



# Carnival UK Vehicle Rental Information

## Introduction

Zenith Rental is the preferred vehicle rental provider to Carnival UK, whose services include:

- Delivery and Collection to any Mainland UK Business Address
- Delivery and Collection to Home Addresses
- One Ways within UK

## Vehicle Supplier Partnership

Zenith Rental operates as a management agent and sources hire vehicles through most UK's major vehicle rental suppliers.

## Booking Procedure

**Joining Fleet employees:** Bookings can be made by Telephone and email using the quoting code ZB910.

**Disembarking Fleet employees:** Bookings to be made by Crew Service Managers on board using the Zenith – Carnival UK booking forms Leavers ZB161.

**Carnival UK shore side employees:** Bookings can be made by Telephone, Online and using the Zenith – Carnival UK booking forms obtained by clicking on [ZB950](#) form applicable only to Shoreside Employees.

Reservations                      0344 579 8855 Option 1  
Email                                    [reservations@zenith.co.uk](mailto:reservations@zenith.co.uk)

Customer Services                0344 579 8855 Option 2  
Email                                    [customerservices@zenith.co.uk`](mailto:customerservices@zenith.co.uk)

## Working hours

Zenith operate Monday to Friday 08.00 to 18.00. Anything outside these hours if already in a vehicle please call the supplier.

## New \*\* Working hours during Easter and Festive season

Please refer to the respective notice information provided closer to the period of the year.



## Booking Method – Joiners ZB910

All **joiners** must request reservations directly with the Zenith Rental reservations facility via Telephone or the Email booking forms quoting the ZB910 Joiners account.

This account should be used to enable crew to join a ship, or travel to/from airports only. All bookings from personal email addresses need to be validated during the reservation process by the Fleet Travel Team.

Insurance will be covered by CDW the rental company's insurance subject to the relevant excess. Payment method by Credit or Debit card only.

We require minimum of 7 days' notice for this application (not including weekends and after hours).

## Booking Method – Leavers ZB161

When disembarking a vessel, requests should be placed via the Crew Service Managers Office only, using the email ZB161 Leavers booking form which has been specifically designed for use by Carnival UK and holds bespoke information.

All reservations placed will be confirmed back to the Crew Service Manager onboard.

This will contain the Zenith booking reference number and the name of the Company who is supplying the vehicle. This information should be retained by you for reference if required later.

Insurance will be Carnival UK Group policy and hire charges will be invoiced to Carnival UK.

We require a minimum of 10 days' notice for this application (not including weekends and after hours.)

## Booking Method – Shoreside Employees ZB950

This account is for all Carnival UK shoreside employees requiring vehicle rental and can be booked via emailing a [ZB950 form](#) Shore Side Employees booking form (from a work email address only) or online quoting ZB950 account.

Insurance will be covered by Carnival UK Group policy and Payment method will be Credit or debit card only.

We require minimum 7 days' notice for the application (not including weekends and after hours).

## Booking Restrictions

- Business use only – to enable ship's crew to join a ship, travel home or travel to/from airports only or Carnival UK Shoreside employees to travel on company business.
- Rentals should not exceed a 24-hour period, additional charges for extra rental days will be billed back to the driver.

## Rental Tariff information

The booking tariff is listed on Carnival UK Rate Tariff provided as separate document.

The tariffs are reviewed every year. The latest change has been published November 2024.



## New\*\* Electrical Vehicle Rental

Zenith can supply both Short Term hire lasting less than 28 days and Stopgap or Stopgap Plus hires with a 28 day or 90- day commitment.

Our Short-Term product is fully flexible, duration can be increased or decreased without notice and there is no minimum rental period. Our Stopgap / Stopgap Plus product does need to be pre-booked, committing to a minimum 28-day or 90-day term, after which the rental can be off-hired without notice. Daily rates are lower for our Stopgap product than our Short-Term Product.

Please refer to the Zenith Rental EV Guide document provided for more information on:

- Vehicle availability
- Notice period
- Fuel level
- Driving an EV

## Damage Procedures

When you take delivery of a vehicle whilst on Carnival UK business, it is the responsibility of the Driver to inspect the vehicle and check the fuel levels. If you have access to a Camera or Phone, then take pictures or video of anything that you consider damage that is larger than small scratches and dents or if you deem the vehicle to be in an unacceptable condition.

Please report it to Zenith at the time of pick up so it can be logged against your hire agreement.

- Contact Zenith Rental Customer Services on **0344 579 8855** options two.
- Email [customerservices@zenith.co.uk](mailto:customerservices@zenith.co.uk)

## Delivery & Collection

Zenith Rental can deliver to and collect from any nominated address within mainland UK, including both business and home addresses. We require 7 days' notice (not including weekend and after hours) to provide services including one way, although should your request be urgent, we aim to deliver within reason as quickly as we can source a vehicle.

When making your reservation, please advise Zenith Rental if the delivery address is situated in a restricted or metered parking zone. Vehicles must be parked legally for collection.

## Vehicle Collection & Drop Off Procedures in Southampton

### Rentals commencing at Southampton Docks

- Rentals will commence from Enterprise Western Esplanade unless specifically notified.
- No collection at the dock side will be possible.



## Rentals ending at Southampton Docks

- Off hires must be back to Enterprise at Western Esplanade during opening hours or a specified Rental Branch if notified.
- No vehicles to be dropped at the docks, this will incur extra days and charges.
- There are no 'out of hours' drop facilities at Western Esplanade, only at Southampton Airport

## Refuelling

A full tank of fuel will be supplied with all hire vehicles less the amount used during its delivery. Please, therefore, ensure that at the end of the rental you leave the vehicle with a full tank of fuel to avoid unnecessary charges being incurred by Carnival UK.