

## Location Specific Conditions GERMANY

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### Added important information

This document contains the information you – and additional drivers, if you have them – need to know about your rental. You should read this document together with the rental terms and conditions. You can find a sample of the rental terms and conditions by going to [www.avis.de](http://www.avis.de). If you received a booking confirmation email it may contain a link to this sample. Please note the sample rental terms and conditions are an indication of the terms of the contract and may not contain the exact terms you will be asked to sign when you pick up the vehicle.

It is important to us that you enjoy your experience with us and have all the information you need. It might take you a little time now but it could save you time later.

#### Important to know

The company that provides you with a rental vehicle is either Avis Budget Autovermietung GmbH & Co. KG, Zimmersmühlenweg 21, 61437 Oberursel, DE or the independent licensee of Avis Budget Autovermietung GmbH & Co. KG as set out on page 1 of your rental agreement. This may not be the same company that you made your booking with.

The prices in this document are subject to change – but they'll give you a good idea of what to expect. For exact prices, please contact the rental location or contact the Reservations team. All prices include VAT, where it's charged.

**To make a booking, change a booking or tell us about an issue while you're renting, contact the rental station or the Reservations team:**

Fill in the online form which can be found at [www.avis.de](http://www.avis.de) and click on "Contact Us"

Call on 069 500 700 20, from outside Germany: +49 (0)69 500 700 20

Lines are open 8.00 am to 9.00 pm, 7 days a week.

You will find the contact details for the rental station on your rental agreement.

**To tell us about an issue after you've returned the vehicle, please contact the customer service team:**

Email: [customerservice@avis.de](mailto:customerservice@avis.de)

Fill in the online form which can be found at [www.avis.de](http://www.avis.de) and click on "Contact Us"

Call on 06171 / 680, from outside Germany: +49 6171 / 680.

Lines are open 8.00 am to 6.00 pm, Monday to Friday.

If you call from a German landline, calls are charged at the tariff for local calls. Calls from mobiles are charged at your network rate. Calls from outside Germany are charged at international rates.

### **European Car Rental Conciliation Service (ECRCS)**

We are a member of the European Car Rental Conciliation Service (ECRCS). This organisation independently reviews disputes with no additional costs to you. If you make a complaint and are unhappy with our final response you can refer your dispute to the relevant conciliation service.

### **Alternative Dispute Resolution**

The European Commission created a platform for online dispute resolution. This can be found at <https://webgate.ec.europa.eu/odr>. Consumers have the possibility to use this platform to settle disputes.

In case of a dispute regarding car rental services you can contact:

Allgemeine Verbraucherschlichtungsstelle des Zentrums für Schlichtung e.V.  
Straßburger Str. 8  
77694 Kehl

[www.verbraucher-schlichter.de](http://www.verbraucher-schlichter.de)



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## **Age information**

### **How old do I need to be to drive a rental vehicle?**

To drive our vehicles, you – and all of your drivers - need to be at least 21 years old and have held a full, valid driving licence for at least ½ year, for certain vehicles for at least 3 years at the start of your rental. Higher or lower minimum age limits may apply to certain vehicles.

### **How do I know if there are minimum age restrictions on my rental?**

When you book, you'll be told if there are any minimum age restrictions for the vehicle you request. If you're not sure, please check your booking confirmation email – or call the Reservations team.

### **I'm under 25; do I need to pay a young driver surcharge?**

If you – or any of your drivers – are under 25 when you pick up the vehicle, you will each have to pay a young driver surcharge. The cost for this will depend on where you're picking the vehicle up from – but you can expect it to be between € 11,90 and € 14,70 per day, for each driver.

If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 28 days.

### **Are there any maximum age restrictions?**

No, so long as you hold a full, valid driving licence for at least ½ year or 3 years for certain vehicles.



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## Payment options

### What payment cards do you accept?

We accept:

- American Express (excluding American Express Traveller's Cheque cards)
- Diners Club
- Visa credit / debit cards
- MasterCard credit / debit cards
- Avis-issued charge cards/ voucher

Prepaid cards can be used only for making payments at the end of your rental. To rent a vehicle from us you have to present the above listed payment cards.

We accept Maestro cards, V-Pay cards and Visa Electron cards only for rentals of vehicles of car groups A, B, C, D, H, I, K, M, N or P. We will need to carry out additional identity, security, driving licence and credit checks, will take a deposit of at least EUR 200,00 and will need to see proof of address.

We don't accept Cirrus cards, JCB cards or any other cards not listed above.

