



Your Flexible Leasing Driver Guide



Fleet
Management



Support when you need it

We are delighted to have supplied this new vehicle to you and hope you will enjoy your driving experience with us. To ensure everything runs smoothly throughout your agreement we've put together this guide which contains important information on the services we provide and your responsibilities as the driver of your car or commercial vehicle.

Driver assistance

0370 325 0024

Operational 24 hours a day, Driver Assistance is the only number you'll need in case of an emergency. Availability of all support services is dependent upon the hours of operation by our specialist partners and your agreement type.



Important

Please make sure you read page 4 of this guide which contains important information on insurance, fines and more.

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How to use your driver guide

End of agreement condition for cars and commercial vehicles

The end of agreement condition guidelines for cars and vans are different. Please look for the following icons depending on what type of vehicle you drive:



All content on the pages with this icon relate to end of agreement condition for cars only.



All content on the pages with this icon relate to end of agreement condition for commercial vehicles only.

Important

Please make sure you read page 4 of this guide which contains important information on insurance, fines and more.

Important information

Insurance and maintenance

It is your responsibility to ensure your vehicle is insured for its full replacement value, including glass replacement and repair. Your vehicle must be maintained in a legal, safe and roadworthy condition. It is also important that you follow the manufacturer's instructions detailed in their handbook regarding all servicing and maintenance. Any commercial vehicles requiring additional inspections or work in order to comply with operator licensing or any other legal obligations are your responsibility. Please refer to pages 3-10 in this guide for more information on your responsibility for the Road Fund Licence.

It is your responsibility to check that all oils and fluids are topped-up in-between services. Please note the cost of consumables such as top-up oils and lubricants are not included within a maintenance agreement. When you return your vehicle at the end of its agreement it must have a full service history as well as a valid MOT certificate where appropriate.

Fines and penalty notices

To avoid additional administration costs please remember to pay all congestion charges, fines and fixed penalty notices immediately.

Vehicle accessories

Accessories can only be fitted with prior approval. Any damage caused by the fitment or removal of accessories must be repaired before your vehicle is returned to us. If an accessory invalidates a warranty or goodwill contribution from the manufacturer, you will be liable for any costs incurred. It is also your responsibility to ensure accessories and conversions are maintained and kept in a legal and road worthy condition for the contract duration. Please read the 'end of agreement: vehicle condition' section for further information.

Motor Insurance Database

Where we may be the registered keeper of your vehicle, it remains your/your company's responsibility to ensure that your vehicle insurance details are recorded on the Motor Insurance Database. Failure to comply with the current legislation could result in a fine of up to £1,000 per incident. For further information please speak to your Insurer/ Fleet contact.



Company vehicle driver

With maintenance



Servicing, with maintenance and MOT

- We will assist booking your vehicle in for routine servicing work; simply give us a call and we'll arrange a suitable time for you.
- Where available we will organise a mobile service van, a collection / delivery service or courtesy vehicle.
- It remains your responsibility to ensure all servicing is carried out on time and by an authorised dealer, so please inform us if you believe a service is due. You must also check that the service book has been completed accordingly. Please note any costs arising as a result of a missed service will be recharged.
- Oil and fluid levels are your responsibility and must be topped-up as necessary; the cost of fluids required inbetween services are excluded from your hire agreement.

Tyres, exhausts and batteries

- The replacement of items such as high quality tyres, batteries and exhausts caused by fair wear and tear are covered within your agreement.
- Replacement items caused by damage or misuse may be rechargeable. Please refer to your agreement for further detail.

Vehicle breakdown

- Assistance is included should your vehicle break down as a result of a mechanical failure.
- Please refer to the manufacturer's handbook to check if they provide cover and call the emergency number quoted. If your vehicle is not covered by their assistance programme, or you are unsure, please call Driver Assistance.

Windscreen and glass repair

- It is your responsibility to repair or replace cracks to your windscreen or vehicle windows immediately.
- Whether a replacement glass service is provided by your insurer or you have arranged this yourself, all costs are your responsibility.

