

Coronavirus (COVID-19)

Dear Customers,

I hope this finds you all fit and well.

I wanted to let you all know that here at 1st Direct Vehicle Rentals / Auto-International we are thinking of you wherever you are in the world today.

The current travel situation here in the UK is challenging and changing every day, and with this in mind I hope you are able to continue with your Holiday/Travel plans. However, if you are forced to cancel, we can offer 2 options.

- 1 We will cancel the reservation and refund any booking fee. Please note should you wish to re-book we are unable to honour or guarantee any earlier discounted rate.
- 2 We can reschedule the reservation for a later date at the rate we have previously quoted and confirmed. The Booking fee will be not be refunded but carried forward to this reservation

For those of you who are planning on arriving as planned please note both my company and Europcar are taking extra precautions to make sure the vehicle interiors are cleaned with anti-biological products when the vehicle is checked-in from the last customer and again before it is handed over to you. We take your safety and well-being very seriously.

Easter

Please note with many internal flights and Train Journeys being cancelled Easter is looking very busy.

I wouldn't be surprised if we run out of cars very soon. If you are thinking of hiring over the Easter Break, please book as soon as possible to avoid disappointment.

Please keep safe

Simon Bates