

## Terms & Conditions for Approved Commercial Hire LTD

### Section 1 – Definitions & General Scope

#### 1.1 Definitions

In these Terms and Conditions, unless the context otherwise requires:

“Company” / “We” / “Us” / “Our” means Approved Commercial Hire, the commercial vehicle hire provider.

“Hirer” / “You” / “Your” means the individual or business entering into a hire agreement with the Company.

“Vehicle” means the van or commercial vehicle supplied under the hire agreement, including all tyres, tools, accessories, documents, and equipment relating to it.

“Hire Agreement” means the legally binding contract between the Company and the Hirer incorporating these Terms and Conditions.

“Rental Period” means the period during which the Hirer has possession of the Vehicle, as stated in the hire agreement, including any extensions agreed in writing.

“Excess” means the amount payable by the Hirer in the event of damage, theft, or loss, regardless of fault, unless otherwise specified.

“Prohibited Use” means any use of the Vehicle that breaches these Terms and Conditions or UK law.

“Insurance Policy” means the motor insurance policy arranged by the Company, or alternatively, insurance arranged by the Hirer if agreed in writing.

#### 1.2 General Scope

These Terms and Conditions govern the hire of Vehicles by the Company to the Hirer. By signing a hire agreement and/or taking possession of a Vehicle, the Hirer accepts these Terms and Conditions in full.

The Company reserves the right to refuse hire at its discretion and without explanation.

### Section 2 – Eligibility & Hirer Requirements

#### 2.1 Age & Licence Requirements

The Hirer must be at least 21 years old and not older than 70 years at the start of the Rental Period, unless otherwise agreed in writing by the Company.

The Hirer must hold a full, valid UK driving licence (for the appropriate category of vehicle) for a minimum of 2 years prior to the hire date.

The Company reserves the right to request a DVLA licence check code and proof of address before releasing the Vehicle.

International drivers must provide a valid international driving permit together with their national licence.

#### 2.2 Identification & Proof of Address

The Hirer must provide at least 1 form of proof of address dated within the last 90 days (e.g. utility bill, bank statement, council tax bill).

A photo ID (passport or driving licence photo card) must be provided.

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The Company reserves the right to refuse hire if the Hirer cannot provide satisfactory identification or address verification.

### 2.3 Business & Commercial Use

If the Hirer is hiring on behalf of a business, the Company may require a certificate of insurance, VAT registration, or other proof of trading.

The signatory of the Hire Agreement confirms they have the authority to bind the business to the contract.

### 2.4 Restrictions on Eligibility

The Hirer will not be permitted to hire a Vehicle if they:

- Have more than 6 penalty points on their driving licence within the last 3 years.
- Have been disqualified from driving within the last 5 years.
- Have been convicted of offences relating to drink/drugs and driving.
- Have outstanding CCJs, bankruptcies, or unpaid hire agreements with the Company or similar providers.
- Fail to disclose any accidents, insurance claims, or pending prosecutions within the last 5 years.

### 2.5 Fraud & Misrepresentation

The Hirer must not provide false, misleading, or incomplete information when entering into the Hire Agreement.

If fraudulent documents, stolen identity, or false information are suspected, the Company reserves the right to:

- Immediately cancel the hire without refund,
- Retain the Security Deposit, and
- Report the Hirer to the police, insurers, and relevant fraud prevention agencies.

### 2.6 High-Risk Drivers

The Company reserves the right to request additional documentation, references, or a higher Security Deposit for Hirers deemed higher risk (e.g. young drivers, limited driving history, recent claims, or commercial use in high-risk industries).

Where additional terms are applied, the Hirer will be informed in writing before the Vehicle is released.

### 2.7 Company's Right to Refuse

The Company reserves the absolute right to decline any hire without explanation if, in its sole opinion, the Hirer poses a risk to the Vehicle, the Company, or the public.

## Section 3 – Vehicle Condition, Collection & Return

### 3.1 Vehicle Inspection at Collection

The Vehicle will be provided to the Hirer in roadworthy condition, with all necessary documents, equipment, and accessories.

A Vehicle Condition Report will be completed with the Hirer present at the time of collection, recording the condition, mileage, fuel level, and any existing damage.

The Hirer must check and sign the Vehicle Condition Report before leaving the premises. By signing, the Hirer accepts responsibility for the condition noted.

