



# Chargrove Classics

## Frequently Asked Questions (FAQs)

### Booking and Availability

#### **How far in advance should I book?**

It's recommended to book at least 7 working days in advance to ensure availability. Bookings must be made at least 48 hours in advance to allow time for arranging insurance and preparing the car to our high standards. Booking well in advance is preferred to guarantee availability.

#### **Can I hire a car on short notice?**

We may be able to accommodate short notice hires, provided all necessary insurances can be arranged. It's best to email us and enquire.

### Eligibility and Requirements

#### **Are there any height and weight restrictions?**

No, the MGB is suitable for most individuals and has an adjustable driver's seat.

#### **What are the age requirements for drivers?**

To rent a vehicle, drivers must have held a UK driving licence for at least 3 years. They should have no more than 6 penalty points, as points may lead to an insurance surcharge (this can be verified beforehand). Drivers must be aged between 25 and 77. For those aged 78 and 79, rental may be possible with prior referral to the insurance provider. Unfortunately, drivers aged 80 or over cannot be covered by our insurance providers.

### Insurance and Deposits

#### **Is insurance included?**

Yes, our fully comprehensive insurance covers one driver. You can add additional drivers for a small extra fee. The insurance operates on a 'per day' basis, offering flexible start and end times, and can cover multiple days. We endeavour to minimise insurance excesses, but this will be required to be paid by the hirer in the event of a claim. Details are provided on the cover note provided prior to collection.

### **Is there a booking deposit?**

Yes, a booking deposit of £50 secures the date by direct bank transfer. The balance of payment can be made in advance or by credit or debit card at the time of collection.

## Mileage and Fuel

### **Is there a mileage limit?**

There is often a mileage limit for classic car hire, but we operate on a reasonable use basis where we don't impose any mileage limits to allow you to use the car without worrying about the distance travelled. Most hires however do not generally exceed 150 miles per day.

### **Do I need to return the car with a full tank of fuel?**

Ideally yes. All cars run on unleaded petrol, and are provided full of fuel, and should be returned with a full tank of fuel. There are a number of garages within a few miles of the collection/drop off location, the nearest two being:

- Morrisons Supermarket, Caernarvon Road, Up Hatherley Cheltenham GL51 3BW.
- Shell, Cirencester Rd, Brockworth, Gloucester GL3 4PL

As an alternative, if you do not wish to refuel, reimbursement on return will be calculated based on the distance travelled at 25 miles per gallon and a market rate fuel cost of (currently) ~£1.50 per litre, There is no further additional refuelling fee to cover our costs and time spent driving to the garage for refuelling.

### **What if I breakdown?**

The cars are maintained to a high standard, minimising the likelihood of breakdowns. However, as these are classic cars, there is always some risk. The hire charge includes full AA cover, including roadside recovery. Contact details for the AA are provided in the vehicle in case of a breakdown.

## Collection and Drop Off

Our self-drive hire service operates from Shurdington, near Cheltenham. The exact location will be provided upon booking confirmation. Typical collection and drop-off times are between 8-9am and 6-7pm, but we can be flexible, so feel free to ask.

## Delivery/Collection Service

For specific events or requests, delivery and collection can potentially be arranged. We offer trailered transport if needed. The cost for delivery and collection is based on distance and timing, so please request a quote.

## Decoration for weddings

Weddings are a popular choice for hire. We can provide wedding ribbons for a small fee, or you are welcome to use your own ribbons - just please ensure they will not damage the vehicle.

## Driver Documents required for Hire

Copies of the following for each driver are required:

- Driving licence (both sides)
- DVLA check code (available from DVLA online <https://www.gov.uk/view-driving-licence>)
- For each driver a proof of address matching the driving licence (council tax or utility bill)
- The insurance company also asks what the main occupation of the drivers are, and if there are any pending penalty notices/convictions in the last 4 years etc
- The cost to add an additional driver to the insurance is £15 per day.

## Additional Services

### **Can I leave my car at the hire location?**

Yes, you can leave your car at the hire location. We have ample private off-road parking available, but please note that it is at your own risk.

### **Are gift vouchers available?**

Yes, we offer gift vouchers that can be customised to meet your specific needs.

## Other

If you have any specific questions or need more details, feel free to ask!

[hire@chargrove-classics.com](mailto:hire@chargrove-classics.com)