



NORTHGATE

OUR CUSTOMER COMPASS



HELPING YOU BUILD

A RELIABLE, COMPLIANT
AND ROAD-READY FLEET.

N  **RTHGATE**



OUR CUSTOMER FIRST COMMITMENT

At Northgate, we're really proud of our commitment to put you first in everything we do. Your experience matters to us, and we want every interaction with our team to feel helpful, supportive and straightforward.

You can rely on us to be open, honest and proactive. We'll keep you updated, be clear about what's happening and make sure there are no surprises along the way. We'll also take the time to listen, paying close attention to what you need so we can do our best for you.

We're always looking for ways to learn, adapt and evolve because improving our service is important to us and you deserve the best experience possible. And throughout your journey, we'll always respect and recognise you. That means treating you with empathy and understanding.



If you'd like to share your thoughts at any time, simply scan the QR code. We read all of our feedback and use it to keep improving your experience. Your input really matters to us.



IMPORTANT NOTICE

Customer Compass document is provided for general informational purposes only and describes our typical approach to customer service and operations. It does not form part of any contract between you and Northgate Vehicle Hire unless it has been expressly incorporated in writing by specific reference in a signed contractual agreement.

1. The statements, timeframes, procedures, and service descriptions contained in this document are indicative only and do not constitute binding contractual commitments, warranties, guarantees, or legally enforceable obligations. They are subject to change without notice and may vary depending on operational requirements, circumstances, and availability.
2. Your contractual rights, obligations, and remedies are governed exclusively by the terms and conditions of your signed hire agreement and any other contractual documents expressly agreed between you and Northgate Vehicle Hire. In the event of any conflict or inconsistency between this Customer Compass document and your contractual terms, your contractual terms shall prevail in all respects.
3. Nothing in this document creates, varies, or extends any contractual obligations beyond those set out in your signed agreement, and no reliance should be placed on any statement in this document as creating legally binding commitments. For specific information about your contractual entitlements and obligations, please refer to your hire agreement and associated terms and conditions.
4. While we endeavour to deliver the service standards described in this document, Northgate Vehicle Hire accepts no liability for any failure to meet these standards except to the extent that such liability cannot be excluded by law or is expressly provided for in your contractual terms.

CONTENTS



	4	Getting you on the road
	7	Keeping you on the road
	10	Damage and recharge management
	12	Other things you need to know
	15	Invoicing and payment
	16	Get in touch

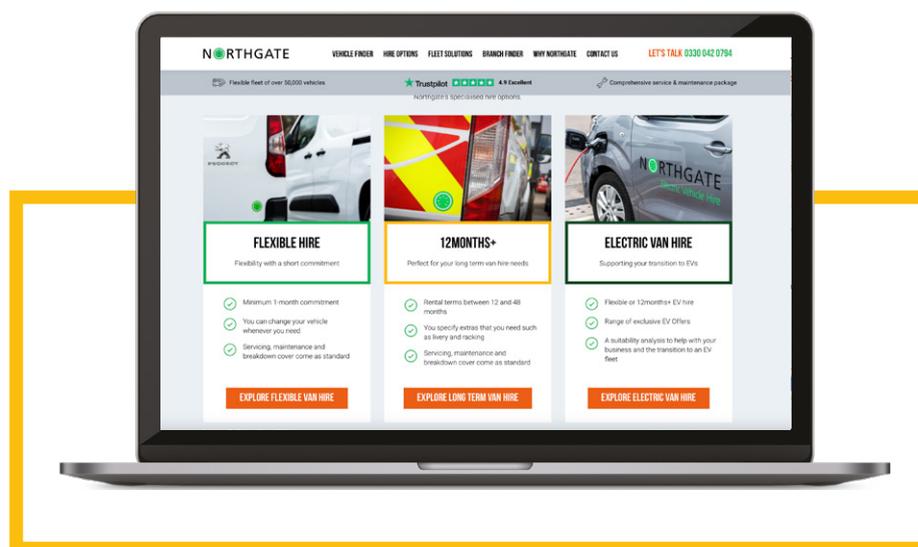
GETTING YOU ON THE ROAD

MAKING A BOOKING

For your Short term or Flexible hire bookings, you can submit your request via our online [Customer Enquiry Hub - New Hire Booking](#). If you need a specific vehicle, require specialist equipment or you want to place an order on our minimum term 12months+ product, please contact your Account Manager so they can generate a booking form. You will receive a link to review, digitally sign and submit the completed booking form to us.

For all requests, you'll need to let us know the type of vehicle you want, the date and time you need the vehicle from and to, along with the booking contact and driver contact details, and any purchase order or unique reference to be quoted on your invoice.

If you're not sure how long you need the vehicle for, just let us know and we'll create your booking on a 'to be advised' basis. Your vehicle will stay on hire for at least the agreed minimum term for the hire product selected, and beyond that, until you tell us you want to return it. In all cases, we will issue you with a booking confirmation number for the hire request.



VEHICLE SUPPLY

Availability and delivery lead times will be advised when you book. It's likely we'll be able to supply you with what you need the following working day, unless you're requesting a specific vehicle or require additional equipment to be installed.

Where you have requested a specific vehicle or extra equipment, delivery dates will be agreed with you on a case-by-case basis depending on the specification requested. Lead-in vehicles can be arranged if required. The appropriate charges will be applied in line with the terms outlined in our Pricing Agreement. Providing us with more notice for these requests will help us to get you the vehicle you need, to the standard you need, at the time you need it.

GETTING YOU ON THE ROAD

DELIVERY AND COLLECTION SERVICE

Our standard branch opening hours are between:

**8:00AM
TO 5:30PM**

MONDAY TO FRIDAY



**8:00AM
TO 12:00PM**

SATURDAY

We can deliver and collect vehicles to your chosen location, subject to the standard charge as outlined in Our Pricing Agreement. We request you are available to receive and return the vehicle when we deliver and collect. This is important to allow our driver to inspect the vehicle with you, assist with any questions you may have regarding the operation or controls, sign the necessary paperwork and handover the keys.

Our drivers complete electronic rental agreements and vehicle condition reports (including taking photos of the vehicle condition) at point of delivery. If you collect a vehicle from one of our branches you will need to provide a copy of your photocard driving licence.

UNATTENDED DELIVERY AND COLLECTION

We understand that sometimes running a business means you may not always be available for vehicle handovers and unattended deliveries or collections can be arranged by exception and on request. You should know that the liability for the vehicle will transfer to you at the date and time we deliver the vehicle to the agreed location and will cease at the point we collect the vehicle from the nominated address.

A vehicle condition report will be completed at the point of delivery and collection and either left in the vehicle or emailed to you. Please check the document and contact us if there is anything you don't agree with. For deliveries, this must be done before you use the vehicle or by 9am the day after delivery, whichever comes first. For returns, by 9am the day after collection.

GETTING YOU ON THE ROAD

FUEL AND CHARGE POLICY

Every hire vehicle, including loan and chargeable replacement vehicles, will leave our branch fully fuelled or fully charged. At the point of off-hire, we ask that you fully fuel or charge the vehicle to avoid refuelling charges. This includes AdBlue top ups where applicable.

We understand that you might not always have time to refuel before you return the vehicle. Please note you will be charged for the litres it takes to refuel or kWh to recharge to full. For AdBlue top ups we apply a fixed standard charge. We review our pence-per-litre and kWh rate each month and the current recharge rate can always be found displayed in our branches.

RETURNING THE VEHICLE (OFF HIRE)

When the time comes to return your hire vehicle, you can notify us via our online [Customer Enquiry Hub - Vehicle Booking Amendment & Return](#). Providing you have met the minimum duration (where applicable) for the hire, we will process your off-hire instruction and provide you with an off-hire reference number as confirmation. If the vehicle or equipment fitted was subject to specific terms and you're returning it early, we'll notify you of the charges before processing the off-hire instruction.

When off hiring a vehicle at one of our branches, we will ask you to wait while we complete the off-hire checks, including the vehicle condition report. Sometimes you may also need to return a vehicle outside business hours. We ask that you only do this where you have made prior arrangements directly with the relevant Branch Manager.

