

# Your Agreement with easyCar Club

## Who we are

easyCar Club is operated by Lowcost Vehicle Rental (UK) Limited (trading as easyCar), with company registration number 03816836 and its registered address at 3rd Floor Rear, Satila House, 109-111 Farringdon Road, London, EC1R 3BW.

Lowcost Vehicle Rental (UK) Limited is an Appointed Representative of EUI Limited (part of Admiral Group plc) and authorised and regulated by the Financial Conduct Authority (No 467038).

## Our services

easyCar Club connects car and van owners with people who are seeking to hire those vehicles. We do this by providing an online platform that provides a way to list their vehicles, organise bookings and facilitate payments. Please note that easyCar Club acts as a broker to facilitate peer-to-peer hiring of vehicles and unless otherwise expressly stated, does not own, maintain or provide the actual cars being rented.

## What will you have to pay for our services?

easyCar Club takes a commission on every rental to cover staff, online booking systems, administrative support and marketing costs. This is already included in the price paid during check out.

Once your booking is confirmed, cancellation charges will apply unless you can cancel more than 72 hours in advance.

More than 72hrs	24-72hrs	less than 24 hours	No show
Free of charge	50% rental to max £50	100% rental	100% rental

Other administrative charges may apply, for example, when an issue occurs with the rental and we need to apply a charge to help cover some of the costs incurred by us or the vehicle owner. Further information on these charges can be found in our T&Cs (<https://carclub.easycar.com/home/termsandconditions>).

Charges	Total charge
<b>Administration Charge</b> for processing booking amendments and out-of-process cancellations (see T&Cs clauses 13.6-13.8)	£20
<b>Cancellation Administration Charge</b> (in addition to the cancellation charges outlined below)	£10 (or £30 in the event of an Owner no show – see T&C Clause 13.6)

Charges	Total charge
<b>Cleaning Fee</b>	Varies (up to £25 for standard valeting service, and up to £80 if vehicle is returned excessively dirty)
<b>Chargeback Administration Charge</b> for card chargeback claims without reasonable cause (see T&Cs clause 7.5)	Varies (up to max. £150)
<b>Key Replacement Administration Charge</b> in addition to the full cost of replacing keys to the vehicle	£35
<b>Locksmith Charge</b> plus the costs of repair of any damage caused by the locksmith in the course of carrying out any necessary work	Varies (up to a max £300 call-out charge)
<b>Overdue Fee</b> if the renter fails to return the car before the end of the rental period	Variable depending on the delay in returning the vehicle (see T&Cs clause 4.3)
<b>Owner Administration Charge</b> – inconvenience fee when car is returned dirty or fuel not topped up to the same level	£20
<b>Penalty Notice Administration Charge</b>	£10
<b>Recovery Charge</b> if car is not returned to owner (see T&Cs clause 7.1.8)	Varies (to reflect actual cost of vehicle recovery)
<b>Refuelling Charge</b> cost of refuelling the Vehicle back to its previous level	Varies (up to max £25)

## Staff Remuneration

All employees at Lowcost Vehicle Rental (UK) Ltd receive a base salary and statutory level entitlements. There are no sales commission structures in place, however, management may award a discretionary bonus for achievement of company level targets, the quantum for which may vary by individual performance.

## What to do you if you have a complaint.

If you wish to register a complaint about the platform, please contact us:

In writing: Member Services, easyCar Club, 3rd Floor Rear, Satila House, 109-111 Farringdon Road, London, EC1R 3BW  
 Tel: 020 3135 0755  
 Email: [memberservices@easycar.com](mailto:memberservices@easycar.com)

You may be entitled to refer any insurance related complaints to the Financial Ombudsman Service. Further information can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).