### Can I pay by cash?

For van rentals we do accept cash – but we will need to carry out additional identity, security, driving licence and credit checks, will take a deposit of at least EUR 200,00 and will need to see proof of address.

### What happens if I am late in making payment?

If you are late in paying us, interest will be calculated at the statutory rate.



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## Taking your vehicle outside the country

### What countries am I allowed to take the vehicle to?

You are only allowed to use the vehicle in the following countries:

- Austria (A)
- Andorra (AND)
- Belgium (B)
- Switzerland (CH)
- Czech Republic (CZ)
- Germany (D)
- Denmark (DK)
- Spain (E)
- France (F)
- Finland (FIN)
- Liechtenstein (FL)
- Great Britain (GB)
- Hungary (H)
- Croatia (HR)

- Italy (I)
- Ireland (IRL)
- Luxemburg (L)
- Monaco (MC)
- Norway (N)
- Netherlands (NL)
- Portugal (P)
- Poland (PL)
- San Marino (RSM)
- Sweden (S)
- Slovakia (SK)
- Slovenia (SLO)

Entries into Czech Republic (CZ), Croatia (HR), Hungary (H), Poland (PL), Slovakia (SK) and Slovenia (SLO) are only allowed for vehicles up to medium class and not allowed for vehicles of the makes Audi, BMW, Jaguar, Land Rover, Mercedes Benz and Volkswagen.

Entries to Italy (I), Southern France (F) and San Marino (RSM) are only allowed for vehicles up to executive class.

Porsche vehicles may be driven in Germany (D), Austria (A) and Switzerland (CH) only.

You are not allowed to use the vehicle in Albania (AL), Azerbaijan (AZ), Bulgaria (BG), Bosnia and Herzegovina (BIH), Belarus (BY), Cyprus (CY), Estonia (EST), Georgia (GE), Greece (GR), Iceland (IS), Kazakhstan (KZ), Latvia (LV), Lithuania (LT), Malta (M), Macedonia (MK), Moldavia (MD), Montenegro (MNE), Romania (RO), Russia (RUS), Serbia (SRB), Turkey (TR), Ukraine (UA) and any country outside continental Europe.

#### **Can I buy a product to allow me to drive in other countries?**

No, regrettably, we do not offer any products which enable you to drive in other countries.



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## **Waiver and protection options**

### **Damage**

#### **What products reduce the amount I have to pay if the vehicle is damaged during the rental?**

If you have *liability reduction in case of a damage* (CDW - collision damage waiver) and the vehicle, keys, any accessories or any vehicle documents are damaged and you are responsible for the damage, the amount you have to pay for the damage will be reduced to no more than the excess stated on your rental agreement meaning you'll pay for the cost of repair or replacement plus a damage or theft processing fee in accordance with Section 6 of General Conditions of Rental in the amount of € 30.00 or the excess, whichever is less.

#### **How much is the excess?**

This is stated on your rental agreement, and also in your booking confirmation email. You can reduce the excess even further by buying an excess reduction product.

#### **How do I get Damage Waiver?**

In most cases, Damage Waiver is provided with the vehicle as standard. If it's included, it will be stated on your rental agreement and in your booking confirmation email. If it isn't included, the price depends on the vehicle you're renting and the place you're renting it from.

### **Is there an excess reduction product available to reduce my excess further?**

Yes, Super Damage Waiver (SCDW) is an excess reduction product which reduces your excess to zero. The price depends on the vehicle and location – but you can expect it to cost between € 19,00 and € 35,00 a day.

### **Will I need to pay if the windscreen is damaged?**

Yes, it will be treated the same as any other damage to the vehicle.

### **What happens if I damage any optional extras I rent from you?**

If any optional extras are damaged, you have to pay for the cost of replacement, or their estimated repair costs in addition to the rental fee, insofar as you are responsible for the damage.

### **Are there any times when the excess would not apply?**

Yes, the amount you pay will not be reduced if the damage was caused deliberately or by gross negligence – or as a result of:

- Driving the vehicle without due care and attention
- Driving or using the vehicle in breach of your contract
- Breaching a contractual obligation (for example not calling the police in the event of a damage)

In the event of losses caused by gross negligence, we are entitled to claim damages against you in an amount equivalent to the grade of negligence, up to and including the full amount of the loss or damage.

