.2.5. provide your personal data in relation to any accidents in which you, the Named Driver or any other driver that uses the Vehicles are involved in to relevant insurance databases.
- 8.2.6. where you are in breach of the Contract, provide any relevant personal data to the DVLA, the DVA, debt collectors and any other relevant organisation in order to fulfil any legal obligations we have. You agree that we can also give this information to the British Vehicles Rental and Leasing Association (BVRLA), which can share your personal information with its members to prevent crime and protect its assets;
- 8.2.7. use your personal data for our ongoing marketing purposes but only if you have consented to this.
- 8.3. The Vehicle may be equipped with a tracking device and/or a telematics system. You acknowledge that such systems use mobile telephone, satellite and/or radio signals to transmit data and communication and therefore privacy cannot be guaranteed. You authorise (and confirm that the Named Drivers authorise) us and our appointed third party service providers to use personal data for the purposes of the operation of an automatic crash notification system and the use of the Vehicle location system to investigate a potential or actual lost or stolen Vehicle (including if we are notified of this by you or someone else) and to co-operate with law enforcement authorities. You accept (and confirm that the Named Drivers accept) that a tracking device may alert us if the Vehicle leaves the territory it was hired for or enters any designated area (such as a port) so we are aware if the Vehicle may be transferred abroad. You accept (and you confirm that the Named Drivers accept) that a tracking device may alert us if there are signs of tampering or attempted or actual removal of a tracking device. Our appointed third party service providers may use personal data collected for the purposes set out in this clause in order to provide us with services. We are not obliged to use or ensure the proper operation of any tracking device or telematics system in the Vehicle.
- 8.4. When you use any satellite navigation or infotainment system in the Vehicle, you are responsible for any information that is stored in the systems as a result of your use and we shall have no responsibility or liability for any breach of your privacy or confidentiality as a result of your failure to wipe/delete any such information prior to returning the Vehicle.
- 8.5. For the purpose of these T&C's "personal data" and "processing" shall be interpreted in accordance with the Data Protection Legislation.

## 9. Complaints

- 9.1. **Complaints:** If you wish to make a complaint in relation to the Contract, please follow the instructions given in our complaints policy which can be found at: <https://vanango.co.uk/bvrla/Complaints%20Policy%20and%20Procedure.pdf> ("**Complaints Policy**"). Any complaint you make will be managed/handled in accordance with our Complaints Policy.

## 10. Governing Law and Jurisdiction

- 10.1. The Contract, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation, shall be governed by, and construed in accordance with the law of England and Wales and the parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim.

## Schedule 1: Additional Charges

The following table sets out when Additional Charges will apply to the Van Rental Services. Our right to charge Additional Charges does not affect any other rights or remedies we may have against you.

Type	Description	Charge (before VAT which shall be charged at the prevailing rate unless an exemption applies)
Vehicle restoration	<p>You will be responsible for restoring the Vehicle to the state in which it was originally provided to you including:</p> <ul style="list-style-type: none"> <li>• Under clause 4. - in the event of Contract termination / conclusion and any exchange/replacement under clause 3.9 (with the exception of any normal wear and tear).</li> <li>• If any evidence has been found indicating that you have transported goods specifically forbidden in these T&amp;C's without our permission;</li> <li>• If you have undertaken any modification to the Vehicle without our prior consent.</li> </ul>	<p>Prices may vary significantly depending on extent of restoration required and complexity of work involved. As an illustration only, livery removal can cost £150 - £500.</p> <p>We may also charge you an administration fee of up to £50 where there is significant damage and/or restoration work required.</p>
Fuel refill	<p>You must return the Vehicle with the same amount of fuel as when it was provided to you otherwise you are liable to pay our costs for refuelling plus the refuel fee.</p>	<p>£1.50 refuel fee plus fuel cost per litre up to the level of fuel at the time the vehicle was provided. Actual fuel will be charged at the UK national average prevailing rate.</p>
Administration fee	<p>If you receive any type of traffic / parking offences / fixed penalty notices/congestion charges or any charge in that respect, due to your actions or negligence in addition to the fine or penalty itself, you will be responsible for covering any and all costs we have incurred in processing the same (including any charges imposed by third party service providers who we use for this purpose and our own costs incurred in administering the paperwork).</p>	<p>The amount charged to us by our third party provider(s) plus up to £30 to cover our own administration costs. per offence.</p>
Lost Keys	<p>If you have lost the Vehicle's keys, a replacement can be created, however on security grounds, we have the right to charge for a change of locks.</p>	<p>Replacement key can cost up to £500.</p> <p>Replacement locks can cost up to £750.</p>

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Fuel Contamination	You will be responsible and liable for all costs if you have inserted the wrong fuel type into the Vehicle.	Dependent on Vehicle Restoration costs plus any additional costs for roadside assistance and towing.
Vehicles Disposal	Where a Vehicle needs to be disposed of due to your negligence or wrongdoing.	£250 disposal fee
Vehicle Cleaning	If you have returned a Vehicle in an unacceptable condition to hire to other clients (including any indication of smoking in the Vehicle).	£50-£85 (dependant on level of cleaning required)
Unconsented location usage/Vehicles seizure reclaim	You have taken and/or used the Vehicle outside of mainland UK. Where a Vehicle has been seized by an authority such as Police, VOSA, HMRC etc, due to your negligence or wrongdoing.	£200 for each incidence of unauthorised use plus £1.35 per mile.  The costs incurred in securing the release of the Vehicle.  Any charge imposed by the police in respect of storage of the Vehicle (approx. £25 per day).