**Annexure D**

<https://www.gov.uk/consumer-protection-rights>

<http://www.theguardian.com/money/2013/nov/20/consumer-work-experts-guardian>

<http://www.which.co.uk/consumer-rights>

<http://www.which.co.uk/consumer-rights/action/how-to-complain-about-your-car-hire-company>

<http://www.bbc.co.uk/programmes/articles/Y9Vpnl94w0pwKly0VLBTVm/consumer-advice>

[4:58:26 AM] Kate Marley: Why don't you just calmly and politely call the customer services team at CarRentals and ask for an explanation and a refund. IF they do not politely comply then say that you will have to take this down the legal and complaints and media exposure route (... a soft threat if you know what I mean, can often trigger them into action.... I honestly would try this route first.... the UK is not like the US or Australia where it's more of a 'suing' society... customer service teams on the whole tend to want to resolve any problems before any potential bad public relations issues occur)

[4:59:59 AM] Kate Marley: FYI CarRentals appears to be an Expedia Company.... I do think it would be wise to approach even Expedia customer service team and explain your gripe.

[5:09:41 AM] Kate Marley: So you may have already found this out, but here goes in case: CarRentals owned by Hotwire is an operating company of Expedia.

Attn: Customer Service

Hotwire, Inc./Carrentals.com

655 Montgomery Street, Suite 600, San Francisco, CA 94111

Phone number: 415-343-8400

[support@carrentals.com](mailto:support@carrentals.com)

Managing Director: Henrik Kjellberg, [henrik@hotwire.com](mailto:henrik@hotwire.com), Expedia, Inc.

<http://www.adviceguide.org.uk/nireland/consumer_ni/travel_leisure_and_food_e/consumer_holidays_e/consumer_problems_with_holiday_services_e/extra_charges_have_been_added_to_your_car_hire_bill.htm>

<http://www.bvrla.co.uk/advice/consumer-advice>

<http://www.theguardian.com/money/2010/sep/25/car-hire-complaints>

<http://www.ecrcs.eu/>

<http://www.theguardian.com/money/2013/mar/11/beware-extras-car-hire>

<http://www.travelsupermarket.com/c/cheap-car-hire/buying-car-hire-excess-insurance/>

<https://www.icarhireinsurance.com>

[www.insurance4carhire.com](http://www.insurance4carhire.com)

[www.confused.com/car-hire-excess-insurance](http://www.confused.com/car-hire-excess-insurance)

Another Muggaccinos rider, Scott Thompson, has been emailing with CarRentals.com. I have read them.  Their explanations for not refunding $266 do not make sense and would not to BBC1's Watchdog’s below investigative team.

The initial additional debit of $266 nine days after Scott paying $1,911 as final payment in CarRental's confirmatory email was unauthorised by Scott.  We assumed that it was a bond retention in case we damaged the van, which we did not.

BBC1's **Watchdog**, because CarRentals.com’s email explanations thus far do not make any sense.

<http://en.wikipedia.org/wiki/Watchdog_(TV_series)>

* [Matt Allwright](http://en.wikipedia.org/wiki/Matt_Allwright) (2009–present)
* [Chris Hollins](http://en.wikipedia.org/wiki/Chris_Hollins) (2010–present)