

Before you hand over the keys

The checks to make at the counter before every pickup. Tick as you go: an empty box is a question worth asking.

Customer Vehicle Pickup date

THE CUSTOMER

- ☐ **Valid ID card or passport**
Photo or copy kept with the contract.
- ☐ **Valid driving licence**
Check the issue date if your agency requires a minimum number of years.
- ☐ **Additional driver declared**
With their ID and licence.
- ☐ **Phone number checked**
A call or a WhatsApp message while the customer is there.
- ☐ **Address during the rental**
Home, hotel or place of stay.

THE MONEY

- ☐ **Rental paid, or deposit noted**
The remaining balance is written on the contract.
- ☐ **Security deposit collected**
Amount and method: cash, card, cheque.
- ☐ **Receipt given to the customer**

NOTES

Checked by (agency)

THE CONTRACT

- ☐ **Pickup and return dates and times**
And the return location, if different.
- ☐ **Included mileage**
Or unlimited mileage, in black and white.
- ☐ **Fuel rule**
For example: returned at the same level.
- ☐ **Insurance and excess explained**
What's covered, and what remains the customer's responsibility.
- ☐ **Contract signed by the customer and the agency**
A copy for the customer.

THE CAR

- ☐ **Pickup inspection done with the customer**
Existing damage shown and noted.
- ☐ **Photos taken**
Front, rear, both sides, interior, odometer, fuel gauge.
- ☐ **Mileage and fuel noted**
- ☐ **Vehicle papers on board**
Registration, insurance, roadworthiness certificate.
- ☐ **Safety equipment**
Hi-vis vest, triangle, spare wheel or kit.

BEFORE THE CUSTOMER LEAVES

- ☐ **Agency phone number given**
For a breakdown, an accident or a delay.
- ☐ **Return time repeated**
And what happens if they're late.
- ☐ **Customer's questions answered**
Better now than at return.

Customer