

NORTHGATE VEHICLE HIRE LIMITED
STANDARD TERMS AND CONDITIONS FOR VEHICLE HIRE AND SERVICES v11

Northgate Vehicle Hire Limited (with a registered office at Northgate Centre, Lingfield Way, Darlington, Durham, DL1 4PZ (company number 01434157) (“we”, “us” or “our”) supplies hire Vehicles and (if applicable) Additional Services which shall be subject to these terms and conditions (“Terms”). The Agreement shall be to the exclusion of any other terms and conditions and by signing the Booking Form and/or allowing us to hire a vehicle or provide Additional Services to you, you acknowledge and agree that you shall be bound by the Terms set out in this document as amended from time to time.

Definitions and Interpretation

1.1. In the Agreement:

| | |
|-------------------------------|---|
| “12 Months+” | has the meaning given in Clause 4.1; |
| “Account Application Form(s)” | means the account application form entered into by you and us, setting out your details including, but not limited to, the quote documentation; |
| “Actual Mileage” | has the meaning given in Clause 8.4; |
| “Additional Equipment” | has the meaning given in Clause 16.1; |
| “Additional Services” | means the supply of Telematics Devices, Telematics Services, TVS Vehicles and any other additional services agreed between us from time to time; |
| “Administration Fee” | means an administration fee as set out in the Ancillary Services and Charge Schedule charged by us in certain circumstances to cover our administrative costs of dealing with an issue or circumstances; |
| “Agreement” | means the agreement entered into between you and us which governs the hire of all Vehicles by you including the Account Application Form(s), Sign-Up Form and/or Booking Form (as applicable), Welcome Pack, these Terms and any Schedules or Special Terms document; |
| “Ancillary Charges” | means the ancillary charges set out in Clause 20, and such other additional charges specified in any Schedule or Special Terms and such other charges as may be agreed in writing by us; |
| “Booking” | means a booking which has been accepted by us in accordance with Clause 3; |
| “Booking Form” | means the booking form entered into by you and us, setting out details of the Booking, or alternatively the relevant information being set out by email, telephone, by visiting a branch or via a third-party booking platform; |
| “Branch” | means any Northgate Vehicle Hire branch in the United Kingdom; |
| “Business Hours” | means the hours in which the relevant Branch premises are open for business as set out from time to time at the following URL: northgatevehiclehire.co.uk; |
| “Charger” | has the meaning given in Schedule 3; |
| “Charger Hire Fee(s)” | Has the meaning given to it in Schedule 3 or any charges in connection to the Charger set out in the Booking Form; |
| “Charges” | has the meaning given to it in Clause 19.1; |
| “Congestion Charge Law” | means the Transport Act 2000 and the Greater London Authority Act 1999 and/or any other laws, codes of practice, circulars and guidance notes in relation to any road or traffic-related charging scheme, whether in the UK or abroad; |
| “Damage” | means any and all damage to a Vehicle and/or Charger, excluding a mechanical fault or failure (which is not caused, or contributed to by you) including but not limited to any damage identified in the Vehicle Condition Report at Off-hire and/or the Charger when uninstalled, and “Damaged” shall be construed accordingly; |
| “Damage Allowance” | means a monetary allowance provided as part of VanHire+, which can be offset against any |

| | |
|-------------------------------|---|
| | Damage to a Vehicle in accordance with Clause 12.3; |
| “Data Protection Legislation” | means the UK Data Protection Legislation and any other European Union legislation relating to personal data and all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of Personal Data (including, without limitation, the privacy of electronic communications) and the guidance and codes of practice issued by the relevant data protection or supervisory authority and applicable to a party; |
| “Delegated Authority” | means the authority given by you to us in accordance with the Agreement to repair any Damage to a Vehicle up to the Delegated Authority Amount during the Rental Period and at Off-hire; |
| “Delegated Authority Amount” | means the maximum cost of repairs to be carried out on a Vehicle under the Delegated Authority as set out in the Pricing Schedule (or as amended and notified by us to you from time to time); |
| “Deposit” | means a deposit, as set out on the Welcome Pack, payable by you in accordance with Clause 19.2 and which may be used by us in accordance with Clause 19.2; |
| “DVLA” | means the Driver and Vehicle Licensing Agency; |
| “Early Termination Charge” | means the charges payable in accordance with Schedule 1 and paragraph 3 in Schedule 3 as set out in the Pricing Schedule; |
| “Estimated Annual Mileage” | has the meaning given in Clause 8.3; |
| “Excess Mileage” | means the surplus mileage by which the Actual Mileage exceeds the Estimated Annual Mileage; |
| “Flexible Hire” | has the meaning given in Clause 4.3; |
| “Force Majeure Event” | means an act of God or any other event beyond a Party’s reasonable control, including lightning, flood, exceptionally severe weather, fire, explosion, war, civil disorder, industrial dispute (including an industrial dispute involving that Party’s own employees where that industrial dispute is beyond the reasonable control of that Party), terrorist act, act of Government, a refusal or delay by a third party in supplying vehicles or vehicle services to us in circumstances where there is no alternative service available at reasonable cost or restrictions of a legislative or regulatory nature (whether anticipated on the date of the Agreement, or not), the consequences of which such Party can neither prevent nor avoid; |
| “Group” | means in relation to any person, a subsidiary of that person or a holding company of that person or any other subsidiary of that holding company; |
| “Incident” | means any event relating to a Vehicle which causes a loss (or has the potential to cause a loss) to you, us or any Third Party; |
| “Insolvency Event” | means each and any of the following in relation to a party: any action (corporate or otherwise), legal proceedings or other procedure or step is taken by any person in any jurisdiction in relation to or |

| | |
|-----------------------------|--|
| | <p>with a view to: (i) the winding up, dissolution, administration or reorganisation (by way of voluntary arrangement, scheme of arrangement or otherwise) of a party; (ii) the appointment of a liquidator, trustee in bankruptcy, receiver, administrative receiver, administrator, nominee, supervisor or similar officer in respect of a party or any of its assets; (iii) the enforcement of any security over any assets of a party; or (iv) the attachment, sequestration, distraining upon or execution over or affecting any material asset of a party, which in any case is not withdrawn or dismissed as soon as reasonably practicable;</p> <p>the party is unable to pay its debts as they fall due or is insolvent, or the other party perceives (acting reasonably) that to be the case;</p> <p>the party enters into a composition or arrangement with any creditor, or its creditors or any class of them; and</p> <p>a party ceases to trade in respect of all or a substantial part of its business whether due to insolvency or otherwise;</p> |
| "Installation" | has the meaning given to it in paragraph 15 of Schedule 3; |
| "Losses" | means damages, losses, liabilities, claims, actions, penalties, costs (on a full indemnity basis) including the cost of legal and other professional services (legal costs being on a Solicitor/own client basis) and expenses and out of pocket disbursements properly incurred), proceedings, demands and charges whether arising under statute, contract or at common law or otherwise and including any tax thereon, in each case of whatever nature and Loss shall be construed accordingly; |
| "Notice Period" | has the meaning given in Clause 4.8; |
| "On-hire" | means the collection of a Vehicle by you from us or the delivery of a Vehicle by us to you on or around the Start Date (as specified in the Booking) and/or the Installation of a Charger; |
| "Off-hire" | means the return of a Vehicle to us in accordance with Clause 6 and/or the uninstalling of a Charger and "Off-hiring" and "Off-hired" shall be interpreted accordingly; |
| "Personnel" | means all employees, officers, staff, other workers, agents, consultants and any subcontractors who are engaged in the performance of a Booking and/or Additional Services by us from time to time; |
| "Policy" | shall have the meaning given to it in Clause 15.1.1; |
| "Pricing Schedule" | has the meaning given to it in clause 4.5; |
| "Privacy Policy" | means our privacy policy (which may be updated from time to time) found at http://www.northgatevehiclehire.co.uk/useful-information/privacy-policy ; |
| "Protected Data" | means Personal Data referred to in clause 27.13.4, that is, or will be, received from or on behalf of you, or otherwise obtained in connection with the performance of our obligations under the Agreement; |
| "Regulated Customer" | means (i) an individual, (ii) a partnership of two or three not all of whom are bodies corporate, or (iii) an unincorporated body that does not exist entirely of bodies corporate and is not a partnership; |

| | |
|----------------------------------|---|
| "Regulations" | means applicable legislation and legally binding rules or regulations of any kind (including orders, instructions or directions of a competent authority); |
| "Rental Charges" | means the hire charges for the Rental Period calculated in accordance with the Booking, or such other rate confirmed by us in writing, as may be amended in accordance with the Agreement; |
| "Rental Day" | means the twenty-four (24) hour period commencing at the time of On-hire and each subsequent twenty four (24) hour period; |
| "Rental Period" | means the period from the Start Date to the Return Date (or Off-hire, if later); |
| "Return Date" | is the return date as set out in the Booking Form or if no such date is specified, such date as is agreed between you and us; |
| "RPI" | means Retail Price Index or any official index replacing it; |
| "Schedule" | means any separate schedule agreed between you and us which is expressly stated to form part of the Agreement; |
| "Short Term Hire" | has the meaning given in Clause 4.4; |
| "Sign Up Form" | means the form required to be completed to sign up for any Additional Services; |
| "Set-Up Fee" | means a charge set out in the Pricing Schedule or such other sum confirmed by us in writing from time to time; |
| "Software" | means the proprietary software in machine readable object code form, provided to you as part of the Telematics Services; |
| "Special Terms" | means any terms and conditions agreed between you and us which expressly are stated to vary the terms and conditions set out in these Terms; |
| "Start Date" | means the date of On-hire set out in the Booking or such other date as we may agree with you prior to the date of On-hire set out in the Booking; |
| "Supervisory Authority" | means any regulator, authority or body responsible for administering Data Protection Legislation; |
| "Sub-Processor" | means any data processor engaged by us that Protected Data may pass through as a side effect of placing a Booking or using our Additional Services; |
| "Telematics Camera(s)" | means a device that provides both vehicle telematics and camera footage, directly uploaded onto the telematics platform and provided to you as part of the Telematics Services; |
| "Telematics Charges" | means the charges payable by you for the Telematics Device and the Telematics Services as set out in the Booking, or as is otherwise determined in writing by us; |
| "Telematics Dashboard(s)" | means the provision of an interface which permits a user to access data in relation to vehicle behaviour, fleet utilization and electric vehicle suitability; |
| "Telematics Device" | means a telematics device supplied by us to you in order to provide the Telematics Services and includes Telematics Cameras; |
| "Telematics Services" | means the provision of telematics services via a software delivery model in which software and associated data are centrally hosted and accessible by you via an internet interface more particularly described in Schedule 1 and includes Telematics Dashboards; |

| | |
|---|---|
| “Third Party” | means either or both (as the circumstances provide); the owner of a vehicle and/or any persons travelling in that vehicle at the time of the incident who may or may not be at fault and may have a potential claim; and/or the owner of a property which has been damaged by a Vehicle; |
| “TVS Vehicles” | means a vehicle hired to you in accordance with Schedule 2; |
| “UK Data Protection Legislation” | means all applicable data protection and privacy legislation in force from time to time in the UK including the General Data Protection Regulation ((EU) 2016/679); the Data Protection Act 2018; the Privacy and Electronic Communications Directive 2002/58/EC (as updated by Directive 2009/136/EC) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended. |
| “United Kingdom” | means England, Scotland, Wales and Northern Ireland; |
| “VanHire+” | has the meaning given in Clause 4.2; |
| “Vehicle” | means a vehicle described in any Booking and all other accessories provided with the vehicle including the spare wheel, tools and other accessories supplied with the vehicle, and the Additional Equipment (if applicable); and |
| “Vehicle Condition Report” | has the meaning given to it in Clause 5.2. |
| “Welcome Pack” | means the document, including any covering correspondence, sent to you by us upon opening your account entitled Welcome Pack which is a set of items and information prepared to supplement these Terms. |

- 1.2. In the Agreement:
- 1.2.1. each reference to **“include”**, **“includes”** or **“including”** or **“for example”** shall be construed without limitation;
- 1.2.2. **“subsidiary”** and **“holding company”** shall have the meanings given to them by section 1159 of the Companies Act 2006;
- 1.2.3. a statutory provision includes a reference to any modification, consolidation or re-enactment of the provision from time to time in force and all subordinate instruments, orders or regulations made under it except that, as between the parties, no modification, consolidation or re-enactment shall apply for the purposes of the Agreement to the extent that it would impose any new or extended obligation, liability or restriction on, or otherwise adversely affect the rights of, either party;
- 1.2.4. **“Personal Data”**, **“data subject”**, **“process”**, **“processing”**, **“data controller”** and **“data processor”** shall have the meaning given to them in the Data Protection Legislation;
- 1.2.5. a reference to **“indemnify”** or **“indemnifies”** means to indemnify and keep indemnified, and hold harmless, the party to be indemnified on demand on an after tax basis;
- 1.2.6. a reference to a **“party”** shall mean either you or us as the context requires and **“parties”** shall mean you and us;
- 1.2.7. all clause and paragraph headings and references to them in the Agreement are for identification and indexing purposes only. They shall be deemed not to be part of the Agreement and they shall not affect the construction or interpretation of the Agreement;
- 1.2.8. where the context otherwise requires, words importing the singular meaning shall include the plural meaning and vice versa and words denoting the masculine gender shall include the feminine and neuter genders;
- 1.2.9. where the context so admits, words denoting persons shall include natural persons, companies, corporations, firms, partnerships, limited liability partnerships, joint ventures, trusts, voluntary associations and other incorporated and/or unincorporated bodies or other entities (in

- each case, whether or not having separate legal personality) and all such words shall be construed interchangeably in that manner;
- 1.2.10. a reference to a **“working day”** shall mean any day on which banks are generally open for business in the City of London (other than Saturdays, Sundays or public holidays); and
- 1.2.11. a reference to the doing of any act includes any attempt to do so, or to cause or permit any third party to do so, or attempt, the act in question.

