



DRIVER TERMS AND CONDITIONS OF CONTRACT

This contract lists the qualification criteria and terms and conditions related to membership subscription of the vehicle sharing service provided by rentE Ltd of Fordrough, Hay Mills, Birmingham, B258DW under company registration number 104798888 (hereinafter referred to as “rentE”, “we”, “us” or “our”) to its customers (hereinafter referred to as “Drivers”, “the Driver”, “Driver” or “you”).

1. Driver Qualification Criteria

- a) Be at least 25 years of age and under 70 years of age
- b) Have 2 years’ experience on a full UK or EU driving License that is appropriate to the use of the vehicle
- c) Hold a valid, clean, UK or EU driver’s licence without any current convictions or any pending prosecutions for any motoring offences
- d) Have a current and valid council issued private hire licence for the area of use of the rentE car
- e) Drivers must be authorised to provide services on at least one private hire operator including but not limited to Uber
- f) All Drivers must have the right to work within the United Kingdom
- g) rentE reserves the right to request additional information such as a copy of the Driver’s passport or proof of UK address at any time
- h) Have lived in the UK continuously for no less than three (3) years from the date of application
- i) The Driver is responsible for paying all appropriate HMRC taxes and fees
- j) Vehicle sharing and the provision of services are strictly subject the timely payment of all fees and charges by the Driver
- k) To be eligible for our service the Driver must not:
 - i. Have been refused motor vehicle insurance or continuance thereof
 - ii. Have suffered from any disability or medical condition which has not been notified to the DVLA or which has been notified and resulted in the refusal of a driving licence
 - iii. Have during the last 4 years been convicted of or has a pending prosecution for any offence or combination of offences which resulted in or may result in more than 6 penalty points the Driver’s driving licence or which resulted in or may result in a loss of licence or suspension or ban from driving
 - iv. Have during the last 10 years been convicted of or has a pending prosecution for any criminal offence
- l) Satisfying the eligibility criteria does not automatically give an applicant the right to become a rentE Driver.
- m) Acceptance of the Drivers application is subject to approval by rentE at its sole discretion



- n) An application may be denied based upon additional criteria established from time to time by rentE and its insurance providers
- o) A Driver may, at rentE's sole discretion, be restricted from driving certain rentE vehicles based upon the Driver's history and experience
- p) rentE reserves the right to terminate membership without notice for any breach under the qualification criteria and/or any other term
- q) The Driver must accurately, truthfully and fully complete the application process and deliver all information and documents required under the application process
- r) The Driver must accurately, truthfully and fully inform rentE of any changes to the criteria listed above or for any other reason that might have affected qualification at any time after the start of services

2. Availability and Reservations

- a) Meeting qualification criteria and successfully completing membership registration will allow access to the rentE app or other online platform for access to rentE vehicles and services but the provision of services and use of vehicles is strictly subject to availability
- b) Drivers may reserve the Services via rentE's reservation system as available
- c) Reservations will be made on an as-available, first-come basis, and rentE does not guarantee the availability of the Services
- d) The length of each term of use of the Services will be agreed to on a per drive basis via the rentE's reservation system
- e) rentE reserves the right to change or cancel Services at any time with or without notice
- f) The Driver will use a smartphone or membership card to lock and unlock rentE vehicles
- g) The Driver will allow up to a 15 minutes pre-rental hold period before picking up the vehicle
- h) The minimum rental period is four hours
- i) No more than 2 pre-rental hold period cancellations in any period of 24 hours are allowed. Pre-rental hold period cancellations beyond twenty-four (24) hours may be subject to certain charges as described in Schedule 2
- j) Use of a rentE vehicle is ended when the Driver leaves the rentE vehicle and by putting the vehicle on charge and by using the rentE app or membership card to lock the car
- k) The Driver will only be able to finish the shift when the Driver has parked the rentE vehicle in its Designated Parking Zone
- l) If a Driver has parked the rentE vehicle in a Designated Parking Zone and is not able to lock and charge the vehicle, the Driver should immediately call Driver services at 0121 314 2430

3. Agreement of Terms and Conditions

- a) If the Driver does not meet the Driver Qualification Criteria under clause 1. or does not agree to the Terms and Conditions then the Driver may not, under any circumstances, access or use any of rentE's vehicles or Services
- b) By successfully completing the registration process, using or taking delivery of a rentE vehicle or by accepting rentE services; the Driver warrants that the Driver Criteria and terms and conditions are accepted without change or reservation