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### 3.2 Vehicle Condition at Return

The Hirer must return the Vehicle in the same condition as at the start of the Rental Period.

Any new damage, missing items, or excessive wear (interior or exterior) will be charged to the Hirer in accordance with the Company's Damage & Repair Policy.

The Company's assessment of the Vehicle's condition on return will be final.

### 3.3 Mileage & Fuel Policy

The Vehicle will be supplied with a recorded fuel level. The Hirer must return it with the same level of fuel.

If the Vehicle is returned with less fuel, the Hirer will be charged for the shortfall plus a refuelling fee.

Mileage will be recorded at collection and return. If mileage limits are part of the Hire Agreement, excess mileage charges will apply.

### 3.4 Late Return

Vehicles must be returned on or before the agreed time.

Late returns will incur charges at the Company's standard daily hire rate plus an administration fee, unless prior extension has been agreed in writing.

Failure to return the Vehicle more than 24 hours after the agreed time may be treated as theft and reported to the police.

### 3.5 Cleanliness & Smoking Policy

Vehicles must be returned in a reasonably clean condition. Excessive dirt, stains, or odours (including from smoking or pets) will result in a valeting charge.

Smoking or vaping is strictly prohibited in all Vehicles. Breach of this condition will result in a minimum cleaning charge.

### 3.6 Company's Right of Inspection

Upon return, the Company reserves the right to carry out a detailed inspection of the Vehicle.

If damage is discovered after the Vehicle has been cleaned and inspected (e.g. scratches hidden by dirt), the Company reserves the right to notify the Hirer and recover the cost after return.

## Section 4 – Hirer's Responsibilities & Use of the Vehicle

### 4.1 General Responsibilities

The Hirer is responsible for the Vehicle and must take all reasonable care to prevent loss, theft, or damage during the Rental Period.

The Hirer must ensure the Vehicle is used in accordance with the Highway Code, UK law, and these Terms and Conditions.

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### 4.2 Prohibited Use

The Hirer must not:

- Use the Vehicle for carrying passengers for hire or reward.
- Use the Vehicle for racing, rallies, pace-making, off-road driving, or speed testing.
- Use the Vehicle to tow another vehicle or trailer without written permission.
- Carry hazardous goods, illegal substances, or items restricted by law.
- Overload the Vehicle or exceed its recommended payload, weight, or seating capacity.
- Drive under the influence of alcohol, drugs, or medication impairing driving ability.
- Allow anyone other than an authorised driver named on the Hire Agreement to drive.
- Take the Vehicle outside the UK Mainland without prior written consent.

### 4.3 Security & Care of Vehicle

The Vehicle must be locked, secured, and alarms/immobilisers (if fitted) activated whenever unattended.

The Hirer must not leave the keys in the Vehicle at any time.

The Hirer must use the correct fuel type. Misfuelling will result in recovery, repair, and cleaning costs being charged in full.

The Hirer must check oil, coolant, AdBlue, and tyre pressures regularly and report any concerns immediately. Failure to maintain fluid levels or tyre pressures, resulting in damage, breakdown, or additional servicing, will be charged to the Hirer.

For longer hire periods, the Company reserves the right to carry out random inspections of the Vehicle to ensure proper care and maintenance. Any neglect, misuse, or low fluid levels discovered during such checks may result in charges being applied to the Hirer.

### 4.4 Reporting Obligations

The Hirer must immediately inform the Company if:

- The Vehicle develops any fault, warning light, or mechanical issue.
- The Vehicle is damaged, stolen, involved in an accident, or subject to enforcement action (parking tickets, speeding fines, etc.).
- Any incident occurs that may give rise to a claim.

### 4.5 Liability for Fines & Penalties

The Hirer accepts full responsibility for all fines, penalties, tolls, congestion charges, ULEZ/LEZ charges, and enforcement notices incurred during the Rental Period.

Where such fines or penalties are received by the Company, the Company will settle the amount due on behalf of the Hirer and recharge the full cost to the Hirer plus an administration fee (as detailed in the Schedule of Charges).

The Hirer authorises the Company to debit such amounts from the Security Deposit or any card provided for payment.

### 4.6 Company's Right to Monitor Use

Vehicles may be fitted with GPS trackers, telematics, or dash cameras for safety, security, and insurance purposes.

