

FAQs

This is a list of frequently asked questions. Should your question not be detailed below then please contact us by [email](#) or phone on 020 8808 7236.

What do I need to hire a vehicle?

We need to see all of the following documentation at the time of hire:

1. Driver's Licence.

A current full driver's licence held for a minimum of 12 months (endorsements permitting). If you have the new 2-part photo-card licence, we must see both the paper part, which shows the endorsements and vehicle categories, as well as the card part, which contains your photograph. If your paper part is unavailable contact us for advise.

2. Recent Proof of Address.

This can be a recent utility bill, bank or building society statement or similar. A passport is not acceptable as it does not contain your address.

3. Credit or debit card.

This will be required for the hire charge, which will be taken to reserve the vehicle.

How old do I have to be?

For vehicle hire you must be aged between 21 and 70. For 15 seaters you must be aged between 25 and 70. For light vans and commercials you must be aged between 21 and 70. However, if you want to drive a 7,500 kg GVW vehicle on an ordinary licence you must also have passed your test before January 1997. NB: The government's licensing rules may have changed since you last hired this type of vehicle so please check on the DVLA website below or contact us.

www.direct.gov.uk/WhatCanYouDriveAndYourObligations

What if I'm over 71?

We can probably still hire you a vehicle, subject to an insurance check. To avoid disappointment, we would advise you to call us well in advance for more information.

What does the price include?

The prices we show, or quote, are not inclusive of VAT. All prices do include your insurance, AA Breakdown cover and unlimited mileage. There are no hidden extras.

How much is the deposit?

CVS **do not** charge or ask for any deposits. You do have a responsibility excess in the event of any accidents. (see below)

How much is the insurance excess?

All vehicles up to 3,500 kg GVW are comprehensively insured but have an insurance excess of £300. 7.5 ton vehicles are at an excess of £500. Additional named drivers can be added free of charge, all Driving Licenses must be produced. You are responsible for any damage or losses sustained to the vehicle and are liable to pay the insurance excess in this event.

How can I pay?

By credit or debit card. All major credit and debit cards are welcome, including Visa, Visa Electron, MasterCard, Switch and Solo cards.

Rentals to Ireland and Europe.

These rentals are available at our discretion and are subject to additional costs for Green Card Insurance and European 5* AA Cover. We recommend booking in advance by at least 24 hours. We will provide you with all the right equipment required for European driving laws and regulations.

What if I am late returning the vehicle, or I wish to extend the hire?

It is very important that you contact us and let us know. We can then advise you of any additional charges, or where to return the vehicle out of business hours.

What happens if I breakdown?

In the unlikely event of your vehicle breaking down, all CVS Van Hire vehicles come with full AA nationwide breakdown coverage.

What do I do when I come back?

It's easy. Just return the vehicle to our depot, where you will be met by someone who will check the vehicle in with you. We recommend that vehicles are returned to us with the same amount of fuel as you took it with, as any fuel we dispense will be charged for. Any additional returned fuel cannot be refunded.

Can i returning out of Hours?

Yes you can! We have an overnight drop box for you to safely deposit the keys and we can direct you where to leave the vehicle at the time of hire. If the hired vehicle is returned out of office hours, the hirer is responsible for the vehicle until the next working day.