2. Application

- 2.1. The Agreement shall govern and apply in the provision of Additional Services and be incorporated in every Booking. They shall apply in place of and prevail over any terms or conditions contained or referred to in any documentation submitted by you, in correspondence or elsewhere, or implied by trade custom, practice or course of dealing.
- 2.2. Collection of, or acceptance by you of delivery of the Vehicle shall be deemed to constitute unqualified acceptance of the Agreement.
- 2.3. From time to time we and you may enter into separate Schedules which set out additional terms agreed between you and us and/or Special Terms which set out any variation agreed between you and us to these Terms. Schedules, Special Terms and any other variation of these Terms will only be valid if they are in writing and signed by a director or authorised representative of you and us.
- 2.4. In the event of a conflict between the documents comprising the Agreement, the following order of precedence shall prevail:
 - 2.4.1. Schedules;
 - 2.4.2. Special Terms
 - 2.4.3. the Terms.

3. Making a Booking

- 3.1. To become a customer of us you must first accurately complete either an (i) Account Application Form; (ii) Booking Form and/or (iii) Sign-Up Form. The quote will provide you with the pricing details for the vehicles available to rent from us and/or Additional Services you can elect to receive.
- 3.2. You understand and agree that the Account Application Form will be used by us to assess your credit rating for our internal purposes.
- 3.3. Once the relevant Account Application Form and/or Booking Form and/or Sign-Up Form has been duly completed and accepted by us you will be able to make any number of subsequent Bookings by completing the Booking Form and elect for any Additional Services by completing a Sign-Up Form.
- 3.4. On receipt of a Booking Form from you, we may accept the Booking Form and if accepted we will provide you with the requested Vehicles. Nothing in the Agreement obliges us to accept any Account Application Form or Booking Form.
- 3.5. On receipt of a Sign-Up Form from you, we may accept the Sign-Up Form and if accepted we will provide you with the requested Additional Services. Nothing in the Agreement obliges us to accept any Sign-Up Form.

4. Vehicle Hire Products & Price

- Each Vehicle will be hired to you in one of the following ways which shall be specified on the quote and/or Booking Form:
 - 4.1. for a minimum Rental Period of 12 months, meaning that there is a defined period for hire of the Vehicle (and a set Return Date of the Vehicle) as set out in the Booking Form (**“12 Months+”**);
 - 4.2. for a minimum Rental Period of 12 months, meaning that there is a defined period for hire of the Vehicle (and a set Return Date of the Vehicle) which includes in the Rental Charges a suite of features (**“VanHire+”**);
 - 4.3. for a minimum Rental Period of 84 days (**“Flex3”**) or 168 days (**“Flex6”**), meaning that there is a short defined period for hire of the Vehicle (and a set Return Date of the Vehicle) as set out in the Booking Form (**“Flexible Hire”**); or
 - 4.4. for a short term hire period meaning that although a Return Date may be specified on the Booking Form, you may return the Vehicle to us before the Return Date or after the Return Date (**“Short Term Hire”**).

Pricing

- 4.5. We will supply to you a schedule with prices regarding the Vehicles you have indicated to us you wish to hire (**“Pricing Schedule”**). Any Vehicles not listed on the Pricing Schedule, but you wish to hire will be subject to our standard tariff rates available upon request.

- 4.6. The Pricing Schedule will set a timeframe during which the prices stated will be valid. If the Pricing Schedule does not expressly contain a timeframe during which the prices stated are valid, the prices stated shall be valid for the following periods: a) for Flexible Hire and Short Term Hire the prices stated shall be valid for a period of 28 days; b) for 12 Months+ and VanHire+ the prices shall be valid for a period of 90 days from the date the prices were generated. Accordingly, any vehicles placed On-hire after the 28 day or 90 day period may be subject to a different Pricing Schedule with increased or decreased prices.
- 4.7. All prices provided to you are excluding VAT and are subject to VAT at the prevailing rate.
- 4.8. Notwithstanding, clause 19.9, we shall review our prices from time to time and inform you 28 days in advance (**Notice Period**) of any resulting price changes and the date from which they shall take effect.
- 4.9. If you take a vehicle On-hire under our 12 Month+ product you will be liable to pay the Set-Up Fee per vehicle On-hire.
- 4.10. If we, with your consent, order a vehicle from the manufacturer in order to fulfil a specific/bespoke request made by you, the Rental Charges shall commence the later of the date specified on the Booking Form (or otherwise agreed between us) and the date the vehicle is made available to you (not the date of On-hire). Any variation of this clause 4.10 must be in accordance with **29.1**.
- 4.11. At any point during the Rental Period we reserve the right to adjust the Charges with immediate effect:
- 4.11.1. to reflect changes are enforced on us by regulatory authorities and trade organisations; and/or
- 4.11.2. to reflect any rises in, supplier and/or manufacturer rates or costs arising from or in connection with any change in our circumstance, whether reasonably anticipated or not.
- 4.12. In the event we exercise clause 4.11 we will use reasonable endeavours to provide you with a reasonable amount of notice.
- 4.13. If you require a loan vehicle from us at any time during the Rental Period you shall be responsible for the Rental Charges in respect of that loan vehicle. This will be charged at the prevailing rate set out in the Pricing Schedule.
- 5. Vehicle On-hire/Delivery**
- 5.1. You shall in accordance with the Booking, take the Vehicle on the Start Date.
- 5.2. Before On-hire, you or your representative may be asked to sign an electronic device or document to confirm the condition of the Vehicle at the Start Date (the "**Vehicle Condition Report**"). You acknowledge and agree that any of your employees are authorised to sign a Vehicle Condition Report on your behalf.
- 5.3. If we leave a Vehicle Condition Report for you to check (or email it to you), you shall check it and contact us if there is anything that you do not agree with by no later than 9.00am on the day after delivery. If either (i) you use the Vehicle or (ii) we have not been notified by 9am on the day after delivery (even if you have not by then used it) you are in either case deemed to have agreed to and accepted the Vehicle Condition Report.
- 5.4. If we attempt to deliver a Vehicle to a location specified by you at the start of the Rental Period or if you fail to collect the Vehicle on the Start Date (as applicable) and you are not available to receive the Vehicle or do not collect the Vehicle, we reserve the right to charge you for all costs incurred in any and all failed deliveries and if it is a 12 Months+ or VanHire+, you will be liable to pay the Rental Charges from the start of the Rental Period even though you have not taken delivery of, or collected, the Vehicle up to a maximum of 14 days. We will use reasonable endeavours to arrange another suitable delivery date or to offer to make available the Vehicle for collection for you, but if you fail to take delivery of, or collect the Vehicle within a period of ten (10) working days from the Start Date, we shall be entitled to terminate the Booking and charge you for the sums set out in this Clause 5.4.
- 6. Vehicle and / or Charger Return**
- 6.1. You will remain liable for any loss of or damage to the Vehicle and are obliged to comply with these Terms until the procedure for Off-hiring the Vehicle set out in this Clause 6 has been completed.
- 6.2. Where the Vehicle is on 12 Months+ or VanHire+, you must return the Vehicle to a Branch on or before the Return Date. Where the Vehicle is on Flexible Hire you must return the Vehicle on or after the Return Date. Where the Vehicle is on Short Term Hire, you may return the Vehicle to a Branch on the Return Date, or before or after the Return Date.
- 6.3. If you return a Vehicle on 12 Months+ or VanHire+ before the Return Date the following charges apply:
- 6.3.1. If the Rental Period is less than 12 months you will remain liable for Rental Charges for the entire 12 month period;
- 6.3.2. If the Rental Period is more than 12 months you will be liable for Rental Charges up to the Return Date calculated by reference to the difference in price between the Rental Charges you have paid, and the pricing band of the rental charge for next level of 12Month+ or VanHire+, i.e. if you contract for 24 months and off hire after 18 months you will be required to pay the difference between the 24 month price band and the 12 month price band for the 18 months' of hire. The price bands are set out in the Pricing Schedule.
- 6.4. When a Vehicle is on Flexible Hire and you return the Vehicle before or after the Return Date (minimum 84 days (**Minimum Period**)) the following charges apply:
- 6.4.1. if the Rental Period is less than the Minimum Period you will remain liable for the Rental Charges for the entire Minimum Period;
- 6.4.2. if the Rental Period is more than the Minimum Period you will be liable for the Rental Charges up until the date the Vehicle is Off-hired.
- 6.5. If the Vehicle is on Short Term Hire the Rental Charges payable shall be recalculated in respect of the number of Rental Days between the On-hire Date and the actual date that the Vehicle is returned.
- 6.6. For the Vehicle to be Off-hired:
- 6.6.1. it must be returned during Business Hours to the Branch identified in the Booking or otherwise agreed by us; or
- 6.6.2. it can be collected by us on the Return Date (or such other date as we have agreed) if you have contacted us to arrange collection of the Vehicle on the Return Date (or such other date as we agree) and make such Vehicle available for collection; or
- 6.6.3. if the Vehicle has been stolen, the date you provide the crime reference number (clause 6.12 still applies); or
- 6.6.4. if the Vehicle has been deemed a total loss, when the Vehicle is back in our possession; or
- 6.6.5. if the Vehicle is not returned in accordance with clause 6.9, upon completion of the Repair Damage as set out in clause 12.3. In each case the Off-hire will be effected when the keys for the Vehicle have been handed to our representative (except under clause 6.6.3 when this is not applicable unless You have spare keys) and the individual returning the Vehicle signs the Off-hire form and a Vehicle Condition Report (except that the Off-hire form and a Vehicle Condition Report do not need to be signed if Clause 6.7 or 6.6.3 apply).
- 6.7. If you wish to return a Vehicle to any Branch outside Business Hours you should arrange this with the manager of the Branch and the Vehicle will be your responsibility (and therefore your obligation to insure the Vehicle continues) until the time at which the Branch opens for business and you shall be liable to us for any and all Losses we suffer during this time (including any Damage to the Vehicle). If this Clause applies you shall leave the keys for the relevant Vehicle in such location as is approved by the manager of the Branch in advance (although such Vehicle remains at your risk notwithstanding our agreement to the location of the keys of the Vehicle).
- 6.8. If we attempt to collect a Vehicle from you at a location specified by you at the end of the Rental Period and you are not available (or are otherwise unable) to return the Vehicle we reserve the right to charge you for all costs incurred in the failed collection and any Rental Charges for each Rental Day (or part day) on which you retain possession of the Vehicle after the date we attempted to collect the Vehicle at the end of the Rental Period. We will use reasonable endeavours to arrange another suitable collection date, or you can deliver the Vehicle to a Branch.
- 6.9. At Off-hire, you shall return the Vehicle in the same condition as was identified in the Vehicle Condition Report (fair wear and tear excepted).
- 6.10. If you fail to return the Vehicle in accordance with Clause 6.9 and the Vehicle is (in our reasonable opinion) economical to repair, the Rental Charges payable shall be recalculated, to include the time of repair and