The Company reserves the right to monitor location, speed, and driving behaviour.

Any evidence of misuse may result in immediate termination of the Hire Agreement without refund.

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### Section 5 – Insurance, Damage & Liability

#### 5.1 Insurance Cover

Unless otherwise agreed in writing, the Vehicle is provided with the Company's motor insurance policy, subject to the policy terms and the Hirer's compliance with these Terms and Conditions.

The insurance excess payable by the Hirer is £1,000 per incident, regardless of fault. This amount is payable in the event of damage, theft, or fire, unless reduced by Excess Reduction Cover where purchased.

For long-term hires of 90 days or more, the Company does not provide insurance. In such cases, the Hirer must arrange and maintain their own fully comprehensive motor insurance for the entire Rental Period, naming the Company as the vehicle owner/lessor. Proof of such insurance must be provided before the Vehicle is released.

#### 5.2 Hirer's Liability

The Hirer is fully responsible for:

- Any damage to the Vehicle not covered by insurance.
- Loss or theft of the Vehicle where keys or documents were left inside or otherwise compromised.
- Costs arising from misuse, neglect, or failure to comply with Section 4 (Hirer's Responsibilities).

If the Vehicle is stolen, the Hirer is liable for the full replacement value.

#### 5.3 Excess Reduction Options

The Hirer may, subject to availability, purchase Excess Reduction Cover (sometimes called Collision Damage Waiver).

Where purchased, this reduces the Hirer's liability for damage to the lower excess amount stated in the Hire Agreement.

Excess Reduction Cover does not remove liability for:

- Missfuelling,
- Interior damage,
- Roof or undercarriage damage,

#### 5.4 Damage Procedure

In the event of damage or an accident, the Hirer must:

- Immediately notify the Company,
- Complete an accident/damage report form,
- Provide names, addresses, and insurance details of all parties involved,
- Notify the police where required by law.

Failure to follow this procedure may result in the Hirer being held fully liable for costs.

#### 5.5 Company's Right to Recover Costs

The Company reserves the right to recover from the Hirer any uninsured losses, including but not limited to: loss of rental income, diminished resale value, towing, recovery, and storage charges.

- If damage or loss occurs as a result of breach of these Terms and Conditions, the Hirer will be liable for the full cost of repair or replacement, regardless of insurance cover.

### Section 6 – Payments, Deposits & Charges

#### 6.1 Rental Charges

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Rental charges are calculated on a daily, weekly, or monthly basis (as applicable) and include only the hire of the Vehicle, unless otherwise specified.

Charges are payable in advance of the Rental Period unless agreed otherwise in writing.

### 6.2 Payment Authorisation (No Deposit System)

The Company does not take a cash deposit. Instead, the Hirer's payment card details are securely stored via Stripe (or another approved payment processor).

By signing the Hire Agreement, the Hirer authorises the Company to charge the stored card for:

- Any additional rental charges,
- Fines, penalties, tolls, and related administration fees,
- Refuelling charges,
- Cleaning or valeting costs,
- Damage, theft, or loss not covered by insurance,
- Any other charges arising under these Terms and Conditions.

The Hirer agrees that such charges may be applied after the Vehicle has been returned, if necessary, without further notice.

### 6.3 Method of Payment

Payment must be made by credit card, debit card, or bank transfer or Cash.

The Hirer authorises the Company to debit their payment card for:

- Rental charges,
- Security Deposit,
- Any additional charges incurred under these Terms and Conditions.

### 6.4 Extensions & Additional Charges

If the Hirer wishes to extend the Rental Period, payment must be made in advance for the extended period.

Late payment may result in the immediate termination of the hire and recovery of the Vehicle.

All additional charges (e.g. excess mileage, late returns, administration fees, valeting) are payable by the Hirer as detailed in the Schedule of Charges.

### 6.6 Non-Payment & Recovery

If the Hirer fails to make any payment when due, the Company reserves the right to:

- Terminate the Hire Agreement,
- Recover the Vehicle immediately, and Recover all outstanding charges, interest, and costs of recovery from the Hirer.

Interest may be charged on overdue sums at a rate of 4% above the Bank of England base rate, accruing daily.

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### 6.7 Early Return Policy

If the Hirer returns the Vehicle before the end of the agreed Rental Period, no refund or credit will be given for the unused portion of the hire.

