

Dear Alain RAINIER

Thank you for choosing Stressfreecarrental.com. We've confirmed your booking with Green Motion and your vehicle will be ready to collect at Green Motion Edinburgh Waverley Station on 10-Sep-2023 at 09:00 using your collection reference SFP-3834419-3812769

You will need to show this email at the desk when you collect your vehicle. Displaying it on your phone is fine but, if you can, we suggest bringing a printed copy in case there's an issue with your phone. Make sure to read the "Required Documents" information below before you get to the collection desk - without the correct documentation you will be unable to hire your vehicle.

Your booking information is listed below:

**Booking reference:** 878527312

**Green Motion reference:** SFP-3834419-3812769

**Date confirmed:** 18-Mar-2023

**Lead driver:** Alain RAINIER

**Country of Residence:** France

**Contact Number:** +33673982068

**Pickup:** Green Motion Edinburgh Waverley Station on Sun 10-Sep-2023 at 09:00

**Dropoff:** Edinburgh Airport on Mon 18-Sep-2023 at 16:00

**Driver Age** (at time of collection): 30 - 69 (not specified)

**Vehicle:** Mercedes Vito or similar



Number of passengers: 9

Your vehicle rental supplier is:

Green Motion

Your collection office:

Green Motion Edinburgh Waverley Station Edinburgh Waverley station Q-Park 26 Greenside Row Edinburgh (GB) EH1 3AJ

**Phone:** 0131 3000068 Email: [reservations@greenmotion.com](mailto:reservations@greenmotion.com)

Standard opening hours: 08:00 - 18:00

Your return office:

Green Motion Edinburgh Airport Secure Airparks 100 Inglinton Rd Inglinton Edinburgh (GB) EH28 8AU

**Phone:** 0131 2850600

### Required Documents

IMPORTANT INFORMATION – WITHOUT THESE DOCUMENTS YOU WON'T BE ABLE TO PICK UP YOUR VEHICLE

- Driver's license (*Must have at least 2 year's experience. Digital licenses are not accepted.*)
- Credit or debit card in the lead driver's name (*Visa and Mastercard only. Cannot expire within 2 months of your return date. An ID check will be run if paying by debit card - the card should be registered to your home address and additional proof of address should be given*)
- Booking confirmation email
- UK license holders: DVLA license check code and a proof of address (*For proof of address you may show a utility bill or bank statement issued in past 4 months showing same address as your driver's license. If your driver's license has an old address, bring two proof of address documents*)
- If arriving by flight: Passport and proof of inbound flight (*Flight ticket or boarding card, electronic copies are accepted. For UK residents there is also a chance you may be asked for proof of return flight*)

If your license is not written in standard Roman/Latin characters, an International Driver's License will also be required. Restrictions apply to licenses from many countries outside the EU/UK, North America and Australia, if such restrictions may apply to you, please contact us or enquire with Green Motion directly.

All licenses should show their issued date. Unless stated otherwise, electronic cards are not accepted - most companies accept physical cards only.

### Directions

Green Motion Vehicle Rental is located at Greenside Row on the left side at the Q-Park car park.

From Edinburgh Waverley Station/ Princess Street exit (driving and walking):

- Exit the station via Waverley Steps onto Princess Street 2. Continue onto Waterloo place (A1) turning left onto Leith Street (A900). 3. At Traffic lights turn right on to Greenside Row.

From Edinburgh Waverley Station Carlton Road Exit (walking directions - 5 mins):

- When you arrive at Waverley Train Station please follow the signs for 'Way Out to Carlton Road' which is situated next to platforms 2 and 3.
- Go up the steps and out of the station
- Walk under the arch bridge and continue 0.2 miles until you reach Starbucks Coffee shop and turn right onto Greenside Row
- Walk down the hill until you reach the entrance for Q parks car parks on the left. The branch will be directly in front of you.

## From Edinburgh Bus Station:

- Exit Bus station via Eldon Street, walk down turning right onto York Place.
- Continue onto York place and take a slight right on to Broughton Street (B901).
- At the roundabout take the second exit on to Leith Street (A900).
- At traffic lights turn left onto Greenside Row
- The branch is located at the Q-parks on your left-hand side.

Street Level entrances to car park (for pedestrians) You can access the car park via 3 street level entrances: The corner of Leith Street & Greenside Row (at the traffic lights) Inside the Omni Centre Carlton Square building entrance (opposite pedestrian crossing) Please take the lift from any of these entrances to -3. You will find the branch at the front of the car park next to the entrance/exit barriers and the Q-park office.

