



## **BVRLA Rental Factsheet**

# **Pre-Rental Inspection and Rental Agreement**

## **August 2024**

### **Background**

When renting a vehicle to a customer, it's important to ensure that rental members are able to evidence:

- The condition of the vehicle at the time of collection or delivery.
- That the vehicle was safety checked prior to collection or delivery.
- The terms of the agreement to which the hirer is bound upon receipt of the vehicle.

As a valued member of the BVRLA, we are committed to helping you maintain high standards of conduct and compliance with the BVRLA Code of Conduct. To support this we have produced this factsheet with the support of BVRLA member, ProHire Ltd who have provided a sample Pre-Rental Safety Checklist and Rental Agreement document to support your understanding.

### **The Rental Agreement**

To protect both the hirer and the rental company in the event of any dispute over the terms of the agreement for vehicle rental, a comprehensive rental agreement should be in place documenting the following items:

- Customer details (including Name, DOB, Contact details and Licence details),
- Vehicle details (including registration number, make, model and fuel type) and inventory,
- Delivery/collection details,
- Billing and Head Office address,
- Booking Reference,
- Payment details,
- Insurance details including an insurance declaration,

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- Statement of liability, to be signed by the hirer, agreeing to be liable for PCN's and Road Traffic Offences,
- Details of any additional driver,
- Signatures on all relevant areas along with confirmation of the signature date and full name.

A sample Rental Agreement document can be found at **Appendix One** of this document.

## The Pre-Rental Inspection

The vehicle details should be recorded so it is easily identifiable which vehicle the condition report relates to and so that any previous documentation for the vehicle will be easily found. This should demonstrate that the vehicle provided at handover matches details outlined on the Rental Agreement document. This will also evidence the condition the vehicle should be returned in so any damage can be identified quickly.

The key things to include should be:

- Make/Model
- Registration Number
- Fuel type and level, or battery percentage if electric vehicle
- Tyre condition- including tread depth and tyre pressure

## Pre-rental Walk Round- Exterior

A pre-rental walk around should always be done with the customer before the keys have been handed over. This should include a look at the exterior of the vehicle, highlighting any existing damage to the vehicle, and noting any damage or fair wear and tear. It is best practice for both the rental member and the customer to take photos of any damage identified.

## Pre-rental Walk Through- Interior

After the condition of the exterior has been agreed on and documented, the interior should then be checked. This should include the:

- Cleanliness of the vehicle,
- Inventory,
- How to work the interior radio/car play system,
- Starting and driving the vehicle (things like push button start or changing the gear),
- Check of all seatbelts to ensure they are safe and working correctly,
- If the vehicle is electric or hybrid, this overview should include charging facilities.

Any damage to the inside of the vehicle should be clearly documented, with evidence.

If an electric/hybrid vehicle is provided there should be a walk-through process documented to discuss how to charge the vehicle, where the charger is kept, how to plug in the charger and the

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charging points/facilities that can be used for the vehicle. It is worth remembering that this could be the customers first experience of using an electric vehicle.

## Vehicle Condition Agreement

The condition recorded should cover safety aspects along with any damage whether it impacts the use of the vehicle or not. Without proper record of the condition of the vehicle at the time of rental, having been agreed to by the customer, it will be difficult to evidence any change in the condition of the vehicle at the end of the rental and therefore any compensation that might be due from the customer.

Once all things have been discussed and both parties are happy there should be a sign off statement documenting that the customer agrees with the findings. This should be signed by the hirer and the member of staff that completed the check.

A copy of this document should be given to the customer, either physically or electronically, and a copy should be kept for the rental member.

An example of how this document might look, and the kind of information that should be included, can be found at **Appendix Two** of this document.

## Return of Vehicle

The same process should take place when the vehicle is returned. This can be added to the original copy from when the vehicle was sent out or it can be of a separate form. The customer should have a copy of both documents to take away.

If on the same form, there should be 2 tick boxes of each of the interior check and new damage should be recorded in a different colour on the vehicle map so it can be easily identified. There should also be a section where new damage can be noted down above the return signatures.

Any documentation can be voided if there are no signatures as this will no show proof of agreement or consent at the time the vehicle was collected or returned.

If you allow unattended drop offs, there needs to be a clear statement of how long you have once the vehicle is returned to inspect the vehicle and how long the customer will be liable for the vehicle following the drop off.