The excess does not apply if you or any of your additional drivers deliberately breach a contractual obligation under your rental agreement. In the event that an obligation has been breached by gross negligence, we may claim damages against you in an amount equivalent to the grade of negligence, up to and including the full amount of the loss or damage. The burden of proof that no gross negligence was involved lies with you and your additional drivers. The excess shall continue to apply if the breach of the contractual obligation was neither causal for the loss or damage nor for determining whether the preconditions to grant the Damage Waiver are fulfilled.

### **What do I have to pay if I don't have Damage Waiver?**

If the vehicle, the key, accessories or vehicle documents should be damaged during the period in which you have rented the vehicle, you must pay for the following in accordance with Section 6 of General Conditions of Rental, insofar as you are responsible for the damage:

- Either the cost of replacement, or the estimated repair costs – whichever is cheaper
- Plus our loss of use
- Plus an administration fee

### **Where can I find information of damage charges I've paid?**

If we find damage, we'll charge the amount you have to pay to your card. Unless you've asked us to send you a receipt by post or email, you'll be able to find details of this payment here <http://www.avis.de/rechnungskopie> .

### **Theft**

#### **What products reduce the amount I have to pay if the vehicle is lost or stolen during the rental?**

If you have a *liability reduction for the event of theft* ( *theft protection* , TP) and your vehicle is stolen, the amount which you must pay in accordance with Section 6 of General Conditions of Rental - insofar as you are responsible for the theft - will be limited to the excess stipulated in your rental agreement, which means that you must pay for the costs of replacement plus a fee for the processing of the event of damage or theft in the amount of € 30.00 or the excess, whichever is less.

### **How much is the excess?**

This is stated on your rental agreement, and also in your booking confirmation email. You can reduce the excess even further by buying an excess reduction product.

### **How do I get Theft Protection waiver?**

In most cases, Theft Protection waiver is provided with the vehicle as standard. If it is included, it will be stated on your rental agreement and in your booking confirmation email. If it isn't included, the price depends on the vehicle you're renting and the place you're renting it from.

### **What happens if I lose any optional extras I rent from you or if they are stolen?**

If any optional extras are lost or stolen, you have to pay for the cost of replacement in addition to the rental fee.

### **Are there any times when the excess would not apply?**

Yes, the amount to be paid by you is not limited if you are responsible for the loss or theft due to your intention or gross negligence, such as, for instance, in cases when:

- Keys being left in the vehicle
- Keys being lost or stolen
- Using the vehicle in breach of the contract

In the event of losses caused by gross negligence, we are entitled to claim damages against you in an amount equivalent to the grade of negligence, up to and including the full amount of the loss or damage.

The liability restriction will be void if you or your co-driver should intentionally infringe any contractual obligation as per the rental agreement. The liability restriction will be reduced proportionally corresponding to the severity of the fault if you or your co-driver failed to fulfil a contractual obligation as per the rental agreement. The restriction of liability will not be void if the breach of duty was not the cause of the damage or the determination of the conditions for the granting of the liability reduction.

### **What do I have to pay if I don't have Theft Protection?**

If the vehicle, the key, accessories or vehicle documents should be damaged during the period in which you have rented the vehicle, you must pay for the following if you are responsible for this:

- The cost of replacement
- Plus our loss of use
- Plus a fee for the processing of the event of damage or theft in accordance with Section 6 of General Conditions of Rental in the amount of € 30.00.

### **Where can I find information of theft charges I've paid?**

If the loss or theft was caused by you, your card will be charged with the amount owed and due. More details about this payment can be found at <http://www.avis.de/rechnungskopie>, unless you have asked us to send you an invoice by mail or Email.

### **Damage to people and their property**

#### **What do I have to pay if I injure someone whilst driving?**

Third Party Liability (TPL) cover is provided with the vehicle as standard. This means that if you have an accident in our vehicle and you injure someone, including any of your passengers, or you damage anything which belongs to them, you will not have to pay any of their costs. Third Party Liability cover does not cover any death or injury

suffered by the driver of our vehicle or any damage to personal items in our vehicle.

### **Are there any times when third party liability cover would not apply?**

If the law requires us to provide you with third party liability cover, the minimum cover required by law will still apply but we, or our insurer, may seek to recover our costs from you if the accident was caused by:

- By you breaking the contract (for example allowing someone we had not approved drive the vehicle of driving whilst under the influence of alcohol, drugs or any other unlawful substance),
- By you breaking the law
- As a result of your negligence or recklessness.

