

# Mid Term-Rental : delivery & pick-up

Important information

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## Preparation of the vehicles

We pay special attention to the disinfection of the cars, both inside and outside.

- **Outside**
  - Handles (doors and trunk)
  - Frame of the doors
- **Inside**
  - Handlebars, switches, levers
  - Gear stick, handbrake, armrest
  - Center console, buttons
  - Light switch
  - Seatbelt
  - Handle glove box
  - Switches interior lighting
  - Control switches/lever seats
  - Plastic cover for steering wheel, gear lever and seat



## Delivery and pick-up of the vehicles

We take into account the measures prescribed by the National Security Council when collecting and delivering cars.

- Distance (1.5 m)
- Wearing gloves
- Key is decontaminated upon transfer
- Handing over key without contact
- Protection steering wheel, gear lever & seats is removed at transfer vehicle
- Sign car check without contact

We recommend receiving the car, key and car check document with gloves and to sign the delivery document with your own pen.

Did you not sign the delivery document? Or did you notice any additional damage after delivery? Then report this within 24 hours via [shortterm.be@arval.be](mailto:shortterm.be@arval.be). We can also be reached by telephone for other questions on 02 240 01 99.

## Commissioning of vehicles

We recommend that the vehicle is thoroughly ventilated (> 10min) before use.



**ARVAL**  
BNP PARIBAS GROUP

For the many  
journeys in life