

How do I change or cancel my reservation ?

Can I amend my reservation?

The renter can amend certain booking details (car driver, additional driver, credit card details ,address information) of his/her rental free of charge, at any point before the rental is due to start.

Changes can be made to the dates/duration of the hire(subject to availability) up to 2 working days (Monday - Saturday) before the start date of the rental free of charge .

Amendments cannot be accepted and carried out after the vehicle has already been acquired. For example if the user picks the car up any later or brings the vehicle back any earlier, the user will not receive a refund for unused hours or days.

Extension of the car hire service after the rented vehicle is picked up will be charged at the normal rental fee and is subject to availability.

How do I cancel my reservation?

If the renter wishes to cancel the reservation, he/she must contact the our office by email as soon as possible mail@maclennanmotors.com. Phone cancellations will not be accepted.

If the cancellation is within to 2 working days (Monday - Saturday) or more before the rental is due to start, no charges will be applied .

If the cancellation is made at short notice (less than 2 working days) the full rental charge will apply . A refund will be made (less an admin fee) if we are able to re-rent your vehicle.

What happens if my flight or ferry is cancelled?

On occasions your ferry or flight may be cancelled or delayed due to adverse weather conditions .Please call us as soon as you can to let us know your plans. In this circumstance no charges will be made for any unused rental period. Please rebook if required.

Will I be charged if I don't show up for my reservation?

A 'No-show' is when the user:

- Fails to pick the car up at the arranged time and date; or
- Fails to provide driving license details; or
- Fail to provide a valid, acceptable credit card in the main driver's name with enough available funds on it

In all of these cases, the user will be charged the full rental value as compensation for our inability to rent the vehicle which was reserved for your use.

If we make changes to your booking

Occasionally it may be necessary for changes to be made to your booking (after acceptance) by us. In all such cases we will advise you, the renter, as soon as reasonably possible before pick-up and, if the proposed changes are unacceptable, you will be offered a full refund. However, in such circumstances, we shall have no additional liability in respect of any direct or indirect losses you may suffer as a result of such changes.