- the time to obtain authorisation for such repair and where (including any Damage Allowance that may be applicable):
- 6.10.1. the cost of the repair is under three thousand five hundred pounds (£3,500), subject to change from time to time), the charge shall be calculated based on the Rental Charge for the estimated number of labour days the repairs will take; or
 - 6.10.2. the cost of repair is over three thousand five hundred pounds (£3,500, subject to change from time to time), the charge shall be calculated as set out in Clause 6.10.1, with the addition of the Rental Charges for the number of days you take to authorise the repair in accordance with Clause 12.5;
 - 6.10.3. and for the avoidance of doubt, where the cost of repair is less than any applicable Damage Allowance, no refund on any allowance balance will be payable.
- 6.11. If you fail to return the Vehicle in accordance with Clause 6.9 and the Vehicle is (in our reasonable opinion) beyond economic repair you will be liable to pay the market value of replacement of the Vehicle less any salvage value where applicable (notified to you by us) (the "**Market Value**"), and the Rental Charge, which shall be payable from the date of return of the Vehicle until the date we receive from you payment of the Market Value.
 - 6.12. If you fail to return the Vehicle on the Return Date due to theft of the Vehicle and the Vehicle is not recovered you will be liable to pay us the Rental Charge until settlement in full is received from you for the replacement cost (calculated in accordance with market value using CAP index).
 - 6.13. If at Off-hire we are required to remove materials or equipment from a Vehicle you shall be responsible for the costs associated with this removal (including the Rental Charge for any days or part thereof on which the Vehicle cannot reasonably be hired to a third party due to the materials or equipment needing to be removed) and any subsequent cleaning of the Vehicle.
 - 6.14. If, upon return of a Vehicle, any evidence of smoking is found or the Vehicle is otherwise in an unacceptably dirty or unusable condition, we reserve the right to pass on the charge to valet the Vehicle, any other associated charges and the Administration Fee.
7. **12 Month+ Or Vanhire+ Changing A Vehicle**
 - 7.1. If you hired the Vehicle under 12 Months+ or VanHire+ you may request to change the Vehicle once during the Rental Period. Such change can be for the same or different class vehicle. We will use our reasonable endeavours to accommodate any such request subject to availability, changes to the Rental Charges depending on the Vehicle and other charges may be applicable (for example, for Additional Equipment), as well as payment of the Administration Fee, Damage or for Excess Mileage calculated on a pro-rata basis).
 - 7.2. We may require that we change any Vehicle On-hire to you at any time during the Rental Period for any reason. Where we do so, we shall change the Vehicle for a suitable replacement Vehicle without any change to the Rental Charges. If you fail to comply with any demand by us to change a Vehicle, we shall be entitled to terminate the Booking and repossess the Vehicle(s) in accordance with Clause 10.
 - 7.3. Where a VanHire+ Vehicle is exchanged under Clause 7.1, the Damage Allowance, any Telematics Devices and Telematics Services provided as standard will transfer to the new Vehicle.
8. **Fuel and Mileage Charges**
 - 8.1. Upon Off-hire you shall return the Vehicle with a full fuel tank. The fuel level will be recorded at the point you return the Vehicle to our Branch, or the point the Vehicle is collected by us (as applicable).
 - 8.2. You shall pay the cost of replacement fuel where the Vehicle is returned without a full tank at our prevailing rate.
 - 8.3. The Rental Charge is calculated (among other things) in accordance with your estimated annual mileage ("**Estimated Annual Mileage**"). You must ensure that the Estimated Annual Mileage you give us at the time of Booking is accurate to the best of your knowledge and belief. You shall promptly inform us if you have reasonable cause to believe that you have or are likely to exceed the Estimated Annual Mileage on any Vehicle.
 - 8.4. We reserve the right to monitor throughout the Rental Period your actual mileage ("**Actual Mileage**") (whether this is via information given by or requested from you or at any time we have contact with the Vehicle, for example for a service or repair or collected via a Telematics Device) and compare this against your Estimated Annual Mileage. In the event that your Actual Mileage exceeds or is likely to exceed (on a pro rata basis) the Estimated Annual Mileage, we reserve the right to:
 - 8.4.1. invoice you for the Excess Mileage retrospectively over the Rental Period already expired such sum as set out in the Pricing Schedule for every mile the Actual Mileage exceeds the Estimated Annual Mileage (on a pro rata basis); and/or
 - 8.4.2. adjust your Estimated Annual Mileage for the remainder of the Rental Period to reflect your Actual Mileage and therefore adjust the Rental Charge accordingly for the remainder of the Rental Period.
9. **Your General Obligations**
 - 9.1. During the Rental Period you shall:
 - 9.1.1. keep the Vehicle free from legal process or lien, fully protected and secured;
 - 9.1.2. if applicable, register and pay for any days the Vehicle will operate in the congestion zone in London or any other congestion zone which may apply in accordance with Congestion Charge Law;
 - 9.1.3. check on a daily basis the engine oil level, water level in radiator, washers and wipers, lights, wheel nuts and brake fluid level, tread depth and inflation on all tyres;
 - 9.1.4. ensure the Vehicle is driven using reasonable skill and care and in accordance with any applicable road use rules (including the Highway Code and other applicable laws);
 - 9.1.5. ensure that no smoking is carried out in the Vehicle; and
 - 9.1.6. if requested by us on reasonable notice make the Vehicle available for inspection, service or repair work.
 - 9.2. During the Rental Period you shall not use the Vehicle:
 - 9.2.1. for the carriage of passengers for hire or reward;
 - 9.2.2. for transportation of any live animals except where the Vehicle has been adapted to accommodate transportation of animals e.g. pest control vehicles;
 - 9.2.3. for any illegal purpose or in contravention of any Regulations affecting the Vehicle, its use or construction;
 - 9.2.4. if the Vehicle exceeds 3.5 tonnes gross vehicle weight unless you have obtained a valid Operator's Licence as defined and in accordance with the Goods Vehicles (Licensing of Operators) Act 1995, and supplied a copy of the same to us;
 - 9.2.5. for any off-road driving;
 - 9.2.6. for competitive racing of any nature;
 - 9.2.7. to propel or tow any other vehicle or trailer unless the Vehicle is properly equipped to tow in which case towage weights must be adhered to at all times. It is your responsibility to ensure any such towing is appropriate and undertaken with due skill and care to ensure no damage is caused to the Vehicle or to the trailer being towed. We shall have no liability for the insurance of, or any damage to, any towed trailer howsoever caused; and
 - 9.2.8. outside of the United Kingdom without our prior written consent.
 - 9.3. You shall ensure the Vehicle is not driven by any driver who:
 - 9.3.1. does not hold a valid driving licence for the class of vehicle to which the Vehicle belongs;
 - 9.3.2. is not covered fully by a comprehensive insurance policy.
 - 9.4. You shall not modify or alter the Vehicle in any way without our prior written consent and you shall be liable for any and all costs incurred by us to reverse such modifications (including rectifying any damage caused by modifications or their reversal and any servicing and safety checks following such reversal).
10. **Risk And Title**
 - 10.1. The Vehicle and Charger are at your risk from the time of delivery, collection or Installation (as applicable), and includes any Additional Equipment contained or installed in or upon the Vehicle.
 - 10.2. Notwithstanding delivery and passing of risk, neither the ownership of the Vehicle nor the Charger shall pass to you at any time during the Rental Period (or otherwise), unless we and you expressly agree in writing that we will sell the Vehicle to you (in which case ownership will pass in accordance with the terms of such sale).
 - 10.3. We reserve the right to repossess any or all Vehicles and, if applicable uninstall any Chargers, On-hire to you:
 - 10.3.1. upon the happening of any Insolvency Event; or
 - 10.3.2. upon termination of the Agreement or Booking;

and you grant to us, our agents and employees an irrevocable right and licence to enter your premises with or without vehicles during normal business hours for the purpose of inspecting and/or repossessing Vehicles and/or uninstalling any Charger to which we have retained title. This right and licence shall continue to subsist notwithstanding the termination for any reason of a Booking or the Agreement and is without prejudice to any or our accrued rights under the Agreement or otherwise and you shall inform us where vehicles are to be kept at all times.

11. Routine Maintenance

- 11.1. If during the Rental Period a service of the Vehicle becomes due because the Vehicle mileage at which a service is required is within 1,000 miles (each of which is identified in the window of the Vehicle) you shall contact us to arrange a service of the Vehicle.
- 11.2. If you fail to contact us to arrange a service under Clause 11.1 we reserve the right to recover any Losses we incur which are caused by the failure to carry out the service at the time it was due.
- 11.3. In addition to the service requirements set out above each party shall be required to notify the other in relation to the additional maintenance elements set out below:

| | We will contact you | You need to contact us |
|---------------------------------|---------------------|------------------------|
| Service due based on miles | | Yes |
| Service due based on time | Yes | |
| MOT due | Yes | |
| Tail lift inspection due | Yes | |
| Tachograph inspection due | Yes | |
| HGV Compliance | Yes | Yes |
| Any Damage (Body, tyres, glass) | | Yes |
| Worn Tyres | | Yes |

- 11.4. It is your responsibility to ensure that the Vehicle is kept topped up with oil, water and AdBlue throughout the Rental Period and if the Vehicle is Damaged in anyway, as a result of your breaching this clause, you will be liable for the entire cost of the Damage. You can visit one of our workshops and request that we top up the AdBlue at any time (up to a maximum of 10 litres) which will be charged as set out in the Ancillary Charges.
- 11.5. We will charge for replenishing the AdBlue (as set out in the Ancillary Charges) when a Vehicle is returned to us with any visible low AdBlue indications. This applies at Off-hire and if the Vehicle attends one of our workshops for any reason.
- 11.6. We will charge a standard call-out fee (see Ancillary Charges) for breakdown recovery should you need recovering due to lack of AdBlue.

12. Incidents, Damage and Theft

- 12.1. You shall promptly, and in relation to clauses 12.1.1 to 12.1.6 inclusive within 24 hours:
 - 12.1.1. contact us (and if required the police) if an Incident occurs which involves the Vehicle and a Third Party (whether or not damaged). You must not make any admissions as to the extent to which you or any Third Party may be to blame for the Incident;
 - 12.1.2. obtain names, addresses and insurance particulars of all parties involved in the Incident including but not limited to any Third Party and witnesses;
 - 12.1.3. pass the information set out in 12.1.2 onto us on the telephone number given to you by us;
 - 12.1.4. if the Vehicle is stolen, involved in a criminal act or otherwise lost;
 - a) notify the police;
 - b) notify the RAC on 0800 716418 (or other such number as notified to you by us) if the Vehicle needs to be recovered;

- c) notify us and supply us with a police crime reference number (an incident number will not be accepted), the information set out in 12.1.2 and advise if the Vehicle has been recovered by the police;
- d) notify your insurer, but under no circumstances must you allow your insurer to collect the Vehicle or you or your insurer to remove it from your motor insurance policy until the Vehicle is either back in our possession or we have received a total loss settlement payment from your/our insurer or a Third Party's Insurer; and
- e) return to a Branch any Vehicle keys that were not lost or stolen with the Vehicle;
- 12.1.5. notify us if a stolen or lost Vehicle is found and we will arrange recovery of the Vehicle to the local Branch. Under no circumstances must the Vehicle be collected by your insurer;
- 12.1.6. inform us if any Vehicle is Damaged or a fault develops;
- 12.1.7. co-operate with us and (as appropriate) our or your insurer at all times providing them complete and accurate information and giving them any reasonable assistance requested by any of them;
- 12.1.8. at our request:
 - a) carry out all acts and things as may be reasonably required by us for the purpose of repairing or recovering a Vehicle;
 - b) enforce any rights or remedies against and/or obtain relief from other parties;
 - c) deliver to us every document of any kind received by you relating to any claim involving the Vehicle where an Incident or theft has occurred; provide all assistance as is reasonably required by us in relation to the defence or investigation of any claim involving the Vehicle where an Incident or theft has occurred including not aiding or abetting any claim against us and providing all requested police reports; and
 - e) ensure all information you provide is accurate, complete and not misleading.
- 12.2. In the event that the Vehicle is lost or stolen or otherwise a total loss we will present a claim pack to your insurer and work with them directly to settle the claim.
- 12.3. You shall be responsible for the cost of repairing any Damage and hereby authorise us to carry out any repairs (including at Off-hire) and invoice you for those repairs. Any Damage Allowance can only be used on Off-hire and cannot be used against Damage caused during the Rental Period. You shall be responsible for the cost of repairing any Damage to the Vehicle(s).
- 12.4. You hereby authorise us to carry out any repairs (including at Off-hire) without recourse to you up to the Delegated Authority Amount. Under the Delegated Authority we will undertake the repairs, invoice you accordingly and draw the funds from your nominated account by direct debit in accordance with these Terms.
- 12.5. If the cost of repairing any Damage exceeds the Delegated Authority Amount we will notify you and provide a claim pack which will enclose all relevant information including a breakdown of the cost of the repairs. You shall have seven (7) days from the point of receipt of the notice and claim pack to involve your insurers should you wish to do so and/or to discuss the charges. If we do not receive a response within seven (7) days you will be deemed to have consented to the repairs and we will commence the repairs in accordance with the claim pack, invoice you for those costs and draw the funds from your account under your direct debit. Your Rental Charges will be recalculated in accordance with clause 6.10.
- 12.6. We may, at our option, elect not to repair Damage, but if we elect not to carry out such repairs at that time we reserve the right to charge you an amount equal to the cost of the repair works that would otherwise be required and which we may carry out in the future.
- 12.7. You acknowledge and agree that you:
 - 12.7.1. shall not without our prior written approval carry out yourself and/or engage any third party to carry out repairs on a Vehicle which we have not approved in writing;
 - 12.7.2. are not our servant or agent for any purpose and shall not hold yourself out as such; and
 - 12.7.3. are not entitled to make any claim against us for loss of or damage to any property left stored or transported in or upon the Vehicle.
- 12.8. Where applicable, the protection of data held in the Vehicle's tachograph is your sole responsibility and we shall not be liable in any