COLLECTION

We will collect your vehicle within two working days of your off-hire request. Collections take place during business hours. During this time, please make sure the vehicle and keys are kept secure and that the appropriate insurance remains in place. Please ensure the vehicle is emptied of all materials and equipment before return, as charges may apply for the disposal of any remaining contents. We cannot accept liability for any possessions or equipment left in the vehicle. For your security, remember to remove all items containing personal information.

If the vehicle isn't available when we come to collect, it will be put back on hire to you and a failed collection fee will be applied. If you've issued an off-hire instruction and then realise you need the vehicle a little longer, just let us know and you will only be charged for a failed collection if the driver was already en route. Our drivers complete electronic vehicle condition reports at point of collection which includes recording any additional damage incurred during the hire and capturing supporting images.

KEEPING YOU ON THE ROAD

VEHICLE MAINTENANCE

We have a range of maintenance solutions to support your business through our national network of workshops and mobile technicians for service, maintenance and repair. You can make a booking via our online [Customer Enquiry Hub - Scheduling & Compliance](#). Alternatively, you can scan the QR code displayed on the vehicle windscreen.

You'll find your vehicle's maintenance dates and mileage intervals displayed in the cab. Following these helps us maintain the vehicle on time and ensures you avoid any charges for missed maintenance. Once we've got you booked in for a maintenance event, you can expect to receive a text message or email confirming the date, time and location. We'll also send you a reminder the day before your booking.

	WE CONTACT YOU	YOU NEED TO CONTACT US
Service due based on miles		<input checked="" type="checkbox"/>
Service due based on time	<input checked="" type="checkbox"/>	
MOT due	<input checked="" type="checkbox"/>	
Tail lift inspection due	<input checked="" type="checkbox"/>	
Tachograph inspection due	<input checked="" type="checkbox"/>	
HGV compliance		<input checked="" type="checkbox"/>
Any damage (Body, tyres, glass)		<input checked="" type="checkbox"/>
Worn tyres		<input checked="" type="checkbox"/>



KEEPING YOU ON THE ROAD



LOAN VEHICLES

Subject to availability, and anticipated repair duration, we can offer a free of charge loan vehicle for service or repair events as part of the routine maintenance of the vehicle. Please advise at point of your maintenance booking if you require a loan vehicle.

Note, it is unlikely you will receive a like-for-like loan vehicle, although every attempt will be made to supply a loan from a similar vehicle category. In the event your vehicle is expected to be off the road for a period of time, we'll work with you to ensure you have a suitable loan vehicle for the duration. If you have been provided with a free of charge loan vehicle and you do not return it by the agreed date and time, the relevant short-term rate will apply for each additional day until such time as you return it and collect your permanent vehicle.



MOBILE TECHNICIANS

We have a fleet of mobile technicians operating across the UK. Please note, there are some routine maintenance events that must be conducted in a workshop. We'll let you know at point of booking if attendance by one of our Mobile Technicians is an option for your service, maintenance or repair event.



BREAKDOWN ASSISTANCE

All vehicles are supplied with nationwide breakdown cover 24 hours a day, 365 days a year. You can access emergency assistance by calling the number displayed in the cab of the vehicle.

To ensure drivers are assisted at the roadside, our national breakdown partner handles breakdown requests on the basis that the vehicle is attended and either made safe or brought to a place of safety as a minimum requirement. You will be recovered to the nearest Workshop Branch where you will be supplied a loan vehicle in the event of a mechanical failure. We cannot guarantee a like for like replacement; however, we will make every effort to ensure you are supplied with a similar size vehicle to get you moving subject to availability.

You have the option to take a chargeable replacement as an additional hire if the recovery is required as a result of driver error, misuse or abuse.

KEEPING YOU ON THE ROAD

TYRES

It's good practice to conduct daily checks on your rental vehicle whilst you have it on hire, including checking all tyre tread depth and pressure. The minimum legal tread on tyres is 1.6mm throughout a continuous band in the centre three quarters of the tread and around the entire circumference. Your safety is important to us and we are happy to replace tyres as worn when they have 3mm of remaining tread. You should know that puncture repairs and damaged tyres are rechargeable to you along with any associated call out charges. You can find details of call out charges and tyre costs on our website [Useful Information](#).

