**7. Managing Grey Fleet – Car Share FAQs**

**This document sets out a range of sample answers to frequently asked questions on the reasons and processes often encouraged when moving from a grey fleet to a managed fleet.**

**The FAQs focus on a car share scheme as this is a commonly implemented solution to grey fleet. However, similar questions could be applied to other solutions such as cycling and bike share schemes.**

**The aim of FAQs is to provide more information on the solution, defining policy, and helping the employee to decide the most appropriate solution in the majority of situations.**

**Points marked within parenthesis as [ ] are to be completed by the organisation. The FAQ document is only designed as guidance.**

**Car Share**

[Company] car share is the car pool scheme introduced at [the organisation]. For the purposes of our scheme, car share is the car pool element of the scheme which will operate as a company car club. These are different to daily hire vehicles, cars we may hire from [the Company] on a daily basis, should we require extra cars or cars that require additional hours than a usual car share (pool car) scheme can accommodate.

One benefit of the company car club is the ability to log out of the car when finished driving, allowing real-time availability to be tracked and encouraging higher utilisation of the fleet. The term ‘car share’ should NOT be confused with the general term of car-sharing or lift-sharing, as in commuting or travelling with others.

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# BACKGROUND & REGISTRATION

## Why is [organisation] introducing the scheme?

Business travel is a significant spend at the [organisation] with over £XXX,000 was spent in 20XX. By introducing this scheme, we have reduced these costs by £YYY,000 per year.

## How does the scheme save [organisation] money?

The scheme saves us money primarily by using more efficient vehicles in the Company CarShare / daily hire car fleet, which saves fuel costs. It also reduces wasted journeys as cars will only be booked for essential journeys and staff will use an alternative method where possible. We will also only pay the actual cost of travel which addresses essential, casual users and regular users in a better way.

## Who can use the scheme?

Any employee (permanent or casual/temporary) can use it for work related travel as long as they hold a full driving licence and staff ID card. There are a small number of exemptions. For example: under 21s can drive CarShare vehicles but because of insurance restrictions, they cannot drive daily hire cars. Remember do not share your staff ID Card or Company membership details as you are responsible for traffic offences, speeding fines, parking tickets and damage excess.

## Do I need to register to join the CarShare scheme?

Yes, you will need to register to join the scheme. You will not need to show your manager your driving license as this is now assessed by the Company via the DVLA website. Please join by completing this online registration form here (insert organisational specific hyperlink). Once you have submitted your application, the Company admin team audit the application, complete their checks and assign your access. You will use your staff ID/proximity card for vehicle access/locking and unlocking. For any applications after the XX Month 20XX launch date and for any new applications going forward (new employees for example), you will still need to register online here (insert organisational specific hyperlink). The Company admin team will then audit your application, complete their checks and (if all in order), assign a member access card. Please allow up to 5 - 7 business days for approval. The approval process is relatively simple, the Company will work fast to get you on the road as soon as they can.

## Am I losing an employee benefit here?

No. Your business travel options have simply been replaced where possible, by a sound, fuel efficient and like-for-like option which highlights our growing effort to reduce unnecessary costs, keep our employees travelling in the safest way possible whilst minimising our carbon footprint.

# TRAVELLING FOR WORK USING CARSHARE (CAR POOL)

## I need to travel for work purposes, what do I do?

The Transport options flow diagram explains what type of transport is available for the type of use you may need and how to make the right choice when travelling for work. Company CarShare and daily hire cars are ONLY to be used for business travel and not for any other purpose (transporting family members or friends on your commute to work is **unacceptable**). You should **not** carry passengers other than employees if they are going on the same businesses. The only exception to this is those car users with [ANOther] company cars, who are insured for domestic and business use.

## When would I use a Company CarShare vehicle? When would I use a daily hire car?

If you need to use a car for short journeys under [75] miles from the office and you don’t wish to use your own car and claim the [lower]p rate, then the default is to use a vehicle from Company CarShare. You only book a daily hire car if the journey is over [75] miles or you need the car for more than [8] hours (including your meeting time). Look at the Sustainable Travel Hierarchy diagram (itelm 1 or 4] which explains how this works.

