

Booking Reference Number: 77412224

Car Detail: Toyota Yaris or similar Auto/5 Passengers

Confirmation No.

91029709

Main driver name

Yi-Chin Tseng

Car Supplier

Trust Auto Group



## Pick-Up

**Saturday, August 10, 2024, 6:00 PM**

Vancouver Airport, 407, 10024

Address 3691 No 3 Rd, Richmond, BC V6X 2B6,  
Canada

Method: Call for pick-up

Telephone 001-6046189666 / 001-6047166373,001-  
6042339299

Office Hour 09:00-18:00

Instruction: Please contact the branch by phone after  
collecting your baggage and wait at the  
Arrival Pick up area. Take the exit of  
international arrival, the green waiting area is  
located on the left side between the road and  
the parking lot.

## Drop-Off

**Saturday, August 17, 2024, 6:00 PM**

Vancouver Airport, 407, 10024

Address 3691 No 3 Rd, Richmond, BC V6X 2B6,  
Canada

Method: Call for pick-up

Telephone 001-6046189666 / 001-6047166373,001-  
6042339299

Office Hour 09:00-18:00

Instruction: Please return the car to the branch. And the  
branch provides free transportation service to  
the airport within business hours.**What if I can't find the location?**Before you start your trip, download App in advance to get help from online customer service. Search "QEEQ" in  
AppStore or GooglePlay to Get App.

## Your Rental Includes

- ☒ Vehicle Rental
- ☒ Rate Distance Limited: 200 Km/day Beyond Mileage Need Cad0.20/km
- ☒ Collision Damage Waiver (Excess:CAD 1,000(USD 738))
- ☒ Theft Protection (Excess:CAD 1,000(USD 738))
- ☒ Basic Third Party Liability Protection
- ☒ Taxes And Surcharges

## Mileage

**Limited mileage of 200km/day, maximum  
1400km per rental.Extra mileage is possible and  
charged locally at 0.20CAD/km.**

## Fuel policy

**Full to full**

Car rental charge


Pay at pick-up:

**CAD 522.98**

**CAD 0.00**

\*Prices are at CAD. You will pay in local currency, based on date of transaction, exchange rate may vary.

----- The following are cautions. No need to be handed over to car rental staff. -----

 To comply with local regulations and ensure driving safety, winter tires/chains may be required based on your travel itinerary in the local winter(Europe, North America and Japan: November- April; Australia and New Zealand: June-September). The specific requirements and charge will be subject to the local branch.

#### Important information

1. You may be offered additional insurance at the counter. We would suggest that you avoid purchasing any duplicated insurance if you have already purchased Damage Refund insurance or another excess insurance product. If you had signed the contract to accept additional service (e.g. child seat ; GPS ; additional driver and others services) at counter, you will be charged for additional service and related tax & surcharge.
2. **If the staff at the car hire desk attempt to refuse your pick-up** by any reasons like no availability of cars or else, please keep the relative evidence like the name of the staff or some printed notice which might help us to argue for your best interest.
3. If you collect or return your vehicle **outside the pick-up/drop-off time and date booked**, additional charges may be applicable. The vehicle may not be available if you arrive late to the rental desk. If the vehicle is not released due to a late arrival no funds will be reimbursed. **In the event of a delay**, please contact the desk and get their response.
4. **Please feel free to contact us any time if you have any problems at pick-up or during your rental.** **The Qeeq Hotline** is kindly advised as below.

#### Cross Information

##### Cross-border fee needed

United States: CAD 10.00/per rental day.

Please note: The fee is ONLY for your reference and payment due at pickup.

Please kindly inform the staff of your cross-border plan at pick-up, or your insurances may voided when you cross the countries without advanced notification.

#### Emergency Contact Number

Country	Police	Fire	Ambulance	Qeeq Hotline
Canada	911	911	911	+1-2897685366

#### Precautions & Car Rental Tips

### Required documents

#### 1. Form Of ID

A valid photo Canada national ID Or A valid passport

#### 2. Driving licence

The main driver and any **additional drivers** will need to provide a **physical full** driving license in their name with no major endorsements.

For local renters, you need to bring:

##### Full Driving License issued in Canada

This option applies to customers with local driving license, please show your local license at pick-up.

For foreign renters, you need to bring:

##### Domestic License + IDP

Please note that the IDP(International Driving Permit) is only a translation and you must bring your original driving licence with you.

#### 3. Accepted payment cards

##### Payment methods

Accepted payment method(s) by Trust Auto Group for payment due at pick-up:

Physical credit card(s) in the full name of the main driver(Virtual cards, electronic cards and prepaid cards are not accepted.)

Accepted Cards  

\*Accepted cards must be with chips.

##### Deposit

CAD 300.00 for pre-authorization on main driver's credit card(s) at pick up.