Vehicle accidents

- Accident management cover is not included as standard within your agreement.
- If you have your own cover please call your provider for assistance.
- It is important that you follow the process as detailed by your accident management provider or insurer.
- If you do not have cover it is your responsibility to arrange the vehicle's collection and repair.

Daily hire and replacement vehicles

- In the event of mechanical breakdown you may be entitled to a replacement vehicle from the manufacturer's assistance programme.
- Please note if you arrange a hire vehicle privately you may be liable for any costs incurred.
- If you require a replacement vehicle after an accident this may be covered by your company's insurance.

Overseas travel

- If you wish to take your vehicle abroad (including Republic of Ireland) please notify us 28 days prior to your trip and we will send you all the required documentation (valid for 12 months) e.g. Vehicle on Hire certificate and a Letter of Authority.
- AA Fleet Europe assistance is provided as standard within your agreement which covers mechanical breakdown within mainland Europe for a 90 day period per trip.

Road fund licence (RFL)

- Your vehicle RFL is managed by us online. You can check on its status at any time by visiting www.gov.uk/check-vehicle-tax
- Please note, if your vehicle is over 3 years old the RFL cannot be renewed if an MOT is overdue. Please contact Driver Assistance.
- In such an event, your insurance will be invalidated and your company will be liable for any subsequent costs incurred.

Overseas travel

For all drivers of Ford Fleet Management vehicles, it is a legal requirement that you carry the appropriate authorisation documents if you wish to take your vehicle abroad (incl. The Republic of Ireland).

Please notify us 28 days prior to your trip so we can send you all the required documentation; these will be valid for 12 months from their date of issue. In addition, please familiarise yourself with any motoring legislation that applies in the country you are visiting.

AA Fleet Europe

European Breakdown cover is included as part of your lease. To register for AA Fleet Europe breakdown assistance please call Driver Assistance. This provides cover for mechanical breakdown within mainland Europe up to a maximum 90 day trip. Please ensure you follow the guidelines included within your pack.

Following a breakdown, if your vehicle cannot be repaired and requires transportation back to the UK and you have been provided with a replacement vehicle, you will need to leave the hire vehicle in the country of origin and collect another in your destination country. This is because hire vehicles are non-transferable between countries.

Accident assistance is dependent upon your insurer. They can, ultimately, handle the whole case through to completion. The breakdown company will work with your insurer to ensure any requested assistance is given.

Notes for drivers

- There is no cover for personal effects/goods/ vehicles/boats or other waterborne craft on or in your vehicle/trailer.
- If your vehicle is left in a ditch, standing on soft ground, or stuck in water or snow, the AA will endeavour to help but you may be charged.
- The AA reserve the right to refuse assistance if you are not present at the scene of the breakdown or accident.
- Rental cover: MPVs, 4x4s, minibuses, vans, etc. with auto transmission are difficult to hire and therefore cannot be guaranteed.
- Rental cover: The AA cannot guarantee replacement vehicles with a tow bar, therefore caravans or trailers may have to remain with your vehicle in order to be recovered. Replacement roof boxes, personal belongings, vehicles, boats or other waterborne craft cannot be arranged.

Vehicle insurance

If your company's vehicles are self insured and your vehicle is stolen or involved in an accident, all recovery costs will be recharged and may require prior authorisation from your insurer. We advise you to carry a copy of your company's insurance certificate at all times.

0 10 20 30 40 50 60 70 80 90 100 110 120 130
millimetres



Important

Your vehicle must be maintained in accordance with the manufacturer's guidelines to ensure its safe running. There may be a charge for failure to correctly maintain the vehicle and for any missed servicing.



End of hire: Vehicle condition

Even with careful driving and regular maintenance a vehicle's appearance can deteriorate over time. This is known in the leasing industry as 'fair wear and tear' and this is generally accepted within guidelines regulated by the BVRLA (British Vehicle Rental and Leasing Association).