## What do I do if I go to another of the [organisation’s] sites or work-related visit/meeting before the office?

There are circumstances where a home delivered hire car from the Company Rent a Car may be an option if it was not viable to come and collect a vehicle from Company CarShare at the Office. For example, you may need a car to take you on a journey longer than [75] miles and you need to leave from home before 7am in the opposite direction from the office.

The Company offer a free collection service where you are collected from your home to their nearest Offices, you then take the car, return it at the end of the day and they will then drive you home (free of charge). **This is the Organisation’s preferred option** when having the car delivered to the office is not possible.

However, if you needed to go to another site during your inward or outward commute, it would generally be more practical to use your own car for this and claim back the miles not included in your normal commute at the basic rate of [lower]p per mile. In this instance, you just need to fill in the Journey Assessment Tool (before the journey takes place) so we have confirmation of your trip and assurance that your documentation (MOT, licence, insurance) and vehicle are in good order.

## How do I book a vehicle from CarShare?

Once you’ve registered, use your member ID to log in (insert organisation specific hyperlink). Enter your login details in the top right-hand side of the website homepage (insert organisation specific hyperlink). You will need your user name (full organisational e-mail address) and personally selected password - default is [1234]. You can make a reservation, 24 hours a day, 7 days a week with as little or as much notice as you like. To drive a CarShare vehicle, you must wait until your driving license has been authorised (see previous FAQ question on ***How do I register to join the scheme?)***

## How far in advance can I book a pool or daily hire car?

You can book a Company CarShare vehicle up to 3 months in advance. The minimum advance time to book a CarShare vehicle is typically X hours before required (although as the booking system is live please check if a vehicle is available if you need access within this timeframe) and a daily hire car ideally 24 hours in advance, although Company can deliver a standard size of vehicle (groups A-D manual) within 2 business hours if required).

## Once I’ve booked a Company CarShare vehicle what do I do?

Read the instructions checklist before you are ready to use the Company CarShare vehicle. To get into the vehicle hold your staff ID card over the sensor on the windscreen (drivers side) until you hear the doors unlock. Once you're in the car, the keys will be located inside the glove compartment in the on-board computer (looks like a calculator). Enter your PIN (default is 1234) into this on-board computer. You will be prompted to change this PIN into something more memorable.

Take your keys from the slot in the calculator and enjoy your trip.

## What if I cannot find the vehicle when I go to begin my reservation?

If you get to the Company CarShare parking area and your car is not there, contact the Company Car Club back office on 0000 123 4567 and they will assist you by locating the vehicle or switching your reservation to another available vehicle.

## Can I take a one-way trip?

Company CarShare is not a one-way hire programme and your vehicle must be returned to the original reserved parking area where you picked it up at the Office or [Satellite Office] if this is where it came from. This allows it to be easily found and used by the next person. If you need to go one way and not return by car to a location, then you will need to book a daily rental vehicle from the Company via the booking tool (insert organisational specific hyperlink) or alternatively, take public transport or a taxi (see Item 5. Travel Hierarchy] Leaving the car in a location other than the Office or [the satellite office] will result in a fine.

## Who is responsible for refuelling the CarShare vehicles and how do I do it?

The [make and model] are petrol cars, the [Make and model] are pure electric. You are responsible for refilling the [Model] fuel tank according to the specific fuel type when it reaches ¼ tank while you are using the car. The CarShare vehicles have “[Fuel card Company]” pre-paid fuel cards provided in the glove compartment for payment at selected petrol stations. Please use [Name of preferred local filling stations] where at all possible. (but any [preferred company filling station] petrol station or [preferred company filling station] station is also accepted).

