



Best practice for when you can't access our system

In the event that you are unable to access our system due to Internet Connection Failure or System Downtime, please follow the best practice procedures below. These require the use of blank Loan Forms which should be downloaded via the Forms page and stored on all machines that use our system. Alternatively, you'll find a generic blank form on page 2 of this guide.

Internet Connection Failure

During office hours Monday to Friday, 08:00 to 18:00 (excluding Bank Holidays):

1. Contact Cooper Solutions Support on (+44) 01926 855055 to request an emailed copy of your fleet diary.
2. As customers arrive, contact Cooper Solutions Support who will access your account, start the loan on your behalf, and email you the loan form to be signed by the customer before leaving the dealership.

Out of office hours

1. As customers arrive, manually complete the appropriate blank loan form recording ALL customer details, vehicle details and actual start date & time in BLOCK CAPITALS, and select the appropriate excess. Ensure that the customer signs the declaration before leaving the dealership.
2. Email the completed loan form to Cooper Solutions Support. At the start of the next working day the loan form details will be added to your account.

NOTE: You can complete the blank form on your computer.

System Downtime

1. As customers arrive, manually complete the appropriate loan form recording ALL customer details, vehicle details and actual start date & time in BLOCK CAPITALS, and select the appropriate excess. Ensure that the customer signs the declaration before leaving the dealership.
2. Email the completed loan form to Cooper Solutions Support. At the earliest opportunity the loan form details will be added to your account.

NOTE: You can complete the blank form on your computer.

IMPORTANT: It's essential driving licence eligibility checks are carried out for all drivers, either through the system or by phoning the DVLA (in the event the system is unavailable). You can contact the DVLA on: 0906 139 3837 or by accessing DVLA's online service - View & Share.

Loan/Demonstration Insurance Form

Name:		Model:	
Licence:	Expires:	Registration:	
Phone:	DOB:	Date/Time Out:	
Address:		Date/Time Due:	
+Drivers		Insurance:	Aviva Customer Dealer

Terms of Insurance

I am over 21 and under 86 years of age, and I have held a full, valid UK driving licence applicable to the vehicle for at least 12 months. I have not accumulated more than 9 penalty points in the last 3 years, nor have I been disqualified from driving in the last 5 years. I confirm that, if I have any health condition or disability that could affect my ability to drive safely, I have notified the DVLA, and the DVLA has authorised me to drive. I have given consent for the centre to carry out a driving licence check and I understand that should I incur any pending or new endorsements or restrictions during the period of loan, failure to inform the centre immediately may invalidate the insurance. I will pay any charges for loss/damage as a result of not using the correct fuel. I accept that these terms also apply to any additional authorised driver.

I confirm that I meet and agree to these terms of insurance: _____

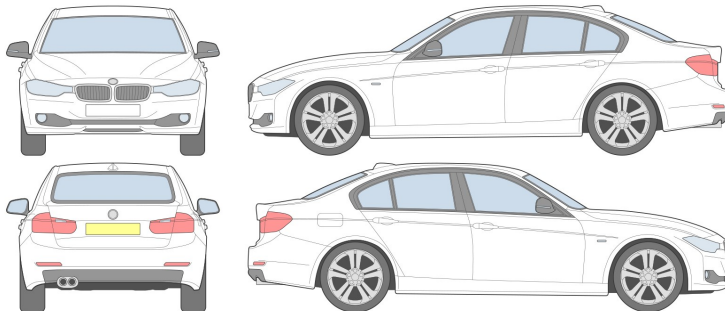
Conditions of Loan

The centre loans this vehicle subject to the following conditions:

1. The vehicle is insured on a comprehensive basis by the centre from the time it is collected by me or delivered to me, whilst it is in my custody and control and until such time it is returned by me to the centre or centre representative. I agree to pay an insurance excess of **£50 | £250 | £500 | £750 | £1,000 | £2,000** to the centre in the event of any accidental damage, which will be refunded if recovered from a third party. I acknowledge the policy does not cover personal effects or my own personal injury, which remain at my own risk.
2. I accept full responsibility for any uninsured loss or damage however such loss or damage is caused. In the event of an accident I will report the incident immediately to the centre and will complete an accident report form at the centre. Any necessary repair work will be carried out by the centre and paid by me upon receipt of invoice.
3. I accept that any motoring or traffic offences, toll or parking charges, penalties and fines arising in relation to the vehicle for the duration of the loan are my sole responsibility under the Road Traffic Regulation Act 1984, the Road Traffic Offenders Act 1988, and/or any subsequent relevant legislation. I will indemnify the centre forthwith for any penalties, fines, legal fees, cost, interest or other charges paid by them in relation to any such motoring or traffic offences or toll or parking charges. I agree to a £12.50 charge per day for every day I drive into the London Congestion Charge Zone and agree to inform the centre of these days, if any, upon return of the vehicle. I also agree to this charge if I fail to correctly inform the centre. I hereby irrevocably agree to any such charges including an administration fee of £25+VAT being charged to me and for my details to be passed to the relevant third party.
4. I will not drive the vehicle more than 250 miles per day unless by prior agreement.
5. **I will replace all fuel used during the loan period, or be invoiced for it at a cost of £2+VAT per litre.**
6. I agree the vehicle is only insured to be driven by named person(s) and will only be used for social, domestic and pleasure purposes and/or for my own business purposes excluding use for hire and reward, taxi or courier business purposes. I will indemnify the centre in full against any and all claims, costs and expenses arising out of the driving of the vehicle by any other persons and accept full responsibility for any uninsured costs arising whilst these named persons are driving or have custody of the vehicle.
7. I will not enter into any other agreement with any third party to further hire or loan the vehicle.
8. I understand the vehicle's controls, agree not to disengage any of the passive safety features and to leave it secured at all times with the keys removed. I understand failure to do so will invalidate the insurance policy and in the event of a loss I shall become liable for the full value of the vehicle.
9. I agree not to use the vehicle for track or off road purposes, and not to take the vehicle outside the UK and Eire. Towing is permitted but cover excludes damage or theft to any trailer or contents.
10. I will return the vehicle at the end of the agreed loan period, or whenever requested.
11. I will not smoke or allow animals in the vehicle and I will return the vehicle in a clean and serviceable condition, and agree to pay £60+VAT for cleaning if required.
12. I agree that if I am in breach of any significant policy conditions then the centre has a right of recovery against me.

Vehicle Condition

Out:



I have read and understand ALL of the above conditions of loan and I agree to abide by them. I agree with the above vehicle condition report, and I agree the vehicle is ONLY insured to be driven by the named person (s).

_____ Date