The following pages will provide you with brief information on what is considered acceptable fair wear and tear for both cars and light commercial vehicles. You can use the ruler to help with any measurements.

The tables below illustrate indicative costs you may be charged, for any damage to your car or commercial vehicle. Please contact your main dealer for up-to-date prices specific to your vehicle make and model. We strongly advise that you repair any damage to your vehicle before it is returned.

Indicative cost of repair work

Component	Condition	Indicative cost
Body Panels	Scratched, dented, scuffed	£45 - £250
Alloy Wheel	Scratched, scuffed	£80
Windscreen	Chipped	£50
Interior trim & seats	Cuts, holes, tears, scratches	£60 - £120
Tyre	Cuts, holes, gouges, cracking	£ MRP
Keys	Missing, damaged	£ MRP
Service history	Missing, invalid	£160 - £250 per service

Costings are for repairs only and replacement costings plus relevant labour costs will be charges if component is beyond repair.

End of hire: Car condition



Deterioration in car condition is not to be confused with damage which occurs as a result of a specific event(s), for example harsh driving, impact, inappropriate stowing of items and negligence. In such event(s) any costs arising from such situations will be recharged.

You can avoid additional costs caused outside the acceptable terms of fair wear and tear by looking after your vehicle carefully. At the end of your agreement another person may want to buy your vehicle; like you, they will most likely expect it to be in excellent condition appropriate to its age and mileage.

Please allow sufficient time prior to the end of your agreement should you need to carry out any repairs before returning your vehicle.

Repairs to windscreens, minor dents and wheel refurbishments can easily be arranged before your vehicle is collected and will avoid unnecessary cost being recharged to you.

It is advisable for any damage to be repaired as soon as possible after it is identified; this is particularly important when the paintwork is damaged and likely to cause further corrosion.

The list on this page shows typical examples where recharges may be made. While this will give you a better understanding of what is not considered acceptable when returning your vehicle, you should always refer to the BVRLA guide for more in-depth information.

- **Windscreen damage**
- **Bodywork dent**
- **Upholstery damage**
- **Poor paint repair**
- **Scratch over 25mm**
- **Bonnet paint chip damage**
- **Wheel damage**
- **Missing mirror cover**

Important



All repairs must be completed to a satisfactory professional standard. Poor repairs may incur a charge.

BVRLA fair wear and tear standard

For full information on acceptable levels of fair wear and tear when returning your vehicle please visit: www.fordfleetmanagement.co.uk/fwt

Typical examples of vehicle recharges



Mechanical condition

Vehicles which cannot be legally driven on a public highway; any engine seizure or damage due to insufficient coolant, oil or broken internal components; a noisy or damaged clutch or gearbox. The engine management system should not be displaying any warning light, e.g. diesel particulate filter (DPF) or oil pressure.

Service history

Missing or unstamped service books; vehicles not serviced to manufacturer's schedule; no current MOT certificate.

Scratches

Scratches that have broken the paint surface and exposed primer or bare metal, exceed 25mm and require the panel to be repainted will be recharged.

Windscreen and glass

Unsecure and leaking, scratching and/or isolated stone chips. Damaged heating element, cracks or holes.

Door mirrors

Missing, cracked or damaged mirror casings.

Tyres

Damage to the sidewall or tread; tyres that do not meet manufacturer's recommendations of type, size and speed rating; uneven wear. Less than 1.6mm depth throughout a continuous band in the centre 3/4 of the tread and around the entire circumference.

Charging cables

All vehicle charge cables supplied with the vehicle must be returned at the time of de-hire.

Wheels and wheel trims

Any 'spoke' or hub damage to the wheel; scuffing greater than 50mm around the total wheel rim. Damaged or missing spare wheel (or missing emergency tyre inflation kit including the compressor and canister), jack and other related tools. NB. Partially or fully discharged canisters must be replaced.

