



drivers handbook

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Driver's Card



plan YOUR FLEET

Fleet Freefone

0800 043 1833

For all maintenance, services, repairs and accidents,
please contact us on our freephone number

Welcome to Planyourfleet

PlanyourFleet is the Vehicle Fleet Supply and Management arm of the Plan Group of Companies, one of the UK's leading vehicle providers.

This Driver Handbook has been designed to assist you and ensure that your motoring with Plan is as smooth and trouble free as possible. You will find your Plan Driver Card attached which you may need to present when your vehicle needs work. Please ensure that you keep it in a safe place.

Our PlanSolus service means that your vehicle is professionally managed by us and, literally, one call does it all. This handbook will help you to get the most out of our services and ensure that you understand your responsibilities too.



Part one of this Handbook covers routine servicing, breakdown cover, accidents and windscreen replacement.

Part two details our online Driver Portal which will give you up to date information, how to get a quote for a new vehicle, work out your benefit in kind tax and allow you to book a service at your convenience 24 hours a day, 365 days a year. On the Driver Portal you'll also find specially discounted deals from major brands unique to Plan customers and details of our Family Plan scheme, where, as

a PlanyourFleet driver, you and your family can enjoy extra discounts and offers on vehicles direct from Plan. Returning your vehicle to us is covered in Part three.

Finally, in Part four we cover all the other services that you may need from the Plan Group, from rental for a weekend to buying a new car.

Part 1 – Your Maintenance Cover

What is PlanSolus?

PlanSolus is a complete vehicle maintenance solution. You have received this Handbook either as a result of you choosing maintenance option or your employer doing so.



When you require a service, assistance or information during your vehicles contract with Plan Fleet Services one number does it all. Simply call the freefone number below and we will be happy to assist with any requirement:

0800 043 1833

Please note that our normal working hours are 9.00am to 6.00pm Monday to Friday. We offer an automated emergency service outside these hours or you can book services online 24 hours a day at www.planyourfleet.com

Vehicle Delivery

Prior to delivery your vehicle will undergo a PDI (Pre delivery inspection) to ensure that is prepared to the required standard. If your vehicle does not arrive to the standard that you expect please let us know immediately.

When your vehicle is delivered you will be required to sign a delivery note. It is essential that you carefully and thoroughly check the vehicle for visible defects or damage before you sign the delivery note.

In the unlikely event that there are some defects or damage you must ensure that these are detailed on the delivery note and contact us within 24 hours. If you do not do so, this may invalidate any claim to rectify the faults.

Servicing and Maintenance

To book a service or routine maintenance simply call the freefone number between 9.00am and 6.00pm Monday to Friday or visit the Driver Portal at www.planyourfleet.com, 24 hours a day.

Many vehicles now have a variable servicing program where the vehicle will tell you when it needs servicing according to the type of driving miles the vehicle performs. Other vehicles will have a regimented service schedule with time and mileage limits. For example a service may be required at either 12,500 miles or 12 months - whichever is the sooner. In all cases, please contact Plan to book your service in good time.

Normally when you book your vehicle in for service we'll arrange to pick it up (from your most convenient location on the day), and it will be returned to you, washed and vacuumed, a few hours later. Alternatively, we'll be happy to book a courtesy car for you if you advise us when you make your booking, subject to availability. Please remember that you will need to provide your original driving licence (counterpart and card) and a copy of your, or your company's, insurance.



Just give us a minimum of 5 days notice to book a service (a minimum of 14 days when requiring a courtesy car). We can also service commercial vehicles on a Saturday for your convenience, subject to availability.

Your maintenance contract with PlanyourFleet covers all fair wear and tear items in addition to routine servicing. If any work is not covered by your maintenance contract we will contact you or your company

contact for authorisation before we allow the garage to commence work. Delays can be avoided on small items by providing us with written authority in advance up to a pre-determined limit. Please ask your Plan representative for details.

Tyres, Batteries, Brakes and Exhausts

Fair wear and tear on Tyres, Batteries, Brakes and Exhausts is covered by your agreement with Plan. When any of these items show signs of wear or failure then contact Plan and we will arrange an appointment at your nearest centre for replacement. Remember that you must not give the repairing centre authority to complete any work – they must gain authorisation from Plan or you, or your company may be charged for the work.

- We will pay if tyres need replacing because of fair wear and tear or faulty manufacture
- We will pay for tyres to be replaced when they reach 2mm tread depth

Windscreens

If you need a replacement windscreen or windows we can provide a 24hour service at up to 70% off retail prices. As this service is chargeable please check with your company replacement policy (if applicable) before ordering.

Breakdown Assistance

Even the most prestigious of vehicles occasionally break down and this is why all cars come with a limited warranty and breakdown cover. If you have the misfortune to suffer a vehicle breakdown then our service is designed to inconvenience you as little as possible.

In the event of a breakdown, please call the Plan freefone number for assistance. If your vehicle is under manufacturers cover we will arrange assistance for you and 'hand hold' you through the procedures. If your vehicle is out of cover we will provide cover.