- way whatsoever if you have not taken the necessary steps to protect and back-up the data.
- 12.9. If any act or omission or failure to comply with these Terms by you causes or contributes to the invalidation of the manufacturer's warranty of the Vehicle you will be responsible for any and all costs incurred by us that are associated with this invalidation.
- 12.10. If the keys to any Vehicle are lost whilst the Vehicle is in your care, we may need to replace the full lock set in the Vehicle for security reasons. In such circumstances you will be responsible for the cost of doing so (including spare keys) and the Administration Fee.
- 12.11. If we are required to attend an event relating to a Vehicle (including if a misfuelling happens, the Vehicle lights are left on, a puncture occurs, a Vehicle is damaged, you run out of electrical charge or an accident occurs) we may make a reasonable charge for doing so.
- 13. Loss of Use**
- 13.1. In addition to the cost of repairing any Damage as set out in the Agreement, you will also be liable to pay the Rental Charges for the period during which the Vehicle is being repaired or the period between a Vehicle being stolen (or a crime reference number provided as set out in clause 6.6.3 and 12.1.4(c)) or deemed a total loss and returned to us to reflect the loss of use of the Vehicle in accordance with Clause 6.10.
- 13.2. If you require a replacement Vehicle from us during any period in which a Vehicle is being repaired or the period during which a Vehicle is stolen, you shall be responsible for the Rental Charges in respect of that replacement Vehicle, in addition to the charges identified at Clauses 6.10.1, 6.10.2, 12.3, 12.6, and 13.1.
- 14. Fines, Penalties and Charges**
- 14.1. You shall be liable (where applicable as "owner") for any charges, penalties, offences or fines incurred during the Rental Period due to your acts or omissions (or those of any driver of the Vehicle) under any applicable laws or Regulations including in relation to any driving, parking, lighting, loading or unloading offence and including but not limited to fixed penalty charge notices, parking fines, bus lane fines, fines relating to toll charges and charges under Congestion Charge Law.
- 14.2. If we receive notice of any penalty charges from the relevant issuing authority (which shall include private parking companies), we will pay any penalty charges that are notified to us. We will not query any such penalty charges nor will we notify you prior to payment.
- 14.3. You agree to pay to us upon demand any fines, penalties and charges we pay in accordance with Clause 14.2 plus the Administration Fee for processing the same.
- 14.4. If we are notified of any penalty charges or other offences which require driver details you agree we will supply your details to the issuing authority who will contact you directly in relation to the fine or notice. We will charge the Administration Fee in respect of the processing of these penalty charge notices.
- 14.5. If you register the Vehicle on any account for the payment of congestion charges or toll roads, it is your sole responsibility to remove the Vehicle from your account at the end of the Rental Period.
- 14.6. **Congestion Charges**
- 14.6.1. You are liable to pay all charges for moving any Vehicle within a zone subject to any Congestion Charge Law(s) (the "Congestion Zone"), including charges when we deliver or collect a Vehicle to a Congestion Zone, as set out in clause 14.6.3 below.
- 14.6.2. **Delivery & Collection Charges:** where deliveries and collections are made within the Congestion Zone on the day of rental, we will levy any congestion-related charges for that day in addition to an administration fee as set out in the ancillary charges provided to you by us, which shall be incorporated into these Terms and amended by us from time to time.
- 15. Insurance**
- 15.1. You shall ensure during the relevant Rental Period that:
- 15.1.1. all Vehicles hired to you including any replacement vehicles are covered by you with a fully comprehensive insurance policy (the "Policy") for the Rental Period and until completion of the Off-hire process in accordance with Clause 6;
- 15.1.2. you notify your insurers that you are neither the registered owner nor keeper of the Vehicle and that we will retain and dispose of any salvage of the Vehicle(s) in accordance with the ABI's Code Of Practice for the Categorisation Of Motor Vehicle Salvage;
- 15.1.3. the Vehicle is added to the Motor Insurance Bureau's database;
- 15.1.4. you comply with the requirements of the Policy and procure that any drivers you permit to use a Vehicle also comply with the terms of the Policy;
- 15.1.5. any driver using a Vehicle(s) will hold and will not have been disqualified from holding or obtaining a driving licence valid for the relevant Vehicle(s); and
- 15.1.6. you will notify us in writing as soon as reasonably practicable of any change to your Policy including changes in terms, excesses or insurance company.
- 15.2. As soon as reasonably practicable after the date of the Booking (and without exception before you collect or we deliver a Vehicle) you shall supply to us a copy of the relevant certificate of motor insurance covering the Vehicle(s) being hired. At each renewal of your motor insurance you will supply us with copies of the renewal certificates. We shall not be under any obligation to supply a Vehicle to you unless and until we have received copies of the relevant certificate of motor insurance covering the Vehicle being hired. If you do not provide the renewal certificates as soon as reasonably practicable after the relevant renewal date we reserve the right to cancel your Booking in accordance with these Terms.
- 16. Additional Equipment**
- This Clause 16 shall only apply if we agree to provide you with Additional Equipment (as set out on the Booking Form, or as otherwise agreed in writing).***
- 16.1. You may request that any Vehicle you hire from us is customised with additional equipment and/or branding (for example van racking, roof racks, tow bars, company branding, air conditioning, specific colour of vehicle) ("**Additional Equipment**").
- 16.2. You acknowledge and agree that the charges for the Additional Equipment are in addition to the Rental Charges for the relevant Vehicle. If the Vehicle is hired to you on 12 Months+ or VanHire+ the charges for the Additional Equipment will be split over the Rental Period. If the Vehicle is hired on Short Term Hire or Flexible Hire then we will split the charge for the Additional Equipment over the estimated Rental Period or other period mutually agreed between us in writing. If you continue to hire the Vehicle after the estimated Rental Period (or past the mutually agreed period) we will reduce the Rental Charge to take into account that the Additional Equipment have been paid.
- 16.3. If any Vehicle is Off-hired before the charges for any Additional Equipment have been paid in full, we will invoice you for all outstanding Additional Equipment charges as at the date of Off-hire and invoice you. The invoice is payable within 28 days of the date of the invoice.
- 16.4. You will be liable for and will indemnify us against any Losses we incur as a result of your use of any intellectual property as Additional Equipment on the Vehicle (including any claims that the branding applied to a Vehicle infringes the intellectual property rights of a third party).
- 17. Travel Outside the UK**
- In the event you wish to take any Vehicle outside the United Kingdom, you must agree this with us in writing in advance and comply with certain additional insurance requirements as notified by us. If we consent we will charge (a) the Administration Fee for completing the additional paperwork required by us to permit you to take the Vehicle outside the United Kingdom; and (b) Ancillary Charges which will be advised to you at the time of your request.
- 18. Telematics and Electric Chargers**
- 18.1. If you have elected to receive Telematics Devices and Telematics Services the terms in Schedule 1 will apply.
- 18.2. If you have elected to hire a Charger the terms in Schedule 3 will apply.
- 18.3. The Vehicle(s) may have tracker devices fitted to it. If you choose not to take any Telematics Services, then the tracker device may be used by us to track and provide other information about the Vehicle(s). Please refer to the section entitled VEHICLE TRACKING INFORMATION in our privacy policy published at www.northgatevehiclehire.co.uk/useful-information/privacy-policy for further information.

19. Charges and Payment

- 19.1. You shall pay to us in accordance with the Agreement:
 - 19.1.1. the Rental Charges;
 - 19.1.2. the Charger Hire Fee(s);
 - 19.1.3. any Ancillary Charges;
 - 19.1.4. the Set-Up Fee (if applicable)
 - 19.1.5. the Telematics Charges (if applicable); and
 - 19.1.6. any other amount due to us by you under the Agreement. (together the “Charges”).
- 19.2. Upon request, you agree to pay the Deposit to us on the Start Date and/or in accordance with 19.4. The Deposit is a payment against default by you of payment of the Rental Charges, any Ancillary Charges due in accordance with Clause 20 or any other charges which fall due under the Agreement and/or any loss or Damage to the Vehicle whilst in your possession. If you fail to pay any sums due in accordance with the Agreement, we shall be entitled to apply the Deposit against such default. You agree to pay to us any sums deducted from the Deposit within ten (10) working days of a demand for the same. Subject to us setting off the Deposit against any outstanding sums owed to us upon termination or expiry of the Agreement or the Booking, we will refund the Deposit (or balance thereof) to you within ten (10) working days of the date the Vehicle is Off-hired (unless otherwise agreed with us).
- 19.3. Subject to Clause 19.4, we shall be entitled to issue invoices in respect of all Charges on the basis of the payment terms set out in the Welcome Pack (apart from certain Ancillary Charges which may be invoiced as and when they arise).
- 19.4. For the avoidance of doubt, where we are not satisfied with any credit checks which we undertake, we may, in our absolute discretion, require you to (a) pay a Deposit (or additional Deposits); (b) revise your payment terms; and/or (c) return the Vehicle. We will notify you in writing and those terms will apply in place of those set out in Clause 19.3.
- 19.5. We shall have a right of set off against any amount due from you to us or any member of our Group, any sum or sums which at the date of set off are due and owing to you from us or any member of our Group.
- 19.6. Notwithstanding any agreed period of credit, or the remedies available to us under Clause 19.14 if any invoice is overdue for payment the balance of your account becomes immediately due and payable.
- 19.7. All sums stated or referred to in the Agreement are exclusive of VAT which (if applicable) shall be added to our invoice at the appropriate rate.
- 19.8. We are entitled to increase Charges as indicated by the percentage increase in RPI during the Rental Period without recourse to yourself.
- 19.9. In the event that our increase to the Charges exceeds RPI, you shall have the right to return any Vehicle taken under a 12 Month+ product within the Notice Period and the following Rental Charges shall apply:
 - 19.9.1. if the remaining term of the Rental Period is less than 12 months you will remain liable for the Rental Charges to the date of Off-hire and *not* the entire 12-month period;
 - 19.9.2. if the remaining term of the Rental Period is more than 12 months you will be liable for the Rental Charges (based on the original agreed price band stated on the Pricing Schedule at the time the Vehicle was taken On-hire) for a minimum of 12 months;
 - 19.9.3. any Charges relating to Additional Equipment (if any) that have been spread over the Rental Period shall cease at the date of Off-hire.
- 19.10. If in the event that the Vehicles are still On-hire to you on expiration of the Notice Period, you shall be deemed to have accepted the adjustment to the Charges as notified to you in accordance with clause 4.8 and you shall be bound by the revised terms and you will be charged at the increased rate from expiration of the Notice Period.
- 19.11. Nothing within clause 19 shall prejudice any other rights or obligations contained in the Agreement, save that clause 19.9 takes precedence over clause 6.3.
- 19.12. No payment shall be considered paid until it is received by us in pound sterling, in cleared funds in full to such bank account as nominated by us from time to time. Subject to Clause 19.13, payment shall be made by you in full without any set-off, deduction or withholding whatsoever.
- 19.13. In the event you reasonably and genuinely dispute any invoice, you shall notify us as soon as possible after receipt of the invoice (and in

- any event at least seven (7) working days before payment is due) and we shall investigate the dispute and shall notify you of any amendments to the disputed element of the invoice. Our decision in respect of a disputed invoice shall be final.
- 19.14. Subject to Clause 19.13, if we have not received payment by the due date, and without prejudice to any other rights and remedies we have, we may:
 - 19.14.1. without liability to you, suspend the performance of the Agreement until payment in full has been made;
 - 19.14.2. charge interest on a daily basis on such due amounts at an annual rate equal to 8% over the then current base lending rate of Barclays Bank plc from time to time, commencing on the due date and continuing until fully paid, whether before or after judgment; and/or
 - 19.14.3. immediately terminate the Agreement without further liability to you or any obligation to refund any sums already paid.

20. Ancillary Charges

- 20.1. In addition to the Rental Charges and, if applicable, Charger Hire Fee(s) (and without prejudice to any other rights or remedies or other Losses recoverable by us under the Agreement or under law), you may also be liable for the following additional charges under the Agreement:
 - 20.1.1. failed delivery or collection in accordance with Clause 5.4;
 - 20.1.2. vehicle return charges in accordance with Clause 6;
 - 20.1.3. fuel charges and excess mileage in accordance with Clause 8;
 - 20.1.4. unauthorised modifications in accordance with Clause 9.4;
 - 20.1.5. failed servicing in accordance with Clause 11;
 - 20.1.6. damage, fault and theft charges in accordance with Clause 12;
 - 20.1.7. loss of use in accordance with Clause 13;
 - 20.1.8. fines, penalties and charges in accordance with Clause 14;
 - 20.1.9. any Additional Equipment charges in accordance with Clause 16;
 - 20.1.10. any charges for using the Vehicle outside the United Kingdom in accordance with Clause 17;
 - 20.1.11. any charges set out in any Schedule or Special Terms;
 - 20.1.12. any costs incurred by us to recover any Vehicle from you including but not limited to recovery agent fees and storage costs;
 - 20.1.13. any Early Termination Charges set out in Schedule 1 and/or Schedule 3;
 - 20.1.14. any Administration Fees, as set out in the Agreement;
 - 20.1.15. any charges for your use of apps, platforms, software and other online systems (including without limitation charges for EV suitability assessments); and
 - 20.1.16. any other charges as set out in the Application Form, Booking Form and/or quote, as amended from time to time, including but not limited to, foreign travel fees, AD-Blue charges, congestion and admin-related congestion charges, any “no-show” or missed appointment charges; (together, the “Ancillary Charges”).
- 21. **Liability**
 - 21.1. Subject to clause 21.4, we shall not be liable to you and you shall not be liable to us for any indirect, special or consequential loss of any nature whatsoever, whether or not such losses were reasonably foreseeable or the party in default or its agents had been advised of the possibility of the other incurring such losses.
 - 21.2. We shall not be liable to you for any loss of or damage to property left, stored or transported in or upon a Vehicle.
 - 21.3. Subject to Clause 21.4 our total aggregate liability arising out of or in connection with:
 - 21.3.1. a Booking (if applicable) (whether such liability arises in contract, tort (including negligence) or otherwise) shall not exceed fifty thousand pounds sterling (£50,000);
 - 21.3.2. the supply of Telematics Services (if applicable) (whether such liability arises in contract, tort or negligence) or otherwise shall not exceed five thousand pounds sterling (£5,000) per Booking; and
 - 21.3.3. (notwithstanding Clauses 21.3.1 and 21.3.2) the Agreement shall not exceed one hundred and fifty thousand pounds sterling (£150,000) for all claims in any twelve (12) month period.
 - 21.4. Nothing in the Agreement shall operate to exclude or limit the liability of either party for:
 - 21.4.1. death or personal injury resulting from negligence;
 - 21.4.2. fraud or fraudulent misrepresentation; and
 - 21.4.3. any other liability which cannot, as a matter of law, be excluded.

