

## FAQ's

### ***How old do I have to be to hire a van or a car?***

If you wish to hire a vehicle and use our insurance cover then you must be between 25 and 75 years old, and have held a full UK driving license for a minimum of 2 years. We are however able to insure drivers as young as 23years old, on most vehicles, with a small price increase.

### ***Do I need to leave a huge deposit when I take the vehicle?***

No, we simply take a £100 deposit as 'Authorization Only' on a credit or debit card owned by the hirer; effectively no funds will leave your account. Unfortunately due to legislation laid down by our insurance company we are unable to take cash or cheques for the deposit.

### ***What do I need to bring when I collect a vehicle?***

When you come to collect a pre-booked vehicle you will need the following: The hirer, i.e. the person paying for the hire and the deposit needs to bring two forms of recent identification proving his or her current address. This can consist of any 2 official documents with name and address and date displayed upon it, e.g. a telephone bill and a bank statement would be fine. The driver(s) of the vehicle must bring their driving license, if it is one of the new style licenses it is important that both the photo card AND the paper counterpart are brought, failure to bring both parts may result in refusal to hire.

### ***Can I take the vehicle abroad?***

We do allow our vehicles to go abroad. However, we must be notified if you plan on taking a vehicle abroad. Full international breakdown cover and an insurance 'Green Card' must be added to the hire charge, please ask for details.

### ***What is the largest vehicle I can drive on a standard license?***

If you were issued your driving license before the 1st of January 1997 you should be entitled to drive any vehicle up to 7.5tonne in Gross Vehicle Weight (GVW), this includes all of the vehicles advertised on this site. If you were issued your license after 1st of January 1997 then you will be entitled to drive any vehicle up to 3.5Tonne GVW. This includes vehicles such as the Luton style vans which are commonly used for house moves.

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