

Terms and Conditions page for website dextersselfdrive.com

- Cancellation Policy: If you cancel outside of 48 hours, you may still be liable for rental charges. If you have already been charged then under no circumstance will any rental be refunded. If you have confirmed your booking with a deposit, then the deposit will not be refundable. To avoid any cancellation charges, we will allow for you to change the dates of your hire, this is subject to availability and at the discretion of our retail branch.
- Termination: We may terminate an agreement at any time, with or without cause, effective immediately.
- Breakdown cover: Breakdown cover is included in all hires, if you have a breakdown, you can contact the number on your rental agreement. If it is within office hours, you may call our retail branch and they can arrange assistance on your behalf. If it is out of hours, please contact our breakdown number and help will be arranged. Our breakdown cover is provided by RAC.
- Late Returns: If a vehicle is returned later than the time stipulated on your rental agreement then additional charges may be applicable, in some cases, an additional days rental may be charged. If you are running late, please let our retail branch know.
- Damage: If a vehicle is returned with any 'new damage' as indicated by your post rental inspection report, a repair quote will be obtained and this will be charged to yourself. If a security deposit was paid, then this may be used towards any repair costs. In some cases, we may charge the damage excess as stated on your hire agreement.
- Overhead damage: Any overhead damage is not covered by our insurance excess. You, the hirer are responsible for any overhead damage.
- Tyres/Punctures: If you have a puncture, then you are responsible for a replacement tyre and any additional charges that may apply.
- Windscreen damage: Any windscreen damage is not covered by our insurance and you are responsible for any repair costs.
- Age requirements: The minimum age to hire with us is 25 years old, if you are younger, please contact our retail branch to see if we can get you insured.

- Insurance excess: the insurance excess on our cars and vans are £1500.00 unless specified. The excess on our minibuses is £2000.00. The insurance excess is only applicable in fault accidents, if it is not your fault, then you do not have to pay the excess as long as you take the third party details along with any supporting evidence.
- Administration charges: You will be subject to £40.00 administration charges for any fines we receive whilst the vehicle was on hire to yourself. This is for parking tickets, speeding tickets and any other fines. £40.00 admin charge per fine, we will then transfer the PCN or fine to yourself as stated in your hire agreement.
- Deposits: Security deposits are required on all hires. This is refundable at the end of the hire, subject to the vehicle being brought back in the same condition it was given to yourself. It can take up to 7 working days to receive the security deposit back on to the same payment method.