

## Location Specific Conditions SPAIN

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### Added important information

This document contains the information you – and additional drivers, if you have them – need to know about your rental. You should read this document together with the rental terms and conditions. You can find a sample of the rental terms and conditions by going to [www.avis.es](http://www.avis.es). If you received a booking confirmation email it may contain a link to this sample. Please note the sample rental terms and conditions are an indication of the terms of the contract and may not contain the exact terms you will be asked to sign when you pick up the vehicle.

It is important to us that you enjoy your experience with us and have all the information you need. It might take you a little time now but it could save you time later.

#### Important to know

The company that provides you with a rental vehicle is AVIS ALQUILE UN COCHE, S.A.U. Avd. Manoteras, 32 Edf. 28050 MADRID, ES. This may not be the same company that you made your booking with.

The prices in this document are subject to change – but they'll give you a good idea of what to expect. For exact prices, please contact the rental location or contact the reservations team. All prices include VAT, where it's charged.

**To make a booking, change a booking or tell us about an issue while you're renting, contact the rental station or the reservations team:**

Email: [reservas.internet@avis.es](mailto:reservas.internet@avis.es)  
Fill in the online form which can be found at [www.avis.es](http://www.avis.es) and click on "Contact Us"  
Call on 902 18 08 54, from outside Spain : +34 902 135 531.  
Lines are open 8:00 am to 21:00 pm, 7 days a week.

You will find the contact details for the rental station on your rental agreement.

**To tell us about an issue after you've returned the vehicle, please contact the customer service team:**

Email: [atencion.alcliente@avis.es](mailto:atencion.alcliente@avis.es)  
Fill in the online form which can be found at [www.avis.es](http://www.avis.es) and click on "Contact Us"  
Call on 902 248 824, from outside Spain + 34 902 248 824  
Lines are open 08:00 am to 18:00 pm, Monday to Friday.

If you call from an Spanish landline, calls are charged at your standard network rate. Calls from mobiles are charged at your network rate. Calls from outside Spain are charged at international rates.

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## Age information

### How old do I need to be to drive a rental vehicle?

To drive our vehicles, you – and all of your drivers - need to be at least 21 years old and have held a full, valid driving licence for at least one year at the start of your rental. A higher minimum age limit may apply to certain vehicles.

### How do I know if there are minimum age restrictions on my rental?

When you book, you'll be told if there are any minimum age restrictions for the vehicle you request. If you're not sure, please check your booking confirmation email – or call the reservations team.

### I'm under 25; do I need to pay a young driver surcharge?

If you – or any of your drivers – are under 25 when you pick up the vehicle, you will each have to pay a young driver surcharge. The cost for this will depend on where you're picking the vehicle up from – but you can expect it to be between 20.95 € and 25.00 €, per day, for each driver.

If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 28 days.

### Are there any maximum age restrictions?

No, so long as you hold a full, valid driving licence for at least one year.

### I'm over 70, do I need to provide extra information or pay a senior driver surcharge?

No, so long as you hold a full, valid driving licence for at least one year.

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## Payment options

### What payment cards do you accept?

We accept:

- American Express (excluding American Express Traveller's Cheque cards)
- Diners cards
- Discover cards
- Visa credit cards
- Visa debit cards
- MasterCard credit cards
- MasterCard debit cards
- Avis-issued charge cards

We don't accept Maestro cards, Cirrus cards, JCB cards, any pre-paid cards – even if they carry the Visa or MasterCard logo – or any other cards not listed above.

### Can I pay by cash?

In some locations we do accept cash – but we will need to carry out additional identity, security, driving licence and credit checks and will need to see proof of address.

#### **What happens if I am late in making payment?**

If you are late in paying us, interest will be calculated at 4 % per year above the base lending rate of Citibank from time to time.



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## **Taking your vehicle outside the country**

#### **What countries am I allowed to take the vehicle to?**

You are only allowed to use the vehicle in the following countries:

Germany, Andorra, Austria, Belgium, Denmark, Vatican City, Spain, France, Finland, the Netherlands, Italy, Liechtenstein, Luxembourg, Portugal, Republic of San Marino, Sweden and Switzerland; and Gibraltar. Vehicles are not authorised to be driven on any islands of the aforementioned countries. It is prohibited to take or transport the Vehicle to the autonomous cities of Ceuta and Melilla from any point in Spain, between the Spanish mainland and the Islands (Balearic and/or Canary Islands) or between the Islands.

You are not allowed to use the vehicle by transporting it on board any kind of boat, train, lorry or plane (except with the Rental Company's express authorisation in writing).

#### **Can I buy a product to allow me to drive in other countries?**

No, regrettably, we do not offer any products which enable you to drive in other countries.



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## **Waiver and protection options**

### **Damage**

#### **What products reduce the amount I have to pay if the vehicle is damaged during the rental?**

If you have Damage Waiver (CDW) and the vehicle, keys, any accessories or any vehicle documents are damaged, the amount you have to pay for the damage will be reduced to no more than the excess stated on your rental agreement meaning you'll pay for the cost of repair or replacement plus a damage processing fee of 78.65 € or the excess, whichever is less. If you can show the damage was not in any way your fault or due to your negligence, we will refund these costs to you. If you can show the damage was less than we said, we will refund you the difference.

#### **How much is the excess?**

This is stated on your rental agreement, and also in your booking confirmation email. You can reduce the excess even further by buying an excess reduction product. This also reduces the administration fee.

#### **How do I get Damage Waiver?**

In most cases, Damage Waiver is provided with the vehicle as standard. If it's included, it will be stated on your rental agreement and in your booking confirmation email. If it isn't included, the price depends on the vehicle you're renting and the place you're renting it from. But you can expect it to cost between 28.00 € and 60.00€ a day. If you

rent the vehicle for more than 10 days, you'll only be charged for a maximum of 28 days and get cover for the duration of your rental, up to 28 days.

#### **Is there an excess reduction product available to reduce my excess further?**

Yes, Super Damage Waiver (SCDW) is an excess reduction product which reduces your excess to zero. The price depends on the vehicle and location – but you can expect it to cost between 14.00 € and 45.00 € a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 28 days and get cover for the duration of your rental, up to 28 days.

#### **Will I need to pay if the windscreen or any other window is damaged?**

Yes. However, Windscreen Protection reduces the amount you have to pay if the windscreen or any other window is damaged to zero. Having windscreen protection also means you won't pay an admin fee.

#### **How do I get Windscreen Protection?**

If you've bought Windscreen Protection, it will be stated on your rental agreement. The price depends on the vehicle you're renting and the place you're renting it from. But you can expect it to cost between 5,00 € and 10.00 € a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 28 days and get cover for the duration of your rental, up to 28 days.

#### **What happens if I damage any optional extras I rent from you?**

If any optional extras are damaged, you have to pay for the cost of replacement, or their estimated repair costs in addition to the rental fee.

#### **Are there any times when the excess would not apply?**

Yes, the amount you pay will not be reduced if damage was caused by – or as a result of:

- Water or fire damage, that was not your fault.
- Driving the vehicle without due care and attention
- Driving or using the vehicle in breach of your contract

#### **What do I have to pay if I don't have Damage Waiver?**

If the vehicle, keys, any accessories or any vehicle documents are damaged during your rental, unless you can prove the damage was not in any way your fault or due to your negligence, you'll have to pay:

- Either the cost of replacement, or the estimated repair costs – whichever is cheaper
- Plus our loss of use
- Plus an administration fee

#### **Where can I find information of damage charges I've paid?**

If we find damage, we'll charge the amount you have to pay to your card. Unless you've asked us to send you a receipt by post or email, you'll be able to find details of this payment here [http:// www.avis.Facturas](http://www.avis.Facturas).

#### **Theft**

#### **What products reduce the amount I have to pay if the vehicle is lost or stolen during the rental?**

If you have Theft Protection waiver (TP) and the vehicle is stolen, the amount you have to pay will be reduced to no more than the excess stated on your rental agreement meaning you'll pay for the cost of repair or replacement or the excess, whichever is less. If you can show the damage was not in any way your fault or due to your negligence, we will refund these costs to you. If you can show the damage was less than we said, we will refund you the difference. If you can show the loss or theft was not in any way your fault or due to your negligence, we will refund these costs to you.

**How much is the excess?**

This is stated on your rental agreement, and also in your booking confirmation email. You can reduce the excess even further by buying an excess reduction product.

**How do I get Theft Protection waiver?**

In most cases, Theft Protection waiver is provided with the vehicle as standard. If it is included, it will be stated on your rental agreement and in your booking confirmation email. If it isn't included, the price depends on the vehicle you're renting and the place you're renting it from. But you can expect it to cost between 6.00€ and 13.00 € a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 28 days and get cover for the duration of your rental, up to 28 days.

