

FAIR WEAR and TEAR POLICY

Leighton Drive is a socially responsible hirer, offering short and long-term hire facilities on camper vans throughout the UK for both personal and business use.

Before you complete a booking, we ask you to make an affordability statement and check your credit history using a licence credit reference agency.

This policy outlines our procedure for customers returning vehicles off hire

BUSINESS FOCUS AND CODE OF CONDUCT

Leighton Drive is a responsible lender and is committed to the following principles to ensure it provides quality service:

- only offering hirer facilities that it believes that the customer has the ability and intention to repay.
- staff at all times acting in a courteous and professional manner.
- operating a fair arrears and debt recovery policy and procedure.
- giving all hirer applications full and proper consideration.
- making fair and equitable decision that have due regard to our responsibilities.

GENERAL POLICY

The aim of the Fair Wear and Tear policy is to provide information to the hirer about looking after their vehicle so that, when the vehicle comes off hire, any additional charges can be avoided. This policy outlines the industry accepted standard that defines fair wear and tear on vehicles when they are returned at the end of a hire period.

Fair wear and tear occurs when normal usage causes deterioration to a vehicle. It is not to be confused with damage which occurs as a result of a specific event or series of events such as impact, inappropriate stowing of items, harsh-treatment, negligent acts or omissions.

FAIR WEAR and TEAR PROCESS

- The hire vehicle will be supplied to you in excellent condition, any damage to the vehicle will be clearly marked for your inspection and agreement prior to hire.
- Upon return of the vehicle, we will take our time to inspect the vehicle with you – any additional damage, which falls outside of our Fair Wear and Tear policy, will be noted and discussed with you prior to obtaining a quotation for repair.
- It is our policy not to levee any fair charges to our customers. However, any additional damage out side of our Fair Wear and Tear policy will be charged at a reasonable market value and deducted from your initial holding deposit.

Leighton Drive operates a responsible Fair Wear and Tear policy. Customers are provided with a copy of the industry standard British Vehicle Rental and Leasing Association (BVRLA) guidance document and also with a copy of our Fair Wear and Tear Matrix detailing costs in advance of hirer.