### **What products cover the driver of the vehicle?**

Personal Accident Insurance (PAI) covers the driver of the vehicle in the event of an accident. It reduces the amount you have to pay in the event of an accident to zero or to € 70,00 per claim depending on the claim you make. Personal Accident Insurance provides the following benefits:

- A maximum of € 40.000,00 in the event of death, loss of limbs or eyes or permanent total disability
- A maximum of € 2.000,00 towards emergency medical expenses related directly to the accident
- Medical assistance and rescue costs (conditions apply)

### **Who provides Personal Accident Insurance?**

Personal Accident Insurance is underwritten by AIG Europe Limited. You will need to agree to their terms and conditions. Our agent, Avis Europe Risk Management Limited retains 20 % of the price you pay after insurance premium tax has been deducted, as commission.

### **How do I get Personal Accident Insurance?**

If you've bought Personal Accident Insurance, it will be stated on your rental agreement. The price depends on the location you're renting from, but you can expect it to cost between € 6,00 and € 7,50 a day.

### **Can I increase my cover and reduce my excess?**

Yes, Super Personal Accident Insurance (SPAI) provides the following enhanced benefits:

- A maximum of € 120.000,00 in the event of death, loss of limbs or eyes or permanent total disability
- A maximum of € 6.000,00 towards emergency medical expenses related directly to the accident
- Medical assistance and rescue costs (conditions apply)
- Baggage up to € 6.000,00 per vehicle – excluding any items you rented through us (again, there are conditions, and a limit of € 350,00 per item)
- Expenses for replacing main house keys and locks up to € 500,00
- Emergency travel expenses up to € 500,00.

### **Is Super Personal Accident Insurance available when renting any vehicles?**

Yes, you can buy Super Personal Accident Insurance not matter what vehicle you rent.

### **How do I get Super Personal Accident Insurance?**

If you've bought Super Personal Accident Insurance, it will be stated on your rental agreement. The price depends on the location you're renting from, but you can expect it to cost between € 9,00 and € 11,50 a day.

For information, passengers are considered third parties and would benefit from the third party liability cover provided with the vehicle as standard.

## Protection packages

### I want to buy more than one protection product, can I get a protection package?

No, regrettably we do not offer protection packages at this time.

### Third party protection products

### I have bought a protection product from an external provider, can I use it?

If you decide to buy cover from someone else, you will have to pay our full costs – **Find out more:** see “What will I have to pay if I don’t have ...” within this section of this document – then you’ll need to make a claim with the external provider to get your money back. It is your responsibility to ensure you understand the terms of any cover you buy from an external provider and for any claim you make. We are unable to help you with your claim.



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## Delivery and collection

### Can I have a vehicle delivered to me?

Some of our rental locations offer a Delivery Service where we drop the vehicle – and any optional extras you pre-booked – off at a time and place you request. If you want to have the vehicle delivered, you must:

- Be present at the delivery location during your requested delivery period
- Have with you the items detailed in the section of the booking terms and conditions and rental terms and conditions called ‘What you need to rent the vehicle’.

You will be responsible for the fuel used – at the Pay on Return rates - to deliver the vehicle to you at the Pay on Return rates – unless you buy Fuel up Front. **Find out more:** see the “Fuel Options” section in this document.

The fee for this depends on where you’re renting and where the vehicle is being delivered to – but you can expect it to be € 32,00 inside city boundaries. For deliveries outside city boundaries please contact the Reservations Team.

Please give us 24 hours’ notice that you would like us to deliver the vehicle to you. We may be able to deliver it at shorter notice, but you’ll need to check with the rental station or Reservations Team.

### Can you collect the vehicle?

Some of our rental locations offer a **Collection Service** where we collect the vehicle – and any optional extras you rented – at a time and place you request. If you want to have the vehicle collected, you must be available to hand the vehicle over.

You will be responsible for the fuel used – at the Pay on Return rates – to return the vehicle to our nearest rental location unless you buy Fuel up Front. **Find out more:** see the “Fuel Options” section in this document.

The fee for this depends on where you’re renting and where the vehicle is being collected from – but you can expect it to be € 32,00 inside city boundaries. For collections outside city boundaries please contact the Reservations Team.

Please give us 24 hours’ notice when you want the vehicle collected. We may be able to collect the vehicle at shorter notice, but you will need to check with the Reservations Team.



## What happens if I'm not there when you come to collect the vehicle?

If the vehicle, keys, any accessories, any vehicle documents and any optional extras aren't there when we come to collect, you'll still be charged for the collection. You'll then need to book a new collection – and pay another collection fee – or bring the vehicle back to the rental location yourself.



