

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 the maximum driver age is 80 years. Drivers aged 21 to 25 years are subject to a young driver surcharge of EUR 7 per day, up to a maximum charge of EUR 150.

3-Driver's License

The renter must have a valid driving license and at least 3 years of driving experience.

All customers are strongly advised to obtain an International Driving License to avoid any issues during vehicle collection.

4-Insurance Coverage

Insurance coverage for international customers and customers from USA and CANADA are covered by the Collision Damage Waiver (CDW) with excess amount in case of accident/damage.

5-Excess Reduction

The excess amount cannot be reduced or waived.

6-Fees

The customer is responsible for all parking fees or traffic fines/tickets.

The customers will be charged administration fees for any of the following:

- Traffic ticket administration fee: EUR 50

- Parking fee administration fee: EUR 50

7-Roadside Assistance

Roadside assistance is not included unless added by the customer at the rental desk.

8-Fuel Policy

The vehicle must be returned with the same fuel level as when it was received. The customer will be charged for the missing fuel plus a 50 EUR administrative fee.

3-Mileage Policy

Unlimited mileage is included, subject to a fair usage limit of 322 km per day. Mileage exceeding this limit will be charged at the current local rate.

10-Cross Border Travel

Cross-border travel is not permitted.

11-Ferry Travel

Ferry travel is not permitted.

12-One Way Rentals

One-way rentals are not permitted, except in emergency situations with prior written confirmation from the local supplier. Additional charges apply.

13-VAT

VAT is included in the rental rate.

14-Payment Methods and Deposit

Accepted for Security Deposit:

- Physical VISA Credit Card
- Physical MasterCard Credit Card

Accepted for Rental Payment:

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

The following payment methods are not accepted:

Prepaid cards, rechargeable cards, Apple Pay, Google Pay, or any virtual payment methods.

A security deposit of EUR 700 will be blocked on a physical credit card (VISA or MasterCard) under the main driver's name.

If the customer does not have a credit card at the time of collection, the customer may purchase Super Collision Damage Waiver (SCDW), which waives the security deposit and allows rental payment by physical debit card.

15-Delivery and Collection

Upon arrival at Queen Alia International Airport, please connect to the airport's free Wi-Fi and contact us at +962 799 280 000 (Call or WhatsApp) to arrange your meet-and-greet service. Our representative will meet you and escort you to our office near the airport.

For vehicle return, the car must be returned to the same office where it was collected.

Following the return process, our staff will transfer you to the departure area at Queen Alia International Airport.

Please check with the rental desk for more information.

16-Grace Period

The customer has 2 hours until the scheduled collection time.

After this period, the reservation will be considered a no-show and cancelled.

17-Out of Hours

Our service is 24/7 at Queen Alia Airport, so there are no out-of-working hours fees.

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.