

Arnold Clark Car & Van Rental

Information on breakdowns, accidents and delayed flights



Breakdown and accidents

In the event of a breakdown or accident, please call 0800 074 5411 and choose the relevant option.

We use the largest recovery service in the UK (The AA) who, on occasions, will use third-party recovery services so it may not be the AA who attend to you.

Please be aware that the recovery drivers may be busier at certain times and therefore take longer to reach you as they will prioritise the highest risk incidents first for people's safety. The time frame also depends in which part of the country you breakdown. If you are in remote parts of Scotland, i.e., the Highlands & Islands, this could take longer so please be prepared to wait.

Punctures, damaged tyres and wheels

If you have a puncture, or damaged a wheel, please replace the tyre as soon as possible at the nearest garage to where you are or call our recovery service on 0141 332 2622.

If tyres/wheels are damaged and you are in a remote part of the country, please bear in mind

if new tyres/wheels are required, the nearest garage may not have the tyre in stock, and it may need to be ordered and brought from the UK mainland which could be the following day or day after. We appreciate this may take time away from your holiday.

Excess waiver

Please note that despite the purchase of excess waiver, we will not cover the cost of hotels or taxi fares if tyres or wheels are damaged. This would need to be claimed back via your travel insurance. If the vehicle has a mechanical fault, any costs incurred will be assessed on an individual basis.

Delayed flights

If your flight is delayed and is due to arrive after we close, please contact the branch immediately to make arrangements. Failure to contact the branch will mean the flight will not be met.

The branch can only deal with so many delayed and pre-arranged out-of-hours flights due to the number of staff they have on duty, and they need to plan in advance who can stay back to meet flights. Therefore, we ask for as much notice as possible as it may not always be feasible if a flight is delayed. The branch will assess this when the customer contacts them.

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CAR & VAN RENTAL