- c) Conditions of use will strictly adhere to all exclusions, provisions and terms listed in Schedule 1 and 2
- d) Enquiries related to this Contract should be made via email at info@rentecars.co.uk or by telephone at 0121 314 2430

4. Amendments

- a) rentE reserves the right to change the terms of this contract from time to time
- b) rentE will give notice of contract changes to Drivers in a timely manner
- c) rentE change of terms notices will be considered given when such notice is:
 - i. indicated and accessible from the first page from Driver log-on to the rentE website
 - ii. indicated and accessible when the Driver uses the rentE app
 - iii. provided by email to the Driver's email address
 - iv. is received as included in our newsletter
 - v. the Driver may terminate membership with rentE within fourteen (14) days of a change of terms notice
 - vi. a change of terms notice will be deemed to have been accepted by the driver after fourteen (14) days of deliver

5. Exclusions

- a) A Driver must not allow any other person to drive their rentE vehicle or to access their rentE app
- b) Any unauthorised use of the rentE app and/or a rentE vehicle must be immediately reported to rentE by calling 0121 314 2430
- c) Failure to comply with this clause may result in you, regardless of any other the person using the vehicle, the app or services, being subject to:
 - i. termination of membership without notice
 - ii. invalidation of insurance coverage
 - iii. liability for any losses, liabilities and damages
 - iv. liability for the applicable fees and costs for rentE vehicle use
 - v. liability for any death, injury or damage to property as a result of a breach of this clause
- d) rentE reserve the right to maintain and protect vehicles and to prevent and detect crime by using electronic devices to monitor the condition, performance and operation of rentE vehicles and/or to track the movement of rentE vehicles
- e) information gathered by electronic devices may be used both during your membership and after expiry and/or termination of your membership



6. Payment and Fees

- a) The Driver promises to pay rentE all fees associated with the hiring of the car, driving charges (including but not limited to mileage overage and/or toll fees), driving licence verification and any associated application and/or membership fees
- b) All application and hire fees are non-refundable
- c) Any congestion or toll charges incurred whilst driving are the responsibility of the Driver in all cases
- d) On registering for rentE, our application fee will be charged within five days of membership approval, regardless of whether you go on to use the service
- e) If a coupon is redeemed and membership is cancelled within 30 days, the coupon may become void and all driving will be charged to the Driver
- f) Drivers are responsible for the payment of all fines incurred through speeding, parking or other driving offences whilst using a rentE
- g) Drivers may settle payments due via credit card, debit card, or other means as accepted by rentE
- h) Any Driver account which is past due for payment will be suspended
- i) rentE reserve the right to terminate or suspend membership If payment of any amount due is rejected by the credit or debit card provided by the Driver or not paid via the direct debit set up by the Driver
- j) Drivers are responsible for providing and maintaining current credit card, debit card or direct debit information on file with rentE
- k) Ongoing issues with credit card, debit card or direct debit billings may result in termination of membership
- l) Under no circumstances will rentE be responsible for any overdraft or other fees charged by a Driver's credit or debit card company or bank
- m) rentE also reserve the right to change the payment due date and/or terminate any Driver's account that has been in arrears of late for payment
- n) rentE may engage third parties to collect amounts owed to rentE by a Driver
- o) the Driver will be responsible for any collection or litigation fees related to overdue charges
- p) rentE also reserves the right to charge interest on overdue charges at the applicable legal interest rate plus 4% over standard UK base rate

7. Data and Information

- a) rentE may use any information that a Driver has provided, including any personal information, for the purposes of processing and collecting payment under this Contract, monitoring fraud and dealing with any issues before, during and after membership
- b) all Drivers are responsible for providing and maintaining current email, mobile phone, mailing address and other account information
- c) All communications with rentE including email, telephone and social media maybe monitored and recorded by rentE and the use of listed communication channels represents the Driver's consent to be monitored or recorded