The full rental charge for the originally agreed Rental Period remains payable in all cases, unless otherwise agreed in writing by the Company.

### 6.8 Mileage Allowance

Unless otherwise agreed in writing, the Vehicle hire includes a mileage allowance of see contract signed.

Mileage will be recorded at collection and return.

Any mileage in excess of the agreed allowance will be charged at the rate stated in the Schedule of Charges.

The Company's mileage records are final and binding.

## Section 7 – Breakdown, Accidents & Theft

### 7.1 Breakdown Assistance

All Vehicles are supplied with roadside assistance cover.

In the event of a breakdown, the Hirer must contact the Company or the emergency number provided and follow instructions.

The Hirer must not authorise or carry out any repairs without the Company's prior consent.

If the breakdown is caused by driver error, neglect, or misuse (e.g. running out of fuel, flat battery due to lights left on, misfuelling), the Hirer will be responsible for all related costs including recovery, call-out fees, and repairs.

### 7.2 Accidents

In the event of an accident, the Hirer must:

- Immediately notify the Company and provide full details,
- Not admit liability or offer settlement to any third party,
- Obtain names, addresses, vehicle registration numbers, and insurance details of all parties involved,
- Notify the police where legally required,
- Complete the accident/damage report form provided by the Company.

Failure to follow this procedure may result in the Hirer being liable for all associated costs.

### 7.3 Theft & Vandalism

In the event of theft or vandalism, the Hirer must:

- Immediately notify the police and obtain a crime reference number,
- Notify the Company as soon as possible,
- Return the keys and any documents for the Vehicle to the Company.

The Hirer will be liable for the full value of the Vehicle if the keys or documents are not returned.

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### 7.4 Replacement Vehicle

Where possible, the Company will provide a replacement Vehicle following breakdown, accident, or theft. Provision of a replacement Vehicle is subject to availability and at the Company's discretion.

The Company is under no obligation to provide a replacement where the breakdown, accident, or theft was caused by Hirer negligence, misuse, or breach of these Terms and Conditions.

### 7.5 Loss of Use

The Hirer is liable for the Company's loss of income during any period the Vehicle is unavailable for hire as a result of damage, theft, or misuse occurring during the Rental Period.

### 7.6 Recovery & Impound Costs

If the Vehicle is seized, clamped, towed, or impounded by the police, local authorities, or any other authority during the Rental Period, the Hirer will be fully responsible for:

- All release, recovery, towing, storage, or legal costs, and
- Any associated loss of rental income suffered by the Company.

The Company reserves the right to recover the Vehicle directly and charge all related costs to the Hirer.

## Section 8 – Termination of Hire & Recovery of Vehicle

### 8.1 Company's Right to Terminate

The Company may terminate the Hire Agreement at any time and without liability to the Hirer if:

- The Hirer breaches any of these Terms and Conditions,
- The Hirer provides false or misleading information, or fails to pay on time.
- The Hirer becomes insolvent, bankrupt, or enters liquidation,
- The Hirer's insurance (where applicable) is cancelled or invalid,
- The Company has reasonable grounds to believe the Vehicle is at risk of damage, loss, or misuse.

### 8.2 Hirer's Obligation on Termination

On termination, the Hirer must immediately return the Vehicle to the Company at the location specified.

If the Hirer fails to return the Vehicle, the Company may recover it without notice and at the Hirer's expense.

All costs associated with recovery (including towing, storage, and administration) will be charged to the Hirer and may be debited directly from the stored payment card via Stripe.

### 8.3 Authority to Enter Premises

The Hirer grants the Company the right to enter any premises where the Vehicle may be located for the purposes of recovery in the event of termination.

The Company will not be liable for any damage caused in exercising this right, provided reasonable care is taken.



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### 8.4 No Refunds on Termination

If the Hire Agreement is terminated by the Company for any reason, the Hirer will not be entitled to any refund of hire charges for the unused portion of the Rental Period.

### 8.5 Reporting to Authorities

Failure to return the Vehicle on request may be treated as theft and reported to the police.

## Section 9 – Data Protection, Tracking & Privacy

### 9.1 Data Protection Compliance

The Company processes personal data in accordance with the UK GDPR and Data Protection Act 2018.

Personal data collected may include identification documents, driving licence details, payment details, and contact information.

