

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, we hope you are able to continue with your Holiday/Travel plans.

Please note that my company is taking extra precautions:

- We have 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). The vehicle is then locked and not opened again before rental.
- We have Protective PPE measures including plexiglass installations, face masks and gloves for staff & Hand sanitiser at each site.
- We allow only one customer to enter the office at a time. We ask you to please wear a face covering before entering our branches.
- We practice regular stringent cleaning and disinfection of public and high-touch areas within our branches.
- We will ask you to fill out and return a Pre-Rental Booking form before your rental starts, to obtain most of your information before you arrive and get you on your way more quickly.
- Key equipment such as child seats & navigation systems are sanitised and stored securely.

We offer free cancellations up to 48hr before pick-up, as we appreciate there will be ongoing changes around the world. We take your safety and well-being very seriously.

Please keep safe

Simon Bates