- d) The Driver agrees to maintain accurate, complete and up-to-date account information
- e) Failure to provide accurate information may result in the Driver's suspension or termination from using rentE's services
- f) Drivers must carry a valid driver's licence card at all times when in charge of a vehicle
- g) Because driving for rentE requires maintaining a good driving record rentE may from time to time check Drivers records and reserves the right to suspend the relationship with any Driver who does not meet rentE's eligibility requirements
- h) rentE may obtain information from third parties concerning applicants and Drivers to help establish eligibility for membership
- i) rentE will be carry out checks such as, but not limited to, an identity check
- j) rentE may pass your personal information to third party agencies for the purposes of carrying out identity and credit checks and they may keep a record of any search
- k) Driver information is not sold to third parties
- l) By submitting to rentE usernames, passwords and other log-in credentials (collectively, "Credential Information") for any third party sharing economy service (collectively, "Providers"), you hereby grant to rentE a non-exclusive, royalty-free, fully-paid license to use that Credential Information
- m) rentE may use and store the data and information made available by the Providers to you through use of your Account Credential Information related to your usage of, and interactions and transactions with, third party sharing economy service platforms (your "Provider Account Information") in accordance with this Agreement
- n) The Driver warrants and represents to be entitled to submit Credential Information to rentE, without any obligation by rentE to pay any fees or be subject to any restrictions or limitations
- o) By using the Service, you expressly authorise rentE to access your Provider Account Information, on your behalf as your agent
- p) The Driver warrants that the Service is not sponsored or endorsed by any third-party Providers
- q) Subject to all applicable laws; rentE may provide a third party with information (including your personal data and any data of rentE) about you, provided during your application, for the use of a vehicle or the Services if:
 - i. there is a complaint, dispute or conflict, including an accident, relating to a Driver;
 - ii. it is necessary to enforce the terms of any agreement between you and rentE;
 - iii. it is required, in rentE's sole discretion, by applicable law, regulation, ordinance, license, or operating agreement;
 - iv. it is necessary, in rentE's sole discretion, to protect the safety, rights, property, or security of rentE, the Services, or any third party;
 - v. to detect, prevent or otherwise address fraud, security or technical issues;
 - vi. to prevent or stop activity which rentE, in its sole discretion, considers to be, or to pose a risk of being, illegal, unethical, or legally actionable



8. Collision Damage Waivers (CDW)

- a) A Driver is responsible for all and any damage that occurs to a rentE whilst in his or her possession (including the entire time the vehicle is reserved under the Driver's account)
- b) The Driver is responsible for the full value of any damages or injuries caused to third parties or their property
- c) Such damages include, without limitation, the repair costs (estimated or actual) for the rentE vehicle and third-party property, injuries to third parties, costs associated with the recovery or transportation of rentE vehicles, and the loss of use of rentE vehicles or third-party property
- d) rentE provides insurance as part of the hire conditions and covers most damages arising from a Drivers use of a rentE, and the Driver's liability for damages will generally be limited to the Excess charge
- e) Any breach of terms and conditions may invalidate the insurance cover rentE provides
- f) The Driver responsible for the full cost of any accident or incident and any damages incurred of insurance is invalidated due to any breach of terms and conditions by the Driver
- g) If the Driver is involved in an incident whilst in charge of a rentE vehicle; a damage fee (of up to £500) may apply
- h) A damage fee may apply, but is not limited to, dents, scratches, collisions, flat tires, windshield cracks, dead batteries, engine problems, vandalism, theft, lost or damaged keys or other rentE property, third party damages, and, in some cases, third party personal injuries
- i) In the event of a collision or other incident where additional investigation is required, rentE will charge the payment card for £500 at the start of the investigation process. At that time, the Driver's account will be temporarily disabled pending investigation.
- j) The Driver may be reinstated, at rentE's sole discretion, upon completion of an investigation
- k) If the cost of the repair is less than £500, the Driver will be refunded any remaining balance from the damage fee.
- l) A Driver found to not be at fault will receive a full refund
- m) A Driver will be responsible for the £500 of the Damage Excess unless the Driver has purchased a Collision Damage Waiver (CDW)
- n) A Driver has no obligation to purchase a CDW
- o) The issue of a CDW is at rentE's sole discretion and may be declined
- p) If the Driver purchases a CDW from rentE, rentE will waive the Drivers responsibility for all or a portion of the applicable Damage Fee
- q) The purchase of a CDW is non-refundable
- r) Collision Damage Waiver (CDW) may not be available on all vehicle types and may be withdrawn at any time (for example, due to extreme weather conditions) and at the discretion of the rentE
- s) The insurance policy satisfies the requirements of the relevant law applicable in Great Britain and Northern Ireland to insure against liabilities for death, bodily injury and property



damage caused by, or arising out of, the use of a vehicle on the road in Great Britain or throughout the member states of the European Union

