

1-Inclusions

All rentals are offered on an all-inclusive basis.

The rental rate includes Unlimited Mileage, Collision Damage Waiver (CDW), Theft Waiver / Theft Protection, Third Party Liability Insurance (TPL), Airport Surcharge and VAT / Taxes.

2-Driver's Age

The minimum driver age is 21 years and maximum is 75 years.

A young driver fee of EUR 10 per day will apply for drivers from 21-25 years.

3-Driver's License

Drivers must hold a full and valid driving license for at least 1 year with no major endorsements. Also, a valid ID card or passport would be required at time of pick up.

Customer must provide passport along with international driving license.

An International Driver's License (IDL) is mandatory. International driver license must be accompanied by the original domestic license of the driver.

4-Insurance Coverage

Collision Damage Waiver (CDW)

It is included in your rental amount. Collision damage waiver reduces the customer's damage responsibility to the excess/deductible amount.

The excess amount for CDW is EUR 3000 for all vehicle groups.

Theft Waiver (THW)

It is included in your rental amount. It reduces the client's financial responsibility for loss or theft to the vehicle to the sum of the deductible.

The excess amount for THW is EUR 3000 for all vehicle groups.

Third Party Liability Insurance (TPL)

It is included in your rental amount. Insurance coverage for the vehicle rented includes Third Party Liability with a maximum cover for personal injuries and material damages.

Please Note: 1. Police report is mandatory, in case of an accident / damage or theft, without police report insurance is not valid. The customer must immediately inform the rental desk about the incident.

2. Renter must present the vehicle keys and documents to the rental company to qualify for coverage, otherwise the insurance will be invalidated, and the renter will be liable for the full amount due to the loss of vehicle. In the event of any damage to the vehicle for theft reasons, the insurance does not cover the renter.

3. Any damage due to driver negligence or under the influence of drugs, alcohol or any other controlled substances is not covered by insurance.

5-Excess Reduction

Three (3) additional insurance options are available to reduce the liability at the rental desk

Option 1: Reduces the liability up to a small manageable amount i.e. EUR 1400.

The price of this option is EUR 13 per day for all vehicle groups.

Option 2: Reduces the liability up to a small manageable amount i.e. EUR 900.

The price of this option is EUR 19 per day for all vehicle groups.

Option 3: Reduces the liability to ZERO.

The price of this option is EUR 32 per day for all vehicle groups.

All the above options may not cover Glass, tyres and other accessories.

Super CDW is optional and can be purchased at the rental desk. For more information please check at the rental desk.

6-Fees

1. In the event of a fine, the rental company is notified and will nominate the renter as the responsible party. The rental company will forward the fine to the renter, along with an administrative fee of EUR 12 for processing. The renter is responsible for paying both the original fine and any associated fees. Ignoring the fine may lead to additional penalties.

2. If the vehicle is returned exceptionally dirty and requires special cleaning extra charges will apply. This charge is variable based on the condition of the vehicle.

3. Smoking is prohibited. A penalty of EUR 84 will apply if the residue is found in the vehicle.

4. Transportation of pets within the rented vehicle is not allowed.

5. If the vehicle keys / documents / License plate are lost or damaged, a minimum charge of EUR 100 and maximum charge of EUR 300 will apply.

7-Tolls

All rental vehicles are equipped with a transponder that can be used for paying for all toll roads.

Toll activation of EUR 15 per rental will apply.

An E-Toll charge of EUR 15 per rental will apply for Pick up and drop off plus personal consumption* will be charged separately at the end of the rental period.

* the toll costs (i.e. what the customer actually uses) will be calculated separately and charged at the end of the rental period.

If the customer declines Toll pass / E-toll device, a penalty of EUR 7 for each toll used in addition to the cost for each unpaid toll will apply.

If the customer removes Toll pass / E-toll device from the car, an additional penalty of EUR 145 will apply.

Please check at the rental desk for more information.

8-Roadside Assistance

Roadside Assistance is included for all rentals. Additional charges will apply if assistance is required due to customers fault. Relevant contact details and roadside assistance procedures will be given prior to the commencement of the hire.

9-Fuel Policy

The vehicle will be supplied with a full tank of fuel and must be returned full. Otherwise, missing fuel will be charged on your return. Fuel charges are payable at the rental desk unless otherwise stated. Suppliers fuel policies change from time to time, please confirm at rental counter.

10-Mileage

Unlimited mileage.

11-Cross Border Travel

Travel across borders is only permitted upon request and with prior written authorization from the supplier. Before the rental begins, customers must notify the rental desk that they plan to cross the border. The supplier will impose a penalty fee on you if you fail to comply. Cross travel is allowed. Customers can take the vehicle outside New South Wales and an additional charge of EUR 30 per rental (onetime charge) will apply.

Please check with the rental desk for more information.

12-Ferry Travel

Ferry travel is not permitted.

13-One Way Rental

One way rental is not permitted.

14-VAT

VAT is included in the rental price. However, for all the optional extras or special equipment, or extra services, VAT would be levied separately.

15-Payment Methods and Deposit

Only Visa and MasterCard credit cards are accepted and must be on main renters name while paying at the rental desk.

Deposit:

A refundable deposit of EUR 300 will be held from the credit card until the car is returned.

16-Delivery and Collection

Delivery and collection service is not available.

17-Out of Hours

Out of hours service is available for an additional charge of AUD 100.

18-Extras

Extras such as child seats, GPS, and similar items may be available on request and are not included in the rental price.

Please check with the rental desk for more information.

These T&C shall enter into force upon the renter's electronic approval during the online reservation process. The renter declares acceptance of all terms and conditions. ALL TERMS, CONDITIONS AND PRICES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE.