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# StopGap Cars

The simple solution until your new car arrives

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Our StopGap cars provide you with a car to fill the gap until your new salary sacrifice car arrives! We understand the inconvenience of not having a car and although we do what we can to get your new car to you as quickly as possible, the lead time is out of our hands.

If your new salary sacrifice car isn't due for at least 6 weeks, we can provide you with either of the following fully insured and maintained StopGap cars:

**1. Volkswagen Polo - £299 per month incl VAT**

Or

**2. Volvo V40 - £329 per month incl VAT (manual or automatic subject to availability)**

The StopGap car can be delivered and collected within office hours nationwide and all we ask is that you take it for a minimum of 6 weeks and that the car doesn't exceed 1,000 miles per month.

**Tech Savvy?** Scan the QR code on your mobile.



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## Frequently asked questions

### **What's included with a StopGap vehicle?**

The StopGap vehicle we provide is fully maintained, includes breakdown cover, comprehensive motor insurance for business use and also includes insurance premium tax (IPT) and VAT.

### **Who can have a StopGap vehicle and who is allowed to drive it?**

Anyone who has a salary sacrifice vehicle on order, has a valid driving licence for manual transmission vehicles and is over the age of 21 is able to take a StopGap vehicle. Yourself, your domestic partner and any additional drivers between the ages of 21 to 65 who you have declared on your car order can drive the vehicle.

### **Is there a minimum period of time I can have a StopGap car?**

A StopGap car can only be taken for a minimum of 6 weeks. However, if the car you have on order is delivered before the end of this 6 weeks, we will provide a refund to you based on when the vehicle is returned to us.

### **Can I cancel my StopGap vehicle?**

If you'd like to cancel the StopGap vehicle, simply call us and we will arrange to cancel your future payments and make arrangements to collect the vehicle from you. If you choose to cancel before the initial 6 week period but your salary sacrifice car hasn't arrived, then no refund can be given as the agreement is for a minimum of 6 weeks.

### **How do I make payment for a StopGap car?**

When you arrange the StopGap vehicle, we will take an initial rental charge from you over the phone. Any future monthly charges will be taken automatically from your credit or debit card account on the anniversary of the delivery date of the vehicle and will continue until your SalarySacrifice4Cars vehicle is delivered and the StopGap car collected. Payment is required by credit card (Visa, Mastercard) or UK debit card (Switch, Visa). Cash, cheque, and pre-paid credit cards aren't accepted.

### **What is the maximum mileage I can do in the vehicle?**

There is a limit of 1,000 miles per month for each vehicle, with an excess mileage charge if this is exceeded (please refer to your rental agreement for details of this charge). When the StopGap car is returned to us, your mileage will be prorated and any excess mileage will then be charged to your credit or debit card.

### **How quickly can I have a StopGap vehicle?**

Subject to availability, we can provide this to you within 48 hours but we must have had back your salary sacrifice car order and your driving licence check before we are able to deliver the StopGap car.

### **How will the vehicle be delivered / collected?**

Our partner, Global Autocare will deliver and collect the vehicle from you. All their drivers carry ID cards and will go through a delivery and collection check sheet with you to ensure you are happy with the condition the vehicle arrives / returns in.

### **How much fuel will the vehicle arrive with?**

All of our vehicles will hold a minimum fuel range of 50 miles to cover an appropriate distance for you to travel to a fuel station of your choice to add more fuel. The vehicle should be returned with the same amount of fuel that it was delivered with otherwise there will be a fuel and administration charge when the vehicle is returned.

### **What happens if I damage the vehicle?**

If the vehicle is returned to us with any damage then this will be marked on the collection check sheet and you will be billed for the cost to fix the damage. It's important you check the vehicle thoroughly upon delivery and collection and that you mark any damage on the check sheet. We will notify you of any costs and then charge your debit / credit card accordingly within 5 working days.

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For more information about StopGap Cars  
call us on 0333 400 2020 or email [stopgap@ss4c.com](mailto:stopgap@ss4c.com)

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