22. Indemnity

- 22.1. Subject to Clause 21.1, you shall indemnify us against all Losses suffered or incurred by us due to:
- 22.1.1. the loss of or damage to any property (whether yours or a third party's) left, stored or transported in or upon a Vehicle;
- 22.1.2. the loss of or damage to a Charger; or
- 22.1.3. any claims brought against us by any third party arising out of, or in connection with the Agreement.
- 22.2. You shall indemnify us against all Losses suffered by us arising out of or in connection with the Agreement including any and all loss and Damage to any Vehicle hired by you (including replacement vehicles).

23. Remedies

If a Vehicle breaks down through no fault of yours, your exclusive and sole remedy shall be for us to recover, and repair or replace the Vehicle at our option as soon as reasonably practicable.

24. Cancelling a Booking

- 24.1. You may cancel any Booking on or before the Start Date.
- 24.2. Where you cancel any Booking, you will not be charged in respect of that Booking unless the Vehicle was subject to Special Terms agreed between you and us which involved us incurring costs in relation to the Vehicle before the Start Date (including any agreement to install Additional Equipment on the Vehicle); or we were en route to deliver the Vehicle to you or had already attempted to deliver the Vehicle to you at the time of cancellation, in which case we may charge you in respect of the services we have performed and/or costs we have incurred in relation to the Booking prior to cancellation (including failed delivery charges and the Administration Fee).

25. Termination

- 25.1. Either party may terminate the Agreement or any Booking immediately if an Insolvency Event occurs in relation to the other party.
- 25.2. Either party may terminate the Agreement or any Booking if the other party commits a material breach of the Agreement and if capable of remedy, such breach is not remedied within thirty (30) days of the non-breaching party notifying the other of the breach. For the purposes of this Clause 25.2 the following shall be treated as a material breach not capable of remedy:
- 25.2.1. a failure by you to pay us any Charges when they fall due in accordance with the Agreement or a Booking;
- 25.2.2. any breach of Clauses 15, 17, 26 or 27.
- 25.3. Upon termination of a Booking, you shall immediately:
- 25.3.1. return the Vehicle or Vehicles and keys to which the Booking relates to us or our duly authorised agent at such place as we may appoint;
- 25.3.2. pay to us, on demand, all Charges due in relation to that Booking; and
- 25.3.3. return all Telematics Devices in relation to the Vehicle or Vehicles to which the Booking relates.
- 25.4. Upon termination of the Agreement, you shall immediately:
- 25.4.1. return all Vehicles and keys to us or our duly authorised agent at such place as we may appoint;
- 25.4.2. pay to us, on demand, all Charges due under the Agreement; and
- 25.4.3. return all Telematics Devices to us.
- 25.5. Termination of the Agreement or a Booking does not affect:
- 25.5.1. the rights or liabilities of the parties under this Clause 25 (Termination) or which have accrued on or before termination; and
- 25.5.2. the continuance in force of Clauses 6 (Vehicle Return), 8 (Fuel and Mileage Charges), 10 (Risk and Title), 12 (Damage, Fault and Theft), 14 (Fines, Penalties and Charges), 19 (Charges and Payment), 20 (Ancillary Charges), 21 (Liability), 22 (Indemnity), 23 (Remedies), 26 (Confidentiality), 27 (Data Protection), 28 (Entire Agreement) and 29 (General) which survive termination of the Agreement or any Booking.

26. Confidentiality

- 26.1. We each undertake to the other that we shall not at any time disclose to any person any confidential information (including as to the level of charges paid for a Vehicle) concerning the business, affairs, customers, clients or suppliers of the other, except as permitted by Clause 26.2.
- 26.2. We may each disclose the other's confidential information:
- 26.2.1. to our employees, officers, representatives or advisers who need to know such information for the purposes of carrying out our obligations under the agreement. We shall each ensure that our employees,

officers, representatives or advisers to whom we disclose the other's confidential information comply with this Clause 26; and

26.2.2. as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.

26.3. Neither you nor we shall use the other's confidential information for any purpose other than to perform our respective obligations under the Agreement.

27. Data Protection

- 27.1. In relation to all Personal Data, the parties shall at all times comply with Data Protection Legislation. Please read the Privacy Policy set out at <https://www.northgatevehiclehire.co.uk/useful-information/privacy-policy> for further information about how we may use your Personal Data.
- 27.2. You warrant to us that, in respect of any Personal Data which you share with us pursuant to the Agreement that:
- 27.2.1. you have complied in all respects with your obligations under all Data Protection Legislation and under this Clause 27; and
- 27.2.2. you will indemnify (and keep indemnified) and defend us against all Losses incurred by us arising out of or in connection with any proceedings, claims, demands or actions in consequence of any breach or alleged breach of this Clause 27 or the Data Protection Legislation by you (including any claim by a data subject).

28. Entire Agreement

- 28.1. Except as may be otherwise agreed in writing with respect to a particular Vehicle, the Agreement and the documents referred to in it constitutes the entire agreement and understanding of you and us and supersedes any previous agreement between you and us relating to the subject matter of the Agreement and any prior promises, representations and misrepresentations (whether oral or written) relating to the subject matter of the Agreement.
- 28.2. You acknowledge and agree that no representations were made prior to the entering into of the Agreement and that, in entering into the Agreement, you do not rely on, and shall have no remedy in respect of, any statement, representation, warranty or understanding (whether negligently or innocently made) of any person (whether party to the Agreement or not) other than as expressly set out or referred to in the Agreement.
- 28.3. Nothing in the Agreement shall operate to limit or exclude any liability for fraud or fraudulent misrepresentation or shall exclude (but the Agreement does not limit) our liability for fundamental misrepresentation (including misrepresentation as to a matter fundamental to our ability to perform our obligations under the Agreement, on our part).
- 28.4. Without prejudice to the provisions of this Clause 28, the only remedy available to you for breach of the Agreement shall be for breach of contract under the terms of the Agreement.

29. General

- 29.1. An amendment made by you to the Agreement is ineffective unless it is in writing, expressly purports to amend the Agreement and is executed by both you and us.
- 29.2. We may revise these Terms from time to time as they appear on our website.
- 29.3. Each time we fulfil a Booking and/or provide Additional Services the version of these Terms in force at that time will apply to the Booking and the supply of the relevant Additional Services.
- 29.4. Neither party shall be in breach of the Agreement, or liable for delay in performing, or failure to perform, any of its obligations under the Agreement (other than for failure to pay the Charges and/or failure to comply with any other payment obligations) if such delay or failure results from a Force Majeure Event. In such circumstances the time for performance shall be extended by a period equivalent to the period during which performance of the obligation has been so delayed or failed to be performed. If either Party is affected by a Force Majeure Event it shall promptly notify the other Party of the nature of the Force Majeure Event, the nature of any actual or anticipated failure, delay or imperfect performance and the anticipated consequence and length of such failure, delay or imperfect performance. If the period of delay or non-performance continues for three (3) months the party not affected may terminate the Agreement and Booking(s) by giving thirty (30) days' written notice to the affected party.

- 29.5. Except as provided in the Agreement, the Agreement does not create, confer or purport to confer any benefit or right enforceable by any person except you and us.
- 29.6. A member of our Group may in its own right enforce the provisions of the Agreement in accordance with the Contracts (Rights of Third Parties Act) 1999, except that we may rescind or vary the Agreement without the consent of any members of our Group.
- 29.7. We shall each, at the request of the other, execute all deeds and other documents and do all things that the other may require (acting reasonably) in order to give effect to the terms of the Agreement.
- 29.8. Any notice to be given by either you or us to the other under the Agreement must be in writing (which shall for this purpose include e-mail) and addressed to that other party at its registered office or principal place of business or such other address or electronic mail address as may have been notified for these purposes. Notices shall be delivered personally, sent by first class post or by e-mail. A notice is deemed to have been received if sent by prepaid first class post, on the second working day after posting (excluding the day of posting). Any notice sent by e-mail will be effective only when actually received in readable form and service shall be deemed to be effected on the same day it is sent. In proving service of the notice, it shall be sufficient to show that delivery by hand was made, that the envelope containing the notice was properly addressed and posted as a first class pre-paid letter or to prove that the e-mail was correctly addressed.
- 29.9. Any failure or neglect by either you or us to enforce any of the provisions of the Agreement shall not be construed nor deemed to be a waiver of that party's rights and does not affect the validity of the whole or part of the Agreement nor prejudice that party's rights; any waiver by either you or us of our respective rights under the Agreement does not operate as a waiver in respect of any subsequent breach.
- 29.10. If any provision of the Agreement is held to be illegal, invalid or unenforceable in whole or part, that provision shall to that extent be deemed not to form part of the Agreement and the legality, validity and enforceability of the remainder of the Agreement shall be unaffected.
- 29.11. You shall not without our prior written consent assign, transfer, charge, dispose of, deal with or subcontract your rights or obligations under the Agreement. For the avoidance of doubt, you will remain liable to us under the Agreement in respect of the use of any Vehicles by any employees, agents, contractors, third parties or other drivers as though such use were by you.
- 29.12. Nothing in the Agreement or any arrangement contemplated by it shall constitute either you or us as a partner, agent, fiduciary or employee of the other party.
- 29.13. The Agreement shall be governed by and construed in accordance with English law.
- 29.14. The courts of England and Wales shall have exclusive jurisdiction to hear and determine any suit, action or proceedings, and to settle any disputes, which may arise out of or in connection with the Agreement and, for such purposes, you and we each irrevocably submit to the exclusive jurisdiction of the courts of England and Wales. You and we each irrevocably waive any objection which we might at any time have to the courts referred to in this Clause being nominated as a forum to hear, determine and settle any proceedings and agree not to claim that any such courts are not a convenient or appropriate forum.
- 30. Contact Us**
Our website at URL: www.northgatevehiclehire.co.uk sets out how you may contact us if you have a query or complaint. Registered Office: Northgate Centre, Lingfield Way, Darlington, DL1 4PZ

Schedule 1 - Telematics Devices and Services

This Schedule shall only apply if we agree to provide you with Telematics Devices and Telematics Services (as set out on the Sign-up Form, or as otherwise agreed in writing).