If you need on site or roadside tyre attendance you will be charged a call out fee, including attendance for worn tyres. To avoid this cost, please make a booking to have your tyres replaced in a Branch Workshop via our online [Customer Enquiry Hub - Scheduling & Compliance](#). You have the option to take a chargeable replacement as an additional hire if the recovery is required as a result of driver error, misuse or abuse.

CHARGEABLE REPLACEMENTS

In the event of service, maintenance or repair required as a result of driver error, misuse or abuse, a replacement vehicle can be supplied as an additional hire.



DAMAGE AND RECHARGE MANAGEMENT

When it comes to damage, our aim is to fix the vehicle as quickly as possible and we strive to exceed industry repair times. We manage all aspects of the repair either through our own network of workshops or by using our approved network of body shops.

If the vehicle is damaged while on hire to you, we ask that you cover the cost of the damage – even if we decide not to carry out the repair. Repairs will always be completed where the damage affects the safe use of the vehicle, unless the vehicle is going directly for sale.

REPAIR AND RECHARGE

Where damage has been incurred during your hire period, a Damage Claim Pack will be issued which includes an itemised estimate of repairs, along with supporting images and relevant documentation to support the charge.

Our fully trained and qualified in-house engineers use the industry recognised estimating system, Audatex, to generate repair estimates. Estimates are compiled based on BS10125 repair processes in accordance with Manufacturer's repair methodology to ensure the repair charge is fair and correct.

If damage is identified during routine maintenance whilst the vehicle is on hire to you, and that damage renders the vehicle unroadworthy, we will repair the damage and present the claim pack to you retrospectively, along with all supporting documentation. We ask you to supply your purchase order for the repair invoice within 5 working days of the Damage Claim Pack submission. Within this timeframe you should also raise any queries or provide us with insurer claim details if you are involving your insurer.

REPORTING AN ACCIDENT

It is critical you report accidents to us immediately, or as soon as possible after the incident, and then notify your insurance provider. We do not allow you, your insurer, or a third party nominated by you, to undertake any repairs to a hire vehicle.

Where you are involving your insurer in a repair claim, liability for the cost of repair remains with you until such time as payment is received from your insurance company. It is your responsibility to liaise with your insurance company to progress the payment of your claim.

Please note, we do not engage with the third-party insurer.

LOSS OF USE

Where a vehicle has been off hired and requires repair, we call the associated cost of lost hire days loss of use. Loss of use charges will apply when repairs are undertaken. We use the recognised industry standard of six labour repair hours equating to one day's hire charge.

We don't charge you any loss of use for downtime whilst we estimate and organise repairs, or for parts backorder delays. We believe this puts the onus on us to get the vehicle repaired as quickly as possible.

DAMAGE AND RECHARGE MANAGEMENT

WRITTEN OFF AND STOLEN VEHICLES

In the event of a total loss (written off and stolen vehicles), it's your responsibility to report the incident to us, then your insurer, and to the appropriate authorities as soon as possible.

You will need to obtain a crime reference number for a stolen vehicle, and you should supply this to both us and your insurer. We ask you to comply with any reasonable request for assistance in recovering a stolen vehicle, and we may ask you to provide us with a copy of the police report to help with any investigations.

As soon as you make us aware of a total loss, a claim pack will be prepared that will include the last known mileage, a copy of the V5 and a settlement figure based on the current market value less the salvage. Please note, any salvage will be retained by us as the registered keepers of the vehicle.

You are liable for any charges relating to recovery or storage of the total loss vehicle, either direct or indirectly incurred by us, along with any independent assessment of costs or charges for disposal of waste materials. If you need a replacement vehicle for the total loss, we can supply this as an additional hire.



OTHER THINGS YOU NEED TO KNOW

VEHICLE INSURANCE

It is your responsibility to have comprehensive insurance in place for all vehicles hired from us, including loan vehicles, for the duration of the hire. You must ensure the vehicles on cover are added to the Motor Insurance Bureau's database (www.mib.org.uk), commonly known as the MID. Insurance needs to remain in force until the vehicle has been off-hired and collected.

