

# Europcar

## VANS & TRUCKS

Europe's #1 Car & Van rental







## Welcome to the world of Europcar vans.

Over the past 5 years the Europcar Mobility Group UK has steadily increased its LCV fleet from 3,000 to 8,000 units, as well as upgrading our capabilities and developing the complexity of our offering to meet the needs of the UK market. Across continental Europe the Europcar Mobility Group operates in excess of 50,000 LCVs and has a 2020 acquisition plan of an additional 28,000 units - affording us, and in turn our customer base, all the benefits of scale.

With over **70 nationwide UK stations** offering LCV services, Europcar has arguably the largest geographical network coverage of any van rental company. Additionally, we have created a network of well-equipped Van Supersite Hubs with fleets that include a broad range of the latest LCVs, from a standard CDV to a fully compliant “ready to rent” Chapter 8 fleet. These Supersites are managed by LCV experts with many years of experience in the industry, who are always on hand to answer your questions. Each Supersite has the ability to store several hundred vehicles ensuring we always have fleet available. Our well defined network means we promise to offer customers the right vehicle in the right place at the right time.

We know that much of what is needed today is not standard. So, rather than make customers wait while we source the specific vehicle they need, with the equipment they require, we have invested in a specialist fleet that sits permanently on a “ready to rent” basis to meet your needs at the drop of a hat.

Take a look at our range of vehicles and understand more about the benefits we can offer you, then we look forward to welcoming you to our world of vans.

A handwritten signature in green ink, consisting of a stylized 'S' followed by a cursive 'R' and a flourish.

Stuart Russell  
LCV Sales Director

# Why Choose Europcar?

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## Financial logic

- Keep your cash flowing with van rental that provides the flexibility for any business to use exactly what they need, when they need it, without being tied into long term financial commitments
- Maintain your cash reserves with no deposit required and no up-front payments
- Ensure no nasty surprises with no early return penalty fees for vans hired for 3 months+\*
- Keep your budget on track with competitive fixed rates for the contract duration

## Nationwide network

- 70 UK stations offering LCV services and 10 Van Supersites strategically placed to ensure delivery to any UK mainland postcode
- 8,000+ commercial vehicles spanning a broad range of manufacturer makes and models including Ford, Vauxhall, Mercedes, Citroen, Peugeot, IVECO & Toyota
- The youngest LCV fleet in the industry, ensuring early adoption of the latest manufacturer technology and innovation to ensure low emissions
- Vans available within 4 hours of booking, so you can react quickly to demand
- Delivery & collection service to save you time and money

## Technologically progressive

- Real time online booking and reporting platform “ECONe” to make fleet management easy and centralised
- Electronic delivery and collection handheld software accessed via an android platform to accurately record vehicle condition at handover
- Telematics and dash cam installed as standard to inform logistics planning

## Fully supported fleet

- Fully inclusive service, maintenance and mechanical repair, including worn tyre replacement to keep you on the road
- Industry leading downtime management via our SMR partner Rivus, including 54 mobile workshops, 8 workshops open 24 hours a day and 15 workshops operating from 08.00 – 22.00 hours
- 24/7 roadside assistance
- Relief vehicle included for non fault accident and warranty issues
- Your choice of insurance: Collision Damage Waiver and Customer’s Own Insurance
- And when you need to tailor your van tailored to meet your needs, we have all the options available.

\* Unless the vehicle has been tailored to your requirements.



# Our Core Fleet

We have a large selection of vehicle types available that can be delivered to you within 4 working hours. Many of our commercial vehicles can, or have been, adapted to comply with a variety of traffic regulations.

Below is a guide of vehicle sizes we offer.