Make sure you return the fuel card to the same place you found it after you have filled the tank. A lost fuel card may result in a fine. If you get into a vehicle and it is missing a fuel card, then please advise [named organisational responsible contact] as soon as possible. In the meantime, please pay for the fuel yourself and claim it back on [Organisational payroll system] as you would any normal expense. The electric cars will need to be recharged after you have used them, in the Rapid (state location) electric charging point bays.

Please keep the receipt for the fuel once you have used the fuel card and once back in the office scan the receipts and send to [Organisational specified location or e-mail address]

## What if I am late bringing the vehicle back?

If you know you're going to be late, extend the CarShare using the car’s on-board computer found in the glove compartment of the car, via the mobile app or call the Car Club back office Team on 0000 123 4567. You can also call by pressing the round button on the bottom of the computer keypad **before,** the end of your reserved time.

If there's no reservation right after yours, the Company can extend your reservation without a problem. If your extension or late return delays another staff member, the Company can manage moving the reservation to another vehicle or suggesting alternatives with sufficient notice given.

If you are using a **daily rental vehicle** and you are going to be back later than your booking period allows, then please call the local Company branch that delivered your vehicle (their contact details will be on the rental agreement (pink sheet) paperwork that was delivered with the vehicle).

## What do I do if I damage the car, break down or get a traffic violation?

Read the instructions (insert organisational specific checklist provided by Lease company and/or insurance).

## What to do if you have an accident in a Company CarShare (pool) car

Should you be involved in an accident whilst in a car pool vehicle ensure you:

* 1. Remain at the scene and stay calm
  2. Report the accident to police
  3. Have the authorities arrange for a tow if needed.
  4. Gather information regarding the accident and any third-party details
  5. Obtain the names of witnesses.
  6. Immediately contact the Company to report an accident. You must notify the Company no later than the following business day after the accident.
  7. Call your Line manager and inform the Organisation’s Insurance Officer [0000 555 4444] immediately if in business hours. If out of business hours call as soon as possible. You will be sent a form to complete in full and return along with a copy of the driver’s license.

## What if the vehicle is damaged when I arrive to collect my pool car vehicle?

We don't want to hold you responsible for damage that existed prior to your use of the car. Please inspect the car prior to each booking. If you find damage when you are picking up the car, please contact the Company CarShare Team on 0000 123 4567 immediately. This will allow Company to document the damage prior to your use and, if needed, make other arrangements for you.

## What do I do when I have finished with the car?

Return the vehicle to the location you collected it from. Return and insert the key fob into the on-board computer in the glove compartment. Check the lights are off and windows are shut, and you have all your belongings to hand. The computer will prompt you re lights off etc and ask if you are sure you want to end your booking. Respond appropriately. If you have finished, return the computer to the glove compartment and close it, leave the car and lock it by placing your staff ID proximity card to the reader on the outside of the windscreen (drivers side).

# USING DAILY HIRE VEHICLES

## How far in advance can I book a pool or daily hire car?

You can book a Company CarShare Daily Hire vehicle up to 3 months in advance. The minimum advance time to book a CarShare vehicle is 3 hours before required (although as the booking system is live please check if a vehicle is available if you need access within this timeframe) and a daily hire car ideally 24 hours in advance, although Company can deliver a standard size of vehicle (groups A-D manual) within 2 business hours if required.

## How do I book a daily hire car?

Instructions for booking a daily hire car can be found on [Link to Organisation’s Intranet site hyperlink]

## What do I do if I need a daily rental vehicle at the last minute?

Company will always strive to get you a vehicle - if your booking is with less than 24 working hours notice, please process your request in the normal way via B2B site. Please note, you will need to confirm with the Company the required time frames and vehicle availability by calling the Company branch you wish to rent from. The Company can deliver a standard size of vehicle (groups A-D manual) within 2 business hours if required. If there is less than 6 business hours before your hire needs to start, then the B2B system will automatically approve this request but you will need to get written line manager approval for any hires that are larger than an A or B size vehicle or more than 24 hours. Note cars that are not A/B category (Typical A or B cars are Aygo, Corsa, Fiesta etc) need authorisation from your line manager.