- t) A per reservation CDW applies only to the specific reservation for which it is purchased and is not transferable in any manner
- u) CDW cost and specifications are described in Schedule 2
- v) The elimination or reduction of liability for the Excess charge through the purchase of a CDW will not apply, and previously purchased CDWs may be terminated by rentE should the Driver:
 - i. use the vehicle in violation of this Contract, including if the Driver permits any other person to drive a rentE vehicle, engage in any prohibited use of a rentE vehicle or, purposely or through negligence (e.g. by putting the wrong type of fuel in a vehicle), damage a rentE vehicle or third-party property;
 - ii. have membership suspended or terminated by rentE
 - iii. have two at fault incidents in a rentE vehicle involving property damage or any third party;
 - iv. fail to close and lock all windows, doors, the bonnet and boot and the vehicle is stolen, damaged or vandalized;
 - v. fail to notify rentE immediately after an accident or loss; or (5) fail to pay any other amount due under this Contract

9. Insurance

- a) Any Driver authorised to operate a rentE vehicle under this contract will be covered by rentE's vehicle liability insurance which provides coverage for 3rd party cover for accidental death of or injury to any person relating to an accident
- b) Significant Exclusions and Limitations to provision of insurance by rentE include but are not limited to the following:
 - i. Loss or damage to the rentE vehicle arising from theft or attempted theft whilst the ignition key has been left in or on the vehicle
 - ii. Any excess agreed at point of rental for some vehicle types and drivers under twenty-five (25) years of age may have an additional excess levied
 - iii. Third party liability for accidental death of or injury to any person
 - iv. The cover provided for damage to property is limited to £10,000,000 in respect of any one occurrence or series of occurrences arising out of one event. This limit is increased to £20,000,000 for any incident involving a private motor car. The limit is restricted to an amount of £5,000,000 if at the time of the loss, damage or legal liability occurring the Insured vehicle(s) was/were being used for the carriage of passengers for hire and reward or the carriage of Hazardous goods



- v. rentE has no liability for any loss of, or damage to, any goods in or on the vehicle or in or on any third-party vehicle
 - vi. rentE has no liability for any loss, damage, injury or death in relation to any Driver due to any claims made by a third-party for any loss or damage arising from or in relation to the reservation, non-availability, supply, operation or use of extra equipment which includes but is not limited to; luggage racks, bicycle racks, baby seats, whether supplied by rentE or by the Driver
 - vii. the Driver is responsible for the safe installation vehicle accessories and must check the condition before each use
 - viii. rentE is not responsible for any loss or damage to any personal property in or around any vehicle or rentE's premises
- c) In no event will rentE be liable a Driver or any third party for any indirect or incidental costs, punitive damages or any consequential losses including but not limited to the loss of profit

10. Term and Termination

- a) This contract shall commence upon the acceptance by rentE of the signed contract and payment for the car and any applicable fees and/or charges
- b) The term of this contract shall continue until rentE or the Driver terminates it
- c) The Driver shall remain responsible for any fees, costs or expenses incurred prior to termination of this Contract
- d) rentE, upon notice to the Driver, may also terminate this Contract should the Driver fail to pay any sums due under the terms of this Contract
- e) rentE, upon notice to the Driver, may also terminate this Contract should the Driver fail to comply with any term or condition specified in this Contract
- f) rentE, upon notice to the Driver, may also terminate this Contract should the Driver engages in any activity or conduct that rentE deems inappropriate, negligent, offensive, abusive or otherwise unacceptable
- g) Upon termination of the Contract the rights to use all services and vehicles shall immediately terminate
- h) Upon termination of the Contract the Driver agrees to immediately return to rentE any vehicle or any other property of rentE
- i) The Driver shall be responsible for and agrees to pay any legal fees, court costs or expenses associated with enforcing the terms of this contract whether upon termination or otherwise (including without limitation, any costs relating to recovering any of the foregoing property or any amounts due and owing to rentE).