We retain a copy of your insurance certificate(s) against your account and without valid insurance in force, we are unable to supply vehicles to you. If at any point you change your insurance provider, it is your responsibility to inform us of the changes. If you have a registration specific insurance policy in place rather than a Fleet policy, we will not be able to issue a loan vehicle until your insurer has issued the appropriate certificate to cover. It is your responsibility to liaise with your insurance provider to arrange this and pay any applicable fees.

OPENING HOURS

Our branches are open between 8am and 5.30pm Monday to Friday and 8am to 12 noon on Saturdays. We are closed on Sundays and bank holidays.

MILEAGE

Your hire rate is based on an anticipated annual mileage as noted in Our Pricing Agreement. We ask you to submit mileage readings every 3 months via our online [Customer Enquiry Hub - Mileage Review](#). We understand your business needs may change, so we routinely assess your actual mileage against anticipated. If you're doing more miles than your pricing is based on, we reserve the right to retrospectively bill for the excess mileage incurred and adjust your hire rate to reflect your actual mileage going forward.

Your Account Manager will take you through this process before charges are applied. Excess mileage is also calculated at point of off hire and vehicle return. Excess mileage is charged at the prevailing pence per mile rate, dependent on the hire product selected and as quoted in Our Pricing Agreement.

OTHER THINGS YOU NEED TO KNOW

CALL OUT FEES

EVENT CANCELLATION FEES

A cancellation fee may apply if a Mobile Technician appointment is cancelled or rescheduled within 2 working days of the booking. Please contact us as soon as possible if you need to amend or cancel your booking. A Mobile Technician cancellation fee will apply in all instances where the vehicle is not available at the agreed date and time.

VEHICLE TAX

We take care of taxing all vehicles operating on our fleet. You can check a vehicle's tax status online via the DVLA enquiry service www.vehicleenquiry.service.gov.uk.

This service also provides a brief summary of the vehicle including the date of first registration, MOT status, engine size and CO2 emissions.

TOLLS AND ZONES

During your hire you are responsible for registering and paying any road tolls, congestion charges, Clean Air Zone (CAZ) or Low Emission Zone (LEZ) fees, and similar charges. Where you have registered a vehicle on your account, it is your responsibility to remove the vehicle at the end of your hire period.

Please check your route before you travel and make sure you pay any charges directly, as unpaid fees may lead to fines. The cost of the fine plus an administration fee will be passed on to you.

NO SMOKING AND VAPING POLICY

We do not permit smoking or vaping in any of our rental vehicles. If evidence of smoking is found, we reserve the right to apply a valet fee, along with any other associated charges.



OTHER THINGS YOU NEED TO KNOW

PENALTY CHARGES - FINES

We pay all fixed penalty charge notices that are notified to us by the issuing authority. Fixed penalty charges are things like parking fines, bus lane fines, congestion zone fines, toll fees etc. We pass on the cost of the fine plus an administration fee in each instance.

For all other penalty charge notices incurred during your period of hire, for example speeding fines, we provide your details to the issuing authority. The issuing authority will contact you directly to trace the driver. We charge you an administration fee for handling this type of fine. All supporting documents for charges and fees will be issued by email to your nominated email address.

LOST KEYS

We retain all spare keys for our vehicles. If you lose the keys to your rental vehicle, let us know as soon as possible and we will dispatch a replacement. The vehicle may need to be recovered if at risk. Dependent on the circumstances, we might want to replace the full lock set for security reasons, so we reserve the right to do so.

All charges incurred in these instances, including costs to get another set of spares made, will be passed on to you plus an administration fee.

EUROPEAN TRAVEL

We understand you may need to take your hire vehicle out of the UK from time to time. You must obtain written permission from us before you travel as we have some conditions that need to be met before we can authorise this. If you're travelling to France, please be aware that some cities operate the Crit'Air clean-air scheme, which requires vehicles to display an emissions sticker to enter certain zones. We can guide you on what you need and help ensure your vehicle complies before you go.

