



Your Driver Handbook

- *keeping your eyes on the road*

WHAT'S INSIDE?

<u>What's It All About</u>	4,5
<u>Driver Responsibilities & Standards</u>	6, 7,8
<u>Maintenance & Care of the Vehicle</u>	9,10,11
<u>Safe Driving</u>	12,13
<u>Re-fueling & AdBlue</u>	14
<u>Reporting Accidents</u>	15,16
<u>Breakdowns</u>	17

“Everyone who drives has a responsibility to maintain good driving standards and be courteous to other road users....”

WHAT'S IT ALL ABOUT?

Summary of driver responsibilities

Driving is one of the key risks for customers (and our drivers), therefore it is important to stay safe and environmentally conscious in our driving habits.

- Do not drive under the influence of alcohol or drugs (including certain prescribed medication)
- Do not smoke in any vehicle, including e-cigarettes
- Drive in a safe and environmentally manner at all times, observing road conditions and ensure if your journey is long that you take rest-breaks
- Ensure that all safety equipment is used such as safety belts, parking sensors (use visual checks also) and if fitted load sensors
- Do not use your mobile phone without an appropriate connected hands-free device - *Using your mobile whilst driving is illegal*
- Inspect your vehicle on a weekly basis if on-hire longer than 7 days to ensure it remains in a roadworthy condition

WHAT'S IT ALL ABOUT?

Report any damages or defects to your local Days Rental office or call our Maintenance department who will be able to provide aid and assistance.

Days Rental (Central Reservation Team): **0800 389 7626**

Days Maintenance Department: **01792 616107** or **07977 238104** between 17.30-08.00hrs

Tiredness is a major factor in road accidents.

- Make sure you have sufficient sleep
- Take breaks to eat and drink regularly
- Take care when driving after a large meal as this can contribute to increased tiredness
- Avoid maintaining the same posture for long periods during the journey
- If you begin to feel drowsy, stop at the earliest and safest opportunity, have a strong coffee and if possible a 20 minute (or longer) nap

When or where possible, avoid driving between the hours of 12.00am to 06.00am. Further information can be obtained by calling the **Driver Vehicle and Licencing Agency** (DVLA) on **0300 790 6802**

DRIVER RESPONSIBILITIES & STANDARDS

Who can drive?

In order to drive any vehicle you will need the appropriate licence entitlement plus valid insurance.

Before every rental, on Days Rental insurance we will electronically check your details which shows any current convictions and points balance.

- Endorsements of 6 penalty points (minor offences such as SP10 or TS10), or more are to be referred to our insurance company for approval
- All other endorsement are to be referred to our insurance company for approval
- On our insurance you will have to be aged between 25-75

No insurance will be available if the customer/driver has had a driving ban within the past 5 years.

For more information on driving licences please [visit this link](#).

DRIVER RESPONSIBILITIES & STANDARDS

Who can drive?

Medical Conditions

If you have one or more of the medical conditions below, or a condition that makes you unfit to drive then you must inform Days Rental in the first instance (this list is not exhaustive).

- Epilepsy/fits or blackouts
- Repeated attacks of a sudden giddiness
- Diabetes controlled by insulin or tablets
- An implanted cardiac pacemaker or defibrillator
- Parkinson's disease
- Narcolepsy or sleep apnoea syndrome
- Undergone any brain surgery or had a severe head injury involving treatment, or a brain tumour
- Eyesight – Total loss of sight in one eye, colour blindness or any condition affecting your total field of vision

DRIVER RESPONSIBILITIES & STANDARDS

In addition, but not limited to any road traffic convictions or fines whilst the rental period is in operation, these must be reported to Days Rental. Drivers fines are not reimbursable but will also adopt an administration charge of at least £30.00 (dependant on the contract).

Any accidents are to be reported immediately to Days Rental.

Taking your vehicle abroad

Before taking any vehicle abroad or out of the UK the driver will require a VE103 document. Going abroad will also need the requirement of an 'overseas pack' which contains spare bulbs, red triangle, hi-vis vest, and in some instances when travelling through France, a alcohol breathalyser.

Days Rental must be informed in every instance as 'European breakdown cover' also is a requirement for which there is a charge in addition to any rental charges.

For more information please call our
Central Reservation team: 0800 389 7626

MAINTENANCE & CARE OF THE VEHICLE

Whilst every vehicle is supplied serviced, cleaned and valeted, you will be responsible for the vehicle whilst under your care. So, please ensure that certain checks (not exhaustive) are performed to ensure the road worthiness of the vehicle.

On delivery or collection from Days Rental you will have signed a 'vehicle health check' document on a tablet and the information gathered provides you with the knowledge that checks have been performed to ensure the road worthiness and capabilities are as they should be.

We check that the tyres are in good condition and not below 2mm of tread, the tyre pressures are in accordance with manufacturers guidelines, all fluids and reservoirs are to the right levels and all the vehicles electrics operate such as lights, brakes, indicators, heating and cooling etc.

If the vehicle is a Minibus, then all the seatbelts will have been checked for operation.

MAINTENANCE & CARE OF THE VEHICLE

Fuel

When re-fueling, please ensure that you are putting the correct fuel type into the vehicle as mis-fueling can be very expensive and is chargeable to the customer.

If you have any queries regarding the condition of the vehicle, or replacement screen or tyres are required, then please call **Days Rental Maintenance** department on **01792 616107** where assistance will be provided.

If whilst the vehicle is on rental an indication illuminates suggesting the vehicle is in need of servicing, or brakes or any other warning, then contact will need to be made with **Days Rental Maintenance**. They will be able to assist the driver with any issue and if need be place a booking at an establishment to facilitate the servicing, or tyre replacements etc.