**Is there an excess reduction product available to reduce my excess further?**

Yes, Super Theft Protection waiver (STP) is an excess reduction product which reduces your excess to zero. The price depends on the vehicle and location – but you can expect it to cost between 12.70 € and 30.00 a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 28 days and get cover for the duration of your rental, up to 28 days.

**What happens if I lose any optional extras I rent from you or if they are stolen?**

If any optional extras are lost or stolen, you have to pay for the cost of replacement in addition to the rental fee.

**Are there any times when the excess would not apply?**

Yes, the amount you pay will not be reduced if the loss or theft was caused by – or as a result of:

- Keys being left in the vehicle
- Keys being lost or stolen
- Using the vehicle in breach of the contract

**What do I have to pay if I don't have Theft Protection?**

If the vehicle, keys, any accessories or any vehicle documents are lost or stolen during your rental, you'll have to pay:

- The cost of replacement
- Plus our loss of use

If you can show theft was not in any way your fault or due to your negligence, we will refund these costs to you.

**Where can I find information of theft charges I've paid?**

If a loss or theft has occurred, unless you can prove the theft was not in any way your fault or due to your negligence, we'll charge the amount you have to pay to your card. Unless you've asked us to send you a receipt by post or email, you'll be able to find details of this payment here, [http:// www.avis.Facturas](http://www.avis.Facturas).

**Damage to people and their property****What do I have to pay if I injure someone whilst driving?**

Third Party Liability (TPL) cover is provided with the vehicle as standard. This means that if you have an accident in our vehicle and you injure someone, including any of your passengers, or you damage anything which belongs to them, you will not have to pay any of their costs. Third Party Liability cover does not cover any death or injury suffered by the driver of our vehicle or any damage to personal items in our vehicle.

**Are there any times when third party liability cover would not apply?**

If the law requires us to provide you with third party liability cover, the minimum cover required by law will still apply

but we, or our insurer, may seek to recover our costs from you if the accident was caused by:

- By you breaking the contract (for example allowing someone we had not approved drive the vehicle of driving whilst under the influence of alcohol, drugs or any other unlawful substance),
- By you breaking the law
- As a result of your negligence or recklessness.

### **What products cover the driver of the vehicle and personal items in the vehicle?**

Personal Accident Insurance (PAI) covers the driver of the vehicle in the event of an accident. It reduces the amount you have to pay in the event of an accident to zero per claim depending on the claim you make. Personal Accident Insurance provides the following benefits:

- A maximum of 20.000,00 € in the event of death, loss of limbs or eyes or permanent total disability
- A maximum of 1.000,00 € towards emergency medical expenses related directly to the accident
- Medical assistance and rescue costs (conditions apply)

### **Who provides Personal Accident Insurance?**

Personal Accident Insurance is underwritten by AIG Europe Limited. You will need to agree to their terms and conditions. Our agent, Avis Europe Risk Management Limited retains 20% of the price you pay after insurance premium tax has been deducted, as commission.

### **How do I get Personal Accident Insurance?**

If you've bought Personal Accident Insurance, it will be stated on your rental agreement. The price depends on the location you're renting from, but you can expect it to cost between 4.00 € and 6.00 € a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 28 days and get cover for the duration of your rental, up to 28 days.

### **Can I increase my cover and reduce my excess?**

Yes, Super Personal Accident Insurance (SPAI) reduces your excess to zero per claim and provides the following enhanced benefits:

- A maximum of 60.000 € in the event of death, loss of limbs or eyes or permanent total disability
- A maximum of 3.000 € towards emergency medical expenses related directly to the accident
- Medical assistance and rescue costs (conditions apply)
- Baggage up to 6.000 € per vehicle – excluding any items you rented through us (again, there are conditions, and a limit of 350,00 € per item)
- Expenses for replacing main house keys and locks up to 500.00 €
- Emergency travel expenses up to 500.00 €

### **Is Super Personal Accident Insurance available when renting any vehicles?**

Yes, you can buy Super Personal Accident Insurance no matter what vehicle you rent.

### **How do I get Super Personal Accident Insurance?**

If you've bought Super Personal Accident Insurance, it will be stated on your rental agreement. The price depends on the location you're renting from, but you can expect it to cost between 6.00 € and 8.00 € a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 28 days and get cover for the duration of your rental, up to 28 days.

