



DRIVER HANDBOOK

ACCIDENT HOTLINE:

0845 3700 008

BREAKDOWN NUMBER:

0333 101 0039

RENTE OFFICE NUMBER:

0121 314 2430



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GETTING STARTED

Barrier key pad code: 111 111

- 1) Determine which car you will be driving by checking the app
- 2) Take the vehicle off charge by pressing 'stop' on the charger
- 3) Take the charging lead out of the car and put it back in the charger
- 4) Close the fuel flap
- 5) Click 'get key' and then 'connect'.
- 6) Do an exterior walk-around and an interior look-over. Notify rentE of any damage or abnormality encountered on the vehicle before you start – take pictures as evidence. After this click 'verify' to start your booking.
- 7) Press unlock on the app to open the doors and start the car

If rentE is not notified of a problem prior to taking possession of a vehicle and/or driving the vehicle, you will be deemed to be responsible for any problem with the vehicle discovered after your reservation



STARTING THE CAR

- 1) Once inside the vehicle, put your foot on the brake and press the 'Start' button, located to the right of the steering wheel.
- 2) Push the gear stick out and push upwards to drive, or push downwards to reverse.
- 3) The handbrake will release automatically when put in gear.
- 4) The car will start moving as soon as you release the brake.

DRIVING AN ELECTRIC CAR

- Remember that electric cars are silent! There will be no engine noise when the car is started.
- Make sure you have switched off the car when you finish, the doors will not lock if you haven't.
- Regenerative braking – electric cars will slow slightly when you take your foot off the throttle – this is normal.
- Heavy car – with all the batteries the BYD is a heavy car, remember this when braking and cornering.
- Range – The car should make 150 miles from 100%
- Like a petrol/diesel car, the more gentle you drive, the further the car will drive without needing to be recharged.

Please note: The vehicle must be locked using the Drivers app when it is not in use during your reservation



RETURNING YOUR VEHICLE

Keep foot on brake and switch engine off

Make sure car is switched off, doors wont lock unless it is

- a) Upon return the rentE vehicle must be parked, secured, clean (rubbish removed), back on charge (including checking that the vehicle says it is charging on the dashboard), and in good working order.
- b) Where all chargers are already plugged into other cars the Driver may disconnect any fully charged vehicle to use that connection for the returned vehicle. Where there are no chargers available the car may be returned without connection
- c) Use the rentE App to lock the vehicle and end your reservation. **DO NOT END YOUR RESERVATION UNTIL YOU HAVE LOCKED YOUR CAR**
- d) You are responsible for all charges and costs incurred related to the rentE vehicle for the entire period of the reservation and until you notify rentE of the end of use



**MAKE SURE YOU HAVE SWITCHED OFF THE CAR WHEN YOU FINISH,
THE DOORS WILL NOT LOCK IF YOU HAVEN'T**

RETURNING A VEHICLE LATE

If the Driver realises they may be returning a vehicle late they must take the following steps:

- 1) Contact the rentE office on 0121 314 2430
- 2) It may be possible to extend your reservation but this isn't guaranteed. If you cannot and you still bring the car back late you will be fined.
- 3) The late return fine is at rentE's discretion, but will automatically be applied if the Driver hasn't followed steps 1 and 2.



BREAKDOWN COVER

If Your Vehicle breaks down please call First4Recovery's 24 hour Control Centre on: **0333 101 0039**

Policy number: F4RP-5069711967

Please Advise the Rescue Controller that You are a First4Recovery Breakdown Policy customer and give the following information:

- Policy number: F4RP-5069711967
- Your return telephone number
- Your Vehicle registration
- The precise location of Your Vehicle (or as accurate as You are able in the circumstances).



FINES AND FEES

Pricing for access to rentE vehicles and services includes the cost of charging, maintenance and insurance as stated in the rentE website.

A vehicle may be reported to the police as missing should rentE not be able to contact a Driver and the Driver will be liable for all associated fees.

Fines and fees:

Application fee: £49.50

Damage fee: Up to £1000, based on cost of repair, where a CDW wasn't purchased

Failure to report an accident / incident fee: £500 above the cost of repair if the driver was aware of an accident they caused, but failed to declare it within 3 hours

Late payment: £25 per occurrence

Returned vehicle late: £20 per sixty (60) minutes over the end of booking time, unless rentE are notified and permit an extension for exceptional circumstances

Failure to charge car upon return: £10



FINES AND FEES

Failure to properly secure the vehicle: £50 (open windows or unlocked car)

Removal of any rentE owned equipment: up to £1000 (including charging leads, private hire stickers, phone holder, USB adapter and iphone charging leads)

Vehicle abandoned or returned to wrong location: £100 plus any vehicle recovery costs

Failure to cooperate with an insurance claim: £1,000

PCN admin charge: £24

Drivers are responsible for the payment of all fines incurred through speeding, parking or other driving offences whilst using a rentE.