## Late Collection

If you will be late for collection but still arriving during normal opening hours, Green Motion will hold your car for up to 4 hours after the booked collection time. If you're collecting from an airport location, your flight is delayed and you have given your flight number then Green Motion will wait up to four hours after the delayed landing time (so long as this is still within normal hours).

If you will be delayed past normal opening hours, it will only be possible to collect your vehicle if you're collecting from an airport office. Non-airport offices will not remain open beyond normal hours.

For any after hours collection from an airport we recommend contacting your collection office to inform them of the delay, even for flight delays where you have provided your flight number. If the office is able to remain open for you late arrival, you will be required to pay the after hours service charge which costs £36 or, for collections after midnight, £75.

*(The above does not apply if you booked an out of hours collection time. The office will already know to remain open for you and we always include any fees that may have been charged for this in the price shown).*

Please be advised that unless you have received confirmation from the car rental company directly, then we cannot guarantee that they will be able to remain open after hours or hold your vehicle for you outside of their standard late collection policy.

## Online Check-in

Green Motion provide an online check-in service which saves you time at the collection desk by allowing you to provide your personal and license details in advance. This facility can be accessed via the following link (provide the "Green Motion Reference" on this email as the "Booking Ref"): <https://checkin.greenmotion.com/>

Note that you will not be able to use the site to modify or cancel your booking; all booking amendments must be made through Stressfreecarrental.com. You will still need to bring all your documents and identification when you collect your vehicle.

## Payment

You've paid **€2009.41 EUR** for your vehicle rental. There is no balance to pay at the collection desk when you collect the vehicle unless you have also booked extras.

## Cover Information

Your rental includes Green Motion's Premium Plus cover. This has reduced the size of the security deposit to £50 which will be held on your card when you collect your vehicle. With this cover there is no excess to pay on standard damage or theft claims.

Please be aware that there are some situations that Green Motion's insurance does not cover you for. Mostly these relate to negligence or unlawful driving but with some suppliers and countries there will be parts of the vehicle which are not covered (like tyres or the windscreen). For full details about the cover offered by Green Motion please read the Rental Agreement you'll be given when you collect the vehicle.

## Fuel Policy

You've selected Level to Level

## Mileage Policy

This vehicle comes with unlimited mileage. (Restrictions apply if you will be taking the vehicle outside of the UK)

## Additional Drivers

Additional drivers are added at the time of collection. All additional drivers are subject to the same age and identity requirements as the lead driver and must be present to sign the rental agreement.

## What to expect at the desk

When you get to the collection desk, the first thing to show the staff is this email (which they may refer to as your 'booking voucher'). You will also be asked to show your driver's license and other forms of identity (as listed above) plus the payment card in the lead driver's name.

At this point your excess and cover options will be discussed and some additional products may be offered. At stressfreecarrental.com, we've carefully selected which companies we work with and we expect your options to be explained clearly and without any pressure.

Green Motion will typically offer you the following...

Excess Reduction If you have not already booked the premium cover, you may be able to reduce the value of the excess you would pay on standard damage/theft claims by selecting one of the following "Risk Reduction" products:

- **Plus:** This product lowers your excess on the standard insurance to either £400 or £800 (depending on vehicle type)
- **Advantage:** lowers your excess to £200
- **Premium Plus:** lowers excess to zero

These products do have some exceptions like damage to the tyres, glass and underside of the vehicle or damage caused by negligence - be sure to ask at the desk if you wish for more information. Cover for tyres (not wheels) and glass may be purchased separately.(These products are not available for young drivers 21-24).

Tyres and Glass Separate to any excess reduction packages listed above, you can additionally choose to buy cover for damage to tyres (not including wheels) and glass by purchasing "**Risk Reduction Extra**"

Breakdown Cover	The standard cover does not include issues where you are at fault or in areas that are remote (islands, highlands) or outside the UK. You can purchase "Roadside Assistance Plus" for extra cover in these areas. Regardless of cover purchased, you may still be liable for assistance/recovery if it is deemed to have resulted from misuse of the vehicle.
Extras	Child seats and sat nav may also be available. If you have not included these in your booking, we recommend you contact the supplier prior to arrival to reserve the items you need.
Additional Drivers	All drivers will need to be present with their driver's license and DVLA check code.
Unlimited Mileage	If your vehicle comes with a limit on mileage, you will be able to upgrade to unlimited mileage for between £6.00 and £7.80 per day (including VAT, price varies by vehicle type).