## Car Derived Van: VPIW

Vauxhall Combo L1 H1 Sportive or similar

Load Capacity	3.30m <sup>3</sup>
Load length	1,527mm
Load height	1,236mm
Load width between wheel arch	1,229mm
Max load width	1,527mm
Payload	665kg



## Sub 1 Tonne: VPBW

VW Caddy Maxi or similar

Load Capacity	4.20m <sup>3</sup>
Load length	2,249mm
Load height	1,259mm
Load width between wheel arch	1,168mm
Max load width	1,552mm
Payload	737kg



## Short Wheel Base: VMIW

Citroën Dispatch X XS or similar

Load Capacity	5.10m <sup>3</sup>
Load length	3,324mm
Load height	1,397mm
Load width between wheel arch	1,258mm
Max load width	1,628mm
Payload	960kg

To find out more about all of our products and services give us a call on **0371 384 0140** or email us at **businesssolutions@europcar.com**



### Long Wheel Base: VGHW

Mercedes Sprinter L2 H1 or similar

Load Capacity	9.00m <sup>3</sup>
Load length	3,375mm
Load height	1,550mm
Load width between wheel arch	1,350mm
Max load width	1,555mm
Payload	1,264kg



### Extra Long Wheel Base: VYIW

Citroën Relay L4 H2 or similar

Load Capacity	15.00m <sup>3</sup>
Load length	4,070mm
Load height	1,932mm
Load width between wheel arch	1,422mm
Max load width	1,870mm
Payload	1,410kg



### Luton Tail Lift: TMBL

Mercedes Luton Tail Lift L3 H1 or similar

Load Capacity	18.90m <sup>3</sup>
Load length	4,125mm
Load height	2,235mm
Load width between wheel arch	2,055mm
Max load width	2,055mm
Payload	750kg



# Our Specialist Fleet

Our team will work with you to provide a tailored solution. We have many already customised vehicles but can also offer specific adaptations to your fleet including, but not limited to; Chapter 8 reflective markings, beacons, tow bars and unbranded options.



## CDV Chapter 8: VP1E

Citroën Berlingo M or similar

Load Capacity	3.30m <sup>3</sup>
Load length	1,817mm
Load height	1,236mm
Load width between wheel arch	1,229mm
Max load width	1,550mm
Payload	660kg



## SWB Chapter 8: VM1E

Ford Transit Custom 300 L1 H1 or similar

Load Capacity	6.00m <sup>3</sup>
Load length	2,554mm
Load height	1,406mm
Load width between wheel arch	1,351mm
Max load width	1,775mm
Payload	1,095kg



## LWB Chapter 8: VG1E

Ford Transit 350 LWB L3 H3 or similar

Load Capacity	13.00m <sup>3</sup>
Load length	3,494mm
Load height	2,125mm
Load width between wheel arch	1,392mm
Max load width	1,784mm
Payload	1,375kg

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## CDV 5 Seat Crew Van: VPDW

Ford Connect L2 H1 Crew Cab or similar

Load Capacity	1.60m <sup>3</sup>
Load length	1,061mm
Load height	1,267mm
Load width between wheel arch	1,193mm
Max load width	1,496mm
Payload	738kg



## SWB 6 Seat Crew Van: VMDW

Ford Custom L2H1 Crew Cab or similar

Load Capacity	3.50m <sup>3</sup>
Load length	1,577mm
Load height	1,406mm
Load width between wheel arch	1,351mm
Max load width	1,775mm
Payload	904kg



## Double Cab 4x4 Pickup: VMVW

Toyota Hi-lux Active 4X4 Double Cab with Chapter 8 or similar

Load Capacity	N/A
Load length	1,525mm
Load height	N/A
Load width between wheel arch	1,480mm
Max load width	1,755mm
Payload	1,130kg



# Specialist Fleet Continued



## Double Cab 4x4 Pickup: VMVM

Toyota Hi-lux Active 4X4 Double Cab Pickup with Truckman or similar

Load Capacity	N/A
Load length	1,525mm
Load height	N/A
Load width between wheel arch	1,480mm
Max load width	1,755mm
Payload	1,130kg