1. Subject to the payment of the Telematics Charges when due and when applicable, we shall supply, and you shall accept and pay for on demand, the Telematics Services.
2. We shall supply the Telematics Services in accordance with these Terms using reasonable care and skill.
3. Unless otherwise agreed in writing by us, all dates or other times for delivery of the Telematics Services agreed in writing by us are estimates only, except that we shall use our reasonable endeavours to perform the Telematics Services no later than the date or time stated, and in default of a date or time being agreed in writing, the Telematics Services shall be delivered from the Start Date.
4. You may cancel the Telematics Services and/or any Telematics Devices at any time however, if you cancel any Telematics Camera(s) within twelve (12) months and/or any other Telematics Device or Telematics Dashboard within three (3) months of installation you will be liable to pay an Early Termination Charge on each cancellation.
5. We are entitled to determine the manner in which the Telematics Services are performed.
6. We are discharged from performing our obligations under this Schedule where, to the extent, and for so long as the following circumstances affect performance we have been provided with inaccurate, incomplete or misleading information; or you are in breach of the Agreement.
7. Where paragraph 6 above applies we shall notify you as soon as reasonably practicable, and shall use our reasonable endeavours to continue to perform the Telematics Services but shall not be liable for any failure to do so (including any delayed or defective performance); and you shall reimburse us on demand in respect of all Losses incurred by us in performing our obligations under these Terms as a result.
8. The supply of the Telematics Services shall begin on the Start Date for the relevant Vehicle(s) and, subject to earlier termination in accordance with these Terms, shall continue until Off-hire (the "Licence Term"). We grant you the right to use the Telematics Devices for the Licence Term. You must return all Telematics Devices in full working order to us upon Off-hire of the Vehicle.
9. If you can demonstrate that the Telematics Services do not comply with the requirements of paragraph 2, we shall re-perform the Telematics Services within a reasonable period of time, but this is your only remedy in respect of a breach of this Schedule or otherwise in respect of the provision of the Telematics Services by us.
10. We may terminate the supply of the Telematics Services on one (1) months' notice to you in writing.
11. The parties acknowledge and agree that providing there is not a change to the Telematics Services which has a material detrimental impact on the features or functionality of the Telematics Services, we may at our discretion change the functionality of the Telematics Services as currently set out in this Schedule.
12. We shall not be required to provide any aspect of the Telematics Services at your premises. All aspects of the Telematics Services will be delivered remotely.
13. Any new feature, improvement or modification implemented by us into the Telematics Services which are more generally available to all of our customers shall be included in the Telematics Services.
14. You shall not (except to the extent permitted by applicable law):
 - 14.1. access all or any part of the Telematics Services in order to build a product or service which competes with the Telematics Services;
 - 14.2. attempt to obtain or assist third parties in obtaining, access to the Telematics Services;
 - 14.3. copy the Software in whole or in part;
 - 14.4. introduce any virus, code or software into the Software; or
 - 14.5. use the Software otherwise than in accordance with these Terms.
15. You shall use reasonable endeavours to prevent any unauthorised access to, or use of, the Telematics Services and notify us promptly of any such unauthorised access or use.
16. You shall not cause or permit the Telematics Services to be used by any person who is not your employee unless expressly authorised to do so under these Terms.
17. We give no guarantee or warranty as to the availability of the Telematics Services.
18. Ownership of the Telematics Devices shall remain with us at all times.
19. You shall comply with our instructions from time to time regarding use, storage, maintenance and repair of the Telematics Devices and shall not remove or tamper with or attempt to remove or tamper with the Telematics Devices.
20. If the Telematics Device is damaged beyond repair or destroyed or where its repair would be uneconomic, we shall provide you with a replacement Telematics Device.
21. You shall pay any applicable Telematics Charges in accordance with the Agreement or as otherwise agreed in writing by us.
22. For any telematics package which shall be supplied free of charge for VanHire+, we will provide you with at the start of the Rental Period up to ten log in accounts for the website through which the Telematics Services are provided. If you require more than ten (10) log in accounts, an additional charge per log-in shall be levied, which shall be payable in accordance with the Agreement.
23. The website will provide in a downloadable format the following information about the Vehicles to which the Telematics Services apply (depending on which level of Telematics Services and Telematics Dashboards have been taken):
 - 23.1. vehicle monitoring - provides Vehicle mileage and location data;
 - 23.2. driver behaviour - provides information on driver behaviour, including the way a Vehicle is driven;
 - 23.3. fuel connectivity – should the platform be linked with a fuel card provider;
 - 23.4. driver Identification (provided a Driver ID device is fitted within the Vehicle as an additional Telematics Service;
 - 23.5. fleet utilization; and
 - 23.6. electric vehicle suitability.
24. If there is a fault with the website through which the Telematics Services are provided we will endeavour to rectify the fault as soon as possible but we expressly exclude any responsibility for rectifying such faults or liability in request thereof where the fault arises out of or in connection with a problem with the mobile network through which the information is transmitted; or the hosting of the website by a third party on our behalf.
25. We reserve the right to suspend the Telematics Services by reasonable notice to you in order to undertake maintenance work.
26. You acknowledge and agree that you will lose access to any and all telematics data relating to any and all Vehicle(s) hired at the time the relevant Vehicle is Off-hired.
27. To the extent that we process any Personal Data on your behalf the following paragraphs 28 to 52 inclusive ("DP Provisions") shall apply and unless otherwise expressly stated in this Agreement our obligations and your rights and remedies under the DP Provisions are cumulative with, and additional to, any other provisions of the Agreement and shall prevail over any other provision of the Agreement in the event of any conflict.
28. Compliance with Data Protection Legislation: Each party shall at all times comply with all Data Protection Legislation. We shall, and shall ensure our Sub-Processors and each of our Personnel shall, at all times comply with all Data Protection Legislation in connection with the processing of Protected Data and the provision of the Booking and/or Additional Services and shall

not by any act or omission cause you (or any other person) to be in breach of any of the Data Protection Legislation.

29. Instructions:

We shall only process (and shall ensure our Personnel and Sub-Processors only process) the Protected Data in accordance with the DP Provisions, the Agreement and your written instructions from time to time except where otherwise required by applicable law (and in such a case shall inform your of that legal requirement before processing, unless applicable law prevents it doing so on important grounds of public interest).

30. You warrant, represent and undertake, that:

- 30.1. all Protected Data, prior to such data being provided to or accessed by us for the purposes of the Agreement, shall comply in all respects with Data Protection Legislation; and
- 30.2. all instructions (including the terms of the Agreement) given by you to us in respect of Personal Data shall at all times be in accordance with Data Protection Legislation.

31. We shall immediately inform you if any instruction relating to the Protected Data infringes or may infringe any Data Protection Legislation.

32. Security: We shall at all times implement and maintain appropriate technical and organisational measures to protect Protected Data against accidental, unauthorised or unlawful destruction, loss, alteration, disclosure or access. Such technical and organisational measures shall be at least equivalent to the technical and organisational measures set out in paragraph 43.

33. Sub-processing and personnel: We shall:

- 33.1. ensure that access to Protected Data is limited to such Personnel as are authorised to, and who need to, have access to it to fulfil a Booking and/or supply the Additional Services;
- 33.2. prior to any Sub-Processor carrying out any processing activities in respect of the Protected Data, appoint each Sub-Processor under a binding written contract containing the same obligations (save that such contract shall not permit the Sub-Processor to further delegate processing of the Protected Data) as under the DP Provisions in respect of Protected Data that is enforceable by us and ensure each such Sub-Processor and each of their personnel complies with all such obligations;
- 33.3. remain fully liable to you under the Agreement for all the acts and omissions of each Sub-Processor and each of the Sub-Processor Personnel as if they were its own;
- 33.4. ensure that all Personnel or any Sub-Processor to process Protected Data are reliable and:
- 33.5. adequately trained on compliance with the DP Provisions as applicable to the processing;
- 33.6. informed of the confidential nature of the Protected Data and that they must not disclose Protected Data; and
- 33.7. are subject to a binding and enforceable written contractual obligation to keep the Protected Data confidential.

34. Assistance: We shall:

- 34.1. promptly provide such information, co-operation and assistance to your as your may require (or may reasonably believe it requires) in relation to ensuring compliance with your' obligations pursuant to Articles 32 to 36 (inclusive) of the GDPR (and any similar obligations under applicable Data Protection Legislation) and with any other obligations placed on your under applicable Data Protection Legislation;
- 34.2. promptly provide such information and assistance (including by taking all appropriate technical and organisational measures, which may be applied at your expense) as your may require and insofar as this is possible in relation to the fulfilment of your' obligations to respond to requests for exercising the Data Subjects' rights under Chapter III of the GDPR (and any similar obligations under applicable Data Protection Legislation); and
- 34.3. record and refer all requests and communications received from Data Subjects or any Supervisory Authority to your which relate (or which may relate) to any Protected Data promptly (and in any event within two working days) and shall not respond to any such requests and communications without your' express written approval and strictly in accordance with your' instructions.

35. International Transfers: We shall only transfer Protected Data internationally in accordance with Data Protection Legislation.

36. Records and audit:

- 36.1. We shall maintain complete, accurate and up to date written records of all categories of processing activities carried out on behalf of you under the Agreement. Such records shall include all information necessary to demonstrate your compliance with the DP Provisions, the information referred to in paragraph 42, Articles 30(1) and 30(2) of the GDPR and such other information as you may reasonably require from time to time. We shall make copies of such records available to your promptly (and in any event within 5 working days) on request from time to time.
- 36.2. We shall (and shall ensure all Sub-Processors shall) promptly make available to your such information as is reasonably required to demonstrate our compliance with the obligations of the DP Provisions and Data Protection Legislation, and allow for and contribute to audits, including inspections, by your (or another auditor mandated by your) for this purpose at your request from time to time. We shall provide (or procure) access to all relevant premises, systems, personnel and records during normal Business Hours for the purposes of each such audit or inspection upon reasonable prior notice (not being more than two working days) and provide and procure all further reasonable co-operation, access and assistance in relation to any such audit or inspection.
- 36.3. In respect of the second and each subsequent audit or inspection in a calendar year you shall pay our reasonable costs for assisting with the provision of information and allowing for and contributing to inspections and audits.

37. Breach: In respect of any Personal Data Breach in relation to Protected Data, we shall:

- 37.1. notify you in writing of the Personal Data Breach without undue delay; and
- 37.2. provide you without undue delay (wherever possible, no later than 24 hours after it (or any of its Sub-Processors or Personnel) becomes aware of any actual occurrence of any Personal Data Breach in respect of any Protected Data) with such details as your reasonably requires regarding:

- 37.2.1. the nature of the Personal Data Breach, including the categories and approximate numbers of Data Subjects and Protected Data records concerned;
 - i. any investigations into such Personal Data Breach;
 - ii. the likely consequences of the Personal Data Breach;
 - iii. any measures taken, or that we recommend, to address the Personal Data Breach, including to mitigate its possible adverse effects; and
 - iv. whether we have, or intend to report the Personal Data Breach to the Supervising Authority,

provided that, (without prejudice to the above obligations) if we cannot provide all these details within such timeframes, it shall (before the end of this timeframe) provide you with reasons for the delay and when it expects to be able to provide the relevant details (which may be phased), and give you regular updates on these matters.

38. We shall promptly (and in any event within 24 hours) inform you if it receives a complaint in relation to a Personal Data Breach and provide you with full details of such complaint.

39. Expiry:

39.1. We shall (and shall ensure that each of the Sub-Processors and our Personnel shall) without delay, at your' written request, either securely delete or securely return all the Protected Data to you in such form as the parties agree after the earlier of:

- 39.1.1. the end of the provision of the relevant Additional Services related to processing of such Protected Data; or
- 39.1.2. once processing by us of any Protected Data is no longer required for the purpose of providing the Additional Services under the Agreement,

and securely delete existing copies (unless storage of any data is required by applicable law and, if so, we shall inform you of any such requirement).

40. The DP Provisions shall survive termination or expiry of the Agreement for any reason provided always that any termination or expiry of this Schedule 3 shall be without prejudice to any accrued rights or remedies of either party at the time of such termination or expiry.

41. Subject to paragraph 36.3, we shall perform all our obligations under the DP Provisions at no cost to you.

42. Data Processing Details:

- 42.1. **Subject-matter of processing:** Personal Data relating to an Incident or for the purposes of supplying certain Additional Services;
- 42.2. **Duration of the processing:** For the duration of the Agreement or (if longer) until all Bookings and/or Additional Services to be supplied by us under the Agreement have been concluded.
- 42.3. **Nature and purpose of the processing:** To receive, record and transmit vehicle hire, maintenance and incident details to you which will include the transfer of Protected Data to you and agreed third parties.
- 42.4. **Type of Personal Data:** Dependant on the circumstances but may include but not be limited to:
 - 42.4.1. contact details (telephone, mobile and e-mail address);
 - 42.4.2. driver details (name and date of birth)
 - 42.4.3. vehicle details;
 - 42.4.4. location data; and
 - 42.4.5. injury details.
- 42.5. **Categories of Data Subjects:** you (where applicable), your employees, your customers and your customers (employees and their customers) e.g. drivers, vehicle occupants, witnesses (other than occupants) and third parties (other than vehicle occupants) involved in or impacted by an incident in a vehicle.
- 42.6. **Specific processing instructions:** None
43. **Minimum technical and Organisational Measures:** Without prejudice to our other obligations, we shall implement and maintain at least the following technical and organisational security measures to protect the Protected Data: In accordance with the Data Protection Legislation, taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of the processing of the Protected Data to be carried out under or in connection with this Agreement, as well as the risks of varying likelihood and severity for the rights and freedoms of natural persons and the risks that are presented by the processing, especially from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to the Protected Data transmitted, stored or otherwise processed, we shall implement appropriate technical and organisational security measures appropriate to the risk, including as appropriate those matters mentioned in Articles 32(a) to 32(d) (inclusive) of the GDPR.
44. Where a Telematics Device is fitted in a Vehicle, you shall:
 - 44.1. notify the driver(s) of the Vehicle that such Telematics Device is installed in the Vehicle;
 - 44.2. provide the driver(s) with information relating to the purposes for which we may use any Protected Data using the Telematics Device including providing or otherwise making available a copy of your Privacy Policy (as amended from time to time);
 - 44.3. have a valid lawful basis for the processing of Personal Data collected via the Telematics Devices by us;
 - 44.4. immediately notifying us in writing of:
 - 44.4.1. any complaint, notice, request (including a subject access request) or communication which relates directly or indirectly to the processing of the Personal Data collected via the Telematics Devices or to either party's compliance with the Data Protection Legislation;
 - 44.4.2. if the Protected Data is disclosed or used in breach of the Agreement;
 - 44.4.3. provide us with such co-operation and assistance as we may require with respect to any of the foregoing events; and
 - 44.4.4. take such other steps as we may require from time to time in order to enable us to comply with our obligations under the Data Protection Legislation.

SCHEDULE 2

Short Term Hire Rates (less than 84 days)

Other vehicle types

These terms apply to the hire of cars, minibuses, 4x4, pick-up trucks, shuttle buses and 7.5 ton vehicles and above ("TVS Vehicles") by Northgate Vehicle Hire Limited to you. This Schedule applies in addition to the Terms. All definitions, unless set out in this Schedule, are the same as those set out in the Terms. By signing this Schedule, You acknowledge and agree that you shall be bound by its terms. If there is any conflict between any paragraph in this Schedule and any clause in the Terms, this Schedule shall take precedence.