This data is used for administering the hire, insurance purposes, fraud prevention, debt collection, and compliance with legal obligations.

### 9.2 Sharing of Information

The Company may share Hirer information with:

- Insurance providers and claims handlers,
- Law enforcement agencies and local authorities,
- Debt recovery agents and legal advisors,
- Stripe or other payment processors for billing and fraud prevention.

Information will only be shared where necessary and lawful.

### 9.3 GPS Tracking & Telematics

Vehicles may be fitted with GPS trackers, telematics, and/or dash cameras.

These systems may record information including but not limited to: location, mileage, speed, driving behaviour, fuel consumption, and video footage.

The Hirer consents to the Company monitoring and using such data for:

- Theft prevention and recovery,
- Ensuring compliance with the Hire Agreement,
- Investigating accidents, insurance claims, and misuse,
- Protecting the Company's assets.

### 9.4 Privacy Expectations

The Hirer acknowledges that no expectation of privacy applies in relation to the use of Company Vehicles.

Recorded data may be retained and used as evidence in the event of disputes, claims, or breaches of the Hire Agreement.



07961 205272

admin@approvedcommercialhire.com

Unit B1, The Boat Yard, Sandwich CT13 9LY

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### 9.5 Retention of Data

Personal and tracking data will be retained only for as long as necessary to fulfil the purposes stated, unless a longer retention period is required by law or for ongoing legal proceedings.

### 9.6 Subject Access Rights

The Hirer has the right to request access to personal data held by the Company, to request correction of inaccurate data, and, where applicable, to request erasure in accordance with data protection laws.

### 10.1 Governing Law

- These Terms and Conditions, and any Hire Agreement entered into, shall be governed by and construed in accordance with the laws of England and Wales.
- The Hirer agrees to submit to the exclusive jurisdiction of the courts of England and Wales.

### 10.2 Entire Agreement

- The Hire Agreement together with these Terms and Conditions constitutes the entire agreement between the Company and the Hirer.
- No other verbal or written statements, promises, or representations shall be binding unless confirmed in writing by the Company.

### 10.3 Variation

The Company reserves the right to vary these Terms and Conditions from time to time.

Any variation will only apply to Hire Agreements entered into after the variation has been published or communicated.

### 10.4 Force Majeure

The Company shall not be liable for any delay, cancellation, or failure to perform its obligations due to events beyond its reasonable control, including but not limited to natural disasters, extreme weather, strikes, labour disputes, acts of terrorism, or government restrictions.

### 10.5 Waiver

Failure by the Company to enforce any provision of these Terms and Conditions shall not constitute a waiver of its rights and shall not affect the validity of the agreement.

### 10.6 Severability

If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

### 10.7 Notices

Any notices required under these Terms and Conditions shall be in writing and delivered to the address or email provided in the Hire Agreement. Notices will be deemed received 48 hours after posting or immediately upon confirmed email transmission.

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### Section 11 – Warning Lights & Vehicle Alerts

The Hirer must not ignore or continue to drive the Vehicle when dashboard warning lights, unusual noises, or abnormal performance indicate a possible fault.

If any such warning occurs, the Hirer must stop driving safely and notify the Company immediately.

Failure to do so will result in the Hirer being fully liable for any consequential damage, repair costs, recovery fees, and loss of use.

### Section 12 – Authorised Drivers Only

Only drivers named on the Hire Agreement may drive the Vehicle.

If the vehicle is being or been driven by any unauthorised person will constitute a breach of these Terms and Conditions and will invalidate insurance cover.

The Hirer will be fully liable for all damage, loss, fines, and third-party claims arising from use by an unauthorised driver.

Additional drivers may be added to the Hire Agreement, subject to meeting eligibility requirements, at a charge of £15 per driver per Rental Period.

### Section 13 – Long-Term Hire Insurance Compliance

For hires of 90 days or more, the Hirer must provide and maintain fully comprehensive insurance throughout the Rental Period, naming the Company as vehicle owner/lessor.

Proof of valid insurance must be supplied before release of the Vehicle and at any time requested during the hire.

If the Hirer's insurance lapses, is cancelled, or becomes invalid at any point during the hire, the Company reserves the right to immediately terminate the Hire Agreement and recover the Vehicle at the Hirer's expense.