## Double Cab Tipper: TMTM

Ford Transit 350 Double Cab L3 Tipper or similar

Load Capacity	N/A
Load length	2,835mm
Load height	N/A
Load width between wheel arch	2,050mm
Max load width	2,050mm
Payload	835kg



## Single Cab Tipper: TMTW

Ford Transit 350 Single Cab L2 Pickup or similar

Load Capacity	N/A
Load length	3,135mm
Load height	N/A
Load width between wheel arch	2,055mm
Max load width	2,055mm
Payload	1,023kg

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## Dropside: TMBA

Ford Transit 350 Single Cab L3 Dropside or similar

Load Capacity	N/A
Load length	4,170mm
Load height	N/A
Load width between wheel arch	2,200mm
Max load width	2,200mm
Payload	1,344kg



## Dropside with Tail lift: VMTL

Ford Transit 350 Single Cab L3 Dropside with Tail lift or similar

Load Capacity	N/A
Load length	4,230mm
Load height	N/A
Load width between wheel arch	2,200mm
Max load width	2,200mm
Payload	1,244kg



## Proace Verso 9-seater: VXDW

Toyota Proace Verso 9 Seat Crew Van or similar

Load Capacity	4.00m <sup>3</sup>
Load length	1,838mm
Load height	1,397mm
Load width between wheel arch	1,258mm
Max load width	1,618mm
Payload	1,415kg

# FAQ's

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We receive all sorts of queries and have listed the most frequently asked questions about our van fleet here.

**Q: If I require a van that is not in your brochure, are you able to provide a quote?**

A: Yes. Europcar are able to provide quotes on any Light Commercial Vehicle that is not included within the brochure. To obtain a quote please call or email us on the contact details below.

**Q: If I require various items of van equipment to be installed on my van, are you able to arrange supply and fitting, and can I include the cost in my daily rental charges?**

A: Yes. Europcar can arrange for supply and fitment of most types of van equipment and offer a number of payment methods including depreciating and spreading the cost over the life of your rental. Should you terminate your rental earlier than expected, any outstanding balance on the equipment will be charged.

**Q: Will my vans always be brand new?**

A: Europcar will do its best to provide new vans but may, from time to time, provide you with a nearly new van. All of Europcar's fleet is less than 3 years old and is maintained to the highest possible standard in line with the manufacturer guidelines. To better understand what is available, please speak to your Europcar contact.

**Q: Do all of your vans come ply lined as standard?**

A: Yes. To keep our vehicles in the best possible condition Europcar will fit ply lining to all of its van fleet.

**Q: If I don't have my own insurance are you able to cover the insurance on my rental?**

A: Yes. Europcar is able to offer Collision Damage Waiver which will cover damage to its vehicles and damage to third party vehicles. Collision Damage Waiver is subject to damage excess charges. Additionally, damage or loss to goods in transit is not covered under Europcar's CDW product.

**Q: Can I take my van abroad?**

A: Europcar does allow most of its vehicles to be taken abroad but hirers must purchase Europcar's European Breakdown Cover, which will include the provision of the VE103 form. Some restrictions apply, depending on the vehicle in question. Speak to your account manager for details. There are a number of European countries where you are unable to take your Europcar vehicle.

**Q: Do I get a replacement vehicle if my own vehicle breaks down?**

A: Yes. Europcar will automatically provide you with a free of charge replacement vehicle should your rental vehicle breakdown. Once your hire vehicle has been repaired your original vehicle will be returned to you.



**Q: Can I get my Europcar van serviced at my local dealer or do I need to make arrangements with Europcar to have this done?**

A: It is imperative that you contact Europcar and they will arrange for the vehicle to be serviced at one of their own approved dealers. A customer can not make their own arrangement to have their vehicles serviced. Please contact our Rental Support Centre on 03713 843497 or email them on [longtermvan.support@europcar.com](mailto:longtermvan.support@europcar.com) to arrange your service. They are open Mon - Fri 9am - 5pm.