If the vehicle is towed or clamped during the reservation, then the Driver is responsible for recovering the vehicle and paying all costs, as well as any late fees that are incurred



WHAT TO DO IN AN INCIDENT

You must call: **0845 3700 008**

Please quote policy number: **CFP/2017/2033/11787**

You must save the camera footage by pressing the button found on the left-hand side of the dash-cam (located behind the rear view mirror). **Any signs of trying to tamper with the dashcam will invalidate your insurance and mean you are liable to the full costs of any incident, not just the excess payment.**

Please remember that these details are always required:

- Third party registration, make, model and colour,
- Third party name, address, contact number and insurance details
- Take as many photographs as possible
- If possible draw a quick sketch of the direction and final position of each vehicle
- Witness details – name, address and contact number

Do not admit responsibility, either verbally or in writing



ACCIDENT REPORT FORM

Accident details

Date and Time

Location

Damage to the car

Damage to the Third party car or any other damage

Third party details

Drivers name

Contact details

Registration number, make, model and colour of the car

Photos

Photos of your car

Photos of third party car

Photos of the scene

Witness details

Name and contact details (address, phone number)

PLEASE NOTE: Failure to report an incident within 3 hours will result in a late reporting fee of £500. Failure to obtain all of the above information will result in you being charged the full excess of £1000.



COLLISION DAMAGE WAIVERS (CDW)

A Driver is responsible for all and any damage that occurs to a rentE whilst in his or her possession. If the Driver is involved in an incident whilst in charge of a rentE vehicle; a damage fee may apply.

A Driver will be responsible for the £1000 insurance Excess unless the Driver has purchased a Collision Damage Waiver (CDW).

A damage fee may apply, but is not limited to, dents, scratches, collisions, flat tires, windshield cracks, dead batteries, motor problems, vandalism, theft, lost or damaged keys or other rentE property, third party damages, and, in some cases, third party personal injuries

In the event of a collision or other incident where additional investigation is required, rentE will charge the payment card for £1000 at the start of the investigation process.

The purchase of a CDW is non-refundable. A per reservation CDW applies only to the specific reservation for which it is purchased and is not transferable in any manner



VEHICLE REPAIR PROCEDURE

There are two types of repair scenario:

NON-FAULT accident: The repairs will be covered by the third party. In the first instance, you will be charged a fee, until the case has been certified as non-fault. We look at this payment on a case-by-case basis and could be up to the full excess of £1000. Once proven to be non-fault, you will get a full refund. This can take up to 6 months.

FAULT accident: The repairs will be covered by your excess charge of £1000. We look at these on a case-by-case basis in regards to costings. However in the first instance ALL fault accidents will have a £1000 loading applied, until circumstances have been confirmed.

DRIVER DAMAGE

As the Driver, you are responsible for any damage that takes place while you have the vehicle on hire. **This includes any damage that was done even if you were not physically in your car.** If you return to your vehicle and there is damage you are still responsible for the repairs costs.



EXAMPLE REPAIR COSTS:

Back / front Bumper fully replaced: **£270**

Back / front Bumper quarter: **£80 each**

Panel (Door, wing, etc): **£120 each**

Wing Mirror unit fully replaced: **£220**

Wing mirror scrapes: **£30**

Panel blend for scrapes: **£40 each section**

Back / front light assemblies fully replaced: **£200**



PARKING CHARGE NOTICE (PCN) PROCEDURE

As a Driver, you are responsible for any Parking Charge or traffic contravention that occurs whilst you are in possession of our vehicle. The admin fee rentE charges per PCN is £24. This is non-negotiable.

What happens when you get a PCN?

- 1) rentE receives the parking charge notice
- 2) rentE writes to the issuing body giving them the Drivers (your) details.
- 3) rentE issues the driver (you) with an admin charge of £24 and a COPY of the original ticket.
- 4) The issuing body will re-issue the PCN to the driver (you) in YOUR name
- 5) Now you can decide whether to pay the ticket or represent it.

**DO NOT PAY THE TICKET WE SEND YOU WITH THE ADMIN CHARGE.
WAIT FOR IT TO ARRIVE AT YOUR ADDRESS IN YOUR NAME.**



DRIVER QUALIFICATION CRITERIA

To be eligible for our service the Driver must:

- a) Be at least 25 years of age and under 70 years of age
- b) Have 2 years' experience on a full UK or EU driving License that is appropriate to the use of the vehicle
- c) Hold a valid, clean, UK or EU driver's licence without any current convictions or any pending prosecutions for any motoring offences
- d) Have a current and valid council issued private hire licence for the area of use of the rentE car
- e) Drivers must be authorised to provide services on at least one private hire operator including but not limited to Uber
- f) All Drivers must have the right to work within the United Kingdom
- g) Have lived in the UK continuously for no less than three (3) years from the date of application



DRIVER QUALIFICATION CRITERIA

To be eligible for our service the Driver must not:

- h) Have been refused motor vehicle insurance or continuance thereof
- i) Have suffered from any disability or medical condition which has not been notified to the DVLA or which has been notified and resulted in the refusal of a driving licence
- j) Have during the last 4 years been convicted of or has a pending prosecution for any offence or combination of offences which resulted in or may result in more than 6 penalty points the Driver's driving licence or which resulted in or may result in a loss of licence or suspension or ban from driving
- k) Have during the last 10 years been convicted of or has a pending prosecution for any criminal offence