



Kia Rental Terms & Conditions

Please be advised if you do not adhere to the Terms & Conditions regarding driver age, payment, driving licences & history, identification required and rental payment terms when collecting your vehicle our Cancellation Policy will be enforced.

Should you be unable to fulfill the stated ID requirements please contact your renting location to discuss options prior to making a booking

Cancellations:

- Reservations confirmed and pre-paid on-line
If you cancel your pre-paid reservation within 24 hours of placing the booking Kia will issue a full refund. If you cancel your reservation more than 24 hours from time of making the booking no refund will be made. *All bookings cancelled less than 48 hours from the pick-up date and time are non-refundable.* Please note if appropriate I.D., the necessary payment/deposit is not produced at time of pick up or the Terms and Conditions are not adhered to in any way, and the rental cannot proceed, no refund will be made.

NB: No cancellations can be made on the website after the rental start date & time. In these instances you should contact the supplying dealer to action on your behalf.

- Reservations confirmed on line but paid on pick up
No charge will be made for cancellation of a reservation that has been confirmed on line for payment on pick up.
- Reservations confirmed off line by the Kia location
You may cancel your reservation at any time up to 48 hours before the check-out time without charge. Cancellation should be made direct with the Kia location (by telephone or email).

If you cancel after this time, the Kia location may charge your credit card in accordance with the agreement made at the time of confirmation, subject to a maximum amount equal to the value of the hire.

If you do not arrive to collect your vehicle (no show):

- Reservations confirmed and pre-paid on-line
Unless you have cancelled your reservation in accordance with the above terms, if you do not collect your vehicle at the time specified on the prepaid rental voucher, no refund will be made.

The Kia location will, however, hold your rental vehicle available for you for 2 working hours after the time of the reservation (unless this is outside the renting location's opening hours).

- Reservations confirmed on-line but paid on pick up
No charge will be made for failing to pick up your rental vehicle if you have not prepaid for your hire.
- Reservations confirmed on-line or off-line by the Kia location
If you do not arrive to collect your vehicle at the time specified in the Reservation confirmation, and you do not let the Kia location know that you are cancelling your hire as above, the Kia location may charge your credit or debit card in accordance with the agreement made at the time of confirmation, subject to a maximum amount equal to the value of the hire.

Vehicles images

Vehicle images are examples only. Specific models cannot be guaranteed.

Kia Daily Rental Charges

Rates include insurance (subject to the damage liability of the vehicle), VAT & breakdown cover. Mileage is unlimited on hires of 1-27 days. Hires of 28 days and over (including hires of 1-27 days which extend) will be limited to 2,250 free miles per 28 day period or part thereof. Excess mileage will be charged at 15 pence per mile

Kia Hourly Rental Charges (Subject to availability, booking Min. 3-hour blocks and mileage)

Rates include insurance (subject to the damage liability of the vehicle), VAT & breakdown cover.

100 Miles included for 3-hour rentals between 09:00-12:00 and 13:00-16:00.

200 Miles included for overnight rentals between 17:30-08:30.

Excess mileage will be charged at 15 pence per mile

Hourly Rental Extensions

If you find you need a little extra time you can extend the reservation by calling the renting location.

- Authorised extensions are charged by the block, i.e., min.3 hours up to your required return time.
- Unauthorised extensions will be charged at £25.00 per hour, over the planned return time.

Damage Liability:

The hirer is liable for the insurance excess in the result of any damage, however caused. Please refer to terms & conditions provided by your rental site for this information, which varies by age and vehicle size.

Damage Liability Reduction is available on certain vehicle groups and at participating locations only and will incur an additional cost. This product may not be available to drivers aged 21-24.

Fuel Policy:

Fuel levels may vary depending on rental location:

- If you take a vehicle with a full tank you should return the same, should you return the vehicle part full you will be charged for missing fuel at the end of the hire. Please note a surcharge will be applied for this facility.
- If you take a vehicle with a partially full tank, i.e. half full, you should return the vehicle with the same amount of fuel. If you return the vehicle less than half full you will be charged for missing fuel at the end of the hire. Please note a surcharge will be applied for this facility.
- There is no provision to refund the hirer should they return the vehicle at the end of the hire with more fuel than at the start of the hire.

Payment:

Payment is required by credit card or debit card. Cash, cheque, and pre-paid credit cards are not accepted. Third parties may not pre pay for a rental on line and the credit or debit card presented at the start of the hire must always be in the name of the main driver. Third parties paying for the rental at pick up (or additional rental charges in the event of a pre-payment) is not acceptable. Please note all payments/charges/refunds are processed in Pounds Sterling (GBP).

Overseas hires:

Kia Rental Dealers may allow their vehicles to be taken out of the country, but only with prior written consent, and will be subject to an additional surcharge. Excess waiver products are not available on rentals during which the vehicle is driven overseas.

Insurance & Driving History

- All drivers must be between 21 and 75
- 21-24* full licence held for a minimum of 24 months - **NO** endorsements or accidents
- 25+ full licence held for a minimum 12 months
- Drivers aged *21-24 may only rent cars up to Standard category, i.e., Picanto, Rio.
- **25+** - Licence endorsements up to 6 points are accepted. If the driver has been banned from driving for a DD, DR or UT offence, or has been disqualified for 12 months or more, we will only rent 5 years or more after the return of the licence.