**Q: Is Ad-blue and oil included in the daily rate?**

A: Each van is delivered with Ad-blue and oil topped up. It is the customer's responsibility to ensure levels of both are topped up during the life of the van rental.

**Q: Do you run any electric, petrol or vans with automatic transmissions?**

A: We do not currently run these vehicles on our standard fleet but would provide you with a bespoke quote and associated terms should you wish us to.

**Q: Can I let a colleague or family member drive my Europcar van?**

A: If you opt to take Europcar's CDW insurance cover you must notify Europcar by visiting one of its UK stations where the second driver must present their driving licence. This may be subject to an additional daily cost. If you are providing your own insurance to cover the vehicle the second driver would be subject to your company policy and individual insurance terms.

**Q: Can I open an account with Europcar?**

A: You may apply for a credit account with Europcar to which Europcar will undertake a credit check of your company. Alternatively you may wish to pay by credit card. Europcar will not take cash as a method of payment.

**Q. Will the van have Europcar branding and can I add my own graphics?**

A. The majority of our vans are unbranded. If you specify on booking, we will select a plain van for you. You can have your own graphics added. Please talk to your account manager and we will arrange a quote from one of our approved suppliers.

**Q: Can my vans be delivered and will it be full of fuel?**

A: We will deliver your van anywhere in the UK and it will be delivered full less the fuel used during delivery.

**Q. What type of damage will be chargeable at the end of the rental?**

A. Please see our Fair Wear & Tear Guide for clarification.

# Service Level Agreements

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## Rates include:

- Annual mileage
- Road Fund Tax
- Delivery & Collections
- Abortive Delivery & Collections
- Delivery & Collections Out of Hours
- Premium Location Supplement
- One Way Hires (UK mainland only)
- Meet & Greet
- Changeover Fee
- Replacement vehicles
- Tyre wear and tear

## Rates don't include:

- VAT
- Tyre damage via driver error/malicious damage
- Damage outside of fair wear and tear
- Insurance (if COI)
- Refuelling charge @ 0.35p per litre admin fee (on top of per litre cost)
- 24hr call out @ £60 per incident
- Use outside the UK @ £58.33 per incident
- Lost or damaged key @ £116.67 per incident
- No show fee @ £85 per incident exc. of VAT
- Claims Processing Fee @ £50 per incident
- Parking Charges Tolls and Fines - Administration Charge @ £30 per incident

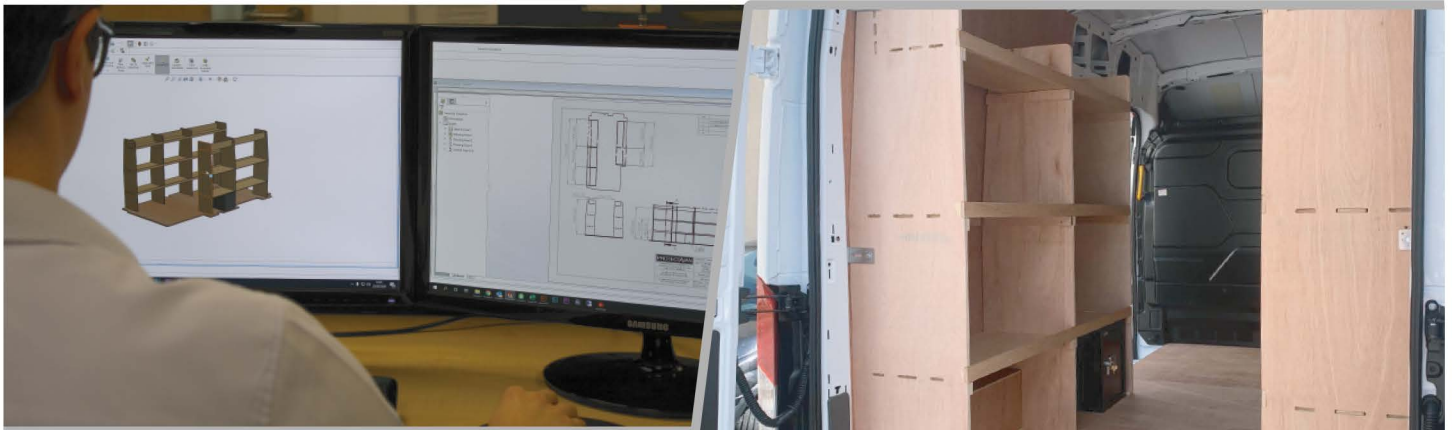
## Our Service Level Agreement includes:

- Breakdown Service/Roadside Assistance 24/7/365 with attendance within 60-90 minutes nationwide.
- 24hr manned telephone helpline - First Call assist for breakdowns.
- Breakdown wait time: 60-90 mins is the standard breakdown callout timescale.
- If unable to repair the vehicle roadside the customer will be offered the following onward journey:
  - Taken to the nearest Europcar location or 24 hour location (if outside of operating hours), where a replacement vehicle will be provided.
  - Taken onto the point of destination where the hirer will be contacted by Europcar and offered a replacement vehicle during the next working day.
  - Taken back to the point of departure where the hirer will be contacted by Europcar and offered a replacement vehicle during the next working day.
- Managed & inclusive "Service & Maintenance & Mechanical Repair" according to the manufacturer's service guidelines.
- Inclusive relief/replacement vehicle when rental vehicles are off the road because of SM&R.
- Inclusive replacement of worn tyres when tread depth is at or below 2mm. (Driver abuse is chargeable).
- Tyre damage/Puncture repairs: Next day Mobile Appointment - or scheduled tyre centre time appointments available daily.
- Inclusive of Solid Steel Bulkheads and Ply Lining.
- National coverage, UK network of "super sites" to ensure a high level of service.
- Dedicated account manager.



# PROTECTAVAN

ProtectAVan is a **One Stop Shop for van accessories; specialising in vehicle security.** We are part of the TVL Group who manufacture a range of vehicle security locks and products for most models of vans ranging from the **Ford approved RepLock to Hooklocks** as well as **OBD port protectors.** We are also able to provide a **free vehicle security health check** to help you choose the best product for your requirement. In addition to security we supply and fit a **wide range of electrical and non-electrical accessories** from industry leading brands including **Witter Towbars, Rhino roof racks** and many more. Our sales team will be able to help you decide between products to ensure you get the best product for your customers' requirements.



**From concept to reality,** our talented in-house racking designer is able to **produce 3D CAD drawings** for your customers' individual needs and transform the idea into a solution **tailored to them.** We can talk to customers directly on your behalf and can **provide live design webinars** via Microsoft Teams or Cisco Webex to understand their needs fully and ensure they have a vehicle delivered to them **that's right for the job.**

	CDV	SWB	LWB	Tipper	Pickup
RepLock	£131.25	£131.25	£141.75	£141.75	N/A
DeadLock	£93.45	£93.45	£93.45	£93.45	£93.45
HookLock	£135	£135	£135	£135	£135
3 Shelf Ply Racking	£135	£162.50	£215	N/A	N/A
Tow Bar	From £180	From £180	From £180	From £180	From £180
Roof Rack	N/A	£421	£441	N/A	N/A
Chapter 8	£224.75	£277.25	£329.75	£152.25	£185
Beacons	From £75	From £75	From £75	From £75	From £75



Tow bars



Reversing Cameras



Power Inverters



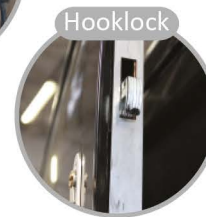
Beacons



RepLock



Deadlock



Hooklock

To find out more about all of our products and services give us a call on **0371 384 0140** or email us at **businesssolutions@europcar.com**

SureCam's dashcam technology, combined with Geotab's open telematics platform puts the power of video telematics right at your fingertips. Get a street level view of your fleet with actionable insights that allow you to quickly address poor driving behaviours, reinforce great driving practices, and respond quickly to critical events with instant alerts and video evidence.

