

### **Cancellation/Refund policy**

Thank you for choosing Excel Vehicle Hire Derby Ltd for your rental requirements. When reserving a vehicle online we will require you to pay in full to confirm your booking.

If you need to cancel your reservation, we can offer a full refund if the booking is cancelled 14 days prior to the rental start date. For cancellations withing 14 days of the rental start date there will be a £50.00 cancellation fee. For cancellations within 24 hours of the rental date, no shows and once a rental agreement has been produced and signed, we do not accept cancellations, and no refunds will be offered.

Excel Vehicle Hire Derby Ltd reserves the right to cancel a reservation if, at the commencement of hire, the drivers' licences are invalid or not according to the conditions set out in our terms and conditions or if insurance is declined for any reason. In these circumstances, the total hire charge will be forfeited.

Whilst every effort is made to ensure that the vehicle reserved is available, in the event that the reserved vehicle is not available, Excel Vehicle Hire Derby Ltd will seek to offer an alternative vehicle. Excel Vehicle Hire Derby Ltd will always aim to provide a vehicle of similar or better quality. In the event that a higher specification vehicle than that requested is supplied, the hirer is not liable for any additional rental charges over and above those agreed at the time of the booking.

In the event that a smaller vehicle or lower grade vehicle is offered and accepted, any difference in rental charges will be refunded to you.

In the unlikely event that we are unable to supply a suitable vehicle due to circumstances out of our control, our liability is strictly limited to a full refund of all monies paid by you. We accept no liability for the cost of a replacement vehicle, travel expenses or any other subsequent loss. Circumstances that we deem to be out of our control include, but are not limited to, vehicle breakdown, damage sustained to the vehicle and late returns by a previous hirer.