### Section 14 – Force Majeure & Business Continuity

The Company shall not be liable for any delay, cancellation, or failure to provide a Vehicle due to events beyond its reasonable control (including natural disasters, extreme weather, strikes, accidents, acts of terrorism, or government restrictions). In such circumstances, the Company is under no obligation to provide a replacement Vehicle, extend the Rental Period, or offer compensation.

### Section 15 – Indemnity

The Hirer agrees to fully indemnify and hold harmless the Company against any and all losses, damages, claims, costs, and legal expenses incurred by the Company arising from:

- The Hirer's breach of these Terms and Conditions,
- Use of the Vehicle by the Hirer or any authorised driver,
- Third-party claims or actions resulting from the Hirer's use or misuse of the Vehicle.

### Section 16 – Dispute Resolution

Any disputes or complaints must be submitted to the Company in writing within 14 days of the end of the Rental Period.

The Company will review and respond within a reasonable time frame.

The Hirer agrees not to commence legal proceedings until the Company has had the opportunity to resolve the matter internally.



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### Section 17 – Marketing & Communications Consent (Optional)

By signing the Hire Agreement, the Hirer may consent to receive marketing communications, special offers, and service updates from the Company.

The Hirer may withdraw consent at any time by notifying the Company in writing or using the unsubscribe function on email communications.

### Section 18 – Additional Terms

#### 18.1 Long-Term Hire Periods

The standard maximum hire period is 90 days under the Company's insurance policy. For hires longer than 90 days, the Hirer must arrange and maintain their own fully comprehensive motor insurance, naming the Company as the vehicle owner/lessor, in accordance with Section 13 of these Terms and Conditions. Such long-term hires remain subject to all other terms of this Agreement.

#### 18.2 Company Signatory Liability

Where the Hire Agreement is signed on behalf of a business or company, the individual signing confirms that they have authority to bind that business. If they do not, the individual will be held personally liable for all obligations under the Hire Agreement.

#### 18.3 Minor Repairs

The Hirer must not carry out any repairs to the Vehicle without the Company's prior consent, except for minor emergency repairs not exceeding £25 in value. Refunds for such repairs will only be made if supported by a valid VAT receipt.

#### 18.4 Accessories & Tools

The Hirer is responsible for the safekeeping and return of all accessories, tools, tyres, documents, and equipment supplied with the Vehicle. Any loss, theft, or damage will be charged at full replacement cost.

#### 18.5 Property in Vehicle

The Company accepts no responsibility for loss or damage to any property carried in or left inside the Vehicle at any time during the Rental Period or after return.

#### 18.6 Third-Party Penalties

The Hirer is responsible for all financial penalties, fees, or charges imposed by third parties in connection with the Vehicle, including but not limited to local authority penalties, private parking enforcement notices, and recovery or clamping charges.

#### 18.7 Deliberate Damage or Prohibited Use

If the Vehicle is damaged or lost as a result of deliberate acts, prohibited use, or negligence by the Hirer or any driver, the Hirer will be liable for the full cost of repair or replacement, regardless of any insurance cover in place.

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### Long-Term Hire Addendum

(Applies to any hire exceeding 90 days in duration)

#### 1. Scope & Application

This Addendum supplements and forms part of the Approved Commercial Hire Ltd Terms & Conditions ("the Main Agreement").

It applies automatically to all hires where the agreed Rental Period exceeds 90 consecutive days ("Long-Term Hire"). Where any conflict arises, the provisions of this Addendum shall prevail.

#### 2. Insurance Obligations

##### 2.1 For all Long-Term Hires the Company's fleet insurance does not apply.

The Hirer must:

- Maintain a fully comprehensive motor insurance policy for the entire Rental Period,
- Name Approved Commercial Hire Ltd as the vehicle owner/lessor, and
- Cover all authorised drivers listed on the Hire Agreement.

##### 2.2 Proof of insurance must be supplied before the Vehicle is released and whenever requested by the Company.

Where the Hirer's policy expires during the Rental Period, renewed proof must be provided no later than 48 hours before expiry.

Failure to maintain valid cover constitutes a material breach entitling the Company to terminate the hire and recover the Vehicle.

#### 3. Vehicle Inspection & Servicing

##### 3.1 The Company reserves the right to inspect the Vehicle or request mileage / photo evidence at 30-day intervals. The Hirer must make the Vehicle available within 48 hours of notice.

