

FAQ's on Avis Hire Cars

	Question	Answer
1.	What is an AWD number?	An AWD number is MBDA's Corporate rate identifier to Avis. The AWD applicable to MBDA for all business hires is U400301. For all Leisure rentals please use AWD number U711303
2.	What is the minimum age an employee has to be to hire a vehicle on Company Business?	All drivers must be 18 years or older. If under the age of 21 years, employees MUST have at least 12 months driving experience on a full clean UK driving licence. However, the hiring of vehicles for company use by individuals under the age of 21 years should be discouraged. If an employee is under the age of 21, and/or has had less than 12 months driving experience and there is a business need for them to drive, please contact the MBDA UK Risk & Insurance Manager (http://mbdaweb/en/financeriskopp/team/contact/contactins.asp)
3.	How do I order a vehicle?	For UK domestic car hire book via the Avis/MBDA online booking tool located on the MBDA Travel web site, Avis Hire Cars page. For car hire in conjunction with a flight book via MBDA's dedicated Travel Centre phone 020 3353 0414 and select option 1.
4.	If I need a copy of my Avis invoice – or have a query on my invoice, what is the procedure?	Copy invoices to be obtained from www.avis.co.uk/rental_invoice Please contact your dedicated customer support executive via email mbda@avis.co.uk or tel.; 0844 5446622 For queries, please supply the following information to allow Avis to process your query as quickly as possible: 1. Your name, address and contact number 2. Rental Agreement Number (or Reservation Number if this is not available) 3. Name of Driver 4. Date and Location of Rental Pick-Up and Drop-Off 5. Reason for query
5.	If I wish to complain about the service I receive from Avis, what is the procedure?	All complaints should be directed to Avis on: Email: mbda@avis.co.uk Phone: 0844 5446622 CC: Travelteam.mbdauk@mbda.co.uk Please supply the following information to allow Avis to process your query as quickly as possible: 1. Your name, address and contact number 2. Rental Agreement Number (or Reservation Number if this is not available) 3. Name of Driver 4. Date and Location of Rental Pick-Up and Drop-Off 5. Reason for complaint.
6.	What do I do if I wish to amend/cancel/ extend a rental?	If you wish to amend a reservation that has not yet started you can do this online via the Avis/MBDA online booking tool located on the MBDA Travel web site, Avis Hire Cars page. If the rental has already started and wish to amend the check in date/time please contact the Avis Station the vehicle is on hire from, this is available on your rental agreement.
7.	What do I do if I wish to complain about the service pre-rental or during the rental?	Please contact the renting branch in the first instance if the problem is minor and easy to resolve locally. For more serious and urgent problems please call Sales Support on 0844 544 7000 #3
8.	What is the Avis procedure	In the UK Avis will authorise an amount on your American Express Corporate card at commencement of rental to ensure that you have

