



## Guidelines

**Additional Drivers:** Any additional authorized drivers must appear at the time of rental and meet age and driver's license requirements. An additional charge of \$14.99/day for each additional authorized driver will be added to the cost of the rental. Only individuals listed on the rental agreement are permitted to drive the rental car at all times. Should the vehicle be returned by anyone other than the designated renter mentioned in the agreement, a one-time fee of \$100 will be assessed.

**After Hours Returns:** If a car is returned late, the guest will be charged for an additional day. For improper returns an additional fee of \$500 will be charged.  
Extensions need to be requested at least 24 hours prior to initial drop off time.

**Coverages:** Personal insurance is a requirement for all luxury car reservations. TRAVEL INSURANCE IS NOT ACCEPTED.  
SLI - SUPPLEMENTARY LIABILITY INSURANCE \$30 /day

Acceptance of Loss Damage Waiver relieves the renter and authorized additional drivers of financial responsibility if the 24Seven Rent A Car, car is damaged or stolen while under rental contract. Using the vehicle in violation of any of the use restrictions listed on the rental agreement could void LDW and leave the renter fully responsible for any damage to the vehicle. LDW is not available in all states and certain restrictions may apply in some states. At the time of rental, the customer must initial whether he/she accepts or declines the LDW and/or other optional services. LDW and other optional services must be signed for at the rental counter. If LDW is not accepted, the customer may be responsible for up to the full fair market value of the car if it is damaged, vandalized or stolen during the rental. The customer may also be responsible for reimbursing the revenue lost by not being able to use the car while it is being repaired or not recovered due to theft (referred to as Loss Of Use).

**Driving Restrictions:** Our out-of-state policy strictly prohibits vehicles from leaving NV and CA. Unauthorized usage outside these states will incur a fee of \$1500.

**Financial Policy:** We only accept credit cards. We do not accept debit cards, cash cards, or similar forms of payment. The credit card must be issued by a recognized banking institution. A physical credit card must be presented at the time of rental. We do not accept virtual or digital cards.

**SECURITY DEPOSIT FROM \$500-\$1500:** A security deposit is required for all reservations. Refunds may take up to 10-20 business days. We may use your deposit to pay any amounts owed to us under this Agreement.

**Mileage:** 100 Miles/day for ALL LUXURY CARS. Unlimited mileage for standard cars, unless stated otherwise.

**ALL PREPAID RESERVATIONS NO REFUND EXCHANGE ONLY:** We do not offer refunds for prepaid reservations. In case the car is not available, an exchange will be offered. The only exception is when a vehicle class is not available.

**Notice Regarding Your Financial Responsibility And Damages:** You are liable for all damages to the rental vehicle, regardless of the cause or whether it's unknown. This includes repair costs up to the vehicle's fair market value, as well as administrative, towing, storage, and impound fees. You are also responsible for vehicle theft. Full coverage insurance, covering liability and collision, is mandatory. Your personal or travel insurance, as well as the insurance provided by the credit card used for payment, may cover part or all of your financial obligations. It's important to verify with your insurance provider the extent of your coverage, any applicable deductibles, and whether it applies to rental vehicles. Additionally, if you fail to open a claim after a damage has been reported or found, we reserve the right to charge the full amount of the damages to your card immediately. In the event of damages, the security deposit may be temporarily held until the resolution of a claim, and, if the claim is denied, the security deposit may be used to cover the damages.

**Supplemental Liability Insurance:** Supplemental liability projection is mandatory. If you do not have personal full coverage insurance that will cover your rental vehicle, you are required to purchase liability insurance from 24Seven Rent A Car.

**Physical Driver's License Must Be Present:** All drivers must present a valid PHYSICAL driver's license at the time of rental. The license must be current and can NOT be expired. A physical driver's license must be presented, no images or photocopies.

**Proof Of Insurance Is Required For All Trips:** All rentals must be covered by collision and liability insurance. Proof of insurance must be presented at the time of rental. All renters must provide the declaration page of their insurance. Throughout the entire duration of your rental, until the vehicle is returned, it is your responsibility to maintain proper insurance coverage.

**All guests must take pre and post-trip photos and send them to [photos@24sevenrentacar.com](mailto:photos@24sevenrentacar.com)**

**\$500 Smoking And Pet Fee:** Smoking is strictly prohibited in our rental vehicles. A \$500 smoking fee will be charged if smoking is detected.

Pets are not allowed in our rental vehicles. A \$500 pet fee will be charged if a pet or pet hair is found in the vehicle.

**\$500 Improper Return Fee:** If the rental vehicle is not returned to the designated location or if the guest is unresponsive, fails to request an extension or return the vehicle, a fee of \$500 will be charged for improper return.

**Excessive Cleaning Fee:** For instances where vehicles are returned in a very dirty condition, including the presence of excessive trash, sand, dirt, or similar, an excessive cleaning fee of \$50 may be charged.

**The minimum age requirement for any approved driver behind the wheel is 21 years old. Additionally, there will be an extra fee for drivers under 25 years (young driver's fee).**

**Roadside Assistance:** Roadside assistance protection ensures round-the-clock support (wherever available). If roadside assistance isn't purchased, support is still accessible, though standard fees may be applicable.