Anyone who will be driving the Kia Rental vehicle must present a valid driving licence with their current address, in person, at the time of collection. No copies will be accepted. We cannot accept an expired photo-card

Identification required if UK Resident. If you cannot fulfil the stated ID requirements please contact the renting location prior to booking to discuss options.

- When collecting your rental vehicle all drivers must present:
- A valid driving licence showing current home address (if old style paper licence, official photo ID must also be presented, i.e. Passport). We cannot accept an expired photo card.
- **DVLA licence check code** - visit <https://www.gov.uk/view-driving-licence> to obtain a check code which is valid for 21 days. If you are unable to provide a check code, please ensure you have your National Insurance (NI) number available to validate your driving licence details.
- 2 additional forms of ID to confirm home address, e.g. utility bill, bank statement, both must be original documents and dated within 8 weeks of date of hire.
- Credit or Debit card in the drivers own name
- Additional drivers must also present a valid driving licence and DVLA licence check code
- If you are unsure or unable to provide the ID required please call the rental location to discuss options.

Identification required if non UK Resident. If you cannot fulfil the stated ID requirements please contact the renting location prior to booking to discuss options.

- A valid driving licence from country of residence
- A valid passport
- Credit card in drivers own name
- Travel documents confirming dates of arrival and departure to/from the UK
- Itinerary, hotel booking confirmation, etc.
- If you are unsure or unable to provide the ID required, please call the rental location to discuss options.



Rental Payment Terms:

When you book online you accept the conditions set out below:

The Kia location will do its best to have the vehicle which is the subject of a confirmed reservation available on the day and at the time you have requested. If you decide to cancel your reservation or do not arrive to collect your reserved vehicle on the day and at the time you have reserved it, charges may apply and these are explained in these Rental terms.

Please read this carefully. If there is anything you do not understand or do not agree with, please ask any member of staff at your Kia Rental location.

By booking online and accepting these Terms & Conditions you consent to Kia applying charges to your credit or debit card account. Your initial rental charges are paid for at the time of booking. You will not be required to make the excess deposit payment or pay for any possible additional rental costs until you collect your vehicle.

All vehicles (models/specifications) are subject to availability.

Kia Rental guarantees to have the vehicle you reserve or a higher classed vehicle available at the time and date you request.

When you book and pre pay on line you must present your confirmation email in exchange for the hire

When you collect your rental vehicle you will be required to present a credit or debit card, which will be charged as follows:-

Payment by credit card - if you choose to pay by credit card (Mastercard, Visa,) your card will be debited for the rental charges and any additional charges agreed, plus a further deposit amount.

In the event that you have pre-paid only any additional charges plus the deposit amount will be debited. When you return the vehicle at the end of the hire period, the total additional charges, including any charges for fuel, damage, etc. will be calculated and any overpayment will be credited to your card.

Please note this process may take up to 5 working days.

Payment by Visa/MasterCard debit card - if you choose to pay by Visa or MasterCard debit card your card will be debited for the rental charges and any additional charges agreed to plus a further deposit amount.

In the event that you have pre-paid only any additional charges plus the deposit amount will be debited. When you return the vehicle at the end of the hire period, the total additional charges, including any charges for fuel, damage, etc. will be calculated and any overpayment will be credited to your card.

Please note this process may take up to 5 working days.

Early Termination:

In the event that you return the vehicle earlier than the date originally specified on the rental agreement, no refund will be made.



If you wish to return the vehicle after the time originally specified, you should contact the branch to agree this. You will be charged for every day or part-day you have the vehicle after the original agreed date and time at the rate specified on the rental agreement when you collect the vehicle.

Rental period:

You will have the vehicle for the rental period shown in your Reservation Confirmation. If you do not bring the vehicle back on time, or if you do not contact us to obtain our agreement to an extension of your rental, you are breaking the conditions of this agreement. We will charge you for every day or part-day you have the vehicle after you should have returned it to us. Until we get the vehicle back we will charge you the daily rate specified on the rental agreement when you collected the vehicle.

Customer Service:

All customer queries or complaints should be made in writing or by contacting your supplying Kia rental dealer.

Rental agreement:

You will be asked to sign a Rental Agreement when you collect your hire vehicle and the terms of this agreement are as follows:

Rental Agreement - Your contract with us

Please read our agreement carefully. If there is anything you do not understand, ask a member of staff to explain it. When you sign our rental agreement, you accept the terms and conditions set out in this rental agreement.

Data protection:

By entering into this rental agreement you agree that we can process and store your personal information in connection with this agreement including data collected from the vehicle. We may use your information to analyse statistics, for market research, credit control and to protect our assets. You agree that if you break the terms of this agreement, we can pass your personal information to credit-reference agencies, debt collectors, the police or any other relevant organisation. We can also give this information to the British Vehicle Rental and Leasing Association (BVRLA), which can share your personal information with its members to prevent crime and protect their assets, as allowed under the Data Protection Act 1998.

Ending this agreement:

We will end this agreement if we find out that your belongings have been taken away from you to pay off your debts, or a receiving order has been made against you. We may end this agreement if you do not meet its main conditions.

If you are a company, we will end this agreement if:

- you go into liquidation;
- you call a meeting of creditors;
- we find out that your goods have been taken away from you until you pay off your debts; or
- you do not meet any of the conditions of this agreement.

If we end this agreement it will not affect our right to receive any amount you owe us under the conditions of this agreement. We can also claim reasonable costs from you if you do not meet the main conditions of this agreement. We can repossess the vehicle and charge you a reasonable amount for doing so.