### **What will you pay if I don't have Personal Accident Insurance?**

If the driver of the vehicle is involved in an accident and is injured or dies, we will not pay their costs. If any personal items in the vehicle are damaged, lost or stolen, we will not pay for their repair or replacement.

For information, passengers are considered third parties and would benefit from the third party liability cover

provided with the vehicle as standard.

## Protection packages

### I want to buy more than one protection product, can I get a protection package?

No, we do not offer protection packages.

## Third party protection products

### I have bought a protection product from an external provider, can I use it?

If you decide to buy cover from someone else, you will have to pay our full costs – Find out more: see “What will you pay if I don't have ...” within this section of this document – then you'll need to make a claim with the external provider to get your money back. It is your responsibility to ensure you understand the terms of any cover you buy from an external provider and for any claim you make. We are unable to help you with your claim.



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## Delivery and collection

### Can I have a vehicle delivered to me?

Some of our rental locations offer a Delivery Service where we drop the vehicle – and any optional extras you pre-booked – off at a time and place you request. If you want to have the vehicle delivered, you must:

- Be resident in this country
- Be present at the delivery location during your requested delivery period
- Have with you the items detailed in the section of the booking terms and conditions and rental terms and conditions called 'What you need to rent the vehicle'.

You will be responsible for the fuel used – at the Pay on Return rates - to deliver the vehicle to you at the Pay on Return rates – unless you buy Fuel up Front. Find out more: see the “Fuel Options” section in this document.

The fee for this depends on where you're renting and where the vehicle is being delivered to – but you can expect it to be between 32.00 € and 50.00 €.

Please give us 1day's notice that you would like us to deliver the vehicle to you. We may be able to deliver it at shorter notice, but you'll need to check with the rental station or Reservations team.

### Can you collect the vehicle?

Some of our rental locations offer a Collection Service where we collect the vehicle – and any optional extras you rented – at a time and place you request. If you want to have the vehicle collected, you must be available to hand the vehicle over.

You will be responsible for the fuel used – at the Pay on Return rates – to return the vehicle to our nearest rental location unless you buy Fuel up Front. Find out more: see the “Fuel Options” section in this document.

The fee for this depends on where you're renting and where the vehicle is being collected from – but you can expect it to be between 32.00 € and 50.00 €.

Please give us 1day's notice when you want the vehicle collected. We may be able to collect the vehicle at shorter notice, but you will need to check with the reservations team.

## What happens if I'm not there when you come to collect the vehicle?

If the vehicle, keys, any accessories, any vehicle documents and any optional extras aren't there when we come to collect, you'll still be charged for the collection. You'll then need to book a new collection – and pay another collection fee – or bring the vehicle back to the rental location yourself.



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## Driving licence and ID requirements

### Driving Licences

#### Do I need to bring my driving licence with me?

Yes. All drivers must bring all parts of their valid driving licence with them. They must bring both their driving licence and either an international driving licence or an official Spanish translation, by a notary, of their driving licence if:

- a driving licence was issued in Europe and you are renting in a country outside Europe
- Or a driving licence was issued in a non-European country, and you are renting outside that country
- Or a driving licence was issued in a non-roman alphabet like Arabic, Greek, Russian, Hebrew or Japanese.

#### Is there a minimum length I must have held my licence for?

Yes. All drivers must have held their licences for at least one year. If a licence does not show the driver has held it for the minimum period, then they must provide evidence, such as:

- Previous driving licences
- Or a letter from their driving licence authority stating that they have held it for this minimum period.

#### I have unspent convictions on my licence, can I drive?

If any driver has any unspent driving convictions for:

- careless, reckless or dangerous driving,
- driving or attempting to drive whilst under the influence of drink or drugs,
- using a vehicle uninsured against third party risks
- theft or unauthorised taking of a vehicle
- been disqualified - or

if they have two or more unspent convictions for offences not listed above unfortunately, they will not be able to drive our vehicles.

### ID requirements

#### Do I need to bring proof of identification?

Yes, you must bring:

- the payment card that was used to make your booking. For some vehicles, two payment cards in your name will be required. One of these must be the payment card used to make your booking.
- photo ID featuring a recognisable photo taken in the last 10 years. We will accept your passport or driving licence if it contains a photo, a national identity card or any other form of government-issued identification.

You may also need to bring proof of where you live. This could include a recent utility bill or bank statement. If your driving licence shows your address, we will accept it as proof of your address.