Contact

If you have any further questions, please contact [compliance@bvrla.co.uk](mailto:compliance@bvrla.co.uk)

This factsheet was produced with the support of BVRLA Member, Prohire Ltd.



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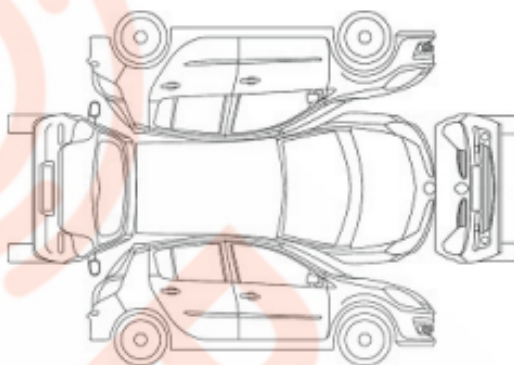
## Appendix One



**Make & Model of Hire Vehicle:** FORD FIESTA ZETEC  
**Vehicle Reg. No.:** REG 05  
**Fuel Type:** PETROL  
**RA No.:** H815  
**Mileage.:** 10  
**Fuel Level:** FULL

**Pre Rental Inspection:**

Key: X = Chip/ Crack, O = Dent, S = Scratch, D = Damage




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	OUT	IN		OUT	IN		OUT	IN
Tax Disc	<input type="checkbox"/>	<input type="checkbox"/>	Tyres	<input type="checkbox"/>	<input type="checkbox"/>	Exterior Cleaned	<input type="checkbox"/>	<input type="checkbox"/>
AA/ RAC	<input type="checkbox"/>	<input type="checkbox"/>	Spare	<input type="checkbox"/>	<input type="checkbox"/>	Interior Cleaned	<input type="checkbox"/>	<input type="checkbox"/>
Lights	<input type="checkbox"/>	<input type="checkbox"/>	Tools	<input type="checkbox"/>	<input type="checkbox"/>	Glove Box	<input type="checkbox"/>	<input type="checkbox"/>
Oil	<input type="checkbox"/>	<input type="checkbox"/>	Aerial	<input type="checkbox"/>	<input type="checkbox"/>	Fire Extinguisher	<input type="checkbox"/>	<input type="checkbox"/>
Windscreen	<input type="checkbox"/>	<input type="checkbox"/>	Mirrors	<input type="checkbox"/>	<input type="checkbox"/>	Extras	<input type="checkbox"/>	<input type="checkbox"/>
Washers	<input type="checkbox"/>	<input type="checkbox"/>	No Smoking Sign	<input type="checkbox"/>	<input type="checkbox"/>	Sack Barrow/ Child Seat	<input type="checkbox"/>	<input type="checkbox"/>

This vehicle has been checked thoroughly and all parts found to be in working order at the time of rental. I accept that the vehicle is in the condition indicated on this form.

Hirer Signature \_\_\_\_\_ Hire Company Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Print Name \_\_\_\_\_ Print Name \_\_\_\_\_ Time \_\_\_\_\_

**Check In:**

New Damage \_\_\_\_\_

Date \_\_\_\_\_ Time \_\_\_\_\_ Mileage \_\_\_\_\_ Fuel \_\_\_\_\_

The vehicle has been returned and checked. I agree that the damage on this vehicle is as stated on this for

