

- ✓ Please be aware of the min/max drivers age requirements – 25/69 years old (check terms if outside this age)
- ✓ Always remember to check your customer has a clean, valid licence.
- ✓ Check lead driver has a CREDIT CARD with sufficient funds to cover the excess. In most cases a debit card is NOT sufficient
- ✓ Please confirm the excess/deposit amount to your customers ensuring they understand this amount will be held from their credit card at pick up
- ✓ Please check that additional named drivers have a credit card in their name as this is sometimes required
- ✓ If your customer has taken a zero-excess policy they will still have to leave a deposit and should they have to make a claim, the money will be taken from their card and can then be claimed back through their insurance policy. Zero excess does not cancel out the deposit requirement
- ✓ Please remind customers that it may be suggested they take extra insurance on collection of their vehicle - THIS IS NOT NECESSARY if they have purchased Supermax.
- ✓ Please highlight our 24-hour number (on the voucher) to your customers. Should they experience any issues on collection, they can call us, leave a message and we will call them straight back to address their concerns and avoid them escalating
- ✓ Children's car seats can be requested but are not guaranteed. Offer the pre-purchase of bubblebums
- ✓ Have you booked the correct vehicle for the size of your party and luggage - please check the terms
- ✓ Please check and share the delivery and out of hours' fees from the supplier terms
- ✓ Please check if One Way fees apply in the terms and rental cost
- ✓ Please advise customers of the DVLA code (code for photo licence to prove licence is clean). It is only valid for 21 days. See www.gov.uk/view-driving-licence
- ✓ A UK driving licence is all you need in most European countries, but for some destinations your customers may need to carry an International Driving Permit (IDP) too. See www.theaa.com/driving-advice/driving-abroad/idp
- ✓ Please make sure accurate flight details are entered as some suppliers will not hold a vehicle
- ✓ Gold/Standard and Platinum/Standard Plus tabs are NOT levels of insurance however Platinum/Standard Plus may offer free additional drivers, free tank of fuel or reduce the excess (please check terms of each supplier as this varies)

24-hour emergency number
+44 (0) 7876 683924