1. DEFINITIONS

- 1.1. In this Schedule;
 - "Customer Default" has the meaning given in paragraph 2.10 of this Schedule 2.
 - "Early Starts" means unless otherwise specified by us or the relevant Rental Company, deliveries of Vehicles to the Customer before 8am;
 - "Business Day" means Monday to Friday 08:00 – 18:00 and Saturdays 08:00 – 12:00, excluding bank holidays;
 - "Rental Company" means our third party supplier of the Vehicle(s) detailed in the Booking Form;
 - "Services" means the services supplied by us to you related to the supply of Vehicles in accordance with these Conditions; and
 - "Tariff" means your TVS tariff setting out the vehicle groups available to you for rental and the agreed fees and charges payable by you in relation to the provision of the Services and Vehicles for this specific product.

2. RESERVATIONS

- 2.1. Bookings are made by you and confirmed by car group as detailed in the Tariff; in meeting your requirement we may supply any model within each group. The description of the vehicles supplied in the Tariff is a generalisation of the type of vehicle that can be supplied in this category. You shall not be entitled to refuse a vehicle due to personal preference of make/model unless that make/model falls outside the vehicle group requested. Failure to accept delivery of a suitable Vehicle may result in you incurring abortive delivery costs as detailed in the Tariff. The Vehicle will be supplied by the Rental Company but you agree all dealings including payment, reservations, cancellations and notifications of any changes must be made with us directly. Should amendments be made direct with the Rental Company, you may incur additional charges as detailed in the Tariff.
- 2.2. All Bookings may be made either via telephone on 0333 0146617, or email at OneRental@northgate.co.uk, however, a Booking will not be accepted by us until an email confirmation is sent by us to you.
- 2.3. Delivery and collection Bookings require a minimum of 4 working hours' notice on all Vehicles up to and including group C03 as detailed in the Tariff. For vehicles above this group, you should consult your service level agreement with us.
- 2.4. For Early Starts and weekend deliveries, the Rental Company may pre-deliver the Vehicle to the specified location. This is to allow convenience to both parties and to comply with the Rental Company's branch opening hours. In the event of a pre-delivery, you will be responsible for the Vehicle from the point of delivery to the specified location.
- 2.5. For Vehicle rentals which commence or terminate outside of the relevant Rental Company's standard operating hours, you will be charged the 'out of hours' charge as specified in the Tariff.
- 2.6. A minimum of 5 working hours' notice is required for Bookings to be cancelled. If less notice is given and the delivery is already in progress you will be charged an abortive delivery charge as specified in the Tariff and one day's rental charges, including delivery and collection charges as also specified in the Tariff.
- 2.7. In the case of a Vehicle rental starting at an airport, full flight details must be provided to us at the time of Booking. If a flight number is not given, the Vehicle may be released if the flight is delayed and a no-show fee as specified in the Tariff charged if the Vehicle has not been collected by the specified time. Where keys are to be left at an arranged pick up point outside of the relevant Rental Company's normal operating hours, we will not be held responsible to you for any costs or losses incurred by you, e.g. taxi costs, should the keys not be available and the hire fails to commence, due to reasons other than service failure by us.
- 2.8. Vehicle rentals will be billed at the applicable rate for the actual rental duration, not the duration stipulated at the time of submitting the Booking, i.e. if a vehicle is hired on the basis of a 90 day rental, but off-hired on 27 days, the rate applicable to a 27 day rental duration will apply.
- 2.9. In the event that we need to arrange a Vehicle changeover, this will be arranged at your convenience wherever possible. Should your driver

refuse to accept the changeover into an equivalent vehicle, the additional charges specified in the Tariff may be charged to you.

- 2.10. If our performance of any of our obligations under the Agreement is prevented or delayed by any act or omission by you or failure by you to perform any relevant obligation ("Customer Default"):
 - 2.10.1. we shall, without limiting our other rights or remedies, have the right to suspend performance of the Services until you remedy the Customer Default, and to rely on the Customer Default to relieve it from the performance of any of its obligations to the extent the Customer Default prevents or delays our performance of any of our obligations;
 - 2.10.2. we shall not be liable for any costs or losses sustained or incurred by you arising directly or indirectly from our failure or delay to perform any of its obligations; and
 - 2.10.3. you shall reimburse us on written demand for any costs or losses sustained or incurred by us arising directly or indirectly from the Customer Default.
- 2.11. If any of your employees, consultants and other representatives order Services from us, you hereby acknowledge and agree that you shall be vicariously liable for, and shall keep us indemnified against, any and all liabilities, damages, direct losses, charges and expenses incurred by us arising out of or in connection with any acts, omissions and/or negligence of such employees, consultants and representatives relating to such Services.

3. TERMINATION OF BOOKING

- 3.1. You must inform us of the address, date and time for the termination of a Booking, either via telephone on 0333 0146617 or email at OneRental@northgate.co.uk at the time you submit a Booking. Any change to the termination address, date or time must be given to us a minimum of 9 working hours prior to the original termination date of the Vehicle rental. In the event that this does not occur we will be entitled to levy additional charges as detailed in the Tariff.
- 3.2. You must not, under any circumstances, terminate the Booking directly with the Rental Company. Any additional charges that are incurred by us as a result of this will be your responsibility.
- 3.3. We must be informed immediately if a Vehicle is left on a parking meter for collection at the end of the Rental Period. Payment of 8 hours after the agreed time of delivery of a vehicle at the end of the Booking must be made on the relevant parking meter in order to avoid the excess charges set out in the Tariff being levied to you.
- 3.4. Vehicles returned to airports at the end of the Rental Period are to be returned to the appropriate Rental Company's site. Any Vehicles left in an airport car park or not returned to the appropriate location will be subject to any additional days' rental costs, collection, towing and/or parking charges, until the vehicle is collected or recovered to the appropriate Rental Company's supplying branch, which will be your responsibility.
- 3.5. Keys must be readily available to the Rental Company at the time of collection at the end of the Rental Period. The abortive collection charge set out in the Tariff and, where applicable, rental charges will be levied, if the Vehicle and/or keys are not available at the prearranged collection point as agreed between the parties. In the event of keys being locked within the Vehicle or keys going missing as a result of your acts or omissions, costs incurred will be recharged to you. Keys must not be left on/around/in the Vehicle at any time. Where possible, keys should be left with a nominated party (e.g. neighbour) to ensure security of the vehicle collection.
- 3.6. Our key location/ off hire procedure may vary from those specified in these Conditions and you must comply with the relevant procedure stipulated by us. Any additional costs incurred due to failure to adhere to the arranged collection procedure will be your responsibility.
- 3.7. You are responsible for the safe keeping and must, unless otherwise agreed with us, insure the Vehicle for a minimum of 8 hours after termination of the Rental Period to allow reasonable time for the Vehicle to be collected by the relevant Rental Company.
- 3.8. If an extension to a hire period is required you must inform us a minimum of 4 working hours prior to the original time for termination of the Booking to avoid payment of the abortive collection charges set out in the Tariff being levied to you.
- 3.9. In the event that mileage is being incurred in excess of the agreed mileage allowances, as determined by us or the relevant Rental Company in their sole discretion, we reserve the right to terminate the relevant Booking by giving you 24 hours' notice. For the avoidance of doubt, mileage allowances vary according to vehicle type.

4. DAMAGE TO A VEHICLE

- 4.1. Any Vehicles that are supplied to you must be checked by you for Damage. If any Damage is found you must report the Damage to us and mark any such Damage on the vehicle inspection report by a) within 1 hour of the

agreed start time or b) before the Vehicle is driven by you, depending on which of these occurs earliest. If no Damage is reported then it is accepted by you that the Vehicle is not damaged.

- 4.2. Should the Rental Company notify us of any Damage to a returned Vehicle, and where we have not previously notified you, we will endeavour to notify you of this Damage within 10 working days of the Vehicle being collected by the Rental Company.
- 4.3. In the event of any Damage to a third-party vehicle caused or contributed to by you, a third-party notification may be sent to you at any time. In the event that we receive any third party notifications, the correspondence will be sent to you to deal with. You must respond to all third party correspondence directly and promptly. You shall indemnify us and keep us fully indemnified against any and all liabilities, costs, expenses, damages and direct losses suffered or incurred by us arising out of or in connection with such third party claims.
- 4.4. If you dispute any Damage, we will place the relevant invoice on hold whilst the Rental Company looks into the dispute. You must provide such evidence as requested by us in relation to the dispute. Disputes advising that the driver did not check the Vehicle prior to driving, or on collection, will not be accepted as valid reason for dispute. Liability for Damage will remain with you. The Rental Company's decision in relation to any dispute over Damage is final.
- 4.5. The invoice for damage repairs will be sent electronically to your nominated email address. VAT will be added where applicable.
- 4.6. Where a Vehicle is damaged beyond repair, we will use reasonable endeavours to notify you within 10 working days of being notified by the Rental Company that the Vehicle is beyond repair and will supply you with a Vehicle valuation based on the CAP guide which you agree to pay upon receipt of an invoice for the relevant amount.
- 4.7. An administration fee as set out in the Tariff will be applied to all damage invoices raised.

5. FUEL/EXCESS MILEAGE

- 5.1. In the event of a long-term hire, i.e. a hire of over 27 rental days, both fuel and excess mileage may be billed to you during the hire period, e.g. in the event a Vehicle is changed over during the hire period.
- 5.2. Rentals with a duration in excess of 27 days will be subject to agreed mileage allowances for 28 day periods. All miles driven in addition to the agreed limit are subject to an excess mileage charge, as detailed within the Tariff. Such excess mileage charges which may be incurred will be raised as soon as we become aware that the agreed mileage limit has been exceeded. Excess mileage charges are subject to the payment terms detailed within the Tariff and are as per all standard rental charges.
- 5.3. Should a driver significantly exceed the agreed mileage limit, as determined by us or the relevant Rental Company in their sole discretion, we will be entitled to terminate the Booking or change the driver into another Vehicle from the same vehicle category on providing you with 24 hours' notice.

6. PARKING CHARGES/SPEEDING/FINES

Parking charges, speeding and other fines incurred during the rental period will be your responsibility. If you do not pay these, such charges will be billed by us to you, including any increases for late payment, together with the administration fee(s) noted in the Tariff.

7. CONGESTION CHARGES

- 7.1. You are liable to pay all charges if responsible for moving the Vehicle into a charge zone, except where a Vehicle is delivered into a congestion charge zone. In this case, we will charge you the standard fee as charged by Transport for London ("TfL").
- 7.2. Pre-Delivery & Collection Charges: where delivery of a Vehicle is requested within a charge zone on a weekday prior to 09.30 we reserve the right to pre-deliver on the previous day. In this case we will add a charge for the day of delivery onto the invoice. The driver will then be responsible for charge payment on each day of the rental. If the off-hire address is within a charge zone, a charge will be made for the day of termination of the Booking, irrespective of whether or not the Vehicle has moved within the charge zone.
- 7.3. Delivery & Collection Charges: where deliveries are made within a charge zone on the day of rental, we will levy a charge for that day and the driver of the Vehicle will then be responsible for paying the charges every other day that the Vehicle moves within the charge zone. A charge will be made for the day of termination of the rental, irrespective of whether or not the Vehicle has moved within the zone.
- 7.4. Late Collection Charges: where collection within a charge zone is requested and termination is notified after 16.00, we may be unable to

collect the Vehicle until the next working day. In such circumstances, we will add a charge for the day of collection to the rental invoice.

- 7.5. Payment Process:
- 7.5.1. Payment must be made to TfL by no later than midnight of the day following travel into the congestion zone.
- 7.5.2. If payment is not made by midnight the following day a Penalty Charge Notice ("PCN") is issued by TfL and will be sent to the registered owner of the vehicle. These charges may be subject to change by TfL and any applicable charges will be charged to you by us, plus the agreed administration charge as per the Tariff.

8. VEHICLE BREAKDOWN

All Vehicles are provided with 24-hour breakdown assistance within the UK. Breakdown contact details are provided within the vehicle.

9. TERMINATION OF THESE TERMS AND CONDITIONS

- 9.1. We reserve the right to revise, or terminate, your rates and Tariff, and/or these Conditions, and any Bookings entered into, by giving no less than 28 days written notice at any time.
- 9.2. Without limiting its other rights and remedies, either party may terminate the Contract by written notice, in the event the other party is in breach of its obligations and (if such breach is remediable) does not remedy such breach within 30 days of being notified in writing to do so.

10. GENERAL

These additional terms for TVS and our standard terms and conditions of hire constitute the entire agreement between the parties and supersedes all previous agreements, whether written or oral. If there is any conflict between any clause in these additional terms and any clause in our standard terms and conditions of hire, the clause in these additional terms shall take precedence. By signing this Schedule, you acknowledge and agree that you shall be bound by these terms, in addition to our Terms.

