

VEHICLE RENTAL VIA WEBSITE - TERMS & CONDITIONS (T&C)

These Terms and Conditions (“T&C”) apply to all vehicle rental reservations made through the website. By completing a reservation, the customer is deemed to have read, understood, and electronically accepted the following terms and conditions.

1. INCLUSIONS

All rentals are offered on an **all-inclusive** basis and include the following services:

- Unlimited mileage
 - Collision Damage Waiver (CDW)
 - Theft Waiver / Theft Protection
 - Third Party Liability Insurance (TPL)
 - Airport surcharge
 - VAT / applicable taxes
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2. DRIVER AGE LIMIT

- **Minimum age:** 21 years
 - **Maximum age:** 80 years
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3. YOUNG DRIVER FEE

A young driver fee applies to drivers aged **21–25**:

- **EUR 7 per day**, up to a maximum of **EUR 150**
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4. DRIVER’S LICENCE

4.1. The driver must present a valid driver’s license showing **at least 3 years of driving experience**.

4.2. An **International Driving License is recommended** for all customers to avoid any issues at vehicle collection.

5. INSURANCE COVERAGE

5.1. International Customers

Customers are covered by **Collision Damage Waiver (CDW)**, subject to an excess amount in case of accident or damage.

5.2. Customers from the USA and Canada

Customers are covered by **Collision Damage Waiver (CDW)**, subject to an excess amount in case of accident or damage.

6. EXCESS / DAMAGE LIABILITY (EXCESS REDUCTION)

6.1. Excess Waiver

Customers may purchase **SCDW / Super Cover** at the rental desk.
The applicable rate depends on the **vehicle type and rental duration**.

6.2. Reduced Excess Option

Customers may purchase **PCDW** at the rental desk.
The applicable rate depends on the **vehicle type and rental duration**.

7. FEES AND PENALTIES

7.1. Airport Fee

Airport fee is **included** in the rental rate.

7.2. Traffic and Parking Fines

Parking fees and traffic fines are **not included** and are the renter's responsibility. Administration fees apply as follows:

- **EUR 50** for traffic tickets
 - **EUR 50** for parking-related charges
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8. ROADSIDE ASSISTANCE

Roadside assistance is **not included**, unless purchased by the customer at the rental desk.

9. FUEL POLICY

If the vehicle is not returned with a full tank or at the same fuel level as received, the renter will be charged for:

- Missing fuel
 - **EUR 50 administration fee**
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10. MILEAGE POLICY

Unlimited mileage is included, subject to a **fair usage policy of up to 200 miles per day**. Mileage exceeding **200 miles per day** will be charged at the applicable local rate

11. CROSS-BORDER TRAVEL

Cross-border travel is **not permitted**.

12. FERRY TRAVEL

Ferry travel is **not permitted**.

13. ONE-WAY RENTAL

One-way rentals are **not normally permitted**.

They may only be allowed in **emergency situations**, subject to **prior written approval** from the supplier in Jordan and will incur an **additional fee**.

14. VAT / TAXES

VAT is included in the rental rate.

15. PAYMENT METHOD

Payment methods accepted for Security Deposit only:

- Physical **VISA Credit Card**
- Physical **MasterCard Credit Card**

Payment methods accepted for Rental Payment:

- Physical VISA Credit Card or Debit Card
- Physical MasterCard Credit Card or Debit Card

Not accepted:

- Prepaid cards
 - Postpaid cards
 - Apple Pay
 - Google Pay
 - Virtual or digital payment methods
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16. DEPOSIT

The customer must provide a **physical valid credit card (VISA or MasterCard)** under the **main driver's name** to block a **security deposit of EUR 700**.

If the customer does **not have a credit card** at the time of vehicle collection, the customer may purchase **Super Collision Damage Waiver (SCDW)**, which:

- Waives the security deposit requirement
 - Allows rental payment using a **physical debit card only**
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17. DELIVERY AND COLLECTION

Upon arrival at **Queen Alia International Airport**, the customer must connect to the **free airport Wi-Fi** and contact: **+962 799 280 000 (Call / WhatsApp)**

The staff will meet the customer and escort them to the office near the airport.

For return:

- The vehicle must be returned to the **same office**
 - The customer will then be escorted/driven to the **departure area** at Queen Alia Airport
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18. GRACE PERIOD

The customer has **2 hours** from the scheduled collection time.

After **2 hours**, the booking will be considered a **No-Show** and **automatically canceled**.

19. EFFECTIVE DATE

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.