##### 3.2 The Hirer must:

- Check oil, coolant, AdBlue, and tyre pressures regularly,
- Notify the Company of any service or maintenance warnings, and
- Permit the Company to collect the Vehicle for servicing where required.

Any damage arising from neglect, low fluids, or missed servicing will be charged in accordance with the Schedule of Charges.

#### 4. Payment & Billing

##### 4.1 Unless otherwise agreed in writing, hire charges for Long-Term Hire are payable monthly in advance.

##### 4.2 Invoices are issued every 30 days; non-payment may result in immediate suspension or recovery of the Vehicle.

##### 4.3 The Hirer authorises the Company to debit recurring payments from the stored payment card or approved account via Stripe.

#### 5. Mileage & Usage

##### 5.1 Long-Term Hires include a mileage allowance as stated in the Hire Agreement. Excess mileage is charged at £0.25 per mile unless otherwise agreed.

##### 5.2 The Hirer must record and report mileage at each monthly billing point or inspection.



07961 205272

admin@approvedcommercialhire.com

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### 6. Termination & Recovery

6.1 If the Hirer fails to maintain insurance, pay charges, or comply with this Addendum, the Company may terminate the hire with immediate effect or, where practical, give 24 hours' notice.

6.2 Upon termination, the Hirer must return the Vehicle immediately or permit the Company to recover it. All recovery costs are chargeable to the Hirer.

### 7. Replacement Vehicle

Provision of a replacement Vehicle following breakdown, accident, or theft remains at the Company's discretion and subject to availability. The Company is under no obligation to provide a replacement for incidents arising from neglect, misuse, or insurance lapse.

### 8. Continuing Effect

All other provisions of the Main Agreement remain in full force and effect.

This Addendum does not waive or alter any right of the Company under the Main Agreement.

### 9. Acknowledgement

By signing a Hire Agreement for a period exceeding 90 days, the Hirer acknowledges and accepts the terms of this Long-Term Hire Addendum in full.

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### Schedule of Charges

The Hirer authorises the Company to apply these charges directly to their stored payment card via Stripe.

#### 1. Fuel Charges

Refuelling charge (per litre shortfall): £3.00

Refuelling administration fee: £25.00

#### 2. Late Return Charges

Standard late return charge: Daily hire rate + £25 admin fee

Vehicle not returned within 24 hours of due time: Reported as theft

#### 3. Cleaning & Valeting

Standard cleaning fee (excessive dirt, food, rubbish): £50.00

Valeting fee (heavy soiling, smoke, pets, stains): £100.00

Specialist cleaning (biohazard, hazardous waste, bodily fluids): From £250.00

#### 4. Fines & Penalties

Parking fines, speeding tickets, congestion/ULEZ/toll charges: Charged at cost

Administration fee per fine/penalty processed: £25.00

#### 5. Lost or Damaged Items

Lost key or remote fob: £300.00 + cost of reprogramming/locks

Lost vehicle documents: £100.00

Lost or damaged accessories (e.g. straps, spare wheel, tools): At replacement cost

#### 6. Misfuelling & Neglect

Misfuelling (drain, flush, clean, refill): From £350.00

Damage caused by neglect (e.g. low oil, AdBlue, coolant, tyres): Charged at repair cost + £10 Admin Fee.

Call-out charge for driver error (e.g. flat battery, out of fuel, locked keys in van): £100.00 + recovery costs

#### 7. Damage Charges

Small scratches/scuffs (under 25mm, no paint repair): £50.00 each

Medium scratches/scuffs (over 25mm or requiring paint): From £150.00 each panel

Dents requiring repair: From £200.00

Windscreen chip repair: £60.00



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Windscreen replacement: From £350.00

Tyre damage/replacement: £120.00 per tyre

Alloy/wheel damage: £150.00 per wheel

Roof/undercarriage damage: Full repair cost (not covered by insurance)

### 8. Recovery & Impound Costs

Recovery of vehicle due to misuse, neglect, illegal parking, or seizure: Charged at cost + £50 admin fee

### 9. Loss of Use

Daily hire rate for each day the Vehicle is unavailable due to damage, theft, or impound: At prevailing rate

Excess mileage: £0.25 per mile (unless otherwise agreed in writing).