Where your request is approved, we need a copy of the relevant vehicle insurance certificate along with evidence European breakdown cover is in place for the duration the vehicle is abroad, including recovery back to the UK. We will need your travel dates so we can prepare the VE103 document which allows you to legally take our vehicle out of the UK. This document needs to always stay with the driver of the vehicle whilst abroad.

We charge an administration fee for producing the VE103 document and a 25% rental surcharge will also be applied to your hire rate for the duration of your time abroad.

INVOICING AND PAYMENT

Your rates and charges for hires are based on a daily hire rate as outlined in Our Pricing Agreements. Daily rates also apply to charges for ancillary products such as semi-cap or Telematics.

Invoices are raised on 28-day billing cycles. This means your first invoice for hire charges will be generated 28 days after the date the hire started, and every subsequent 28-days until point of off-hire. Please note, this means you will receive 13 invoices over a 12-month period.

Damage, fines and other ad hoc charges are invoiced as and when the extent of the charge(s) becomes known and are also payable by Direct Debit.

Payment is due by Direct Debit in line with the credit terms offered when you open your account. Please note, should any invoice become overdue for payment, and in the absence of any valid dispute, the full balance of the account will also become immediately due and payable. Any invoice notified as being in dispute at least 5 working days ahead of the Direct Debit date will be excluded from the Direct Debit claim until the dispute is resolved, providing sufficient details have been given to enable investigation.

If a Direct Debit is cancelled, this may have implications for your account. If you're experiencing any issues, please contact us so we can support you.

SUPPORT

We are committed to providing a professional and courteous service and ensuring that all customers are treated fairly. We recognise sometimes things can go wrong, so we make it our priority to resolve as soon as you let us know. You can access support and report any issues via our online [Customer Enquiry Hub](#).

Please note, queries on invoices must be notified within 10 working days of receipt to allow us to fully investigate your query. If we've made a mistake, we'll put it right by issuing a correcting credit note.

COMPLAINTS

If you are unhappy with how a query or concern has been handled, our Customer Service team is here to help, either through the [Customer Enquiry Hub](#), by phone, email or post. We'll do our best to resolve your complaint as soon as possible by agreeing a clear course of action with you, including timelines and regular updates.

GET IN TOUCH

GOT A QUESTION OR NEED SUPPORT?

The quickest way to reach us is through the [Customer Enquiry Hub](#) on our website where you can send us your enquiry directly. There's also lots of helpful information and guidance in our Frequently Asked Questions page [FAQs](#).

If you can't find what you need or want to speak with one of our friendly team, here's additional ways to get in touch.

ONE RENTAL

Rental bookings, amendments, off hires and insurance

T: 03330 146 617 – Option 1

E: onerental@northgate.co.uk

DRIVER SUPPORT

Service, maintenance and repair, including tyres

T: 03330 146 617 – Option 3

E: schedulingcompliance@northgate.co.uk

BREAKDOWN

Roadside Assistance 24/7/365

T: 0800 716 418

DAMAGE AND RECHARGE

Vehicle repair and recharge management

T: 03330 146 648 – Option 1

E: incident.management@northgate.co.uk

CREDIT CONTROL

Invoicing and payments

T: 03330 146 617 – Option 4

E: ar@northgatevehiclehire.co.uk

INVOICE QUERIES

Invoice query investigation and resolution

T: 03330 146 617 Option 4

E: invoice.queries@northgate.co.uk

FINES

Administration of fines for parking, speeding etc

T: 03330 146 649 – Option 1

E: fines@northgate.co.uk

CUSTOMER SERVICES

Complaint investigation and resolution

T: 03330 146 617 – Option 4

E: customer.services@northgate.co.uk

TOTAL LOSS

For stolen or lost vehicles

T: 03330 146 648 – Option 3

E: totallossteam@northgate.co.uk

CLIENT SERVICES

Anything else? Client Services are here to help!

T: 0118 207 3530

E: client.services@northgate.co.uk

If you're not sure which options are most suitable for your business, Northgate can help you decide. Contact a member of the team today.

0330 0969 383

info@northgatevehiclehire.co.uk

www.northgatevehiclehire.co.uk

NORTHGATE
Vehicle Hire