## Other requirements

### Will I need to give a pre-authorisation or pay a security deposit?

Yes, you must give us a pre-authorisation on your payment card before we release the vehicle to you. A pre-authorisation holds money in your account.

If you wish to pay in cash, we will take a security deposit instead.

### What do I need to do to give a pre-authorisation or security deposit?

You'll need to give us a payment card in your own name that has enough money available on it. Find out more: see the "Payments Options" section in this document.

### How much is the pre-authorisation or security deposit?

The amount of the pre-authorisation or security deposit is either fixed – or calculated based on:

- The estimated vehicle rental price
- Plus the estimated price of all optional extras you've requested
- Plus around 120.00 € to allow for any fuel you may use unless you have purchased Fuel up Front
- Less any amount we accept you have paid towards the rental when you booked – for example, the cost of any accepted voucher

The calculation varies depending on the rental location. If you'd like more details, please call the Reservations team or ask a member of our team.



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## Fuel charges

### Should I bring the vehicle back with a full tank of fuel?

Yes. The vehicle will normally be supplied with a full tank of fuel. You must return it to us with the same amount of fuel it had in it when you picked it up – usually a full tank – as shown on the factory-installed fuel gauge. We recommend you fill up as close to the return location as you can on the return date, and keep the receipt to show us. If you don't return the vehicle with a full tank – and you can't show us a receipt for fuel – we will charge you.

## Fuel Options

### I plan to travel more than 120 kilometres, and want peace of mind, do you have a fuel option for me?

Yes, with Fuel Up Front you pay for a full tank of fuel, based on the manufacturer's stated fuel tank capacity for your vehicle – plus our costs of refuelling the vehicle for you. Then you just return the vehicle with whatever's left in the tank (even if it's virtually empty) so long as the engine still runs.

### How do I calculate the cost of Fuel Up Front?

Depending on where you're renting, we charge the average fuel price at the start of your rental period – as stated on this EU fuel index [http://ec.europa.eu/energy/observatory/oil/bulletin\\_en.htm](http://ec.europa.eu/energy/observatory/oil/bulletin_en.htm) However, you don't get a refund for any fuel you don't use.

### Can I get Fuel up Front at any time?

No, if you want to take advantage of Fuel Up Front, you must ask for it during the booking process or when you pick up the vehicle.

### **I plan to travel less than 120 kilometres, do I still need to fill up?**

Yes, often the fuel gauges still look “full” so we ask you to fill up the tank near to the return location and show us a copy of the receipt. If you don’t have time to fill up the tank, or can’t show us a receipt, we will apply EZ Fuel to cover our costs of refuelling the vehicle for you.

### **How much is EZ Fuel?**

Depending on where you’re renting, you pay a fixed fee of between 14.00 € and 18.00 €.

### **What are my options if I don’t return the vehicle full and haven’t bought Fuel up Front?**

Pay on Return will apply if you have driven more than 120 kilometres and:

- Don’t buy Fuel Up Front
- Don’t return the vehicle with a full tank

### **How do I calculate the cost of Pay on Return?**

You pay for fuel based on the factory-installed fuel gauge rounded down to the nearest eighth (1/8) of a tank. This is based on the manufacturer’s stated fuel tank capacity.

We charge between 1.5 and three times the average fuel price at the end of the rental period for Spain – as stated on this EU fuel index: [http://ec.europa.eu/energy/observatory/oil/bulletin\\_en.htm](http://ec.europa.eu/energy/observatory/oil/bulletin_en.htm) . The price per litre will be stated on your rental agreement –plus a processing fee of 27.59 €. This charge covers our cost of driving to the nearest petrol station at short notice, and potentially delaying the next customer’s rental.



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## **Miscellaneous information**

### **Can I let anyone else drive?**

Yes, but only if we have approved them. You must not let anyone else drive the vehicle.

We charge a fee for every Additional Driver we allow to drive the vehicle. The price depends on the location you’re renting from, but you can expect it to be between 10.00 € and 12.00 € per day, per driver.

If you rent the vehicle for more than 10 days, you’ll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 10 days.

All additional drivers must meet our age, driving licence and ID requirements. Find out more: see the “Age Information” and “Driving Licence and ID requirements” sections of this document.

If any additional driver is outside of our age restrictions, we will also charge a driver surcharge. Find out more: see the “Age Information” section of this document.

