



COURTESY CAR AGREEMENT

Please take the time to read the terms and conditions and feel free to ask us about anything that you may be unsure of, before signing for a courtesy car. You will also be provided with a copy of the terms listed on this page.

1. Some insurers will insure the courtesy car that we provide you, whilst your car is on site with us. Our business insurance does not cover customers to drive, so every customer needs to add our vehicle to their insurance policy or need to get temporary insurance to drive our vehicle.
2. The excess for you to be covered under our insurance is **£500** for each claim for damage caused to our courtesy car. This also includes glass damage. You have to provide your own insurance for our courtesy car, but we must have a cover note from your insurance company and the car must be covered by a fully comprehensive policy. A cover note must be faxed to us on **01895 436 166** or emailed to info@ecotecautogas.com
3. Courtesy Cars are expected to be returned with the same amount of fuel as stated on the rental agreement. Cars returned with significantly less fuel will be charged to you at £20+ VAT per quarter of a tank. If the car is fitted with a digital fuel gauge it will be charged at £8+ VAT per bar
4. Mileage restrictions do apply to our cars, based on an average of 150 miles per day, and a charge of 20 pence per mile thereafter. Please check with your insurer as they may apply different mileage restrictions based upon your own policy. (You may find the details in your policy booklet).
5. If you are taking the car into a congestion zone or low emission zone, you will be fully liable for any charges made against the courtesy car and it is your responsibility to ensure all charges are paid to the relevant authorities. This also includes, but not limited to, any parking or speeding fines. Any outstanding fees that are not paid will carry an administration charge from ECOTEC AUTOGAS and also the lease companies who supply the cars. A County Court Judgement will be issued if fines are not paid within a month.
6. Any tyre damage including punctures will be your responsibility and must be repaired or replaced before returning our car to us. If we have to replace/repair a tyre on your behalf, a charge of £65 + VAT will be added to the final bill. Cars fitted with an emergency tyre repair foam kit will have to have the foam and tyre replaced.
7. Courtesy cars not available for return within **24 hours** of completion of repairs will be subject to a general hire rate of £100.00+ VAT per day.
8. Any damage caused to the interior of the courtesy car will be charged to you in full.
9. We have a strict policy of **NO SMOKING OR ANIMALS** in our courtesy cars. It is now also illegal to smoke in the cars and breaking these rules will result in a £65 + VAT valet charge, payable at the time the car is returned.
10. We do understand that it is not always possible to clean the courtesy cars before you hand the car back, but we do provide the cars clean and ask that the cars are kept clean whilst in your possession, as they may need to go straight to another customer. If it is returned so dirty that we cannot check it for damage i.e. scratches, a cleaning fee of £20 + VAT will be payable to us upon return / handover. Any new damage found once cleaned will lead to a claim on your insurance. Note: ([Spa Car Wash](#)) is situated at the beginning of our road.
11. All courtesy cars are supplied with a handbook situated in the glove box or door pocket, which will provide details of breakdown procedures and numbers for you to call should you need assistance. Please be aware that these services may incur a cost to you.



12. If you lock the key in the courtesy car a £80 + VAT fee will be payable if we have to come out with the spare key. There is no charge if you collect the spare key from us and return it within 24 hours. Lost keys will be charged to you at full cost of replacement (this may also include the locks).

13. If you have to pay an excess, the excess amount is paid directly to ECOTEC AUTOGAS. We accept Cash, Debit/Credit Card. A 2.5 % handling charge will be added to credit card transactions. Cheques will only be accepted with a valid cheque guarantee card up to the guaranteed limit.

Please ensure that you have read and understood the terms and conditions in full and that you check the car thoroughly for any damage before signing for the courtesy car

Please advise us if you have an **alarm** or **immobiliser** fitted and if your car has a **self-locking system**. We may also need access to your **Locking wheel nuts**, please ensure that the removal tool is in the car. We may have to disconnect your **battery** to protect the car circuitry against high voltages used when welding. You may have to re-code your **radio** when you collect your car. The code may be in your handbook or may be obtained from your car dealer which may incur a cost to you.

Please feel free to call us for updates on the repairs to your car. We update and monitor our job status daily and we will be in contact with you as soon as repairs are completed and your vehicle has undergone a quality control check.

We also provide text updates to your mobile phone. If you would like text updates please provide your mobile phone number

Whilst your car is with us, why not consider using some of our services, we can arrange an M.O.T test, we carry out servicing and mechanical repairs Air Conditioning re-gas Full valet at competitive rates, 4 Wheel alignments to save unnecessary tyre wear

Courtesy car handover Check List:

- The handover will take 15-30 minutes
- We will have to check your car for any non-accident damage, please ensure that your car is clean enough for us to check. You may be asked to sign a damage disclaimer if your car is dirty. (Car Spa Hand Car Wash is available at the entrance of our lane)
- Driving License (as proof you can legally drive)
- Credit/Debit card (Details taken as security e.g. parking fine)
- Adequate insurance (we need a copy of a cover note for temporary comprehensive cover)
- Enough fuel in your car for delivery and collection
- Is your car clean enough to ensure a check sheet can be filled in
- Have you removed Parking permits, Phone charger, Sat Nav, Dart tag etc.
- Have you taken your house keys off of your car keys
- Only the insured or a named driver can sign for a c/car
- On our insurance, only the person signing can drive the c/car and we must see the paper part of your driving license
- Tell us if you are planning to go away during repairs to your car (24 Hour c/car returns policy)
- Your insurance company expects a duty of care to be shown towards any replacement vehicle lent to you. Any infringement can lead to your courtesy car being confiscated and you will be liable for any costs incurred.

Thank you for entrusting your vehicle to us. We would like to assure you that it is in very good hands and the repairs will be carried out in accordance with manufacturer's specifications. Our team of highly trained technicians will repair your vehicle as quickly as possible, but please be aware that good quality repairs may take time. When repairs are completed your car will be cleaned inside and out

Notes: We strongly recommend that any fines or costs incurred against our courtesy car are paid promptly, as ECOTEC AUTOGAS lease the courtesy cars and the leasing company add an administration fee of at least £80 + VAT to each fine incurred. We will make a similar charge and will recover all costs through the courts if necessary.

