


**Joe's Car  
Rentals: Guide  
to Agreement  
& Costings**

Customer

Rental

Agreement

Invoice



**Joe's Car Rental**  
If You Want a Ride, Count on US

**Terms and conditions**

The following terms and conditions apply to our customers and are based on the rules, regulations and the terms of our service and how we want our cars to be treated.

**Cancellations**  
Cancellations need to be done within 24 hours of the booking to be eligible for a refund. Failure to cancel within the designated timeframe will prove ineligibility for a refund and Joe's Car Rental will not be liable for any legal action. Payments made by cash require the customer to contact us before coming over to collect their refunded payment.

**Collection of vehicle**  
Failure to pick up a booking within one hour of the start date will result in automatic cancellation and a refund will not be given.

**Fuel**  
All of our vehicles come with a full tank, we expect them to be returned with the same amount of fuel or a deposit to cover the amount of fuel used by the customer.

**Age restrictions**  
The minimum age for renting one of our cars is 21. If a customer is found out to be below the age of 21, he/she will be refused a booking for a car.

**Daily Rate Calculations / Periods of Hire / Period of Hire Extensions**  
The price of your car hire will be confirmed at time of booking and calculated on the basis of 24-hour units. If you, the renter, wish to extend the period of hire after picking the car up, or if you drop the car off later than stated on your voucher / e-voucher, the contract for such an extension will always be with the car hire company directly and the extra time will be charged for by the car hire company at the local daily rate, which may be higher than the rates agreed with us at the time of booking.

**Driving Licence**  
Every driver must have a full, valid driving licence they have held for at least 1 year (2 years at certain locations; this will be confirmed during the booking process). Expired or provisional licences will not be accepted.  
When booking the car, our Contact Centres must be advised of any endorsements / points on a driving licence; we reserve the right to refuse the booking on this basis, according to the terms & conditions of the car hire companies we work with.  
As of June, 8th 2015, any driver with a driving licence issued by the DVLA (Driver and Vehicle Licensing Authority) in England, Scotland or Wales must visit View Driving Licence no more than 21 days before the start of their rental; for more about this, please click here. Any driver with a new-style photocard driving licence must also produce the accompanying paper counterpart at the car hire counter.  
When picking up the car, every driver must present their licence. They must also keep their driving licence with them at all times throughout the rental, for perusal by local authorities.  
No refunds will be given if a car hire company refuses to supply a car because of undetected endorsements - or because you cannot provide a driving licence, its counterpart, or the required information about endorsements.  
Please note that an International Driving Permit (often referred to as an International Driving Licence) does not replace the requirement for a regular driving licence; a full driving licence in the main driver's name will still be required in order to rent the car, and every driver requiring an International Driving Permit must keep both documents with them at all times.  
All drivers must read the terms and conditions of the car hire company providing their car prior to pick-up, as certain companies and locations may have additional requirements.

Accept

Decline


Once the user has created a rental, they will be shown the agreement. From this tab, the user would either accept or decline the agreement. If they decline, they would be returned to the customer form, where they can start the process again. If they accept the process

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**Cash**

Amount Due

Amount Paid:

Change:

**Card**

Card Number

Expiry Date

Name on Card

Security Code

**Receipt**

Date of Purchase: 28/04/2017

Start of Rental: 28/04/2017

End of Rental: 29/04/2017

Duration: 1 Day(s)

Payment Method: Cash

Cost: £40

Discount: 0%

Amount Due: £40.00

Pay

Cancel

Once the user has accepted the agreement they will be shown the Invoice page, where they can complete the process by payment. In the amount field, the user would be able to see how much they have to be paid. The amount they are actually paying would be entered in the amount paid field. When the pay button is clicked, the amount of change that is due would be shown in the change field.