### **Do you offer a ‘meet and greet’ service?**

No, unfortunately we are unable to offer a ‘meet and greet’ service at this time.

### **Can I pick up the vehicle outside your normal opening hours?**

Yes, some airport and train station rental locations offer an out of hour's pick-up service where you can collect the vehicle and any optional extras outside the rental location's normal opening hours.

The out of hour's pick up fee is 59.22 €.

You must give us at least 1day's notice to organise out of hour's pick-up. We may be able to provide the service at shorter notice, but you will need to check with the Reservations team.

### **My rental has a mileage allowance. I have driven more than the allowance, how much will I pay for excess mileage?**

Many of our vehicles are provided with unlimited mileage. If a mileage allowance applies, it will be stated on your rental agreement and in your booking confirmation email. If you go over the mileage allowance, the price depends on the vehicle and location – but you can expect it to cost between 0.15 € and 0.30 € for every kilometre you've driven over the allowance. Your excess mileage charge will be stated on your rental agreement.

### **Can I smoke in the vehicle?**

No, it is against the law to smoke in public places in Spain. The vehicle is considered a public place so you are not allowed to smoke in it. If we believe anyone has smoked in the vehicle during the rental period, a specialist cleaning charge will apply.

Find out more: see the "Age Information" and "Driving Licence and ID requirements" sections of this document.

### **Are there any roads or zones where I need to pay a fee before I can enter?**

Yes, certain areas have congestion charging zones meaning you need to pay a fee if you wish to drive in certain areas, on certain days and during certain times. In addition, there are toll roads and toll bridges which require you to pay a fee if you wish to use them. If you do not pay these charges before you enter such areas or use such roads or bridges, you will incur a fine.

We recommend you check the Internet to find out about any restricted areas before you travel. Websites such as [www.urbanaccessregulations.eu](http://www.urbanaccessregulations.eu) provide useful information. If the rental location is in or near a restricted area, we will tell you about it when you pick up the vehicle. We are unable to tell you about any other restricted areas.

### **I have been caught speeding, and didn't pay a parking charge, what will I have to pay?**

You are responsible for all fines and charges issued as a result of you or your additional drivers using the vehicle. Fines and charges could include:

- All parking fines or charges
- Toll charges
- Towing charges
- Clamping costs
- Traffic fines or charges
- Speeding fines
- And any other charges or fines

If a fine or charge is sent to us because you haven't paid a charge or complied with the law, we will take payment for:

- Our administration fee of £30 for each fine or charge issued in the United Kingdom to cover our costs of dealing with the fine or charge, or
- Our administration fee of between €24 and €45 for each fine or charge issued in any other country, which will be

charged in the currency of the country where the fine occurred

- Plus the fine or charge – if we have to pay it

### **I've left the interior of the vehicle very dirty and made it smell. Will I be charged to clean it?**

Yes, if the interior of the vehicle is especially muddy, dirty, stained or smelly, and our standard cleaning procedure will not fix it, you will be charged a Specialist Cleaning Charge of 80.00 €

Roadside Assistance

What happens if I break down because of a mechanical failure?

All our vehicles are maintained to the manufacturer's standards, and they're roadworthy when you pick them up so mechanical failure in our vehicles is rare. So long as you're using the vehicle in a country we've agreed to, we provide roadside assistance or recovery free of charge. You can only use our roadside assistance provider to help you. You'll find their contact details inside the vehicle.

### **What happens if I break down because of a non-mechanical failure or in another country?**

You must tell us if you break down or have an accident. If you need roadside assistance, we will arrange this for you but you will have to pay for it. You will also be charged for any costs we incur getting the vehicle back on the road in the country of rental. This may include, but is not limited to:

- Call out and recovery costs of around 120.00 €
- Repair costs
- Loss of use
- Repatriation costs
- An administration fee of 78.65 €
- Any costs to take you, and/or any of your passengers, to another location.

### **What products do you have to protect me if I break down because of a non-mechanical problem?**

Roadside Assistance Plus provides roadside assistance if you break down as a result of...

- Flat batteries
- Flat tyres
- Keys locked in the vehicle
- Running out of fuel
- Using the wrong fuel for the vehicle

Provided you are using the vehicle in a country we have agreed to. Find out more: see "Taking your vehicle outside the country" section of this document.

You will only need to pay for the costs of any additional items needed to get the vehicle back on the road – like fuel or tyres.

