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Fleet Availability

The market supply challenges that the whole car rental industry has faced since early 2020, continue today. New vehicle manufacturing has been down to its lowest level since 1956. This means that car rental companies have not been able to increase fleet levels enough to meet the now growing demand.

This is well described in a 2021 media report – <https://www.bbc.co.uk/news/business58002724>

There have been several factors that have contributed to some of the most difficult trading conditions the industry has ever seen –

- An acute shortage of key car components (especially semi-conductor chips)
- The war in Ukraine (many car parts were manufactured in Ukraine)
- Brexit and currency exchange rate fluctuations
- Inflation running at a 40 year high
- Resource constraints due to COVID impact, and record levels of employment vacancies across the country
- A significant demand backlog of new cars allowing manufacturers to choose to allocate available units to retail, and direct corporate sales, rather than car rental

The situation will not 'normalise' until the car manufacturers start to sell into the rental industry in volume again.

This fleet situation has led to older vehicles being operated than is the norm, and with higher mileages. It is anticipated this will continue in the short term, until fleet sizes are able to recover.

In addition, there are delays in servicing, and repairs, which is heavily impacted by a shortage of parts, and supply chain distribution difficulties. This leads to more fleet cars out of service and not available for rent.

Below are some suggestions to consider and help enable your mobility options -

- If you are thinking of off hiring a vehicle but know you're likely to need it again shortly, do not off hire as it may not easily get replaced (ask for the hire to be extended instead)
- Consider alternative travel methods for 1-2 days bookings specifically those that are one-way, as these are the hardest bookings to get confirmed

- Book in advance and where possible give as much notice as you can (at least 4 - 6 working hours), however supply is not guaranteed even with a decent length of notice
- We cannot always guarantee that a vehicle booked on Friday afternoon for an early Monday morning hire start time can be supplied
- If the supplier of the vehicle is unable to fulfil a delivery, they may be able to supply a vehicle via a walk in, so please make us aware in instances where the traveller is willing to visit their local rental station and collect the vehicle in person

Avis has stores at most major UK airports, and our subcontract delivery and collection partner Nexus have an extensive network of over 235 UK regional suppliers, which ensures we have full visibility of the market supply challenges, and the best chance of securing an accepted booking.

Please rest assured that we are doing all we can to meet your needs and that we continue to support you wherever we can.

Delivery and Collection (D&C) – Use of Nexus sub-contract arrangement

Avis now sub-contract their delivery and collection (D&C) service via one of the UK's largest rental brokers, Nexus.

Nexus operate UK wide, offering their service via 235 suppliers, with 2,000 rental locations and a fleet of circa 500,000 vehicles.

There is no change to how bookings are placed, and this will continue through the BAE Avis Microsite.

Where the booking is sub-contracted through Nexus, Avis will transfer any D&C rental requirements directly to Nexus, managed by our dedicated Implant Team - abgimplantteam@abg.com - 0345 544 7000 option 3

Nexus will provide vehicles from one of their providers, and this could be through Europcar, Sixt, Hertz, etc.

Avis continues to operate at main airport locations and a few city stores (London, Cardiff, Edinburgh, and Glasgow) where vehicles can be collected in person.

Our North-Western based Avis franchisee partner Regal Rentals do still offer D&C via their stores located in Chester, Warrington, Bolton, Blackpool, Barrow and Carlisle.

One-way hire requirements

Please be aware that one-way rental requests will need special treatment by Avis/Nexus as the same supplier of the car will have to be able to deliver and accept/collect at either end of the hire – Given the full nationwide geography requirements, one-way rentals do present a challenge, more so today than pre-pandemic, and giving the most notice possible is vitally important.

One-way rentals that originate or terminate at an airport location - it is important that end users check their booking confirmations to ensure they collect from the correct rental company, as it's likely the rental will not be supplied by Avis but supplied by another rental provider present at the airport. This is due to the delivery or collection element required, Avis need to match the requirement to the same supplier.

The service in Northwest England remains unchanged, Regal Rentals will continue to operate through their franchise with Avis and offer their own D&C service as they do today.

Airport collections – out of store opening hours

When making a booking for collection from an Avis airport location and/or store and your planned collection time is outside the store opening hours, please do not tweak the booking to be within the store opening time, as the store will not remain open to honour the hire. Instead, please book through Central Reservations – 0344 544 5566, so the booking can go to another supplier via Nexus.

Bookings that span a Bank Holiday period

If you need a delivery the day after a bank holiday, please make your online reservation as follows: -

- Select your store and hire date for the last working day and time prior to the bank holiday. Most of our stores are open Saturday 0900 until 1300 so you would need to enter the hire date and time as Saturday @1259. By entering this information, the store will be aware of the delivery needed
- Remember to enter in your actual hire start time and date in the “**Remarks**” field
- If the selected store is closed on Saturday, you will need to enter the hire start date as Friday @1759

Dartford Toll Bridge Information / US Road Tolls

Please note if you are travelling via the Dartford Toll bridge/tunnel, it is your responsibility to pay the Dart Crossing charge in advance, on the day of travel, or at the latest by midnight on the day that you travel, to avoid you incurring a Fine.

Please use the following link to access information about road tolls when you have been driving in the US <https://www.e-tolls.com/>

Avis Worldwide Discount (AWD) codes

Each Business Unit has a unique AWD which links you to the BAE corporate rates and insurance requirements, click here to see a full list of AWDs - **Business Unit List**

Fuel

Our rental providers run a like-for-like policy on fuel i.e., vehicles should be returned with the same level of fuel they were delivered with, taking photos of the fuel gauge at the start and end of the hire is recommended should you need to challenge an incorrect re-fuel charge. Where a car is delivered or collected to a BAE Systems site or home address, the renter will be responsible for the fuel consumed in delivering the vehicle from and returning to the rental location.