Unsatisfactory repairs

Flaking paint, preparation marks, paint contamination, rippled finish, mismatched or off colour paint; poor panel fit or any other evidence of poor repair.

Vehicle keys

Missing keys, including but not limited to, the master, deadlock, slam lock keys (incl. spares), and locking wheel-nut keys. Damaged remote locking system (if applicable) or missing remote controls.

Documentation

Missing vehicle documentation (including the operation manual), audio equipment security codes and any other documents relating to vehicle equipment. Any odometer alterations must be reported. Unauthorised odometer changes are unacceptable.

In-car technology

Damaged or malfunctioning equipment e.g. Bluetooth, sat nav or any other integrated system. CD and media systems with damaged or missing facias and speakers. Any missing original equipment items e.g. parcel shelves, tonneau covers, sat nav discs and SD cards and charging leads.

Chips

Multiple chips; areas of chipping requiring a panel to be repainted and chips which have exposed any bare metal.

Livery

Vehicle returned with livery; damage to paintwork as the result of its removal. This includes glue residue and faded paintwork.

Lights and lenses

Holes or cracks in the glass or plastic covers of lamp units.

Bumpers

Dents or cracks; scuffing or scratches which require the bumper to be repainted.

Dents

Dents on the roof or swage lines; dents more than 10mm, or more than 2 dents per panel; dents where the paint has broken.

Soft tops and convertibles

Tear and rips to the fabric of the roof; cracks and creases in the rear windows.

Interiors

Burns, tears, staining or holes.

Underside of vehicle

Damage to the underside.

Mouldings, wheel arch trims

Broken, cracked or deformed.

Rust and corrosion

There should be no rust or corrosion on any part of the vehicle.

Tow bars

Poor condition (e.g. rust) without working electrical connections. If the tow bar is removed then you are responsible for making good to repairing.

End of hire: Light commercial vehicle condition



Important

All repairs must be completed to a satisfactory professional standard. Poor repairs may incur a charge.

- **Paint removed from base**
- **Missing mirror cover**
- **Door damage**
- **Outward dents to panel**
- **Upholstery damage**
- **Left over rubbish**
- **Non-waterproof fittings**
- **Heavy interior wear**

Deterioration in commercial vehicle condition is not to be confused with damage which occurs as a result of a specific event(s), for example harsh driving, impact, inappropriate stowing of items and negligence. In such event(s) any costs arising from such situations will be recharged.

You can avoid additional costs caused outside the acceptable terms of 'fair wear and tear' by looking after your commercial vehicle carefully. We recognise that commercial vehicles are working vehicles and, as such, some areas such as working surfaces/loading areas will be subject to a higher level of fair wear and tear. For ease of reference in understanding areas that are subject to, and acceptable as, heavy wear zones please read pages 19-20.

Please allow sufficient time prior to the end of your agreement should you need to carry out any repairs before returning your commercial vehicle.

Repairs to windscreens, minor dents and wheel refurbishments can easily be arranged before your vehicle is collected and will avoid unnecessary cost being recharged to you.

It is advisable for any damage to be repaired as soon as possible after it is identified; this is particularly important when the paint work is damaged and likely to cause further corrosion.

The list above shows typical examples where recharges may be made. This will give you a better understanding of what is not considered acceptable when returning your commercial vehicle.

BVRLA fair wear and tear standard

For full information on acceptable levels of fair wear and tear when returning your vehicle please visit: www.fordfleetmanagement.co.uk/fwt

Typical examples of vehicle recharges



Mechanical condition

Vehicles which cannot be legally driven on a public highway, any engine seizure or damage due to insufficient coolant, oil or broken internal components. A noisy or damaged clutch or gearbox. The vehicle's engine management system should not be displaying any warning light, e.g. Diesel particulate filter (DPF) or oil pressure.

Service history

Missing or unstamped service books; vehicles not serviced to manufacturer's schedule; no current mot certificate.

