



# Fact sheets

## Cancellations & amendments

### **Cancellations made by your client**

If you would like to cancel your clients booking at any time before the car hire commencement date we will need it in writing to [reservations@affordablecarhire.com](mailto:reservations@affordablecarhire.com)

Affordable Car Hire offers free cancellation to our agents up to 24 hrs prior to departure, after this time if your client cancels it will be a cost of 100%. Please note some supplier's free cancellation is up to 48 hrs prior to departure. Please check with reservations.

We will have no liability to provide a refund if the supplier does not provide the rental car because your client fails to produce the necessary documents on collection, if your client does not have a credit card or are refused a rental due to the fact they have a DNR in place. (Please refer to clause 11. Your responsibilities) or if your client returns the car before the agreed drop-off date. Please note if your client does not arrive to collect the car no refund will be made, and the rental will be charged at 100% fee. If in the case, your client is delayed they will need to contact our 24-hour emergency helpline and we will endeavour to assist but can't guarantee the car will be held.

### **Amendments made by your client**

After our confirmation has been issued, any requests for changes must be sent to us in writing by email to [reservations@affordablecarhire.com](mailto:reservations@affordablecarhire.com).

We will do our best to try to arrange your requested changes with the supplier, however we cannot guarantee that we will be able to make the changes requested as they will be applicable at the time of change.

We don't charge amendment fees outside of 24 hours before collection, after this time the booking will be classed as a cancellation and rebook.

Please note some suppliers do not allow amendments and ask you to cancel and rebook, if this is the case we will advise you and the new advertised price will be applicable, but we will try and assist where we can.