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	for charging to my American Express corporate card?	enough credit to cover full payment of all charges. This amount will be equal to the anticipated total cost of the rental plus the cost of a full tank of fuel. It may also include an amount equivalent to an extra day's rental in case you are forced to return the vehicle late. On return of the vehicle the actual charges will be debited to your card. Overseas, the value of any insurance excesses may also be authorised at the start of the rental.
9.	What AWD number do I use if I am on secondment?	The same AWD number for all MBDA business hires U400301.
10.	Can I use a hire vehicle before/after the specified start/finish time on the booking reservation form?	No. Under no circumstances should a hire vehicle be used outside the specified times unless the booking has been amended in the appropriate way.
11.	Is there a grace period when returning vehicles?	Yes, there is a 29-minute grace period on standard rentals.
12.	If damage on the vehicle and/or the fuel gauge reading is not correct on the Avis paperwork at the start of the rental, what is the procedure?	During business hours you should contact the Avis branch immediately to register the unrecorded damage / fuel reading before taking the vehicle. If the rental starts out of business hours you should contact the branch as soon as it is possible to register your comments. N.B. Stone chips and small dents smaller than a 50 pence piece are not classed as damage and are considered to be normal wear and tear by Avis. However, ALL scratches should be noted. Avis must supply vehicles with a full tank of fuel from the branch, however, where a car is delivered or collected by Avis, the renter will be responsible for the fuel consumed in delivering the vehicle from and returning to the Avis location. Therefore the fuel gauge may not be full when you receive the vehicle if the branch is some distance away. Equally, when the car is off-hired with a full tank of fuel, a charge for fuel to return the vehicle to the branch may also be applicable.
13.	What do I do if I damage/find damage to the vehicle?	For all damage you should inform Avis who will complete an Accident Report Form and ask you to sign it if you are present. If you are not present, or are unaware of any damage (which may have been caused after you off-hired the vehicle) Avis will forward you a form for signature.
14.	What do I do if I put the wrong fuel in the vehicle?	You should contact the roadside emergency service who will arrange for the vehicle to be taken to a suitable agent for repair. In the event of fuel contamination the renter will be liable for the full cost of repair.
15.	Is there a minor damage waiver?	Avis will not charge for minor damage amounts up to the value of £50
16.	How is minor damage charged?	Damage up to £500 in total will be deducted from your American Express corporate card following an investigation by Avis. You will receive a full claim pack prior to any monies being deducted. Please note that damage charges are not subject to VAT, the claims pack will act as an invoice for expense purpose. A full breakdown of the estimate /repair invoice will be included in this pack.
17.	What about damage over £500?	On completion of the Accident Report Form as per Q13 Avis will charge the excess of £500 to the renter's American Express corporate card and the balance to the insurers of MBDA UK.
18.	What if the damage was not caused by me?	Our insurers will attempt to recover any losses as a result of 3rd party negligence. Avis will still deduct the amount from your American Express corporate card. However if a claim is successful the excess payment can be recovered from a third party.

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19.	What do I do if I wish to dispute a damage claim?	Please email ken.corcorcan@avis.co.uk stating the RA number and outlining your position regarding the damage claim
20.	Should hire vehicles be returned with a full tank of fuel?	Yes. All hire vehicles MUST be returned with a full tank of fuel. This is for two reasons: 1) fuel is less expensive in petrol stations than that charged by Avis as they include a service charge for this 2) The rates that MBDA have with Avis are based on returning vehicles with a full tank of fuel.
21.	If I hire a vehicle from an airport what is the procedure?	You will be required to produce a valid driving licence before being allowed to take the car from a UK airport – PLEASE NOTE THAT IF YOU HAVE A NEW CREDIT CARD TYPE LICENCE BOTH CARD AND PAPER PARTS ARE REQUIRED TO BE SHOWN BY LAW. If you are a frequent renter from airports then an Avis Preferred Card will be invaluable to you in fast tracking the collection of your car at the airport desk.
22.	If I hire a vehicle from Avis for business use, can I use the vehicle for personal use?	Hire vehicles are for business use. Private use is not normally permitted however, it is recognised there may be occasions where there is a legitimate need to use the vehicle for private use when the employees own vehicle is parked at the work place. From an insurance perspective the definition of permitted private use is on the Insurance web site http://mbdaweb/en/financeriskopp/insurance/mbdauknational/busjordef.htm Employees MUST keep any private use to an absolute minimum.
23.	If I have a motor accident whilst overseas anywhere in the World and I, or another MBDA UK employee is injured, what is the procedure?	Prior to your journey overseas, you should ensure you are in possession of a current MBDA UK Business Travel Assistance card. This card provides you with details of MBDA UK's 24 hour emergency medical assistance service provider. Further information is on the Insurance web site http://mbdaweb/en/financeriskopp/insurablerisk/btpriortcard.htm In the event of illness or injury, please contact the MBDA UK's emergency medical assistance service provider who will provide any assistance required in obtaining the appropriate level of medical care or, if needed, repatriation to the UK.
24.	Am I covered by breakdown assistance?	A 24-hour breakdown and roadside assistance service is provided to all renters. A toll free number is noted on the key-ring, tax disc, rental document and vehicle manual. This is provided by a dedicated Avis implant team.
25.	If I have an accident in the UK what is the procedure?	If the car is in a condition to be driven, please return the car to the branch and complete an Accident Report Form at the branch. If the car is not in a condition to be driven, please contact the Emergency Roadside Assistance number, which has been left in the car with the Rental Agreement. The Emergency Roadside Assistance will then come out to the site of the accident where they pick-up the driver and bring them to the nearest Avis branch for a replacement vehicle. If a third party is involved it is advisable to notify MBDA UK's insurers as soon as possible. The details of the insurance claims procedure are on the Insurance web site http://mbdaweb/en/financeriskopp/insurance/mbdauknational/motorcla.htm
26.	If I have personal property stolen from the vehicle, what is the procedure?	In the first instance, the Police must be notified immediately the theft is discovered and a crime reference number taken. For insurance claims the procedure is on the Insurance web site http://mbdaweb/en/financeriskopp/insurance/mbdauknational/busclaim.htm
27.	If I have a puncture or cracked windscreen what do I do?	If you call the Emergency Roadside Assistance out to change a tyre they will replace this with an emergency tyre. You will be charged for the call out, the emergency tyre fitting and for a new tyre to be fitted by Avis.

