

Dear Thrifty customer,

With Coronavirus now dominating the news, and having an impact on customers and businesses alike, I wanted to reach out to provide assurance that we are vigilantly implementing enhanced processes to ensure your safety and to minimise any impact on our services to you.

We are closely monitoring the guidance of Public Health England (PHE) regarding the spread of the virus and public guidance with a focus to protect both our customers and staff in this challenging situation.

Here's what we're doing.

- We've already enhanced vehicle cleaning techniques after each rental. In particular we are paying special attention to the places people frequently touch such as steering wheels, door handles, infotainment systems/sat nav and other hard surfaces which are cleaned using a specialist solution.
- All Delivery Drivers and Vehicle Cleaners will wear gloves at all times.
- In addition we are taking steps to ensure the welfare of our employees. This includes instructing employees who feel ill to stay home as per PHE guidelines. All employees to be vigilant about frequent hand washing in line with PHE hygiene
- We will be waiving cancellation fees for any pre-paid reservations cancelled prior to hire start date.

For all existing bookings I hope this provides you with the reassurance that your rental experience remains unchanged, safe, secure and we look forward to seeing you soon.

Book with confidence

For increased flexibility on all bookings, you can change or cancel, without fees, any reservations in the UK for rentals due to start before 1st May 2020.

For bookings which start after this time there will be no penalties for changes made up to 72 hours before the start of your rental.

To make any changes, please contact thrifty@thrifty.co.uk

During this challenging time many people are choosing different ways to travel. If you need a rental vehicle we are here for you. Your safety is our highest priority and we truly appreciate the trust that you place in our team and our company.

Thrifty Customer Service Team

13/03/2020