Signed for and on behalf of:

.....**Company Name**
**Signature**
**Print Name**
**Position**
**Date Signed**

Schedule 3 - Terms and Conditions

Electric Vehicle Chargers

1. Agreement

1.1 If you hire an electric vehicle charger then this Schedule 3 will apply

1.2 Capitalised terms used in this Schedule are defined in paragraph 15.

1.3 You agree that we may change this Schedule at any time. You will be notified 28 days in advance by email or post before we make any material changes. However if changes are required to comply with law, we may make them immediately.

1.4 We partner with several Manufacturers to provide you with your chosen Charger.

2. Chargers

2.1 An electric charger includes all equipment provided by us to be used only to charge an electric vehicle hired from us, as agreed in the Booking Form.

2.2 We will: a) supply and Install a Charger at the Property; and b) activate your Charger.

2.3 Each Charger has a different commissioning process that will require us to share information with third parties. This is detailed in our privacy policy set out at [Privacy Policy | Useful Information \(northgatevehiclehire.co.uk\)](#) and only relates to information essential to the completion of your Charger Installation. Please also see any privacy notice in the Charger manual.

2.4 Once your Charger is active, you'll be able to charge your electric vehicle. If you have a Smart Charger, you will be able to access and create an account for the Smart Charger app. You can access the Smart Features (which may vary depending on the Smart Charger) using the app. If you allow your vehicle charging to be managed by the Smart Features, those features may, for example, shift charging to off-peak to minimise the charging costs. Please see paragraph 7.2 for information about the Manufacturer's use of Charger data once the Charger is active.

3. Early Termination Charge

If you off-hire the Charger before the Return Date (or if you have chosen to have the Charger Installed prior to the delivery of the Vehicle) the following Charger Hire Fees will apply:

(a) If the Rental Period is less than 12 months you will remain liable for Rental Charges for the entire 12 month period at the 1 year 12month+ rate;

(b) If the Rental Period is more than 12 months you will be liable for Rental Charges up to the Return Date calculated by reference to the difference in price between the Rental Charges you have paid, and the pricing band of the rental charge as set out in your Booking Form or Pricing Schedule i.e. if you contract for 24 months and off hire after 18 months you will be required to pay the difference between the 24 month price band and the 12 month price band for the 18 months' of hire.

4. Installation

4.1 We (or our subcontractors) will contact you to arrange the Installation. You agree to allow our Installers to access to the Property to carry out a Survey (if required) and the Installation.

4.2 Where an Installation requires a Distribution Network Operator to undertake work to facilitate an Installation, you will be responsible for co-ordinating that work, ensuring it is completed prior to the Installation and all costs associated with the same. We'll provide you with a quotation in advance of the work and you'll be under no obligation to proceed.

4.3 If you cancel your Booking after the site survey you will be liable for any costs which we have incurred to date.

4.4 Whether we carry out the Installation is subject to the findings of a Survey, whether desktop or site. At our discretion, we may cancel any Installation date we have given you and/or terminate the agreement based on the findings of the Survey. We'll let you know if this is the case and we won't be held liable to you in any way if we don't carry out an Installation for these reasons.

4.5 INTENTIONALLY NOT USED.

4.6 You must have a suitable space at the Property for us to Install the Charger. We must be able to access the electricity meter or main fuse board to install power sensing and control hardware used to instruct the Charger.

4.7 If your Installation satisfies the following criteria, it will be considered a "Standard Installation": a) the Install location is less than 15m from your incoming electricity supply (electric meter); b) there is a suitable dual pole isolator fitted at the electric meter or there is a suitable non-RCD protected spare way on a modern consumer unit (fusebox); c) the cables from the Charger can be surface mounted and clipped directly to a suitable surface, i.e. not over any non-permeable material or temporary structures; d) there are no ground works required; e) the Property has an earthing arrangement complying with current regulations; and f) the Charger will be fixed to the Property and able to utilise the Property's earthing arrangement.

4.8 'Standard Installations' usually take between 1 and 3 hours, although in some situations they can take longer than this.

4.9 Installations which aren't 'Standard Installations' may take longer than 3 hours and you may have to pay for the additional work and time to complete your Installation due to the characteristics of the Property. We'll provide you with a quotation for the work in advance and you'll be under no obligation to proceed.

4.10 If we aren't able to complete an Installation in a single appointment, we'll make an additional appointment to complete the work. You won't be charged additional fees for this additional appointment.

4.11 If you can't make an appointment, please contact us at least 48 hours before its scheduled time. If you fail to keep an appointment on more than two occasions, we may charge an additional fee.

4.12 We aren't responsible for any losses you incur due to delays to your Installation, however caused. We won't pay any compensation if we can't complete an Installation during a scheduled appointment. Likewise, if we are unable to attend an appointment or Installation date and have to reschedule, no matter how short notice, we aren't liable for any costs incurred.

4.13 Our Installers will take reasonable care to carry out the Installation without causing unnecessary damage. We'll fix any unnecessary damage to your Property that is directly caused by our negligence.

4.14 We shall ensure that the Installation services are provided with reasonable care and skill and to a reasonable standard.

4.15 We shall ensure that our Installers comply with any and all relevant codes of practice.

4.16 We won't start or continue the Installation if we believe there is a health and safety risk to our Installers, and we won't return to complete the Installation until that risk is resolved.

4.17 Following completion of the Installation you have a period of 1 day within which to inspect the completed work and to notify us of any defects. The Installer will correct those defects at no additional cost to you.

4.18 If we are unable to complete the Installation for any reason that is outside of our control, you may still be liable for reasonable costs we incur.

5. INTENTIONALLY NOT USED.

6. Use of the Charger

6.1 Once we have carried out the Installation and your account is paid in full, you will become the hirer of the Charger. You are responsible for it being used in accordance with these terms and conditions, including, but not limited to: a) following the Manufacturer's instructions and any other oral or written instructions we give you; b) not misusing, neglecting, tampering with or damaging the Charger (including by disassembling it); c) not attempting to, and not allowing any third party to carry out any repairs, replacement, modifications or alterations on the Charger in any way; d) ensuring the space surrounding the Charger is suitable and safe for use, as instructed by us or our Installers.

6.2 INTENTIONALLY NOT USED.

6.3 In the event of any defects arising in the Charger, which are caused by faulty design, manufacture or Installation, we'll use reasonable efforts to rectify those, either through repair or replacement at our discretion, provided you have complied with your obligations under this Schedule 3 and the defect is not caused by circumstances outside of our reasonable control. This does not affect any mandatory rights or remedies you have under consumer law.

6.4 If you have any problems with the Charger you should contact your account manager (we will provide you with those details). You will need the following information: the serial number, the date of Installation and a brief description of the fault. We will arrange for our support team to get in touch with you to diagnose the problem and arrange a support visit if necessary.

7. Software and Data

7.1 The Charger Manufacturers own and will continue to own the associated software, firmware and all intellectual property rights associated with the software and firmware.

7.2 As we mentioned in paragraph 2.2 above, we will share the details you provided at sign up with the relevant Manufacturer to complete installation of your Charger. Depending on the Charger you have chosen, the Manufacturer may contact you to invite you to use their platform or app to manage your charging, and if you choose to proceed you will need to agree to their terms and conditions and to review their privacy notices applicable to that use. Please note that, in general terms, Chargers will automatically share data that is essential to their operation with the Manufacturers. The software controls the Charger by sending and receiving instructions about when to charge your vehicle battery. It receives information such as when you plug in and unplug your vehicle, details of your chosen charging schedule and how long your Vehicle takes to charge.

7.3 From time to time, the Charger Manufacturer may update the software and/or firmware running on your Charger. These updates may be to ensure your Charger functions correctly; fix any issues that may arise; improve the way your Charger works; add/remove data points that are reported by the device; add/remove further functionality; or for other reasons. Please see the Manufacturer's terms and conditions for further detail.

7.4 In addition to the Manufacturer's software we may offer additional software to manage your charging. If you install any additional software offered to you by us then you must agree to their terms of use and review their privacy policy.

8. INTENTIONALLY NOT USED.

9. Removal or re-positioning of your Charger

9.1 During the hire period, if you would like the Charger re-positioned, please contact your account manager and we may be able to provide you with a quotation for the work, which will be subject to these terms. We will relocate the Charge Berry (defined in 9.2 below) free of charge but if the face plate also needs to be relocated there may be additional charges. Please note that relocating the faceplate can cause brick and/or plaster damage. We will take reasonable steps to minimise the damage but unfortunately we cannot guarantee that no brick or plaster damage will be visible following the re-positioning work.

9.2 At Off-hire, we will remove the operational part of the Charger (the "Charge Berry") at no cost to yourself. If you request that the entire unit is removed there may be additional costs. Please note that the damage to brick and/or plaster damage set out in paragraph 9.1 also applies when we remove the whole unit. Please also note 4.11 and 4.12.

10. Moving out of the Property

If you are moving out of the Property, please contact us if you'd like to take your Charger with you. We may be able to provide you with a quotation for removing your Charger and reinstalling at your new property. Please note that a third party removal or move of a Charger will invalidate any existing warranty.

11. Agreement termination

We may terminate this Schedule 3 with immediate effect if you breach any of your obligations under this Schedule 3.

12. Our Liability

12.1 We won't be responsible for any costs, loss or damage you suffer as a result of events outside our reasonable control. Matters outside our reasonable control include: severe weather conditions; epidemics; civil disorder; terrorist activity; hacking, tampering or other unauthorised access or use of the Charger or its software/firmware; war; acts or omissions of electricity network operators, and government action; c) any costs, loss or damage you suffer as a result of not using the Charger in line with our instructions and the agreement; d) any loss or damage to the property (including the Property and electric vehicle) as a result of the Installation or use of the Charger and its associated software and app; e) any costs, loss or damage you suffer as a result of your broadband internet connection being insufficient in quality, capacity or speed to support the Smart Charger offer and/or your use of the Smart Charger results in you exceeding the permitted data limit on your broadband; or f) for any loss or damage you suffer caused by us, our Installer or agents to the extent such loss or damage results from any breach by you of the agreement.

12.2 We aren't liable, whether caused by breach of contract, negligence, breach of statutory duty or otherwise, for any; a) loss or damage that we couldn't reasonably

have expected would result from breach of the agreement at the time you entered into it; b) any loss of business or profit; c) any indirect or consequential losses which you or anyone else suffers.

12.3 Nothing in the agreement will affect our liability to you for death or personal injury as a result of our negligence, fraud or fraudulent misrepresentation.

12.4 Notwithstanding any limits of liability set out in the Agreement, our maximum aggregate liability (including for negligence and breach of statutory duty) in relation to this Schedule 3 is limited to £10,000 for each unconnected event that we're directly responsible for, or £10,000 in total for any connected series of events that we are directly responsible for, and which has caused you loss or damage.

13. Complaints procedure

13.1 You can submit a complaint in writing or over the phone by writing to us at Northgate Vehicle Hire Limited, Northgate Centre, Lingfield Way, Darlington, County Durham, DL1 4P.

13.2 We'll aim to respond to your complaint within three working days of receipt. We aim where possible, to resolve your complaint in full, within 30 days. Any offers, goodwill or services offered to the customer during complaint resolutions will be honoured by all parties within 30 days of offer.

14. Your Liability

14.1 Upon Installation you are responsible for the Charger Hire Fees and any Charger Damage.

14.2 We will collect the Charge Berry from the Charger upon completion of the Rental Period. If we are unable to collect the Charge Berry within 14 days you will be charged a failed collection charge as set out in the Pricing Schedule.

14.3 You agree that our installers have the right to go onto a property to remove the Charge Berry as set out in clause 10.3 of the Terms.

15. Definitions

15.1 In the agreement the following terms will have the following meanings:

"Charger" means an electric vehicle charge point (including any ancillary equipment), which may or may not be a Smart Charger;

"Charger Damage" means any and all damage to a Charger (excluding a mechanical fault or failure which is not caused, or contributed to by you) including but not limited to any damage identified when we uninstall the Charger;

"Charger Hire Fees" means the hire charges for the Rental Period calculated in accordance with the Booking Form and any other charges set out in this Schedule 3;

"Installer" means one of our (or a subcontractor's) electricians who is qualified to carry out the Survey and Installation of the Charger. Our Installers will carry an identity card;

"Installation" means the installation of the Charger as set out in paragraphs 4.1-4.14 and "Install" and "Installed" have corresponding meanings;

"Manufacturer" means the manufacturer of the Charger and/or its licensors;

"Property" means the property or premises at which the Charger will be Installed;

"Smart Charger" means the 7kW electric vehicle home charge point (including any ancillary equipment) which is capable of connecting to the internet;

"Smart Features" means the internet connected features of the Smart Charger and the associated app, which depend on your Smart Charger but may include: a) the ability to state when you want your car ready by, so the Smart Charger can work out when to start charging it to optimise your energy use for your chosen optimisation parameters; b) access to live and historical charging data and insights; and c) the ability to pause charging in response to an instruction from National Grid or a network operator to maintain stability of the electricity network;

"Standard Installation" has the meaning given to it in paragraph 4.7;

"Survey" means the evaluation of suitability of the Property for Installation of the Charger by one of our Installers through a visit to the Property; and

"Working Day" means any day other than a Saturday, a Sunday or a bank holiday in England, Scotland or Wales. All other references to a day refer to a calendar day.