

## **FAQs about Go Instruct Car Hire**

Find the answers to frequently asked questions about Dual Control Car Hire Contracts for Driving Instructors and Driving Schools from Go Instruct.

Read the FAQs and if you have any further queries call **01704 84 06 09**.

*Visit the website for more information about Car Hire Benefits and Go Flex Hire Benefits.*

### **Q1: What is my monthly rental?**

**A:** You pay the amount agreed on your lease document plus VAT, this is paid monthly by direct debit.

### **Q2: What do I need to pay to collect my car?**

**A:** Prior to collection you will need to pay a £150 deposit against the car being returned in good condition. This is fully reimbursed when the car is returned in good condition. An arrangement fee of £45 is payable, this is only ever paid on the first car you take from us, all future cars will not incur this cost. Finally one month's rental for the car, it's as simple as that.

### **Q3: What do I do to get the car serviced?**

**A:** Take the car along to a local garage that Go Instruct have appointed for all routine servicing and warranty work. Prior to work commencing simply ask the garage to put the job on the 1Link system, or give us a call, and we will authorise payment at our expense.

**NOTE:** You are responsible for ensuring the car is serviced at the correct mileage and the service book is stamped.

### **Q4: What happens if my tyres are worn down?**

**A:** For tyres just pop into your local tyre garage appointed by Go Instruct. Again just ask them to contact us prior to fitting any tyres and we will authorise payment at our expense. Damaged or punctured tyres are not covered within the lease.

### **Q5: Will I be charged for damaged wheel trims?**

**A:** No, you will not be charged for damaged wheel trims\*. Your car will be delivered with a compatible set of wheel trims that we will replace at the end of the hire period should they be damaged. *\*This applies to contracts starting from 1st Jan 2012.*

**NOTE:** The exception is where cars have been fitted and delivered with alloy wheels. There may be a charge at the end of the hire period if there is damage to these.

### **Q6: What's happens about the road tax?**

**A:** If your road tax is due we will post out the new tax disc to arrive with you at least 5 days prior to the end of month in which it is due.

### **Q7: How do I get a replacement car if my car is off the road?**

**A:** All vehicles are covered by the AA or RAC for recovery. Should your car be off the road for more than 48 hours after the fault has been diagnosed we will provide a replacement car free of charge. You must advise us once the fault has been diagnosed at the garage appointed by Go Instruct, so that we can monitor the requirement and planning for a replacement car.

### **Q 8: Can I have any car?**

**A:** We deal mainly with 5 makes of car and selected models. These are **Ford, Vauxhall, Peugeot, Hyundai and Citroen**. All are stylish new models and available on short and long term contracts.

If you require a model that is not listed on the Contract Hire page, we may be able to provide this on longer terms, please call us for more details or send the Get a Quote for Car Hire form.

### **Q 9: As a PDI what happens if I change my mind after 3 months and do NOT want to become an instructor?**

**A:** We would normally recommend a GoFlex Hire to all PDIs to cover you for this exact situation.

**Q 10: What happens at the end of the Lease Period?**

**A:** Go Instruct offer you 4 options at the end of the lease period:

- a) keep your car on an open-ended contract
- b) sign for a new fixed period at a lower price
- c) order a new car
- d) end your lease

**Q 11: What happens if I am involved in an accident?**

**A:** As owners of the vehicle **Go Instruct MUST be the first point of contact**. During working hours we can be contacted on **01704 840609**. In the event of an accident occurring out of hours, call our **emergency mobile 07527 888780**. This is covered 24 hours by an accident management company and as such, they are **UNABLE** to take calls about anything other than none-fault accidents.

If you are involved in an accident, please:

- Do NOT admit liability
- Obtain names and addresses of any parties involved, including witnesses
- Make notes of vehicle details (reg/make/model)
- Ask for insurer details and policy numbers

**Please note all our cars must be returned in good condition.**

**Q 12: Can the car be used when I am not working?**

**A:** Yes, subject to the appropriate insurance arrangements having been made.

**Q 13: I have a poor credit rating, can I have a car?**

**A:** Each case is looked at individually and we always try to help. There is no cost incurred if we cannot help you.

**Q 14: Can my partner drive the car?**

**A:** Yes, subject to the appropriate insurance arrangements having been made.

**Q 15: Can Go Instruct Insure the car?**

**A:** Yes, this can normally be arranged subject to prior arrangement, cost is dependant upon circumstances.

**Q 16: What is the cheapest car I can have?**

**A:** This would normally be a 24 month car hire contract, petrol, **Fiesta** or **Corsa**, contact us for details.

**Q 17: Can I take the car abroad?**

**A:** Yes, subject to prior arrangement and the appropriate insurance cover.

**Q 18: What happens if I go over the 30,000 mile allowance?**

**A:** Within your lease document an excess mileage charge will apply.

**Q 19: Can I have a higher mileage allowance?**

**A:** Yes, by prior arrangement at an increased cost.

**Q 20: Do Go Instruct deliver the car?**

**A:** All new vehicle leases, 12 months or longer, are delivered **FREE** of charge to most UK locations. Short term and GoFlex Hire leases are delivered at a nominal cost.

**Q 21: Do Go Instruct collect the car at the end of the lease?**

**A:** If you are having another car from us on a fixed term, the first car will be collected **FREE** of charge. Otherwise it is your responsibility to return the car, or we can collect at a pre agreed cost.

**Q 22: Are there any hidden costs?**

**A: We have a very open policy with no hidden costs.** However please note we do make a nominal charge (full details supplied with contract) for processing speeding/parking fines and dealing with failed direct debit payments. You must also return the car in good condition with regard to the deposit.

**Q 23: What 'day to day' running costs do I need to pay for?**

**A:** You need to pay for fuel, topping up fluids, consumables and that's it. Obviously Insurance and damage are also your responsibility.