

**AVIS CONTACT CENTRES LIMITED**  
(REGISTERED NUMBER 3837956)

**DIRECTORS' REPORT AND  
FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2010**

WEDNESDAY



\*AZLAMVEZ\*

AO5

29/06/2011

296

COMPANIES HOUSE

# **AVIS CONTACT CENTRES LIMITED**

## **DIRECTORS' REPORT**

The Directors present their report and the audited Financial Statements of the Company for the year ended 31 December 2010

### **Principal Activities**

Until 27 October 2006, the Company was principally engaged in the operation of a telephone call centre. Since that time the Company has not traded.

### **Review of the Business**

The Company's operation closed on 27 October 2006. Since October 2006, the Company has not traded.

Given the Company is not trading, the Directors are of the opinion that analysis using key performance indicators is not required in order to understand the development, performance or position of the business.

### **Results and Dividends**

The Company made a profit after taxation in the year of £26,000 (2009: £39,000). No interim dividend was paid during the year (2009: nil). The Directors do not recommend the payment of a final dividend (2009: nil).

### **Payments to Creditors**

It is the Company's practice to agree terms of payment at the start of business with each supplier, to ensure that suppliers are aware of the terms of payment, and to pay in accordance with contractual and other legal obligations. The Company had no trade creditors at 31 December 2010 (2009: nil).

### **Financial Risk Management Objectives and Policies**

The Directors consider that there is limited exposure to financial risk, as the majority of the Company's financial exposure is to other companies within the Avis Europe plc group. As such the Directors have not implemented a policy for the Company. Instead, the Company's financial risk management objectives and policies are aligned to those of the Avis Europe plc group of companies, which are as disclosed in the consolidated financial statements of Avis Europe plc.

### **Directors**

The Directors of the Company during the year and up to the date of signing the Financial Statements are set out below:

S B D Fillingham  
P L Ford

# **AVIS CONTACT CENTRES LIMITED**

## **DIRECTORS' REPORT (continued)**

### **Statement of Directors' Responsibilities**

The Directors are responsible for preparing their Report and the Financial Statements in accordance with applicable law and regulations

Company law requires the Directors to prepare Financial Statements for each financial year. Under that law the Directors have elected to prepare the Financial Statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Directors must not approve the Financial Statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of the profit or loss of the Company for that period.

In preparing these Financial Statements, the Directors are required to

- select suitable accounting policies and then apply them consistently,
- make judgements and accounting estimates that are reasonable and prudent,
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the Financial Statements, and
- prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Directors are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the Financial Statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### **Statement of Disclosure of Information to Auditors**

Each of the persons who is a Director at the date of approval of this report confirms that

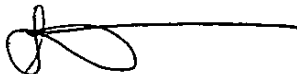
- so far as the Director is aware, there is no relevant audit information of which the Company's auditors are unaware and
- each Director has taken all the steps that ought to have been taken as Director in order to make themselves aware of any relevant audit information and to establish that the Company's auditors are aware of that information.

This confirmation is given and should be interpreted in accordance with the provisions of Section 418 of the Companies Act 2006.

### **Auditors**

PricewaterhouseCoopers LLP will continue in office as permitted by Section 487 of the Companies Act 2006.

By Order of the Board



J A Nicholson  
Company Secretary  
13 June 2011

## **AVIS CONTACT CENTRES LIMITED**

### **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AVIS CONTACT CENTRES LIMITED**

We have audited the Financial Statements of Avis Contact Centres Limited for the year ended 31 December 2010 which comprise the profit and loss account, the balance sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

#### **Respective responsibilities of directors and auditors**

As explained more fully in the Statement of Directors' Responsibilities set out in the Directors' Report, the Directors are responsible for the preparation of the Financial Statements and for being satisfied that they give a true and fair view. Our responsibility is to audit and express an opinion on the Financial Statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

This report, including the opinions, has been prepared for and only for the Company's members as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and for no other purpose. We do not, in giving these opinions, accept or assume responsibility for any other purpose or to any other person to whom this report is shown or into whose hands it may come save where expressly agreed by our prior consent in writing.

#### **Scope of the audit of the Financial Statements**

An audit involves obtaining evidence about the amounts and disclosures in the Financial Statements sufficient to give reasonable assurance that the Financial Statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the Company's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the Directors, and the overall presentation of the Financial Statements.

#### **Opinion on Financial Statements**

In our opinion the Financial Statements

- give a true and fair view of the state of the Company's affairs as at 31 December 2010 and of its profit for the year then ended,
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Opinion on other matter prescribed by the Companies Act 2006**

In our opinion the information given in the Directors' Report for the financial year for which the Financial Statements are prepared is consistent with the Financial Statements.

#### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us, or
- the Financial Statements are not in agreement with the accounting records and returns, or
- certain disclosures of Directors' remuneration specified by law are not made, or
- we have not received all the information and explanations we require for our audit.



Sam Taylor (Senior Statutory Auditor)  
For and on behalf of PricewaterhouseCoopers LLP  
Chartered Accountants and Statutory Auditors  
Reading

13 June 2011.

## AVIS CONTACT CENTRES LIMITED

### PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31 DECEMBER 2010

	<u>Notes</u>	<u>2010</u> <u>£000</u>	<u>2009</u> <u>£000</u>
Exceptional administrative income		-	17
<b>Operating profit</b>	2	-	17
Interest receivable	3	26	23
Interest payable	3	-	(1)
<b>Profit on ordinary activities before tax</b>		26	39
Tax on profit on ordinary activities	6	-	-
<b>Profit for the financial year</b>	10	<u>26</u>	<u>39</u>

The profit and loss account for the Company is entirely in respect of discontinued operations. There is no difference between the profit on ordinary activities before taxation and the retained profit transferred to reserves for the year stated above and their historical equivalents.

In both the current and the prior year, all recognised gains and losses are included in the profit and loss account and therefore a statement of recognised gains and losses has not been presented.


The accompanying Notes on pages 6 to 9 form an integral part of these Financial Statements.

# AVIS CONTACT CENTRES LIMITED

## BALANCE SHEET AS AT 31 DECEMBER 2010

	<u>Notes</u>	<u>2010</u> <u>£000</u>	<u>2009</u> <u>£000</u>
<b>Current assets</b>			
Debtors amounts owed by group undertakings	7	338	301
Cash at bank and in hand		-	13
		<u>338</u>	<u>314</u>
<b>Creditors: amounts falling due within one year</b>	8	-	(2)
<b>Total assets less current liabilities</b>		<u>338</u>	<u>312</u>
<b>Net assets</b>		<u><u>338</u></u>	<u><u>312</u></u>
 <b>Capital and reserves</b>			
Called-up share capital	9	2,589	2,589
Profit and loss account deficit	10	(2,251)	(2,277)
<b>Shareholder's funds - equity</b>	11	<u><u>338</u></u>	<u><u>312</u></u>

The Financial Statements on pages 4 to 9 were approved by the Board on 13 June 2011 and were signed on its behalf by

  
P L Ford  
Director  
Avis Contact Centres Limited  
Registered No 3837956

# AVIS CONTACT CENTRES LIMITED

## NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 December 2010

### 1. STATEMENT OF ACCOUNTING POLICIES

A summary of the principal accounting policies, all of which have been applied consistently throughout the year, is set out below

(a) Basis of Accounting

The Financial Statements have been prepared on the going concern basis, under the historical cost convention and in accordance with applicable Accounting Standards in the United Kingdom and the Companies Act 2006

(b) Cash Flow Statement

The Company is a subsidiary of Avis Europe Holdings Limited and is included in the consolidated financial statements of Avis Europe plc, which are publicly available, and therefore has elected to utilise the exemption provided in FRS 1 (Revised 1996), Cash Flow Statements, and not produce a cash flow statement

(c) Foreign Currency

Assets and liabilities denominated in foreign currencies are translated at the rates of exchange ruling at the year end. Transactions during the year are recorded at rates of exchange in effect when the transaction occurs. Profits and losses on exchange are dealt with in the profit and loss account.

(d) Deferred Taxation

The charge for taxation is based on the profit for the year and takes into account deferred taxation. Deferred tax is recognised, without discounting, in respect of all timing differences between the treatment of certain items for taxation and accounting purposes which have arisen but not reversed by the balance sheet date, except as otherwise required by FRS19, Deferred tax. A deferred tax asset is only recognised when there are expected to be suitable future taxable profits within the tax group against which to reverse the underlying timing differences.

(e) Dividends

Final dividends to the Company's shareholders are recognised as a liability in the Financial Statements in the period in which the dividends are approved by the Company's shareholders. Interim dividends are recognised when paid.