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		Windscreens will be charged under the usual damage procedure.
28.	Where are cars left when delivered to site?	Each site has its own process which is detailed on the MBDA Travel Intranet or your local site contact/security should be able to assist
29.	What happens if I receive a speeding fine or congestion charge fine?	Avis will receive notification of the fine and will be required to provide the renter's details to the authorities. The renter will then receive the fine at the address given for the rental billing. Avis levy an administration charge for this. If there is more than one named driver on the vehicle the details of the renter who is paying for the vehicle will be given.
30.	Where can I find the Travel web site?	http://mbdaweb/en/travel/uktravel/travel_home_page.htm
31.	What percentage of diesel vehicles do Avis have?	Currently Avis have approximately 45% Diesel cars this is liable to change dependent on prevailing market conditions. Avis will not guarantee a Diesel car.
32.	Am I eligible for Nectar No points or Frequent Flyer points?	No

UK Only

33.	Do I need to take out Avis insurance when I hire a vehicle in the UK?	No. Subject to the age restrictions mentioned in 1 above, the MBDA UK motor policy insures you as driver of the hire vehicle, for business use only. All insurance offered by Avis should therefore be declined within the UK. Further details on the insurance cover is on the Insurance web site http://mbdaweb/en/financeriskopp/insurance/mbdauknational/motor.htm
34.	When does the Company insurance start and end?	The MBDA UK insurance policy commences as soon as the keys are released upon delivery of the vehicle and continue for up to 8 working hours after off-hire or from collection by Avis, whichever is the sooner.
35.	What insurance cover under company insurance do I have in the UK?	As required by law, the Company's motor insurance policy insures you as the driver against all sums you become legally liable to pay as a result of death or injury to third parties or damage to third party property arising out of a motor accident. Further details are on the Insurance web site http://mbdaweb/en/financeriskopp/insurance/mbdauknational/motor.htm
36.	Is Company property insured when being carried in my Hire vehicle?	A significant proportion of the cost of loss or damage to Company property is self-funded by MBDA UK and therefore any loss or damage has a direct impact on the financial performance of the Company. As such, employees have a responsibility to take all steps to prevent a loss occurring. For further advice please contact the MBDA UK Risk and Insurance Manager http://mbdaweb/en/financeriskopp/team/contact/contactins.asp
37.	If someone else wants to drive the vehicle I have on hire and they are unknown to Avis, can they drive the vehicle? If so, are they covered under the Company Insurance to drive?	The responsibility for the hire vehicle remains with the individual in whose name the vehicle is hired. If an additional driver is required to drive, Avis must be notified to ensure the driver's name is added to the hire agreement. The Company's insurance will cover anyone authorised to use the car for Company business. Further details on authorised drivers is on the Insurance web site http://mbdaweb/en/financeriskopp/insurance/mbdauknational/motorcond.htm Please note that when a vehicle is collected in the UK from an Avis branch or via a meet and greet, the credit card used as the method of payment will be required to be shown. In these cases, therefore, the person detailed on the booking as the driver must be present to collect

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		the vehicle. This is not applicable to site collections. Overseas, all bookings must be paid for by the individual's own American Express corporate card and the card will be required to be shown a time of rental.
38.	If I hire a vehicle for company business and I take passengers who are unknown to Avis are they covered under the company insurance?	An employee may allow, where necessary and reasonable, to carry the employees of MBDA UK's customers and suppliers as passengers whilst engaged in a MBDA UK Business Journey. The motor insurance will extend to cover the MBDA UK employee and the passengers. Further details on passengers is on the Insurance web site http://mbdaweb/en/financeriskopp/insurance/mbdauknational/motorcond.htm
39.	If I hire a vehicle for company business and I wish to take my family with me are they covered under the company insurance in the UK?	Only third parties who have a business requirement to be in the vehicle are insured under MBDA UK's motor insurance policy. Family members must not be driven in the vehicle. The only exception to this is any extenuating circumstances arising as per section 22 above.
40.	Where can I find guidelines on MBDA UK insurance for car hire?	http://mbdaweb/en/financeriskopp/insurance/mbdauknational/motor.htm

EUROPE

41.	When hiring a vehicle in Europe do I need to take out Avis insurance?	Yes, the maximum level of Motor Third Party Legal Liability insurance available must be purchased. In addition the Collision Damage Waiver and Theft Protection options should be purchased. Information on the type and level of insurance that needs to be purchased is on the Insurance web site http://mbdaweb/en/financeriskopp/insurance/mbdauknational/motorhire.htm .
42.	If I have an accident, what is the procedure?	Any incident of loss or damage to a vehicle or injury caused by use of the vehicle must be reported to the renting location or nearest Avis office immediately and an Avis Accident Report Form completed. If the car is not in a condition to drive, please contact Emergency Roadside Assistance on the number provided with the Rental Agreement. If no contact is made with Avis staff when returning a damaged vehicle, Avis will forward an Avis Accident Report Form to you for completion and return. Road traffic accidents, theft or vandalism must be reported to the police where required by law. Full details should be taken from any third parties involved. Please contact the MBDA UK Risk & Insurance Manager if you require any assistance http://mbdaweb/en/financeriskopp/team/contact/contactins.asp

USA

43.	When hiring a vehicle in the USA do I need to take out Avis insurance?	Yes. With effect from the 1st November 2009 the motor insurance needs to be purchased with the vehicle. Information on the type and level of insurance that needs to be purchased is on the Insurance web site http://mbdaweb/en/financeriskopp/insurance/mbdauknational/motorhire.htm
44.	If I have an accident, what is the procedure?	Any incident of loss or damage to a vehicle or injury caused by use of the vehicle must be reported to the renting location or nearest Avis office immediately and an Avis Accident Report Form completed. If the car is not in a condition to drive, please contact Emergency Roadside

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		Assistance on the number provided with the Rental Agreement. If no contact is made with Avis staff when returning a damaged vehicle, Avis will forward an Accident Report Form to you for completion and return. Road traffic accidents, theft or vandalism must be reported to the police where required by law. Full details should be taken from any third parties involved.
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REST OF WORLD

45.	If I want to hire a vehicle within the rest of the world, do I need to take out insurance?	Collision damage waiver and theft protection options should be accepted. Information on the type and level of insurance that needs to be purchased is on the Insurance web site http://mbdaweb/en/financeriskopp/insurance/mbdauknational/motorhire.htm For further advice please contact the MBDA UK Risk & Insurance Manager (http://mbdaweb/en/financeriskopp/team/contact/contactins.asp)
46.	If I have an accident, what is the procedure?	Any incident of loss or damage to a vehicle or injury caused by use of the vehicle must be reported to the renting location or nearest Avis office immediately and an Avis Accident Report Form completed. If the car is not in a condition to drive, please contact Emergency Roadside Assistance on the number provided with the Rental Agreement. If no contact is made with Avis staff when returning a damaged vehicle, Avis will forward an Accident Report Form to you for completion and return. Road traffic accidents, theft or vandalism must be reported to the police where required by law. Full details should be taken from any third parties involved.

PRIVATE HIRES

47.	Can I use the Company AVIS number if I want to hire a vehicle privately?	No. Individuals will not be insured if they hire cars using the company AWD number. Please use AWD number U711303
48.	Can I hire a vehicle privately and benefit from company negotiated rates?	Yes quoting AWD number U711303 Avis offer discounted rates for employees wishing to hire a vehicle privately. For implant locations, there may also be the extra benefit of a discounted weekend rates. Please check with the local implant for local special deals.
49.	Will I be covered under the Company Insurance if I hire privately?	No. MBDA UK insurance is not applicable to private hires. Avis will insure any vehicles rented privately, you will be given a list of available insurance waivers and what is and isn't covered at the time of collection.
50.	What are the details of the insurance that is included in the leisure rate AWD number?	Please ask for details at time of booking.