

Damage FAQs

What condition is my vehicle expected to be in when it is returned?

We take pride in maintaining a high standard of vehicles on our fleet, helping to protect not only our company image but yours too. Our rentable standards detail the condition you can expect our vehicles to be in when you receive them and, unless otherwise stated, these standards are also what we would expect on return. You can check our rentable standards in branch and on our website

What condition will my vehicle be in when I pick it up?

As above.

What do I do if I have an accident?

To ensure drivers are assisted at road side in the event of a Road Traffic Accident our national break down partner handles road side requests on the basis that the vehicle is attended and either made safe or brought to a place of safety as a minimum requirement. If you require emergency assistance as a result of a Road Traffic Accident the number to call is 0800 716 418 and this is also displayed in the cab of the vehicle.

What do I do if the vehicle is stolen?

In the event of a stolen vehicle, it's your responsibility to report the incident to your insurer, to Northgate and to the appropriate police authority as soon as possible. You'll need to obtain a crime reference number and supply this to your insurer and Northgate. We need you to comply with any reasonable request for assistance in recovering a stolen vehicle and we may ask you to provide us with a copy of the police report to help with that. As soon as you make us aware of a stolen vehicle, we'll start preparing a settlement figure for you based on the market value at the point you informed us the vehicle was stolen.

How is damage measured?

Our rentable standards dimensions are available in branch and on our website.

What type of insurance is required?

You'll need to ensure all vehicles supplied by Northgate, including any replacement vehicles, are comprehensively insured for the duration of the hire and added to the Motor Insurance Bureau's database (www.mib.org.uk). The insurance needs to remain in force until the vehicle has been off hired and collected. You need to supply us with a copy of your current insurance certificate before we can supply vehicles to you and you'll need to let us have a copy of your renewal certificates as appropriate. We hold the copy on file and load the details into our systems. Without these records, we can't supply you with vehicles.

Who can I contact if I have a question about my damage claim?

Should you have any questions regarding a damage claim you can contact a member of our damage team on 0843 208 7515 or send an email to: incident.management@northgate.co.uk