### **How much does Roadside Assistance Plus cost?**

The price will depend on where you're renting – but you can expect it to be between 5.00 € and 7.00 € a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 28 days.

### **What happens if I don't return the incident report form or European accident form?**

If you are involved in an accident, or the vehicle, keys, any accessories, any vehicle documents or any optional extras are damaged, lost or stolen; you must complete and return an incident report form and if available, the European accident report form.



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## One Way rentals

### Can I pick up the vehicle from one rental location and return it to another?

Yes, some rental locations let you collect the vehicle and any optional extras from one rental location – and return them to another.

### How much is the One-Way fee?

The price depends on the rental location. If you want to pick up the vehicle and return it to a different location in the same country, you can expect it to be between 49.00 € and 89.00 €. If you want to pick up the vehicle in one country and drop it off in another country, you can expect it to be between 350.00 € and 4.733.00 €.

### How do I get a One-Way rental?

You can request a one-way rental when you book – or you can ask for it when you get to the rental location.

If you asked for a one-way rental when you booked, the fee will be included in your rental price.

### How much will it cost if I did not request a One-Way rental but return the vehicle to a different location?

You will be charged a one-way fee at the 'pay at location' prices available on the day you return the vehicle.



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## Returns

### I want to keep the vehicle for longer, what should I do?

If you want to extend the rental please contact us as soon as possible. At the latest, this should be before the end date and time on your rental agreement. Extra days will be charged at 'pay at location' prices.

### What happens if I don't extend the rental?

If you fail to extend your rental and are late returning the vehicle, we will charge you for an extra day's rental plus a late return administration fee for each day or part of a day until the vehicle is returned.

If you fail to extend your rental and are late returning the vehicle, we will on the third day after your agreed return date pre-authorise payment for an additional 5 days' rental charge on your debit card or, 10 days if you are using a credit card, at "pay at location' prices. If you return the vehicle within those 5 or 10 days (whichever applies), you will only be charged for your actual rental days, plus any other charges you owe us.

If you fail to return your vehicle as agreed, we will also charge you a late return administration fee for each day or part of a day until the vehicle is returned.

If you fail to extend your rental and are late returning the vehicle, we will on the third day after your agreed return date pre-authorise payment for an additional 5 days' rental charge on your debit card or, 10 days if you are using a credit card, at "pay at location' prices. If you return the vehicle within those 5 or 10 days (whichever applies), you will only be charged for your actual rental days, plus any other charges you owe us.

If you fail to return your vehicle as agreed, we will also charge you a late return administration fee for each day or part of a day until the vehicle is returned.

The late return administration fee is 15.00 € per day.



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## Special equipment

The prices we give you for optional extras when you book will generally be the price you will pay. Exchange rates or other reasons beyond our control may alter prices.

### Customers with disabilities

#### I have a disability, do you offer adapted vehicles?

No, regrettably, we do not currently offer specially adapted vehicles at this time.

#### I have a disability, do you offer hand controls?

No, regrettably, we do not currently offer hand controls or panoramic mirrors at this time.

### Popular optional extras to rent

#### I have small children, do you offer child seats?

Yes, we offer baby, infant, child and boosters seats. A baby seat is typically suitable for a child from birth to 12 months old and weighing no more than 13 kilos. An infant seat is typically suitable for a child aged 9 months to 4 years old and weighing between 9 and 18 kilos. A child seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos. A booster seat is typically suitable for a child aged 8 to 11 years old and weighing between 20 and 45 kilos.

In some rental locations, we may arrange for a third party to fit the seat for you. But remember, it is always your responsibility to check the seat is fitted correctly before you drive away.

Please note: In Spain, all children must normally use a child car seat until they're 12 years old or 135 cm tall. Find out more: [www.gov.es/child-car-seats-the-rules](http://www.gov.es/child-car-seats-the-rules)

#### How much are your child seats?

The fee for renting a seat will depend on where you're renting – but you can expect it to cost between 10.00 € and 13.00 € a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the seat for the duration of your rental, up to 28 days.

If the seat is damaged, lost or stolen, you will have to pay for a replacement. This is likely to cost between 80.00 € and 100.00 € on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

#### I'm not familiar with the area; can I rent a GPS (satellite navigation system)?

Yes, the fee for renting a GPS will depend on where you're renting – but you can expect it to cost between 15.00 € and 17.00 € a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the GPS for the duration of your rental, up to 28 days

If the GPS is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost between 200.00 € and 250.00 € on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

Please note: In some countries, it is against the law to use a GPS that tells you where speed cameras are. It is illegal in Spain. If you rent a GPS from us, it won't give you speed camera information.