Usually a deposit will be held as a guarantee by car rental companies at pick-up. This will be fully released or refunded if there is no damage/theft of the vehicle or any due payment after car return. Please note that this does not represent your total excess liability which can be found in the Insurance Coverage/ Excess liability section.

In the event that you fail to present a valid payment method with enough funds for deposit,the car rental agent may refuse to release the vehicle. In these instances, no funds paid will be reimbursed.

#### 4. E-voucher / printed voucher

E-voucher / printed voucher

## At Pickup Time

### Vehicle Inspection

Before you drive away from the pickup station, inspect the car carefully for body damage. Be sure the lights and turn signals are working properly, and check the mileage odometer. Report any defects at once. Familiarize yourself with the workings of the car before you leave the lot. Check which side your gas tank is on, and learn how to use the headlights, windshield wipers and turn signal. It may seem obvious, but you'll also want to memorize the make, model and color of your car -- that way you won't lose it the first time you park in a crowded lot!

### Early Pickup

If you need to pick up the car earlier than the reserved time, please call the store in advance to confirm the availability. Often, you need to return the car earlier the same period that you put forward your pick-up. Otherwise, it may cost you additional fees. **Please refer to the Terms and Conditions of your rental agreement for more accurate details.**

### Late Pickup

Your reserved car may not be guaranteed if you do not pick up the car in time. Please call the store in advance in the event of late pickup. In addition, late pick-up may be charged full price for no-show or be charged the respective rental costs for the delayed time. **Please refer to the Terms and Conditions of your rental agreement for more accurate details.**

### What is 'No-show'?

A "No-show" is when you:

wish to cancel but don't tell us before your rental is due to start, or

fail to pick the car up at the arranged time and date, or

fail to provide the documentation that's required to pick the car up, or

fail to provide a credit card in the main driver's name with enough available funds on it for applicable payments at pick-up(such as deposit).

What I need to do if No-show?

1. First of all, if you want to cancel your car rental plan before pickup time, don't forget to cancel your booking.
2. When you're going to be late for your pick-up due to flight delay or such occasions, contact the car rental company or contact us to reserve the car for you. Or else the car rental company will consider you as no show.
3. When the car rental considers you as No show to your rental and refuse to release the car to you, contact us for assistance.

### In the event of a no-show or failure to pick up the vehicle, no refund will be issued.

When the car rental supplier do consider you as No show to your rental and refuse to release the car to you, contact us for assistance. We are here 24\*7 for you to maintain your best interest.

## During Your Rental

### Roadside Assistance

Roadside Assistance is commonly offered as an optional paid service by your rental company. Keep in mind that you can either sign up for roadside protection at the beginning of your rental (when you do your contract) or you may automatically "opt-in" to the purchase of this service if you use it during your rental -- for example: calling the provided number to request help for lost keys, towing, fuel delivery, etc. It's always best to carefully read your rental contract and discuss this type of program with your rental agent before leaving the rental counter. Find out what is included and what is not covered (ie ask about flat tires, lost keys, etc)

### Cross-border

Most U.S. car rental agreements do not allow you to drive the car across international borders. Additionally, your U.S. car insurance rarely covers international car rentals, so you will likely want to purchase insurance from the rental company at the time of rental.

Outside the U.S., policies on border crossing vary by destination and car rental agency. In some cases driving into another country is permitted if you give advance notice and/or pay an extra fee. If you do drive across international borders without authorization and you have a problem, the protections of your rental contract, insurance and other sources may be negated.

## Returning Your Car

### Gasoline

Be wary of prepaid gasoline plans. Always fill the tank yourself before returning the vehicle so that you're only paying for the amount of gas you actually used. Try to avoid the gas stations right near the airport where you're dropping off your car -- the prices tend to be highest there. Instead, fill up a few miles away.

### Early Return

It may seem counter-intuitive, but returning your car early may actually cost you money. You might have to pay an early return fee, your rate structure might change, leaving you responsible for the difference. But even worse, you are not entitled to a refund of the unused days due to the fact that the booking's price comes in a package and cannot be separated. (If you're paying a weekly rate but return the car after only six days, you could end up paying a more expensive daily rate.)

### Late Return

Of course, returning the car late could cost you too -- many car rental companies only give you a 30-minute grace period before beginning to rack up the late fees. Before leaving the vehicle, check to be sure you haven't left any personal belongings. Don't forget to check the trunk!

The most common lost articles include cell phones, sunglasses and umbrellas. **Please refer to the Terms and Conditions of your rental agreement for more accurate details.**

**Check the charges**

Be sure that the check-in attendant inspects the car's body in your presence and that you agree about any damage. Examine your rental agreement carefully for all charges and make sure the agent credits any deposit to your account while you wait.