11. Fees and Pricing Structure

- a) Application fee: Prior to rentE initiating the background checks, Drivers must make a one-time, non-refundable application fee of £49 to rentE Ltd



- b) Pricing for access to rentE vehicles and services includes the cost of charging, maintenance and insurance as stated in the rentE website
- c) rentE reserves the right to amend rates, rate structures, terms and credits from time to time with reasonable notice
- d) Credits are promotional and have no cash redemption value
- e) rentE shall charge a fee of £25 for late payment or if the payment method is declined
- f) Late payment fees will be charged per occurrence and posted to the Driver's account
- g) All rentE vehicles are electric and to be connected for charging at the end of a booking term
- h) A driver must connect a vehicle and ensure that it says the vehicle is charging on the central dashboard
- i) rentE reserves the right to charge the Driver a £10 fee for failure to connect a vehicle or to ensure that the vehicle is charging
- j) A Driver failing to return the vehicle to its assigned location may be charged for the total costs of recovering the vehicle
- k) A vehicle may be reported to the police as missing should rentE not be able to contact a Driver and the Driver will be liable for all associated fees
- l) Fees and amounts:
 - i. Application fee: £49
 - ii. Damage fee: Up to £500, based on cost of repair, where a CDW wasn't purchased
 - iii. Failure to report an accident / damage fee: £500 above the cost of repair if the driver can be proven to be aware of an accident or damage they caused, but failed to declare it within 3 hours
 - iv. Collision Damage Waiver: £5 per week
 - v. Late payment: £25
 - vi. Returned vehicle late: £10 per sixty (60) minutes over the end of booking time, unless rentE are notified and permit an extension for exceptional circumstances
 - vii. Failure to charge car upon return: £10
 - viii. Failure to properly secure the vehicle (open windows or unlocked car): £50
 - ix. Vehicle abandoned or returned to wrong location: £50 plus any vehicle recovery costs
 - x. Failure to cooperate with an insurance claim: £1,000
 - xi. Drivers will be charged for the rental until they have successfully locked and put the rentE vehicle on charge
 - xii. PCN admin charge: £24
 - xiii. Drivers should return the rentE vehicle to a Designated Parking Zone
- m) Drivers are liable for all charges or fines incurred by leaving a rentE vehicle outside a Designated Parking Zone
- n) If the vehicle is towed or clamped during the reservation, then the Driver is responsible for recovering the vehicle and paying all costs, as well as any late fees that are incurred



12. Eligible Expenses

- a) Drivers might charge a vehicle during the booking using public chargers using a Polar Plus charging membership card found within the car
- b) An Eligible Expense for charging must be authorised in advance by a rentE Representative
- c) the actual receipt for each item or service purchased stating the date and time of purchase (which must be during your reservation) and note on it the odometer reading at the time of the purchase
- d) The Driver name must be clearly stated on the receipt and emailed to info@rentecars.co.uk within thirty (30) days of the reservation
- e) rentE will refund valid Eligible Expenses to the bank account, debit or credit card use for the reservation
- f) No credit or refund will be given without a receipt or if the receipt is submitted thirty (30) days or more after the reservation date

13. General Provisions

- a) By becoming a rentE driver, the Driver represents and warrants to rentE that the Driver has received all explanations as the Driver may have reasonably requested concerning the content of these term and conditions, including all schedules
- b) The rights granted to the Driver under this contract are not assignable or transferable in whole or in part
- c) Any attempt to transfer this Contract without the written consent of rentE shall be void and of no force or effect
- d) rentE may assign these term and conditions to an affiliate or to another entity
- e) No delay or omission by rentE to exercise any right or power occurring upon any non-compliance or default by the Driver shall impair such right
- f) All terms and conditions are governed by and constructed in accordance with English and Welsh Law
- g) The Driver returning a vehicle late must take the following steps:
 - i. Attempt to extend your reservation
 - ii. Contact the rentE office on 0121 314 2430

14. Confidentiality

Each party shall treat in confidence the other party's confidential information and shall not disclose it for 5 years, from the date of this agreement, save for the proper performance of this Agreement or where law requires such information or where the information is already in the public domain

15. Survival

Obligations related the term of contract will survive termination for the following clauses:



- i. 7. Data and Information
- ii. 9. Insurance
- iii. 13. Confidentiality



Schedule 1: Prohibited Uses

The use of a rentE vehicle is prohibited under the following conditions:

- a) Use of a rentE vehicle off-road, or for racing, pace making, testing the vehicle's reliability or speed, teaching someone to drive or in connection with motor rallies, competitions or trials
- b) Towing of any trailer or other vehicle
- c) By any person who is under the influence of alcohol or any drug or medication under the effects of which the operation of a vehicle is prohibited or not recommended
- d) In the carrying out of any crime or for any other illegal activity or purpose
- e) In an imprudent, negligent, or abusive manner or any other abnormal use of the vehicle
- f) By any person who has provided rentE with false information or whose representations are determined to be false including, without limitation, regarding his/her name, age, or address
- g) Driving a rentE vehicle in countries other than the United Kingdom is prohibited
- h) Carrying more of passengers than the designed seating capacity of the vehicle
- i) Carrying baggage or other items that would cause the vehicle to be overloaded;
- j) Carrying or transporting any hazardous, toxic, flammable, dangerous or illegal materials
- k) Driving while using a mobile communication device that may distract you from driving, including driving while texting, emailing, using a cell phone without a hands-free device or otherwise engaging in similar activities that may be prohibited by applicable law;
- l) Any unreasonable or inappropriate use of a rentE vehicle, as determined by rentE in its sole discretion
- m) smoking is strictly prohibited in a rentE vehicle
- n) Pets unless they are transported in locked pet carriers or are assistance / guide dogs
- o) Drivers are subject to additional charges if evidence of smoking or pets is found in rentE vehicles
- p) If a Driver smokes or permits any other person to smoke in a rentE vehicle, the Driver's membership may be terminated



Schedule 2: Operating Procedures and Obligations

Vehicle Pick-up and Return

- a) Drivers must pick up the selected vehicle at the parking space as indicated on the rentE app
- b) the rentE vehicle must be returned parked, secured, clean (rubbish removed), back on charge (including checking that the vehicle says it is charging on the dashboard), and in good working order, within the Designated Parking Zone
- c) If you have not made a reservation in advance and the rentE app shows that there are available rentE vehicles, you may reserve a vehicle and take possession of a vehicle after confirming on the rentE app
- d) Vehicles must be reserved via the website or the rentE app prior to possession
- e) Prior to taking possession of a vehicle, you must do an exterior walk-around and an interior look-over.
- f) Before driving the vehicle, you must notify rentE of any damage or abnormality encountered on the vehicle or in the operation of the vehicle
- g) you should report the following to rentE:
 - i. any warning lights that stay on after the ignition is engaged
 - ii. indication of leaking fluids near the vehicle
 - iii. cracks or chips in the windscreen
 - iv. missing or inoperable signal or driving lighting
 - v. broken or missing rear-view mirrors
 - vi. any other condition that may render the vehicle unsafe to operate
 - vii. any other damage that is not recorded in the vehicles damage log located in the vehicle (the "Damage Log")
 - viii. If you observe any damage that is not reported in the Damage Log, you are required to inform rentE of such damage prior to driving the vehicle as set out on our website
- h) If rentE is not notified of a problem prior to taking possession of a vehicle and/or driving the vehicle, you will be deemed to be responsible for any problem with the vehicle discovered or reported after your reservation, including, without limitation, damage to the vehicle, lack of cleanliness, service drive or other applicable fees, and rentE may suspend, or terminate membership
- i) The key fob to the vehicle and any public charging membership cards must remain in the vehicle and/or be returned to its designated position within the vehicle
- j) The vehicle must be locked using the vehicle key when it is not in use during your reservation
- k) Electric powered vehicles must be returned to the vehicle's charging station at the end of the reservation.
- l) Where all chargers are already plugged into other cars the Driver may disconnect any fully charged vehicle to use that connection for the returned vehicle
- m) Where there are no chargers available the car may be returned without connection
- n) Using the rentE App to lock the vehicle ends your reservation
- o) You must advise rentE immediately if you fail to leave the key/fob/starting device, charging card or parking pass (if applicable) in the vehicle



- p) You will be charged the relevant rate for the vehicle until you notify rentE in the required manner as set out on the website and rentE reserve the right be charged a fee to replace any of the items missing from the vehicle
- q) You are responsible for all charges and costs incurred related to the rentE vehicle for the entire period of the reservation and until you notify rentE of the end of use

Stolen Vehicles and Lost Property

- a) Stolen vehicles must be immediately reported to rentE by phone
- b) You must check that you have not left any belongings in the rentE vehicle
- c) rentE makes reasonable effort to reunite lost belongings with their owner;
- d) rentE shall not be liable for any belongings left in or stolen from a vehicle
- e) Any items found in a vehicle by rentE will be logged and held by rentE for a period of no less than a month
- f) Belongings not claimed within this period will be passed on to charity or disposed of at the discretion of rentE
- g) rentE properly maintain on vehicles
- h) Drivers must monitor performance of the vehicle and will, if service or maintenance is reasonably required, inform rentE using 0121 314 2430
- i) the actions of a rideshare passenger may qualify the Driver for reimbursement for the rideshare operator

Roadside Assistance

- a) rentE provides Roadside Assistance support as part of our service except for driving out of permissible range, allowing a vehicle to run out of fuel or charge or any breach of terms
- b) Unusual noises or driving feel or any other problems, including but not limited to; warning lamps, indicators, inappropriate or strange engine or other mechanical sounds, performance changes or unusual driving feel, must be reported to rentE as soon as noted by calling 0121 314 2430. Failure to report such irregularities during the use of a rentE vehicle may result in the Driver's immediate suspension or termination of membership as well as the Driver being responsible for any damages resulting from the continued use of the vehicle despite such irregularities. Such damages are not limited to the excess charge and are not covered by rentE's insurance.
- c) All breakdowns, accidents or similar incidents involving rentE vehicles must be reported to rentE immediately by phone to 0121 314 2430.
- d) RentE offers 24-hour emergency assistance for situations requiring immediate attention
- e) Please call the emergency line in the following situations:
 - i. You show up for your registration and the vehicle is not there
 - ii. Your key doesn't work or your vehicle won't start
 - iii. You are unable to park the vehicle in the correct location
 - iv. You are running late and unable to extend your reservation
 - v. The vehicle is displaying a warning light or has a mechanical issue
 - vi. You need roadside assistance, such as a flat tire or dead battery



- f) Breakdown and Roadside Assistance. When using a vehicle, you must follow the owner manual's instructions. If a problem arises that prevents or limits the use of the vehicle or that may compromise safety, you must immediately notify rentE and follow rentE's instructions. Failure to acknowledge warning lights or noises from the vehicle may result in fees for negligence. 24-hour emergency roadside assistance is available for emergencies with rentE vehicles. Please notify rentE staff of any emergencies using the emergency phone number
- g) Drivers may pay for towing, repairs, and other expenses, if authorised by a rentE Representative (in which case these amounts will be considered Eligible Expenses reimbursable or if approved by a rentE Representative you may charge them to rentE's account with the applicable service vendor

Accident and Collision

- a) In case of an accident, the Driver must complete rentE's incident report form and obtain the following information:
 - i. Date, time, and place of accident;
 - ii. The number plates of any other vehicles involved, their make and year, their identification number (serial number), and the insurance certificate's number (with name, address and phone number of the insurance agent);
 - iii. The names, addresses, and driver's licence numbers of the persons involved in the accident;
 - iv. The name, address, and driver's licence number of the owner of the car (if he or she is not the driver);
 - v. The name, addresses, and phone number of witnesses, passengers, and any other involved persons;
 - vi. Circumstances of the accident
- b) Depending upon the severity of the accident, the Driver may also be required to fill out and obtain an official police report form, and, if possible, provide a jointly agreed-upon statement
- c) Drivers must provide to rentE and any other claims adjustment service the findings of any report or any notice relating to a claim or a lawsuit against rentE regarding any accident involving a rentE vehicle
- d) Drivers agree to cooperate fully with rentE in the investigation and defence of any such claim or lawsuit
- e) A Driver's account will be suspended until the investigation has been concluded



Schedule 3: Collision Damage Waiver

The Driver will be responsible for the full £500 of the Damage Fee unless the Driver has purchased a Collision Damage Waiver (CDW). The driver has no obligation to purchase a CDW and is optional and may be declined. If the Driver purchases a CDW from rentE, rentE will waive the Drivers responsibility for all or a portion of the applicable Damage Fee. The purchase of a CDW is non-refundable. Collision Damage Waiver (CDW) may not be available on all vehicle types and may be withdrawn at any time (for example, due to extreme weather conditions) and at the discretion of the rentE. The insurance policy satisfies the requirements of the relevant law applicable in Great Britain and Northern Ireland to insure against liabilities for death, bodily injury and property damage caused by, or arising out of, the use of a vehicle on the road in Great Britain.

A CDW is subject to a fee of £5 per week payable by Direct Debit which is deducted by standing order each week of use until termination.

To take up a CDW please tick the CDW box on registration and this will be added to your vehicle Direct Debit subscription. A CDW is strictly subject to the terms and conditions of this agreement and by completing a Standing Order the member warrants that all registration data provided is true and accurate and that the member will provide any new information that may affect the terms of membership and insurance during the term of this agreement.