**Do you offer an audio tour guide service on your GPS?**

No, unfortunately we do not offer an audio tour guide service at this time.

**I want to be able to access the internet anywhere I go, do you offer a solution?**

Yes, we offer Mobile Wi-Fi devices. We provide this service on behalf of a third party – so you will need to read and agree to separate terms and conditions with them. We'll give you these terms and conditions at the rental location.

Please note: In many countries, including the Spain, it is illegal to drive while using a handheld mobile phone, tablet or other communications device. It is your responsibility to drive safely and according to the laws of the country you're driving in.

**How much does Mobile Wi-Fi cost?**

The fee for hiring mobile Wi-Fi will depend on where you're renting – but you can expect it to be between 9.00 € and 10.00 € a day.

If the mobile Wi-Fi device is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost from 150.00 € to 200.00 €, on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

If the sim card or any mobile Wi-Fi accessories are damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost from 150.00 € to 200.00 € on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

**I'm intending to drive along toll roads; do you offer a device to make this quicker and easier for me?**

No, unfortunately we do not offer any electronic toll charging devices at this time.

**Winter equipment to rent****I'm concerned about the road conditions, do you offer all-weather tyres?**

Yes, if the rental location you're hiring from is in an area where it's illegal to drive without all-weather tyres at certain times of year, the vehicle will automatically be supplied with them – and the fee will be included in your rental fee or contract.

We can also supply all-weather tyres for a fee. This will depend on where you're renting – but you can expect it to be between 12.00 € and 14.00 € a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the all-weather tyres for the duration of your rental, up to 28 days.

If any all-weather tyre is damaged, lost or stolen, you'll have to pay for a replacement pair. You can expect this to range from around 250.00 € to 400.00 € on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

Please give us at least 1 day's hours' notice if your rental does not automatically include all-weather tyres and you want to hire them. If you need them at shorter notice, please call the Reservations team.

Not sure if you need all-weather tyres? Please ask a member of our team.

**I'm going skiing, do you offer snow chains?**

Yes, if the rental location you're hiring from is in an area where it's illegal to drive without Snow Chains or all-weather tyres at certain times of year, the vehicle will automatically be supplied with snow chains – and the fee will be included in your rental fee. You can ask not to have these but we recommend that you take either snow chains or all-weather tyres at these locations.

Snow chains are also available in some other rental locations. The fee for snow chains depends on where you're renting – but you can expect it to be between 15.00 € and 20.00 € a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the snow chains for the duration of your rental, up to 28 days.

If any snow chain is damaged, lost or stolen, you'll have to pay for a replacement pair. This is likely to cost between 150.00 € and 200.00 € on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

We can't fit snow chains for you, and we can't arrange for them to be fitted.

Not sure if you need snow chains? Please ask a member of our team.

**I'm have brought my own skis with me, do you rent ski racks?**

Yes, some rental locations offer ski racks. You can expect to pay between 10.00 € and 13.00 € a day to rent a Ski Rack from us. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the ski rack for the duration of your rental, up to 28 days.

Ski racks can't be fitted to all our vehicles, so you may need to upgrade if you need one. This may increase the price of the vehicle and any excess you have to pay.

If the ski rack is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost between 150.00 € and 200.00 € on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

Please give us at least 1day's notice if you want to hire a ski rack. If you need it at shorter notice, please call the Reservations team.

**I've left my hands-free kit behind, do you rent them?**

No, unfortunately we do not offer hands-free kits at this time.

**I'm moving items, do you rent blankets?**

No, unfortunately we do not offer blankets at this time.

**I'm moving items, do you rent trolleys?**

No, unfortunately we do not offer trolleys at this time.

**Optional extras available to buy**

**I've left my USB charger behind, do you sell them?**

No, unfortunately we do not sell USB chargers at this time.

**I've left my mobile charger behind, do you sell them?**

No, unfortunately we do not sell mobile chargers at this time.

**I want to charge my device in the car, do you sell car chargers?**

No, unfortunately we do not sell car chargers at this time.

**I've left my iPhone 5 cable behind, do you sell them?**



No, unfortunately we do not sell iPhone 5 cables at this time.

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