

LOANER VEHICLE POLICY

Here at Stratford Hyundai, we understand that commuting without your personal vehicle can be a major inconvenience. You are free to wait in our comfortable, Wi-Fi equipped customer lounge while our service technicians service your vehicle as quickly as possible. Please note that unfortunately, we cannot guarantee alternate transportation for same day appointments.

We also offer loaner vehicles to customers whose vehicles are expected to spend more than 2 hours in our service bays. In order to qualify for a loaner vehicle, you must also:

- Call in advance and schedule your appointment (with a loaner vehicle)
- Must be 25 years of age or older
- Must have a valid driver's license, credit card, and proof of insurance
- Must be the only person named on the Loaner Agreement

BOOK SERVICE

LOANER VEHICLES RETURN POLICY:

When returning our loaner vehicle, we ask that you please perform a final walk around the vehicle with a loaner representative to verify any damage or detailing required, along with verifying the fuel level of the vehicle. After this final walkaround, you will receive a final loaner agreement to be signed by both you and the representative that completed the check in. If there are any charges to be made due to damages, detailing, or gas fees they will be noted on the final signed loaner agreement. Rest assured, this process will only take a few extra minutes.

Should there be no loaner vehicles available for you, we have an exclusive deal with Enterprise Rent-A-Car, who will provide you a suitable rental vehicle starting from \$39.95/day.

Please also take note of the following stipulations:

- Drivers named on the Loaner Agreement are responsible for all charges incurred against the vehicle during use (tolls, tickets, fees, penalties, damages to vehicle including tire and wheel damage, windshield chips and any cost incurred by Stratford Hyundai). Please note, there is a \$10,000 deductible.
- We ask the loaner vehicle be returned once the service on your vehicle is complete. If the vehicle isn't returned, a daily usage fee of \$59.95 per day will be charged to the credit card on file.
- A fee of \$2.00 per litre will be charged to the driver who does not return the vehicle with the same level of fuel as when it was checked out.
- All loaner vehicles are NON-SMOKING vehicles. A detail fee of \$399.95 will be charged to the driver who smokes in the vehicle.