Windscreen and glass

Insecure and leaking, scratching and/or isolated stone chips. Damaged heating element, cracks or holes.

Tyres

Damage to the sidewall or tread; tyres that do not meet manufacturer's recommendations of type, size and speed rating; uneven wear. Less than 1.6mm depth throughout a continuous band in the centre 3/4 of the tread and around the entire circumference.

Wheels and wheel trims

Any 'spoke' or hub damage to the wheel (steel or alloy). Damaged or missing spare wheel (or missing emergency tyre inflation kit including the compressor and canister), jack and other related tools. NB. Partially or fully discharged canisters must be replaced.

Door mirrors

Missing, cracked or damaged mirror casings.

Decals, labels and sign writing

Remaining decals, labels, and advertising to the bodywork or glass unless prior agreement has been made by us. Any damage caused by their attachment or removal should be made good. This includes glue residue and faded paintwork.

Vehicle keys

Missing keys, including but not limited to, the master, deadlock, slam lock keys (incl. spares), and locking wheel-nut keys. Damaged remote locking system (if applicable) or missing remote controls.

Unsatisfactory repairs

Flaking paint, preparation marks, paint contamination, rippled finish, mismatched or off-colour paint, poor panel fitment or any other evidence of poor repairs.

Documentation

Missing vehicle documentation (including the operation manual). Audio equipment security codes and any other documents relating to vehicle equipment. Any odometer alterations must be reported. Unauthorised odometer changes are unacceptable.

In-vehicle technology

Damaged or malfunctioning equipment e.g. Bluetooth, sat nav or any other integrated system. CD and media systems with damaged or missing facias and speakers. Any missing original equipment items e.g. parcel shelves, tonneau covers, sat nav discs and SD cards and charging leads.

Accessories

Damaged or missing accessories as provided with the vehicle at the commencement of the lease, such as tool kits, towing pins, roof racks, first aid kits, fire extinguishers etc.

Roller shutters

Excessive scratches to the paintwork on roller shutters. Damage caused by impact or movement of the load. Cracks, holes and other damage.

Tail lifts and mounted equipment

Damaged or distorted platforms and runners. Expired/invalid statutory certificates.

Lights, lamps and lenses

Damaged, unapproved or non-operational lights, lamps, reflectors and beacon lights. Holes or cracks are not acceptable.

Tow bars

Poor condition (e.g. Rust) without working electrical connections. If the tow bar is removed then you are responsible for making good to repairing.

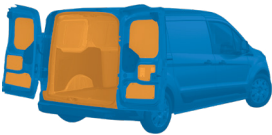
Roof racks

Distortion to the roof, panel or gutter rail.

Heavy wear zones: Light commercial vehicles



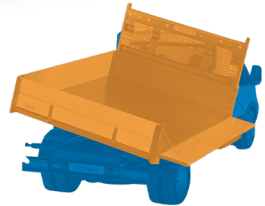
Commercial vehicles are regarded as 'working' vehicles and their condition at the end of the hire period must specifically allow for wear and tear appropriate to their operation and use. The images below represent typical goods vehicles with working surfaces (orange zone) and non-working surfaces (blue zone).



Car derived vans (CDV), panel vans, boxes and Lutons (GRP and glass fibre).



Manufacturer built Pick-Up (integrated body at point of manufacture).



Coach Built (body separate from cab), Dropsides, Tippers, Flat Beds and Beaver Tails.

The rear strip will be in the Blue Zone unless it forms part of the loading area (Orange Zone).

BVRLA fair wear and tear standard

For full information on acceptable levels of fair wear and tear when returning your vehicle please visit: www.fordfleetmanagement.co.uk/fwt

The zones in detail



Blue Zone

Exterior paintwork, body, bumpers and trim are all in this area.

All zones coloured blue are regarded non working surfaces

Only light wear and tear is acceptable. Paintwork must be intact and with no deviation to the original shape of the vehicle.