MAINTENANCE & CARE OF THE VEHICLE

All our vehicles will be taxed and when the vehicle is at a sufficient age will arrange for an MOT test. In most cases this will happen at 3 years but with Minibuses for example, it will be every 12 months regardless.

All vehicles in excess of 3.5T in kerb weight will also require a 6-weekly VOSA inspection and again this will be arranged by our Days Rental Maintenance department.

Regarding towing, you must ensure that the vehicle is suitable and capable of pulling the weight intended as failure to check could result in damage and/or injury.

Days Rental Maintenance: 01792 616107

NATIONAL
TYRES AND AUTOCARE

Days Rental
866391

0800 70 80 70

National
Windscreens

24 HOUR
Replacement of windscreens & body glass
FLEET SERVICE

0800 622 122

Days Rental

SAFE DRIVING

It is your responsibility to familiarise yourself with the vehicle, and also the controls required to operate it.

On handover from Days Rental you will be asked if you need assistance and this will form part of the handover procedure.

In an effort to ensure safer driving, some of the following points can be used;

- Plan your journey, as this will assist you in avoiding delays especially if the vehicle you are driving has restrictions placed on it - For example congestion charges in London
- Ensure that you are authorised to drive the vehicle
- Any potential risks are identified and minimised where possible
- Do weather conditions place a risk? i.e., is heavy snow predicted or is it present en route
- Try to predict re-fueling stations if your journey surpasses the fuel in your tank range
- Use of a mobile phone through a connected device

SAFE DRIVING

Vehicle load security

Do you have sufficient resources to ensure the load is safe i.e, straps or load bars. If stopping for long periods, can the doors be secured with a padlock? *..Just a few points that will enable you to have a 'safe journey'*

Motorway driving can be daunting, especially in an unfamiliar vehicle, so **please remember a few points such as;**

- Use your lights and indicators in a proper manner giving plenty of notice prior to a lane change and overtake only as necessary
- Please remember 'Mirror, signal, manoeuvre' when driving
- Give way to others - it is not a race
- Do not stop on a motorway unless in an emergency
- If you become tired or weary, please stop at the earliest convenience either by leaving the motorway or use of a service station
- Be aware of cross winds which can have an effect on high sided vehicles
- Remember, rain, ice and snow will increase your stopping distances

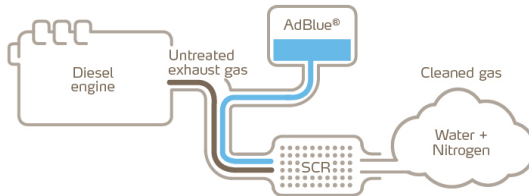
RE-FUELING & ADBLUE

It is important that when you refill the vehicle with fuel, that you do so with the correct fuel type. Mis-fueling is an expensive cost and if driven using the incorrect fuel it can seriously damage the engine. So, **before filling up, 'check' that you have the correct fuel for the vehicle you are driving.**

Diesel nozzles will not fit into a petrol filler, but a petrol will fit into a diesel!

Also, more and more diesels now use an exhaust additive called 'Adblue' which is used to reduce harmful gases. In short, the 'Adblue' mixture changes the NOx gases into less harmful ammonia. It is a separate tank to the diesel and is usually marked with a blue cap. The AdBlue tank will need topping up periodically and will vary according to distances travelled.

It is not a fuel additive.



REPORTING ACCIDENTS

You must report any accident in which you are involved in. Irrespective of damage or whose fault, you must report the incident immediately or when it is safe to do so. Calling our **Maintenance department** will enable us to gather information and any contact details for use later when you are able to provide a written account and diagram of the scene.

- At the scene you must **provide your full name and address** to those that have reasonable grounds to ask it of you and exchange vehicle details and insurance
- **Contact the Police** in case of personal injuries
- **Collect the names and contact details** of any third party witnesses

You must NOT admit liability for the incident

REPORTING ACCIDENTS

If the accident you have been involved in included a vehicle that failed to stop, you must **inform the Police immediately**.

Take photos of any evidence such as damages, skid marks or the general weather conditions. Evidence also of where the vehicles ended up after the collision.

Make a note of the passengers involved, but above all **'Remember, only if it is safe to do so'**.

Days Rental Maintenance: 01792 616107

BREAKDOWNS

If the vehicle that you are in develops a fault and disables the vehicle then please **stop at the earliest opportunity** and **put your hazard warning lights on** and if the weather conditions are dark or wet please also use your side-lights.

Unless you are in a suitable stopping point well away from the road, **do not stay in the vehicle**. Make sure you get out of the vehicle in a safe way ensuring the road around you is clear.

If you break down on the **motorway**, to ensure the safety of yourself and any passengers you should vacate the vehicle and **stand away from the vehicle** on the verge where it is safe to do so.

Contact Days Rental using the telephone number provided, who will then arrange recovery of the vehicle if a repair is not able. If you are a lone female, please advise when reporting the breakdown.

During office hours please call **01792 616107**
(Mon-Fri 08.00-17.30 & Sat 08.00-12.30)

After hours please call **07860 280126**

THANK YOU FOR CHOOSING **Days** Rental

We hope that you have found this driver information useful.

Remember, the information contained within is not exhaustive, but contains information which should prove useful.

Contact Us



0800 389 7626



hire@daysrental.co.uk



daysrental.co.uk

Days Rental
Swansea Road,
Gangoch,
Swansea,
SA4 4LL

We are here



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