Hirer Signature \_\_\_\_\_ Print Name \_\_\_\_\_ Checked by \_\_\_\_\_

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# Appendix Two

# Rental Agreement

Vehicle Reg. No.			Make <span style="float: right;">Model</span>																		
Hirer/Account		Account No.	Order Ref.																		
Driving Lic. No.		D.O.B.	Test Date																		
Categories		Issued No.	Issued By DVLA	Expiry																	
Hirer's Name/ Contact			Occupation																		
Billing/ HO Address			<b>HAVE A SAFE JOURNEY</b>																		
Licence Address			Contact Address																		
			Tel. No.: Fax. No.: Mobile No.:																		
Credit Card Details			Memo																		
Type:																					
Card No.:																					
Exp. Date:																					
Card Name:																					
Additional Drivers																					
Name :			DOB:																		
Lic. No.:			Cat:																		
Issued By:			Exp. Date:																		
Insurance Details Do you wish the Lessor to insure the vehicle? Yes <input type="checkbox"/> No <input type="checkbox"/> Have you had any proposals declined, a policy cancelled or renewal refused or been required to pay an increased premium or had special conditions imposed by any motor insurer? Yes <input type="checkbox"/> No <input type="checkbox"/> Have you any physical or mental defect or infirmity or suffered from diabetes, fits or any heart complaint? Yes <input type="checkbox"/> No <input type="checkbox"/> Do you have any current convictions for any motoring offence (except parking)? Yes <input type="checkbox"/> No <input type="checkbox"/> If YES see panel below <table style="width:100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">Conv.</th> <th style="text-align: left;">Date</th> <th style="text-align: left;">Fine</th> <th style="text-align: left;">Pts</th> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table> Do you wish to add any motoring accident details that have occurred in the last 3 years? Yes <input type="checkbox"/> No <input type="checkbox"/> If YES see panel below. <table style="width:100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">Claim No.</th> <th style="text-align: left;">Own Damage</th> <th style="text-align: left;">Third Party</th> <th style="text-align: left;">Outstanding</th> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>			Conv.	Date	Fine	Pts					Claim No.	Own Damage	Third Party	Outstanding					Insurance Declaration I the undersigned agree to pay the insurance excess cost of £500 in the event of any damage or theft claim on the vehicle, or any third party claim made against our insurance policy.  Signature of Hirer _____  Hirers Insurance Company :- _____  Policy No :- _____ Expiry Date: _____ Signature of Hirer : _____  Unauthorised Driver Declaration Any vehicle hired under this agreement may only be driven by authorised drivers, who have been approved the lessor. I understand that should I breach these terms an additional rental charge will be levied. (This extra charge will not offer any insurance cover, and the hirer & driver will remain responsible for any losses incurred by the lessor or any third party.  Signature of Hirer: _____		
Conv.	Date	Fine	Pts																		
Claim No.	Own Damage	Third Party	Outstanding																		
I declare that the information in this proposal is to the best of my knowledge and belief correct and complete in every detail and that no information has been withheld which might influence the acceptance of this proposal which with this declaration shall for the basis of the contract of insurance. Signature _____ Print Name: _____																					
Liability Statement I hereby acknowledge that during the currency of the hiring agreement I shall be liable as the owner of the vehicle let to me thereunder in respect of: a.) Any fixed penalty offence or contravention in respect of that vehicle under part III or section 66 of Road Traffic Act 1988 including congestion charging and b.) Any excess parking charge which may be incurred in respect of that vehicle in pursuance of an Order under section 45 and/or 46 of the Road Regulation Traffic Act 1984 (as amended) c.) Any penalty charge incurred under the Road Traffic Act 1991. I also acknowledge that this liability shall extend to any other vehicle let to me under the same hiring agreement and to any period by which the original period of hiring may be extended. I hereby agree to hire the above vehicle on the Terms & Conditions set out herein & overleaf and confirm that if payment hereunder is to be made by credit or charge card my signature below shall constitute authority to debit my nominated credit or charge card company with the total due amount plus any administration charges, extensions or additional charges resulting from this rental. The Hirer and, if I am not the Hirer, I consent to my personal information (including name, address, photo and drivers licence details) and information concerning the Hirer and the hire of the vehicle under this rental agreement (including details as to payment record, credit worthiness, accidents or claims or theft or damage to the vehicle, delays in vehicle return, threatening or abusive behaviour and any other relevant information) being shared with other vehicle rental companies, suppliers to such companies and the police and other regulatory authorities, insurers and credit reference agencies, for the purposes of crime detection, risk management and assessing whether or not others may wish to hire a vehicle to me.																					
Signature Hirer _____			Signature Lessor _____																		
			Date _____																		

Delivery Address:			
Delivery Notes:			
Collection Address:			
Collection Notes :			
Damage Out :		Fuel Out	
Recovery Details		Fuel In	
Return Location			
	Date	Time	Miles
Charge From			
Charge To			
Due Back			
Actual Pickup			
Actual Return			
Driven			

### Payments

I understand the Operators Licence requirements and agree that the vehicle is not to be used for commercial purposes for which an Operator's Licence would need to be held. I agree that if the vehicle is detained by the vehicle inspectorate for illegal use that I will be responsible for any charges incurred in restoring the vehicle, and any loss of income incurred by the rental company.	Operator's Licence Yes / No Operator's Licence No: _____ Checked: _____
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