

ADVICE OF CHARGES

Link: <https://account.cocoonvehicles.co.uk/advice-of-charges/>

Please find below the list of our charges as of **16th November 2023**, that relate to administration charges relating to the master hire agreement TC1 and/or Contract Hire Documents CH1.

Administration Charge for Penalty Notices, Fixed Penalty Notices, Information requests from authorities, Congestion Charges, DART Charges, Parking Charge Notices and/or Speeding Offences (Charge applies even if the ticket/offence has been cancelled by the issuing authority/firm):

UK Issued	£37.50 + VAT	£45.00 inc. VAT
Foreign Issued	£65.00 + VAT	£78.00 inc. VAT

Supply and Issue of VE103B Certificate to take your hire car/van abroad. *(Please ensure your vehicle has the appropriate breakdown cover):*

From	£35.00 + VAT	£42.00 inc. VAT
------	---------------------	-----------------

Emergency VE103B, where 14 days-notice has not been given and emergency documents have had to be raised:

	£75.00 + VAT	£90.00 inc. VAT
--	---------------------	-----------------

Bounced Direct Debit Charge:

	£25.00 + VAT	£30.00 inc. VAT
--	---------------------	-----------------

Indemnity Claim on Direct Debit/Card Payment when the customer is in error.

	£75.00 + VAT	£90.00 inc. VAT
--	---------------------	-----------------

Late Payment Charge:

	£10.00 + VAT	£12.00 inc. VAT
--	---------------------	-----------------

Cancellation and Reinstating of Direct Debit Mandate when cancelled by the customer without a valid reason and/or notification:

	£25.00 + VAT	£30.00 inc. VAT
--	---------------------	-----------------

Cheque Payments either when sent in via post, presented in person at Cocoon Vehicles or sent directly to our bank:

	£25.00 + VAT	£30.00 inc. VAT
--	---------------------	-----------------

Cash Payments either presented in person at Cocoon Vehicles or paid into our bank account at branch and/or agent:

	£4.50 + VAT per £100
	£5.40 inc. VAT per £100

Personal Debit/Credit Card Payments that show clearly on the Worldpay/Stripe receipt/system that the card being used is either a Mastercard Debit, Maestro Debit, Visa Debit or a Visa Electron:

Free of Charge

Corporate Debit/Credit/Charge/Corporate/Prepay Cards that show clearly on the Worldpay/Stripe receipt/system that the card being used is either a Mastercard, Mastercard Credit, Visa, Visa Credit, except for AMEX / American Express:

1.9% of amount taken

Credit/Charge/Corporate/Prepay Cards that show clearly on the Worldpay receipt/system that the card being used is either an AMEX or an American Express Card:

0.0% of amount taken

Congestion Charges when enrolled on Cocoon Vehicles Fleet Pay:

Enrollment Charge:	£15.00 NO VAT
Per charged Vehicle:	£30.00 (breakdown)
	£15.00 Congestion Charge
	£12.50 plus VAT Admin

Collection Charge when no replacement vehicle has been ordered, this will be calculated from the collection point to the de-fleet centre.

Minimum. £1.25 plus VAT per mile
(Min £75.00 plus VAT)

Collection Charge Fuel Surcharge (where applicable) – levied due to cost-of-living increases and charged where Cocoon Vehicles Ltd receives a charge from supplier/funder/delivery agent.

Minimum. £15.00 plus VAT

Collection Charge waiting time after initial grace period of 20 minutes:

£50.00 + VAT per hour, per vehicle
£60.00 inc VAT per hour, per vehicle

Fuel Shortage/Electric Charge charged where the vehicle has not been returned with the same amount of fuel as per delivery:

Variable/ Please Visit:
<https://account.cocoonvehicles.co.uk/advice-of-charges/fuel/>

Missing items from the vehicle after the vehicle has been collected/returned to Cocoon Vehicles:

Cost of postage/courier plus £35.00 + VAT
£42.00 inc. VAT

Missing proof of servicing, missed service or late services are chargeable at the cost of the manufacturer main dealer service as detailed in the return conditions. The minimum charge will be:

Minimum **£500.00 + VAT plus return conditions**
Minimum £600.00 inc. VAT plus return cond.

Administration charge for raising an end of contract invoice should there be damage/excess mileage listed:

£100.00 + VAT £120.00 inc. VAT

Cherished Plate; Assignment or Take Private Plate Off Vehicle:

Price on Application

Discount for paying monthly rental by Direct Debit, all alternative payment methods will incur this amount:

£100.00 + VAT £120.00 inc. VAT