Chips	Less than 8mm in size	Max of 4 on a panel 8 on a door edge 8 on a forward facing panel
Dents (inward and outward)	Less than 15mm in diameter	Max 2 per panel
Scratches / Abrasions	Less than 25mm in length	Max 4 per panel

Orange Zone

Generally, all surfaces and components in contact with load will be in this area.

All zones coloured orange are regarded as working surfaces

Heavy wear and tear is acceptable. Paint damage is acceptable on surfaces, however, there must be no deviation to the original shape of the vehicle.

Chips	Any size is acceptable	No limit
Dents (inward and outward)	Less than 25mm in diameter	No limit
Scratches / Abrasions	Any length	No limit

Surface rust is acceptable, however, corrosion that's eaten into the bodywork in any area is not.

Interior cab and passenger areas

The interior upholstery, facia, headlining and trim must be clean and odourless with no burns, scratches, and tears or staining. Floor coverings and surrounding trims should not be torn or split. Carpets and footwells should not have holes. Wear and soiling through normal use is acceptable. Interior fittings such as seat belts, rear view mirrors, courtesy lights, sun visors, doors bins etc, must be present, intact and free of damage. All accessories (e.g. first aid kits, fire extinguishers) must be returned intact or replaced with items of similar standard and specification.

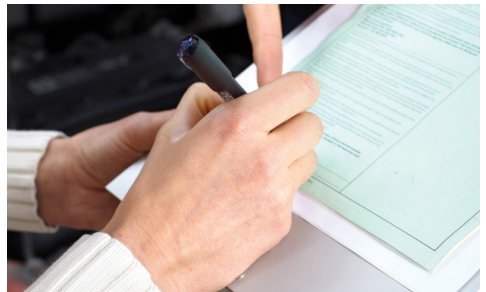
End of agreement: Vehicle Collection

At the end of your hire period we will discuss the collection procedure for returning your vehicle back to us. This includes an inspection of your vehicle which will be co-ordinated by one of our appointed collection agents. It is important that during this period your insurance remains active until the vehicle has been returned to us.

When your vehicle is collected an agent will check and agree on its condition with you. All readily apparent damage will be noted, as well as any obvious damage and scratches visible to the eye. Collection agents have been trained to identify readily seen damage; they are not experts on repair methods or the severity of any damage on a vehicle. You will be asked to sign confirmation that your vehicle has been collected and will be presented with a documented copy of any damage for your records.

Occasionally, collection agents may miss damage on a vehicle owing to light and / or weather conditions. Please be aware that you may be liable for any damage not recorded on collection when it is clear that the damage is not new and has been missed at the initial inspection. If you believe that any damage mentioned is new, we will ask you to confirm this in writing so that we can address this with the collection agent. Please note; if your vehicle is not sufficiently clean to allow a detailed inspection, the collection process may not be completed and a charge will be applied. If this is the case we will write to you to explain why your inspection could not be completed. You may also be charged an 'aborted collection fee' if the vehicle is not available or is in an unroadworthy condition. Additional fees may be charged if special collection arrangements are required.

If the collection agent identifies damage outside of the BVRLA return standards, you can request a damage schedule with digital images (if applicable). Should you then wish to discuss any damage it is important that you call us after receiving the damage schedule; all queries will be dealt with as quickly as possible.



What to do prior to your vehicle collection:

- Ensure interior and exterior of the vehicle is clean on the day of collection
- Return all original items that came with the vehicle
- Ensure all personal belongings are removed from the vehicle
- Remove all evidence of personal data stored in the vehicle (e.g. phonebook, sat nav locations) or any documents (e.g. names, addresses, bank card number)

Front Fleet Management are not responsible for any personal items or information left in the vehicle or on the vehicles' system.



Fleet
Management



Driver Assistance 0370 325 0024

Operational 24 hours a day, Driver Assistance is the only number you'll need in case of an emergency. Availability of all support services is dependent upon the hours of operation by our specialist partners and your agreement type.

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