Carbon Offset For a few extra pounds you can also opt to make a donation to the Carbon Neutral Campaign.

You have already purchased Green Motion's Premium Plus cover product so your vehicle collection should be straight forward.

#### Cross-border travel:

Vehicles hired from Green Motion in the UK can only be used on the UK mainland, including Scottish Islands, Isle of Wight and Isle of Man. If traveling to one of the mentioned islands, consider purchasing Roadside Assistance Plus or you will be liable for all breakdown costs. Even with this extra cover, you may still be liable if the damage is deemed to be caused through mis-use.

**Vehicle Upgrades:** Where there is availability, you may be offered or wish to ask for a vehicle upgrade. We recommend that you already have a price in mind for what you would be prepared to pay prior to this conversation. Remember that this will be offered in the local currency and may be given as a cheaper sounding 'price per day'.

**Rental Agreement:** Before you're given the keys, you and any additional drivers will be asked to sign the Rental Agreement. This is a legal document and, by signing, you're confirming that you have read and understood the terms and conditions and are now liable for the vehicle. It will give a breakdown of your charges, specify your fuel policy, mileage allowance, roadside assistance and show what level of cover you have. And existing damage to the vehicle will also be listed.

**Check the vehicle:** It's really important that you take a close look at the vehicle before you set off. Look for \*any\* signs of damage, inside and out, including to the wheels & tyres. There should be no warning lights on the dashboard and the fuel level should be full or, if not, at the level noted in your rental agreement. If anything is not correctly noted, no matter how small, we recommend that you speak to a member of staff and take photos/videos of anything which you are concerned about.

#### **Note - NHS Staff discount**

If you are using any NHS staff discount, please remember to present a valid health worker/emergency services IDs (or Blue Light Card) at the desk. If not, any promotions will not be valid.

#### **Vehicle Return**

We offer the following advice to our customers to help ensure that your vehicle return goes smoothly:

- Fuel - unless your fuel was included or prepaid, make sure your vehicle has been refuelled to the correct level. It's also wise to keep the receipt for that final re-fuelling as proof that it was done locally.
- Tyres - if any of the tyres look a little flat you may wish to reinflate them so you're not billed for damage
- Time - make sure you've given enough time for the vehicle to be inspected or you may not be able to contest any damages that might be found
- Cleaning - if the vehicle is excessively dirty or even if you've got sand in the upholstery, you can be charged extra for "special cleaning"
- Location - it's a simple thing but make sure you leave your vehicle in the correct car park or this too can incur extra charges
- Damages - if damages are found and you're not able to reach an agreement with the return staff, make sure you take close-up photos of the damage along with another object (like a coin) to help show the scale of the damage. You may be able to use this to contest the charges at a later date.

Lastly, if you left a deposit with your debit card, make sure you have the card with you as it's usually needed for the refund.

#### **Vehicle Delivery and Collection**

Most Green Motion locations in the UK offer a vehicle delivery and collection service within normal opening hours. The price not publicised but we would estimate it to be around £50. Once you have confirmed your booking, you can contact Green Motion with your request to confirm availability and price. Please allow at least 2 working days notice before requesting.

#### **Booking Amendments**

Unfortunately the car rental companies require you to cancel and re-book if you need to make changes to your booking, especially for changes to location, driver name, vehicle type or dates and times. The only changes we may be able to make are to your contact details or (if relevant) flight number.

#### **Cancellation and Refund policy**

You can cancel your booking for free anytime up until 48 hours before the rental start time. Car rental companies do not allow cancellations once within 48 hours of collection so no refunds for your car hire will be possible after this time. To cancel please sign in to the [Manage My Booking](#) page with your email address and 878527312 as your booking reference number.

Note that no refunds will be made in event of a customer being refused rental due to issues such as (but not limited to) not having the correct type of payment card, not bringing the correct documentation or being late for collection. Please ensure you have read the "Required Documents" section above.

#### **How did we do?**

At Stressfreecarrental.com, we really do want to bring about change and take the stress out of hiring a car. As part of our mission, we don't believe anyone should have to trawl through complicated terms and conditions to find basic pieces of information. We want all the key details to be in plain sight and in words that everyone can understand. We'd love your help with this - if you have any feedback or suggestions about the information given here or on our website, please drop us an email.

#### **Contact Us**

Stressfreecarrental.com or [help@stressfreecarrental.com](mailto:help@stressfreecarrental.com)