**If you have booked through a third-party booking source such as Expedia, Travelocity, Kayak, Priceline, etc., you must contact them for any changes or modifications to your reservation.**

**Vehicle Tracking:** Our rental vehicles may be equipped with vehicle locators, trackers, or informatics systems. These technologies are exclusively used for purposes of geographical monitoring, repossession, maintenance, and business operations.

**EXTENSIONS MUST BE 24H IN ADVANCE:** If you need to extend your rental period, please contact our Extensions department at [Extensions@24sevenrentacar.com](mailto:Extensions@24sevenrentacar.com) at least 24 hours in advance. The new rates for the extended period will apply on the day of the extension and will be higher than the initial day rate. All extension requests must be confirmed through either email or text communication. Throughout the entire duration of your rental until the vehicle is returned, it is your responsibility to maintain proper insurance coverage.

**We offer a 30-minute grace period for late returns. Any rental returned after the grace period will be charged a minimum of \$30 per hour or an additional day.**

**Early Returns And Fuel Usage:** Please be aware that no refunds will be issued for early returns or for any unused gasoline.

**Tire and Windshield Policy:** In the event you get a nail or any damage to the tire or windshield, you are responsible for the replacement cost. Insurance may not cover damages to windshields and tires.

**Attention:** Under California law, it is mandatory to transport children under 8 years old in the rear seat using a child restraint system. If you lack one, you can include it in your reservation at the counter.

**Key Tag Replacement:** Customers must return all keys and key tags provided at rental. A \$15.00 fee will be charged for any lost or unreturned key tags.

**TICKETS:** Any late fees or additional fines imposed on tickets are your responsibility. All tickets are the renter's responsibility and must be paid within 24 hours. Failure to pay within this timeframe will result in an additional \$25 fee, plus the cost of the ticket.

**LATE RETURN CHARGES:** A late return fee will be applicable for returns beyond the initial 30-minute grace period. This fee ranges from \$30 to \$100 per hour.

**Personal Belongings:** Please exercise caution with personal items, as we are not liable for any lost or stolen items left behind in the vehicle.

**Pick Up Instructions:** Upon arrival at 7415 Santa Monica Blvd, Los Angeles 90046. Please follow the instructions received via email and text so please check your spam folder.

**Our requirements:**

- Valid Driver License
- Proof of Insurance (Declaration Page): Bring a copy of your insurance declaration page. Insurance can also be purchased at the counter.
- Payment: We accept credit cards for payment; debit cards are not accepted. Name on the reservation must match the name on credit card.

**Security Deposit:** Expect a security deposit between \$500-\$1500, charged on your credit card at rental pickup.

**Return of Security Deposit:** It will be released within 10-20 business days after you return the car, provided there are no additional charges or damages.

**Plate Pass:** Toll Pass Policy. Our Toll Pass Program is our electronic toll collection program which allows our renters to drive through electronic toll lanes and pay tolls electronically, without having to stop and pay cash. In addition, many toll plazas have converted to all electronic tolling and removed the option for travelers to stop and pay cash at toll plazas. 24Seven has negotiated with an outside company to cover 'toll road violations' and added \$25 service fee per ticket will be charged to the renter when received + will be paid w/credit card used on the rental; the party making the reservation will be notified when charged. \*All 24Seven Rent A Car vehicles are registered and the renter may not pay for the toll themselves.

If you don't purchase a toll pass, a toll service fee of \$25 will be charged in addition to the cost of the toll. Any late fees or additional fines imposed on tickets are your responsibility.

All tickets are the renter's responsibility and must be paid within 24 hours. Failure to pay within this timeframe will result in an additional \$25 fee, plus the cost of the ticket.

**Refueling Policy:** Refueling Service. As a customer, you have a choice as to how you would like to pay for fuel. Option 1- Prepay Fuel This option allows the renter to pay for the tank of gas at the time of rental and return the tank empty. No refunds will be issued for unused gas. Option 2 - We Refill. This option allows the renter to pay 24Seven Rent A Car at the end of the rental for gas used but not replaced. Price per gallon will be higher than local fuel prices. Option 3- You Refill This option allows the renter to return the vehicle with the same amount of gas as received to avoid extra fuel charges.

**Renter Qualifications:** Drivers must be at least 21 years old. A young drivers fee applies for all guests under 25. The fee varies depending on the car class. Drivers must present a credit card in drivers name. Driver must have full coverage insurance. At time of rental, the driver must present a valid driver's license in the renter's name. All drivers must have a safe driving record. You may be asked to sign a driving record addendum or be subject to a computerized DMV check. Based upon such search, 24Seven Rent A Car reserves the right to deny a rental opportunity. Customers with a drivers license may be asked to present an international driving permit (IDP) for translation purposes.

**DRIVER'S LICENSE MUST BE PRESENT:** All drivers must present a valid driver's license at the time of rental. The license must be current and not expired.

**PHYSICAL CREDIT CARD MUST BE PRESENT:** A physical credit card must be presented at the time of rental. We do not accept virtual or digital cards.

**PROOF OF INSURANCE IS REQUIRED FOR ALL TRIPS:** All rentals must be covered by insurance. Proof of insurance must be presented at the time of rental.

**We are here for you 24/7! We hope you find this guide useful. Thank you for reading and acknowledging you've understood these guidelines.  
Have a great trip!**