

Conditions Of Hire

The rental period runs from 0800 one morning through to 0800 the following morning unless otherwise agreed. Vehicles can be dropped off out of hours at our Chichester branch but this facility is not available at our Bognor branch.

If payment is not made at the time of booking then a credit or debit card is held to secure the reservation and payment can then be made on collecting the vehicle. You can change or cancel your booking up to 48 hours before the rental starts. We cannot offer refunds if the booking is cancelled within 48 hours of your rental starting. Your driving licence will need to be produced on collection of your vehicle together with your National Insurance number. This will allow us to access your licence details through the DVLA system. Drivers must be between 21 and 77. Please also see Drivers Licence Requirements for full details.

Penalty Charge Notices

Penalty charges that we receive after your rental will incur and administration fee of £15.00 + Vat. This is to cover the cost of staff time in completing the required documentation and sending the paperwork back to the relevant authority by recorded post.

London Congestion Charging, Dart Charge, Ultra Low Emission Zone

The Congestion Charge Zone is an £11.50 daily charge for driving within the zone. It operates Mon – Fri 0700 – 1800. The website address for checking if you are in the congestion charge zone is

<https://tfl.gov.uk/modes/driving/congestion-charge/congestion-charge-zone>

The website address for paying the congestion charge is

<https://tfl.gov.uk/modes/driving/pay-the-charge-select-vehicle-26283>

The Dart charge varies depending on the size of vehicle and operates between 0600 and 2200 every day including weekends and bank holidays. The website address for the dart charge is <https://www.gov.uk/pay-dartford-crossing-charge>

The Ultra Low Emission Zone is a new charge introduced on the 08th April 2019. It operates the same area as the congestion charge zone but it is an additional charge to the congestion charge. It is an emissions based charge with vehicles differing dependent on age and usually if Euro 5 or Euro 6 engines. Please inform us if you are travelling to the Ultra Low Emission Zone so we can ensure you are in a ULEZ compliant vehicle. We cannot be held responsible for the charge if we are not informed you are travelling to the ULEZ. The current charge per day is £12.50 and operates 24 hours a day, 365 days per year.

If you are unsure on any aspect of your hire please call us on 01243 778109 or e mail at enquiries@panthertruckrental.co.uk