If you break down out of hours simply call our freefone number to benefit from our automated service that will route you to our emergency partners.

Accident Management

While your Plan service ensures that we cover you for all eventualities, we unfortunately cannot stop accidents from happening. However we can ensure that, in the unfortunate event that you are involved in an accident, your time isn't wasted sorting it out.

If you are involved in an accident contact us on our freefone to be advised of the best course of action and either keep, or get you back on the road without delay. We will:

- Arrange recovery of your vehicle 24 hours a day, 365 days a year
- Liaise with repairers and insurers on your behalf
- Arrange a courtesy car while your vehicle is being repaired
- Obtain pictures of the damage and track progress of repairs while keeping you updated with progress
- Allocate an approved repairer and follow any insurance claim through until the vehicle is repaired
- Assist you to complete your claim form with trained advisors
- Pay repair bills on your behalf and charge them back to you, your company or your insurer.
- If appropriate, provide you with a 'like for like' car with credit hire
- If necessary, arrange legal advice for you and assist you in recovering uninsured losses
- Assist, or take care of written correspondence with third parties
- Pursue compensation on your behalf in the event of injury



There are a number of things you should do if involved in an accident, some required by law and some make good common sense. The following rules should be obeyed to limit your liability and comply with the law:

- Exchange full details including vehicle registrations and model of all drivers involved
- Stop the vehicle as soon as it is safe to do so
- Never admit liability for any accident
- In the event of a serious accident, visit the Accident and Emergency department of the nearest Hospital to check for injury.
- Contact the police if:
 - There is a risk of an injury or people are seriously injured
 - Any other drivers involved fail to give you their details
 - Any other drivers fail to stop

Replacement Vehicles

In most instances of scheduled maintenance or repairs we will be able to supply you with a courtesy car free of charge, subject to availability.

In other circumstances, PlanyourFleet can arrange a replacement vehicle for you while yours is off the road. If this is a company vehicle you will have to check with your company controller as this will be a chargeable service unless this option has been specified on your maintenance agreement.

During office hours we aim to replace a vehicle within 2 hours of your request, anywhere in mainland UK (although some vehicle types may take longer).

In all cases call our freefone number to request a vehicle and to inform us when you no longer need it.

If your maintenance does not include replacement vehicles we will charge you at preferential rates.

Your Responsibilities

We can't sufficiently maintain your vehicle without your assistance, and as such you must check the manufacturers servicing requirements of your vehicle in your vehicle handbook. It is your responsibility to ensure that your vehicle is serviced in accordance with these guidelines.

You are responsible for keeping the vehicle in a roadworthy condition at all times.

You should check the following items on a weekly basis:

- Tyre pressures, tread depth and damage to sidewall
- Engine oil level
- Coolant level and antifreeze mixture

- Windscreen washer fluid level
- All lights and indicators are operational

Health and Safety is of paramount importance in all areas of life and this is particularly important when driving your car. Recent Health and Safety legislation sees the car as an extension of your workplace and as such, it is your and your employers responsibility to ensure that your vehicle is in a roadworthy and safe condition for you to operate:

- Always ensure that you and your passengers wear seatbelts
- DO NOT use a hand held phone whilst the vehicle is in motion. PlanyourFleet recommend that your phone is switched off while driving even if you have hands free equipment fitted.
- Take regular breaks during long journeys and do not drive while tired. Driver fatigue is the largest contributory factor to driving fatalities.
- Regularly clean your vehicle interior and exterior. Check headlight cleanliness before every journey in wintry conditions.
- Never drive a vehicle while under the influence of drink or drugs. Be aware that your reflexes and judgement may still be impaired the next morning meaning that you are risking your licence as well as your life.
- Have regular health checks – especially eyes.
- It is now against the law to smoke in your company car.

If you wish to fit accessories to your vehicle such as phone kits, you will be responsible for ensuring that they are removed on return and that any damage to the vehicle as a result of fitment has been repaired. If this is a company vehicle you should check with your vehicle controller to gain approval before fitting any accessories.

Your vehicle must also be returned in a reasonable condition to avoid charges. Please refer to Part 3 of this handbook for more detailed information.



Part 2 – Driver services

As a PlanyourFleet driver you have a dedicated suite of information, features and offers available to you on our website and over the phone. Visit www.planyourfleet.com and click on the Driver Portal tab to register. You will immediately be able to take advantage of the offers and services available.

Driver Portal

From booking your car in for a service through to accessing special offers for you and your family, the PlanyourFleet driver portal will prove an invaluable tool. For the latest information, offers, and news, log in to your personal driver portal regularly.

The portal also contains:

- Book a service
- Tax guide
- Car Tax Calculator
- Cash for Car Calculator
- Frequently asked questions and answers
- Carbon emissions calculator and offset
- Driver Guides and downloads
- Request a quote

Driver Shop

The Driver Portal includes an online shop exclusively for registered users. In the shop you will find an ever changing array of offers that are either specially discounted for PlanyourFleet drivers or simply not available on the high street. From car care kits to satellite navigation systems, and mobile phones to Holidays it is our intention to ensure that our drivers get the best possible value.

