



Volksmaster

Courtesy Vehicle Terms & Conditions

1. DEFINITIONS & INTERPRETATION

1.1 In these Terms & Conditions, the following definitions apply:

- “**We**”, “**Us**”, “**Our**”, “**Volksmaster**” means Volksmaster Ltd.
- “**You**”, “**Your**”, “**Customer**” means the individual or legal entity responsible for the courtesy vehicle and signing this agreement.
- “**Driver**” means the person authorised by You and approved by Us to drive the Vehicle.
- “**Vehicle**” means the courtesy vehicle provided by Volksmaster Ltd.
- “**Agreement**” means this Courtesy Vehicle Agreement, including the vehicle condition report and any additional written terms agreed by Us.
- “**Loan Period**” means the period from the date and time the Vehicle is handed over to You until it is returned and accepted by Us.
- “**Penalties**” means all fines, charges, penalties, congestion charges, parking charges, bus lane charges, court costs or similar imposed in connection with the Vehicle during the Loan Period.
- “**Losses**” means all losses, costs, damages, liabilities, expenses, and claims (including legal costs).

1.2 Headings are for convenience only and do not affect interpretation. References to laws include amendments or replacements.

2. AGREEMENT & ACCEPTANCE

- 2.1 By taking possession of the Vehicle, You confirm that You have read, understood, and agreed to be bound by this Agreement.
- 2.2 You confirm that any Driver collecting or using the Vehicle is authorised to do so and complies fully with these Terms.
- 2.3 We confirm that the Vehicle is roadworthy at the point of handover.

3. LOAN PERIOD & RETURN

- 3.1 The Vehicle is provided for temporary use only during the Loan Period.
- 3.2 The Vehicle must be returned immediately upon request or on the agreed return date and time.
- 3.3 Failure to return the Vehicle on time will result in a £50.00 per day (or part day) late return charge.
- 3.4 Additional recovery or administration costs may also apply.
- 3.5 Your responsibilities continue until the Vehicle has been returned, inspected, and accepted by Us.

4. PERMITTED USE OF THE VEHICLE

4.1 The Vehicle may only be driven by a named and approved Driver. 4.2 All Drivers must:

- be 21 years of age or over;
- hold a valid full UK driving licence with the correct category;
- have held that licence for a minimum of 24 months; and
- have their licence checked prior to driving, including any new or prospective employee.

4.3 **Automatic Exclusion** – A Driver is automatically excluded from driving the Vehicle if they:

- have 6 or more penalty points within the last 3 years; or
- have been convicted within the last 5 years of any of the following (or NI equivalents):
 - Alcohol or drug-related driving offences (DR)
 - Careless driving (CD40, CD50, CD60, CD70)
 - Dangerous driving (DD)
 - Driving whilst disqualified (BA)
 - Motor racing on the highway (MS50)
 - Theft or unauthorised taking of a motor vehicle (UT)

4.4 The Vehicle must not be:

- used illegally, recklessly, or outside the UK;
- used for racing, driver training, towing, or commercial purposes (other than normal commuting);
- driven under the influence of alcohol, drugs, or impairing medication.

5. CUSTOMER OBLIGATIONS

- 5.1 You must take reasonable care of the Vehicle, keys, documents, and accessories.
- 5.2 You must ensure the Vehicle is locked when unattended and parked securely, particularly overnight.
- 5.3 No repairs, modifications, or work may be carried out on the Vehicle without Our prior written consent.
- 5.3 You must inspect the Vehicle before use and notify Us immediately of any faults, warning lights, or damage.
- 5.4 Smoking, vaping, pets, eating, or drinking in the Vehicle is strictly prohibited.

6. FUEL, CLEANLINESS & CHARGES

- 6.1 The Vehicle must be returned with the same fuel level as at handover.
- 6.2 If not, a charge of £3.00 per 10 miles driven will apply.
- 6.3 If the Vehicle is returned excessively dirty or soiled, a £50.00 cleaning charge will apply.
- 6.4 The courtesy Vehicle may be subject to a daily charge.
- 6.5 Any applicable daily charge will be confirmed to You prior to or at the time of handover and may vary depending on the circumstances of the loan.

7. FINES, PENALTIES & ADMIN FEES

- 7.1 You are fully responsible for all Penalties incurred during the Loan Period.
- 7.2 We may charge an administration fee of £25.00 for processing each Penalty.

8. DAMAGE, ACCIDENTS & INSURANCE

- 8.1 You are responsible for the Vehicle as if You were the owner during the Loan Period.
- 8.2 In the event of an accident, damage, theft, or loss, You must notify Us immediately and, where applicable, the Police.
- 8.3 You must not admit liability to any third party.
- 8.3 You are liable for the insurance excess and any uninsured losses. Your maximum liability is up to £1,500, unless damage arises from negligence, misuse, or breach of this Agreement.
- 8.4 Photographic evidence of any damage must be provided.

9. BREAKDOWN & RECOVERY

- 9.1 In the event of a breakdown, You must contact VW Fleet Recovery on 0330 100 8929 or, alternatively, AA Recovery on 0800 420 420.
- 9.2 You must not arrange recovery or repairs without Our consent unless required for safety.

10. DATA PROTECTION

- 10.1 Personal data is collected solely for administering this Agreement, insurance, and legal compliance.
- 10.2 Data may be shared with insurers, recovery agents, and enforcement authorities as required.

10.3 Data is processed in accordance with UK GDPR.

11. LIMITATION OF LIABILITY

11.1 Nothing in this Agreement limits liability for death or personal injury caused by negligence, fraud, or fraudulent misrepresentation.

11.2 Subject to clause 11.1, We shall not be liable for indirect or consequential losses.

12. GOVERNING LAW & JURISDICTION

12.1 This Agreement is governed by and construed in accordance with the laws of England and Wales.

12.2 The courts of England and Wales shall have exclusive jurisdiction over any dispute arising from this Agreement.