## KNOW HOW YOUR FLEET IS PERFORMING

Leverage Geotab's rules with SureCam's g-force based algorithms for ultimate visibility into the performance of your fleet.

### Use telematics data and video evidence for:

- Driver coaching and corrective behaviour documentation when drivers exhibit unsafe driving practices
- As a key part of your driver recognition programme for when you want to recognise safe practices
- Indisputable video evidence to support the accident claims process



## HOW IT WORKS

Know when a critical event occurs within seconds. With the SureCam X Geotab integration, you decide what events and activities matter most to your fleet. We deliver the insights in near real-time.

1. G-force event takes place or Geotab rule is triggered
2. Event details and data are transmitted to the cloud over a cellular network
3. Receive an instant notification with a link to event details and video

Drill down into event details and review past event history directly from the Geotab platform.

## REAL-TIME VISIBILITY

Data and video is instantly uploaded through the cellular network without manual intervention

## INSTANT NOTIFICATIONS

Be notified of important triggered events within seconds of incidents occurring

## CONFIGURABILITY

Remotely configure each camera based on the vehicle and route profile to filter out noise



# Testimonials & Safety Programme

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“Having visited the Birmingham Van & Truck Centre, we were highly impressed with the range of vehicles available on site, and the speed at which vehicles could be fitted out with specific accessories like beacons, tow bars and roof racks. As we work on so many different projects at one time, with different numbers of contractors and staff, our vehicle requirements can also differ and change significantly. It’s great to know that the Europcar Van Supersites are strategically located along the length of the country, ensuring kitted out vans specific to our requirements, can be delivered in a very short time frame”.

**Fleet Team, Galliford Try**

“Having visited one of the Van Supersites, we’ve been impressed with the van proposition that Europcar has to offer. Our vans are mission critical to our business, so we feel reassured that our team can be operational as much as possible. The fact that the vehicles are the latest models is also of importance to the wider group of companies, as we have a sustainability agenda with clear goals that Europcar vehicles are helping us to meet.”

**Colin Buckley, Contracts Manager and Shannon Abdo, Fleet Administrator, MGM**

“As a nationwide business our employees spend a lot of time on the road. Their vans are their workplaces so it made sense for us to invest in the latest and best technology. Vans from Europcar meant we could provide our employees with this technology, without having to tie up significant funds on purchasing them outright. Maintenance is also included in our fixed monthly bill so if there is ever an issue with one of the vehicles that’s another cost that we’ve removed from the balance sheet.”

**Deborah Cook, Head of Central Services, Oracle Asbestos Solutions**

## ENJOY THE BEST TRAVEL EXPERIENCE

We strictly comply with hygiene and social distancing best practices to provide you with a safe and flexible travel experience.



### ‘Safety Programme’, our #1 commitment

- ✓ A 20 point vehicle hygiene check, accredited by the RAC, is carried out between each rental using a specially formulated sanitiser (conforms to British Standard EN1276)
- ✓ Protective PPE measures including plexiglass installations and face masks for staff
- ✓ One way and regulated entry/exit systems implemented at our branches
- ✓ Stringent cleaning and disinfection of public and high-touch areas within our branches
- ✓ Enhanced safe distance Delivery & Collection available for all customers
- ✓ Click and Collect service to bypass the need to enter a rental station

Take a look at how we are maintaining safety for all of our customers here  
(link to <https://youtube.com/watch?v=J5CtjNUXdyE&t=23s>)

# Van Supersites

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We have 70 van sites across the UK and 10 supersites:



Visit: [www.europcar.co.uk/business/van-and-truck-rental](http://www.europcar.co.uk/business/van-and-truck-rental)

**Europcar**  
moving *your* way