Family Plan

As a PlanyourFleet driver you are eligible to share the same fleet discounts and value that you or your employer enjoy on a second car, or with your friends and family. Simply complete the online request form from the Family Plan page on our website and a Plan Account Manager will contact you to discuss your requirements (alternatively call us free on 0800 043 1833 quoting Family Plan). Reduced rates and fee's means that you can be confident, no matter if you buy, lease or a combination of the two, a Family Plan vehicle will always be the most competitive option.

Buy your Car

One owner, professionally maintained, carefully driven, only 20,000 miles...

If you're looking for a used car, at an attractive price, then why not consider your company car at the end of its contract? Buying your PlanyourFleet company vehicle for personal use is a great way to buy a quality, reliable car. After all, nobody knows it better than you.



To get a price on your vehicle, simply complete the form on the Buy your Car section of the driver portal or call us on 0800 043 1833 at least four weeks before the vehicle is due to be returned. Once you have decided to buy your vehicle, we can arrange finance to suit you and even an extended warranty if required.

Part 3 – Returning your Car

Your leased or contract hire car will have to be returned when the contract ends, and you are obliged to return it in a reasonable state of repair.

At the time the car is returned it will be inspected and any areas of damage deemed to be "unacceptable or excessive wear and tear" will incur a penalty recharge to the cost of repairing the damage. However, damage that is deemed "fair wear and tear" is acceptable.

Fair Wear and Tear – What is it?

An amount of wear and tear damage to a vehicle is expected dependant on the vehicle's age, mileage and type. Fair wear and tear summarises the amount of deterioration on the vehicle that is considered reasonable based on those factors when it is returned.

For example, stone chips to paintwork on a three year old typical fleet vehicle would be considered fair wear and tear. However, if the stone chip had exposed base metal and this had not been touched up, it is likely that corrosion would set in and this would not be accepted as fair wear and tear.



In short, to prevent refurbishment charges upon vehicle return it is advisable to make regular checks to detect damage and make necessary repairs throughout the vehicles contractual life. Ensure that you adhere to the manufacturers servicing guidelines and take care of spare key, manuals and service books.

Most of the Vehicle industry conforms to BVRLA (British Vehicle Rental and Leasing Association) guidelines on fair wear and tear. Plan has produced a detailed Guide based on BVRLA recommendations and this can be obtained from the download section at www.planyourfleet.com.

Alternatively, please call us on 0800 043 1833 and we will be pleased to send you a copy.



PlanyourFleet is the fleet supply, services, management and maintenance arm of the Plan Group. There are three other Plan businesses that cater for differing needs within the vehicle supply industry. This section gives you a short description of each business should you or your business require alternative services.

PlanyourCar (and van)

PlanyourCar caters for smaller fleets (generally under five vehicles) and individuals.

There are a dedicated number of Plan branches around the UK and we are specialists in the supply and leasing of vehicles to this section of the vehicle market. Certain Planyourfleet services, such as the Plan Solus maintenance product can be combined with vehicle supply to give customers a complete vehicle package.

At www.planyourcar.com we also list 100's of special offers on vehicles of all types and have cars starting from as little as £79 plus VAT per month. These offers can also be accessed by PlanyourFleet customers.

PlanyourRental

When your business needs fast, flexible solutions; Car and Van rental can be the answer. PlanyourRental offers car and van rental to business customers and we can usually deliver vehicles to you within 2 hours (dependant on vehicle type). If you are using rental vehicles regularly in your business, we will tailor a package to your requirements with a view to reducing your costs and administration.



- Daily Rental – short term rental, often just for a few days or for one-way journeys
- Flexible Rental – for pre-contract and medium/longer term rental
- Prestige Rental – premium cars for when appearance matters
- Airport and One-Way Rentals (on cars)

Key Features

- Standard cars and vans can be delivered within 2 hours
- Fixed rental costs
- Flexible solutions including Daily, Prestige and Airport Rentals
- Worldwide Rental for business or leisure

Key Benefits

- Ideal for short-term vehicle requirements (1 day to 6 months)
- Meet seasonal increases in demand for vehicles
- Provide non-company car drivers with transport
- Provide one-way transport for an employee
- Replace pool vehicles with a cost-effective alternative
- Provide new starters with a vehicle during a trial period

Prestige Rental

As well as standard vehicles we can provide an ever changing range of current sports and prestige vehicles to both business and personal customers from BMW 3 Series Coupe's to Porsche 911 Cabriolets.

- Ideal for staff or customer incentives
- For when appearance matters
- Personal treats
- Gift Vouchers Available



For details on all our rental products and services please visit www.planyourrental.com or contact your Plan Account Manager.





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www.planyourfleet.com

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