



VEHICLE HIRE TERMS & CONDITIONS

Please note that Special Ambulance Transfer Service Ltd terms and conditions can be subject to change without prior notice to its customers.

1.0 Reservations

All requested information must be submitted when placing your booking. Bookings must be made with our booking form with all the relevant information included. Confirmation of the booking will be via email with all relevant information included in this confirmation. When we receive either your paper booking form or your on-line reservation, you will receive your confirmation of booking by return via e-mail. So please ensure that you submit your correct e-mail address. If by any chance, that your confirmation of booking is not sent back to you, then please contact us. Please note that if the booking form is incomplete then the booking may not be accepted.

2.0 Payments

All invoices are payable without discount of any kind in pounds sterling within 30 days of the date of completion of the service provided and in no circumstances may the buyer make any deduction or withhold payment for any reason at all. Where applicable, cancellation charges will be made as defined in the proposal.

If the buyer fails to pay the invoice by the due date and without prejudice to any rights of the provider, the buyer shall:

- 2.1 Forfeit any discount given in that invoice or in any other way agreed
- 2.2 Reimburse to the provider all costs and expenses (including legal costs) incurred in the collection of any overdue amount
- 2.3 The hirer shall make all payments due under the agreement without any deduction whether by way of set-off, counterclaim, abatement or otherwise unless it has a valid court order requiring an amount equal to such deduction to be paid
- 2.4 Until the provider is in possession of cleared funds, the hirer shall not be deemed to have made a payment
- 2.5 If the hirer does not make payment as required, the provider may terminate the agreement

3.0 Driver Identification

All drivers including any additional drivers must show their original driving licence and if a counterpart licence is held, then both parts must be shown plus 2 further forms of identification including one that confirms the driver's current address. A copy of the both parts of the drivers license will be held on file at Special Ambulance Transfer Service Ltd.



4.0 Qualification

Drivers must be between 25 and 70 years of age. C1 is required to drive some of our vehicles and this qualification must be on both parts of the driving license. Mini Buses require D1. Also Held a full driving licence for at least a 2-year period. Drivers must hold a recognised course for the use of emergency lights and sirens, in accordance with the Road Safety Act 2006 Section 19.

5.0 Insurance

All rental Vehicles are supplied with comprehensive insurance and £500 insurance excess. The insurance excess charge becomes payable by the hirer in the event of any damage being incurred during the rental period.

The hirer is liable for all damage that occurs whilst the vehicle is in his/her care. This includes any overhead height damage to any of our vehicles, tyre damage or punctures, and glass damage cost's also driving without due care and attention, negligence and dangerous driving in any of our vehicles. All costs incurred by us will be passed onto the customer and charged directly to the account. The hirer will be notified by phone if damage is found on the vehicle and photos will be forwarded with a confirmation email detailing the damage, the driver details on file for the booking.

5.1 That the insured vehicle shall not be led out on hire to or driven by any person:

- (a) Under 25 or over 70 years of age
- (b) Who does not hold a full valid British driving licence or (where approved by the underwriters) a valid British (visitors) or foreign driving licences or a valid international Driving Permit
- (c) Who has had less than 12 months recent regular driving experience of a motor
- (d) Who has had his/hers driving licence suspended at any time
- (e) Who has been convicted of any offence in connection with the driving of a motor vehicle or motorcycle and/or has had his/her driving licence endorsed during the past 5 years immediately prior to any hiring or has prosecution in the past 5 years may be ignored
- (f) Who has any physical effect, infirmity, suffers from fits, diabetes or any heart complaint
- (g) Who has had his/her motor insurance declined, or renewal refused? Or policy cancelled or had terms imposed for any reason
- (h) Who is not a British subject unless he/she has had three years recent driving experience of a motor vehicle than a motorcycle in the United Kingdom
- (i) Who is a student and/or graduate under the age of 25years
- (m) Who whilst driving has been involved in more than one accident during the three years immediately prior to any hiring



5.2. The insured shall be driven only by the hirer or any person who has completed and signed a hirer's proposal immediately prior to any hiring

5.3 The underwriters shall not be liable for the first amount as may be specified in the insurance document, of each claim for damage to the insured vehicle

5.4 The used vehicle shall not be used other for social, domestic and pleasure, commercial travelling and other business purposes of his/her (excluding the carriage of goods and passengers for profit)

5.5 The insured vehicle shall not be used for the carriage of goods of the explosive or dangerous nature

5.6. This document shall be governed by the laws of England whose courts shall have justification in any arising hereunder

6.0 Delivery & Collection

The hirer will collect and return the vehicle to Special Ambulance Transfer Service Ltd base in 152–154 Coles Green Road, Staples Corner NW2 7HD. The vehicle will have a VDI checklist completed. This form will be returned to the SATS office before the vehicle leaves the base.

7.0 Cancellation Policy

A minimum of 24-hour's notice is required for cancellation of booking and are required in writing. Cancellations made on the day of the booking will incur a charge of 10%. All cancellations will be made by email. No phone cancellations will be accepted.

8.0 Accidents & Damage to Vehicles & Equipment

It is the hirer's responsibility to notify our office immediately of any accidents or damage to the vehicle that is on hire and all third party details must be provided as soon as possible. In the event of the hired vehicle requiring bodywork repairs, then the hirer will forfeit the insurance excess that applies. Any overhead height damage will be charged in full + loss of rental use whilst vehicle is off road. Overhead height damage is not covered by insurance. A vehicle accident report form will need to be completed by the staff concerned before leaving the SATS base.

9.0 Vehicle Breakdowns

No liability will be accepted for any issues caused by vehicle breakdown but we will endeavour to get the vehicle repaired or provide a replacement vehicle as soon as we can.

10.0 Parking & Speeding Fines

It is the hirer's responsibility, to pay all parking and speeding fines. If our company receive notification of an unpaid fine, then we will charge the amount of the fine plus a £35.00 admin charge to the hirer.



11.0 Fixed Penalties

The Hirer shall be liable as owner of his vehicle in respect of:

- (a) Any fixed penalty committed in respect of that under the Road Traffic Offenders Act 1985, and any subsequent legislation or orders and any offence committed under the equivalent legislation applicable in England, and
- (b) Any excess charge which may be incurred introspect of the vehicle in pursuance of an order under Section 46 and 48 of the Road Traffic Regulations Act 1984 and any subsequent legislations or orders and any such offence committed under the equivalent legislation applicable to England, and
- (c) As a result of a vehicle having been parked or left upon land is not public road, any change or financial penalty which might be demanded by any corporation, authority or person, and
- (d) Any provisions that may be replaced or amended in respect of the above acts, Regulations or penalties, including the equivalent legislation applicable to England

12.0 Loss of Vehicle Keys

In the event of the rental vehicle's keys being miss-laid, lost, or stolen, then our company will charge for the courier charges to deliver the spare keys plus the total cost to replace the missing keys and reprogramming of central locking key fob if required.

13.0 Your Requested Rental Vehicle

Every effort is made to supply the model of the rental vehicle of your choice. However, there may be occasions that a substitute vehicle of the same size and specification may well be supplied in place of the requested vehicle due to lack of availability. In addition, we cannot guarantee a specific colour of vehicle.

14.0 Early Returns

Please note that we will not issue any refunds should you return the rental vehicle supplied before the pre-arranged termination time and date.

15.0 Cleaning of Vehicles

A cleaning fee of £100 if the Vehicle is not returned with the interior in a clean condition.

16.0 Medical Malpractice Insurance

This remains strictly the responsibility of hirer. No responsibility will be accepted for hirer's use of our monitors or any medical equipment on the vehicles.