### 2. OPERATING PROFIT

	2010 <u>£000</u>	2009 <u>£000</u>
Operating profit is stated after crediting		

Exceptional income incurred in connection with the termination of the Company's principal operation

-	17
---	----

Exceptional income of £17,000 arose in 2009, representing a final service charge adjustment in respect of 2007, and the release of remaining exceptional provisions

# AVIS CONTACT CENTRES LIMITED

NOTES TO THE FINANCIAL STATEMENTS (continued)  
for the year ended 31 December 2010

## 3. INTEREST RECEIVABLE / (PAYABLE)

	2010 <u>£000</u>	2009 <u>£000</u>
Interest receivable on loans to group undertakings	26	23
Interest payable on loans from group undertakings	—	(1)
Net interest receivable	<u>26</u>	<u>22</u>

## 4. DIRECTORS' EMOLUMENTS AND EMPLOYEES

The Directors received no remuneration in respect of their services to the Company during the year (2009 nil)

The average monthly number of Directors during the year was 2 (2009 2) There were no employees during the year (2009 nil)

## 5. AUDITORS' REMUNERATION

The auditors' remuneration is borne by Avis Management Services Limited, a fellow subsidiary undertaking

## 6. TAX ON PROFIT ON ORDINARY ACTIVITIES

	2010 <u>£000</u>	2009 <u>£000</u>
(i) Analysis of charge in year		
Current tax	—	—
Tax on profit on ordinary activities	<u>—</u>	<u>—</u>

### (ii) Factors affecting the tax charge for the year

The current tax charge for the year is lower (2009 lower) than the standard rate of UK corporation tax (28%) (2009 28%) and is explained as follows

Profit on ordinary activities before taxation	<u>26</u>	<u>39</u>
Profit on ordinary activities multiplied by standard rate of corporation tax in the UK of 28% (2009 28%)	7	11
Group relief received for nil consideration	(7)	(6)
Expenses not deductible for tax purposes	—	1
Utilisation of unrecognised losses	—	(6)
Total current tax charge	<u>—</u>	<u>—</u>

The Finance (No 2) Act 2010 included legislation to reduce the main rate of corporation tax in the UK from 28% to 27%, with effect from 1 April 2011. As recently announced in the 2011 Budget, from 1 April 2011 the rate will now decrease to 26% with further reductions proposed to reduce the rates by 1% per annum to 23% by 1 April 2014. The changes have not been substantively enacted at the balance sheet date and therefore are not recognised in these Financial Statements.



## AVIS CONTACT CENTRES LIMITED

### NOTES TO THE FINANCIAL STATEMENTS (continued) for the year ended 31 December 2010

#### 7. DEBTORS

Amounts owed by group undertakings are unsecured, carry an interest rate of 6.8% (2009 6.25%) and are payable on demand

#### 8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2010 £000	2009 £000
Other creditors	-	2
	<u>-</u>	<u>2</u>

#### 9. CALLED-UP SHARE CAPITAL

	31 December 2009 and 2010 £000
Authorised, allotted, issued and fully paid share capital	
Ordinary shares of £1 each	<u>2,589</u>

The capital of the Company comprises only ordinary share capital participating equally as to dividends, voting rights and return of capital upon winding up

#### 10. PROFIT AND LOSS ACCOUNT DEFICIT

	2010 £000	2009 £000
As at 1 January	(2,277)	(2,316)
Profit for the financial year	26	39
As at 31 December	<u>(2,251)</u>	<u>(2,277)</u>

## AVIS CONTACT CENTRES LIMITED

NOTES TO THE FINANCIAL STATEMENTS (continued)  
for the year ended 31 December 2010

### 11. RECONCILIATION OF MOVEMENT IN SHAREHOLDER'S FUNDS

	2010 <u>£000</u>	2009 <u>£000</u>
Profit for the financial year being net increase in equity shareholder's funds	26	39
At 1 January	312	273
At 31 December	<u>338</u>	<u>312</u>

### 12. COMMITMENTS AND CONTINGENCIES

The Company has entered into a cross-guarantee arrangement with its bankers, under which the Company's funds may be used to offset the liabilities of fellow Group subsidiary undertakings. As at 31 December 2010, the liabilities of the relevant fellow Group subsidiary undertakings amounted, in aggregate, to £11,000 (2009 £1,769,000)

The Directors are of the opinion that these arrangements will not have a material impact on the results and financial position of the Company

### 13. ULTIMATE PARENT UNDERTAKING

The Company is a subsidiary undertaking of Avis Europe Holdings Limited which is part of the Group of companies owned by Avis Europe plc. Both of these parent undertakings are registered in England and Wales. Avis Europe plc is the smallest parent undertaking to consolidate the Financial Statements of the Company. The largest parent undertaking to consolidate the Financial Statements of the Company is s a D'Ieteren n v, which is incorporated in Belgium. The financial statements of both companies can be obtained from Avis House, Park Road, Bracknell, Berkshire RG12 2EW. The ultimate controlling party of s a D'Ieteren n v is the D'Ieteren family.

### 14. RELATED PARTY TRANSACTIONS

The Company has taken advantage of the exemption within paragraph 8 (c) FRS 8, Related Party Transactions, for wholly owned subsidiary undertakings not to disclose transactions with other entities within the same Group. The consolidated financial statements for Avis Europe plc in which the Company is included are publicly available at the address given in Note 13.