## Once I’ve booked a daily rental hire car what do I do?

Your daily rental hire car will be dropped off at the destination you asked for. A Company employee will show you how to use the car. To get access you will simply use the keys provided as you would a normal vehicle, your staff ID/ access card **will not** be required as daily rental vehicles do not have the same telematics as the CarShare vehicles. The Company employee will show you the vehicle functions such as fuel cap location and how to operate the vehicle. If you are not present upon the delivery of the daily rental vehicle then please call the local branch that delivered the vehicle who will be able to explain any further functionality of the vehicle. There will always need to be someone available to sign for the vehicle and check it when Company delivers it. Please be sure that Company have your **mobile** and **best land line contact numbers** when you book and make any special circumstances relating to specific requirements such as specific neighbours that are not to be contacted or locations to leave keys known. If the vehicle cannot be signed for, it is your responsibility to check it immediately on your return and contact the Company immediately, if there is any unrecorded (on the pink sheet) damage.

## What type of vehicles are available on the daily hire scheme?

There are a range of vehicles available to hire daily from class A and B (related to size), typically these will be vehicles ranging from a Ka or Peugeot 107 size of vehicle, up to a Corsa or Fiesta size of vehicle (up to 1.2 litre engine size). Company Rent a Car do stock a range of vehicles, but [the organisation] will only authorise a rental of a 1.0 or 1.2 litre vehicle, without having to get further authorisation from your line manager.

## What if I require a larger vehicle than a group B size vehicle/my hire is longer than 48 hours?

If the vehicle required is outside of what will normally be automatically authorised by the [organisation] without any line manager approval, and you need something larger for a specific event (such as people carriers, vans or estates), you will need authorisation from your line manager. This also applies if you require a daily rental vehicle for longer than 24 hours. This line manager authorisation process if you require any larger vehicles or for longer than 24 hours is performed automatically within the Company booking tool for daily hire, called B2B and is available here (insert organisational specific hyperlink). Upon making the booking and selecting why you need a larger vehicle or for more time, an email will be automatically sent from the B2B booking tool directly to your line manager to approve or decline your hire request.

If they approve then the reservation will be sent to the Company Rent-A-Car branch who will facilitate the hire.

If your line manager declines your request, then an email will be sent to you to advise this and no booking will go down to the Company branch.

## What if my line manager is absent or unable to approve my daily rental hire request if it is for more than 48 hours or for a larger vehicle size than group B?

However, if you haven’t had a response from your line manager due to an absence within 6 hours, it will auto confirm, you will then have to justify your choice of vehicle after the event. All B2B users will have their line manager email address automatically stored within their profile, but if your line manager has changed or you know your line manager is off or unable to receive emails then you must contact a Payroll (‘SuperUser’ currently ‘Administrator’ who will approve or decline your daily rental hire request).

## What if the vehicle is damaged when I arrive for my daily rental vehicle?

We don't want to hold you responsible for damage that existed prior to your use of the car. Please inspect the car prior to each hire, usually you will be able to do this with the Company employee that delivered the vehicle to you and then they will obtain your signature on the Rental Agreement for the vehicle condition. If you are not available when the vehicle is delivered, then please check the condition of your rental vehicle when you get to it to ensure it agrees with their inspection report on the Rental Agreement. If you disagree with the inspection report, please contact the local branch who delivered your vehicle (their details will be on the paperwork or call [switchboard] within ONE hour of the vehicle being delivered. If the vehicle is delivered to you outside of the Company opening hours, then contact the renting branch by 09:00 on the next business day. Failure to do this will result in your acceptance of the inspection report.

As per the damage and accident FAQs please note that minor damage as illustrated by the Company Damage Evaluator (‘named’) is viewed as wear and tear and will not be marked on the Rental Agreement, therefore you do not need to inform Company of any wear and tear damage that fits within the Damage Evaluator (‘named’).