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## Driving licence and ID requirements

### Driving Licences

#### Do I need to bring my driving licence with me?

Yes. All drivers must bring all parts of their valid driving licence with them. They must bring both their driving licence and either an international driving licence or an official German translation, by a notary, of their driving licence if:

- a driving licence was issued in Europe and you are renting in a country outside Europe
- Or a driving licence was issued in a non-European country, and you are renting outside that country
- Or a driving licence was issued in a non-roman alphabet like Arabic, Greek, Russian, Hebrew or Japanese.

#### Is there a minimum length I must have held my licence for?

Yes. All drivers must have held their licences for at least ½ year or 3 years for certain vehicle groups. If a licence does not show the driver has held it for the minimum period, then they must provide evidence, such as:

- Previous driving licences
- Or a letter from their driving licence authority stating that they have held it for this minimum period.

### ID requirements

#### Do I need to bring proof of identification?

Yes, you must bring:

- the payment card that was used to make your booking. For some vehicles, two payment cards in your name will be required. One of these must be the payment card used to make your booking.
- photo ID featuring a recognisable photo taken in the last 10 years. We will accept your passport or driving licence if it contains a photo, a national identity card or any other form of government-issued identification.

You may also need to bring proof of where you live. This could include a recent utility bill or bank statement. If your driving licence shows your address, we will accept it as proof of your address.

### Other requirements

#### Will I need to give a pre-authorisation or pay a security deposit?

Yes, you must give us a pre-authorisation on your payment card before we release the vehicle to you. A pre-authorisation holds money in your account.

If you wish to pay in cash, we will take a security deposit instead.

### **What do I need to do to give a pre-authorisation or security deposit?**

You'll need to give us a payment card in your own name that has enough money available on it. Find out more: see the "Payments Options" section in this document.

### **How much is the pre-authorisation or security deposit?**

The amount of the pre-authorisation or security deposit is either fixed – or calculated based on:

- The estimated vehicle rental price
- Plus the estimated price of all optional extras you've requested
- Plus around € 200,00 to allow for any fuel you may use unless you have purchased Fuel up Front
- Less any amount we accept you have paid towards the rental when you booked – for example, the cost of any accepted voucher

The calculation varies depending on the rental location. If you'd like more details, please call the Reservations team or ask a member of our team.



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## **Fuel charges**

### **Should I bring the vehicle back with a full tank of fuel?**

Yes. The vehicle will normally be supplied with a full tank of fuel. You must return it to us with the same amount of fuel it had in it when you picked it up – usually a full tank – as shown on the factory-installed fuel gauge. We recommend you fill up as close to the return location as you can on the return date, and keep the receipt to show us. If you don't return the vehicle with a full tank – and you can't show us a receipt for fuel – we will charge you.

### **Fuel Options**

#### **I plan to travel more than 120 kilometres, and want peace of mind, do you have a fuel option for me?**

Yes, with Fuel Up Front you pay for a full tank of fuel, based on the manufacturer's stated fuel tank capacity for your vehicle – plus our costs of refuelling the vehicle for you. Then you just return the vehicle with whatever's left in the tank (even if it's virtually empty) so long as the engine still runs.

#### **How do I calculate the cost of Fuel Up Front?**

Depending on where you're renting, we charge the average fuel price at the start of your rental period. However, you don't get a refund for any fuel you don't use.

#### **Can I get Fuel up Front at any time?**

No, if you want to take advantage of Fuel Up Front, you must ask for it during the booking process or when you pick up the vehicle.

#### **I plan to travel less than 120 kilometres, do I still need to fill up?**

Yes, often the fuel gauges still look “full” so we ask you to fill up the tank near to the return location and show us a copy of the receipt. If you don’t have time to fill up the tank, or can’t show us a receipt, we will apply EZ Fuel to cover our costs of refuelling the vehicle for you.

### How much is EZ Fuel?

Depending on where you’re renting, you pay a fixed fee of between € 18,00 and € 22,15. You retain the right to prove, that no loss or damage has occurred or that the loss or damage occurred is considerably lower than the EZ Fuel Fee.

### What are my options if I don’t return the vehicle full and haven’t bought Fuel up Front?

Pay on Return will apply if you have driven more than 120 kilometres and:

- Don’t buy Fuel Up Front
- Don’t return the vehicle with a full tank

### How do I calculate the cost of Pay on Return?

You pay for fuel based on the factory-installed fuel gauge rounded down to the nearest eighth (1/8) of a tank. This is based on the manufacturer’s stated fuel tank capacity.

We charge between 1.5 and three times the average fuel price at the end of the rental period. The price per litre will be stated on your rental agreement. This charge covers our cost of driving to the nearest petrol station at short notice, and potentially delaying the next customer’s rental.



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## Miscellaneous information

### Can I let anyone else drive?

Yes, but only if we have approved them. You must not let anyone else drive the vehicle.

We charge a fee for every Additional Driver we allow to drive the vehicle. The price depends on the location you’re renting from, but you can expect it to be between € 9,00 and € 11,07 per day, per driver.

If you rent the vehicle for several days you’ll only be charged for a maximum of € 50,00 and get cover for the duration of your rental, up to 28 days.

All additional drivers must meet our age, driving licence and ID requirements. Find out more: see the “Age Information” and “Driving Licence and ID requirements” sections of this document.

If any additional driver is outside of our age restrictions, we will also charge a driver surcharge. **Find out more:** see the “Age Information” section of this document.

### Do you offer a ‘meet and greet’ service?

Yes, in some of our airport and train station rental locations we do offer a ‘meet and greet’ service.

### Can I pick up the vehicle outside your normal opening hours?

Yes, some rental locations offer an out of hour's pick-up service where you can collect the vehicle and any optional extras outside the rental location's normal opening hours.

The out of hour's pick up fee is € 35,00.

You must give us at least 24 hours' notice to organise out of hour's pick-up. We may be able to provide the service at shorter notice, but you will need to check with the Reservations team.

**My rental has a mileage allowance. I have driven more than the allowance, how much will I pay for excess mileage?**

Many of our vehicles are provided with unlimited mileage. If a mileage allowance applies, it will be stated on your rental agreement and in your booking confirmation email. If you go over the mileage allowance, the price depends on the vehicle and location – but you can expect it to cost between € 0,50 and € 2,00 for every kilometre you've driven over the allowance. Your excess mileage charge will be stated on your rental agreement.

**Can I smoke in the vehicle?**

No, you are not allowed to smoke in it. If we believe anyone has smoked in the vehicle during the rental period, a specialist cleaning charge will apply.

**Are there any roads or zones where I need to pay a fee before I can enter?**

Yes, there are toll roads and toll bridges which require you to pay a fee if you wish to use them. If you do not pay these charges before you use such roads or bridges, you will incur a fine.

We recommend you check the Internet to find out about any restricted areas before you travel. Websites such as [www.urbanaccessregulations.eu](http://www.urbanaccessregulations.eu) provide useful information. If the rental location is in or near a restricted area, we will tell you about it when you pick up the vehicle. We are unable to tell you about any other restricted areas.

**I have been caught speeding, and didn't pay a parking charge, what will I have to pay?**

You are responsible for all fines and charges issued as a result of you or your additional drivers using the vehicle. Fines and charges could include:

- All parking fines or charges
- Toll charges
- Towing charges
- Clamping costs
- Traffic fines or charges
- Speeding fines
- And any other charges or fines

If a fine or charge is sent to us because you haven't paid a charge or complied with the law, we will take payment for:

- Our administration fee of € 29,75 for each fine or charge issued which will be charged in the currency of the country where the fine occurred. You retain the right to prove that a loss or damage has not occurred or that the loss or damage occurred is considerably lower than the administration fee.
- Plus the fine or charge – if we have to pay it

**I've left the interior of the vehicle very dirty and made it smell. Will I be charged to clean it?**

Yes, if the interior of the vehicle is especially muddy, dirty, stained or smelly, and our standard cleaning procedure will not fix it, you will be charged a Specialist Cleaning Charge of on a time and expenditure basis, at least € 150,00. You retain the right to prove that a damage or loss has not occurred or the loss or damage occurred is considerably lower than the Specialist Cleaning Charge.

## Roadside Assistance

### What happens if I break down because of a mechanical failure?

All our vehicles are maintained to the manufacturer's standards, and they're roadworthy when you pick them up so mechanical failure in our vehicles is rare. So long as you're using the vehicle in a country we've agreed to, we provide roadside assistance or recovery free of charge. You can only use our roadside assistance provider to help you. You'll find their contact details inside the vehicle.

### What happens if I break down because of a non-mechanical failure or in another country?

You must tell us if you break down or have an accident. If you need roadside assistance, we will arrange this for you but you will have to pay for it. You will also be charged for any costs we incur getting the vehicle back on the road in the country of rental. This may include, but is not limited to:

- Call out and recovery costs of around € 500,00
- