

## **PAYMENT TERMS AND CONDITIONS**

The Lessor: Wests SM Motors T/A Wests Self Drive Hire  
Address: Wests Industrial Park, Todd Close, Rainham, Essex, UK, RM13 9XX

The Hirer: This is the person that made the rental booking, named as 'the hirer' on the rental agreement. If a company is renting the vehicle the driver and the company are named as 'the hirer'.

The Card Holder: The owner of the nominated card details that have been given to the lessor.

These payment terms and conditions are between the 'Hirer', the 'Card holder' and 'The Lessor'

### **NORMINATED CARD:**

This is the card details given to Wests Self Drive Hire for all payments in relation to your rental booking/ hire (including but not limited to: booking deposit, rental payment, security deposit, additional rental item charges, extra driver insurance, administration charge(s), early/late return charges, fuel and Adblue top-up/re-filling charge, excess mileage charges, damage, insurance excess(s) and any additional charges, losses and penalties resulting from the booking/rental/hire.

### **ACCEPTED PAYMENT METHOD**

**The rental charge** can be paid by cash (£GBP), Visa Debit, Visa Credit or Mastercard Credit Card. We regret, we cannot accept American Express or any pre payment cards, cash card, top-up card or a Mastercard Debit card that is not from a UK high street bank.

We will only accept a Mastercard Debit card if the debit card issued is from a UK high street bank (Metro Bank, Sterling Bank, Santander UK, Natwest and HSBC's First Direct). The nominated payment card must be in the name of the main driver or if a company is renting, then a card that is not in the name of the main driver may be accepted (terms and conditions apply).

**The deposit** must be paid by a Visa Debit, Visa Credit or Mastercard Credit Card. We regret, we cannot accept American Express or pre payment cards, cash card, top-up card or a Mastercard Debit card that is not from a UK high street bank.

We will only accept a Mastercard Debit card if the debit card issued is from a UK high street bank (Metro Bank, Sterling Bank, Santander UK, Natwest and HSBC's First Direct). The nominated deposit payment card must be in the name of the main driver or if a company is renting, then a card that is not in the name of the main driver may be accepted (terms and conditions apply). You will need to have your valid payment card present at the time of collection and know your pin number. If you are a company, then a company order on your official headed paper with written authorisation will be required if the card cannot be present at the time of collection. Please ensure you have clear funds available in the account. If your rental is a maximum of 7 days then a pre authorised deposit will be taken on a UK Visa or Mastercard Credit card on collection of the vehicle and is held by your bank in your account for approximately 7-10 working days. (Please note: Metro Bank and some other banks hold funds for 28 days, we have no control over this). If you extend the rental period then the pre-authorisation will be completed and the payment will be debited from your account. Pre-authorisation deposits are not available on rental periods over 7 days, non UK Residence. Non UK licence holder and on cards that are not issued from the UK.

### **REFUNDS:**

Refunds normally take between 4-10 working days to appear on your account. This is due to the 'Refund Banking Process' which we have no control over.

### **CANCELLATION OF NORMINATED CARD:**

Please call us immediately (during opening hours) if you do not want to use the current card details we hold against your rental booking/rental agreement. A different card must be given to replace the current card details for future payment and charges. Going forward, from that point onwards, all payments, charges etc (see Accepted Payment Method above) will then be debited from your new nominated card details given. Please ensure there

are clear funds available. (Please note: the payment card must be in the name of the main driver and registered to the same address as on their driving licence or if the vehicle is rented to a company, then a card that is not in the name of the main driver may be accepted, terms and conditions apply).

**RECURRING TRANSACTIONS/PAYMENTS:**

When extending the hire period of your rental vehicle, payment for this will be taken from the nominated card at the time of extension. Please ensure there is clear funds available.

(Please note: the payment card must be in the name of the main driver and registered to the same address as on their driving licence or if the vehicle is rented to a company, then a card that is not in the name of the main driver may be accepted, terms and conditions apply.)

Whilst renting the rental vehicle the hirer is liable as owner of the rental vehicle and any replacement or substitute rental vehicle, for any fixed penalty offence, penalty charge notice, notice to owner, parking charge notice for that vehicle under section 66 Road Traffic Offenders Act 1988, Schedule 6 Road Traffic Act 1991, Traffic Management Act 2004, Protection of Freedoms Act 2012, Bus Lanes and any other relevant legislation or charges. Should any be received by the Lessor an administration charge will apply. Any fixed penalty offence, road traffic offences, penalty charge notice, notice to owner, parking charge notice for that vehicle under section 66 Road Traffic Offenders Act 1988, Schedule 6 Road Traffic Act 1991, Traffic Management Act 2004, Protection of Freedoms Act 2012, these will be represented for a transfer in to the name of the hirer, where the hirer will then receive the notice in their name where you will then be able to handle the notice, pay the fine or represent it.

Bus Lanes will be charged in full directly to the nominated card along with an administration fee, for each and every one the lessor receives. Should payment be declined, additional charges apply to recover these charges, administration fee and any costs and loss we receive because of this. To avoid additional charges, please ensure you have clear funds available in light of this.

**ADMINISTRATION CHARGE:**

An administration fee of £25.00 (including vat) will be charged on each and every Penalty Charge Notice, Tolls, Bus Lane, Parking Ticket, Road Traffic Offences, amendment to the rental booking etc. This will be debited from your nominated card. Should payment be declined, additional charges apply to recover these charges and any loss we receive because of this. To avoid additional charges, please ensure you have clear fund available in light of this.

**ACCEPTANCE OF PAYMENT TERMS AND CONDITIONS:**

When booking and/or renting a vehicle from Wests Self Drive Hire the hirer and card holder hereby acknowledge, accept and authorise all of the above Payment Terms & Conditions set out herein, on our website at [www.westsselfdrivehire.com](http://www.westsselfdrivehire.com) and on the reverse side of the rental agreement. You confirm that payment for such charges are to be made by debit, credit or charge card and when giving your card details it shall constitute authority to debit the nominated debit, credit or charge card company with the total due amount for any payment due to Wests Self Drive Hire (including but not limited to: booking deposit, rental payment, security deposit, additional rental item charges, extra driver insurance, administration charge(s), early/late return charges, fuel and adblue top-up/re-filling charge, excess mileage charges, damage, insurance excess(s) and any additional charges, losses, notices, penalties resulting from the booking/rental.

**BOOKING CANCELLATION TERMS AND CONDITIONS:**

This can be found on our Rental Terms and Conditions.

For more information on how your data is collected and stored, please refer to our privacy policy.