## What is my responsibility when the daily rental vehicle hire period ends?

The driver is responsible for the first 2 working hours from the time specified on the booking for the end of the hire period. This covers parking restrictions, damage etc. Please be advised that working hours are as the Company branch opening hours.

## Where can I get a parking permit or fuel cards?

Daily hire car parking permits and fuel cards will be provided by reception at the [place]. These parking permits will permit the driver to park in any the organisation car parks. CarShare vehicles will have these in place in the windscreen and glove box along with charging point cards for the electric vehicles. If the charging card is not there, please inform FM or the Superuser and sign for another from Gateway reception.

## Refuelling Daily Hire cars after use

Please return the Daily Hire car with the same amount of fuel that the car was delivered with. You will need to refuel these using the fuel cards detailed above. Please keep the receipts and once back in the office scan and send them to [email@email.com](mailto:email@email.com)

# USING YOUR OWN CAR OR PUBLIC TRANSPORT

## I still want to use my car as its more convenient, can I?

Yes, if you are prepared to accept the new fuel only claiming rate which is 15p a mile, you can still use your own car. Remember, to use your own car you will need to make sure you remain insured for business use, and using your own car may require a slightly longer process because you will need to record planned mileage (ideally) before you travel on the Journey Assessment Tool to enable claims to be authorised. This tool is also housed within the [Company B2B platform] and records where and why people are travelling and confirms the safety of their car for the journey. You must then fill out a mileage claim form at some point after a journey for reimbursement. Look at the Transport hierarchy flow diagram which explains how this works.

## Do I still need to insure my own personal car for business use?

If you think that there is any circumstance where you might **ever** need to use your car for any business trips, then yes. If not, then no. If you are involved at all in emergency planning, LALO work, duty officer etc, then you must retain business insurance on your own car.

## I only need to do a short journey; can I use a taxi?

We would recommend booking a Company CarShare vehicle for any local trips (less than 75 miles where the total journey will take less than 8 hours including your meeting time). There may be a few instances for short journeys where a pre-booked taxi (Private Hire) might be more appropriate. For example, if you need to get to a meeting locally and no CarShare vehicles are available, and the return cost is less than our daily hire rate for a daily rental vehicle (about £25) plus the car parking cost, it may make more sense to use a Private Hire taxi and reclaim the cost. For short journeys like this you will need to apply a bit of common sense on which option is the most appropriate. If you have any questions talk to your line manager. Obviously, you would also have the option of using your own vehicle in these instances but be aware of the organisation policy on using your own vehicle (including the reclaim rate of 15p per mile, you must ensure that your vehicle is insured for business use and be required to complete the Journey Assessment Tool)

## Can I choose to use a bus or train for journeys?

Yes. As part of the scheme we have reintroduced the [Bus company] bus discount. [Organisation] staff can get a 50% discount off all journeys as well as the other three bus companies serving the city [Named bus companies] when showing your organisation ID card and your existing yellow ‘travel choice’ card. This applies to work and personal journeys. However, you can claim back the work journey costs. You may also book monthly tickets for [company] buses online – look out for details on posters around the building.

Don’t forget that there is a [X]% discount available with [railway company] too using your Travel Choice card and Staff ID/Access card, booking ahead through your staff rep!

# CANCELLING YOUR RESERVATION

## What is the reservation cancellation policy for Company CarShare?

Should you need to cancel your CarShare vehicle booking please log in to the CarShare website (as above) or call [switchboard] and cancel your request. If you need to cancel your time-slot, please ensure that you give as much notice as possible to allow other the organisation staff members to book the car if they need it rather than hiring a daily hire vehicle if all CarShare vehicles are booked out. Staff not cancelling their booked cars leads to a large cost but also inconvenience to your fellow users. [There may also perhaps be an app available that will allow you to cancel more easily].

## What is the reservation cancellation policy for Company daily hire vehicles?

Should you need to cancel your daily rental vehicle, then again please give as much notice as possible to Company. To cancel please log in to the B2B booking tool and cancel your hire request. Please be mindful that if the branch has already delivered the vehicle, then the organisation will still be charged for this, so please ensure you cancel with as much notice as possible.

# ADDITIONAL REQUIREMENTS

## I need to drive an automatic car, are there any?

All three of the electric (Nissan Leaf) Company CarShare pool cars are automatics. If you need an automatic CarShare vehicle, just check the type of car when you make a booking. There is one automatic petrol car on the fleet which is the Silver Ford Fiesta. All other cars are black and manual. You can also book an automatic daily hire vehicle if required (as above anything larger than a group A or B will need to go through your line manager approval process within B2B).

## I’ve heard that electric cars are only capable of travelling for a limited time?

The electric cars we have are the most advanced up-to-date with a stated range of 155 miles and a realistic range of 100 to 120 miles (largely dependent on how they are driven). It is important though that the electric cars are plugged into the chargers which can charge a car to 80% capacity in 20-30 minutes). Staff can ask to be trained how to charge the cars by speaking with or emailing members of the super user team (define and hyperlink) the Superuser.

## How do I use the electric cars?

The electric cars will be new to most people, so you may not be familiar with how they operate. Your Superuser has had training on how to use these cars and will be more than happy to show you around them and how to use them.

## What if I need a non-branded (without the organisation’s logo) vehicle?

The [number of] [make1] and [make2] pool cars are all branded to help spread our corporate messages. If you need a non-branded vehicle for a specific reason (for example surveillance work) then please book out one the [Colour] Automatic [Make] CarShare car, if available. Alternatively, you can use your own car or if meeting distance/time criteria book a daily rental car through Company.

## Are employee’s pets or children allowed in the cars?

No.

## Can I smoke in a car?

No, it is against UK lawto smoke in any rental vehicle or any car used on business.

## Am I responsible for cleaning the vehicle?

A Company representative will clean our vehicles on a regular basis as well as checking fluid levels and tyres etc. Please note, the cars are not cleaned after every use therefore, please leave the vehicle in good condition for others to use by taking your personal belongings with you and removing any rubbish.

## What if I need a vehicle equipped with a Mobility Device?

Company CarShare is committed to servicing the needs of all of their customers to the best of their abilities and to fulfil their obligations under the Disability Discrimination Act. In order that Company best fulfil this commitment, all enquiries made on renting to customers with special needs due to a disability should be directed through the Company CarShare Team on [switchboard]. Due to the unique nature of Company CarShare services and the fact that mobility devices require installation, please contact Company a minimum of 48 hours before the required date of hire. Please note mobility device-equipped vehicles will be provided by an affiliate of Company Rent-A-Car for no additional charge. This also applies to a daily rental vehicle, but please contact the local branch on [switchboard] who will be able to arrange this with a minimum of 48 hours notice. The daily rental booking will need to be booked via B2B following the standard booking procedure.

## How do I find the details of my nearest Company branch?

The B2B online booking tool will automatically source the nearest Company location and provide their contact details. Alternatively, please call [telephone switchboard number].

## Daily rental vehicle cost saving tips

* Always check and adhere to the organisation travel policies to ensure value for money
* Any rental booked to start outside of business hours will incur an Out of Hours Fee. Try and book rentals to be provided within business hours. Standard Out of hours are 18:00 until 08:00 Monday to Friday and Saturday 12 noon onwards until 08:00 Monday.
* Don't forget [Company] offer a free pick up & drop off service. You can use the delivery service as a free taxi service, to and from the nearest Company hire centre.
* Vehicles returned without the same level of fuel as provided will incur a refuelling charge which is billed at pump price plus 20% e.g. Vehicle provided with a full tank, please return with a full tank or how the vehicle was provided (fuel level will be marked on the Rental Agreement) to avoid additional charges.
* Considering your journey requirements is a great way to reduce cost and help to reduce your carbon emissions! For example, consider the size of car you need to rent and whether you can trip share with someone else.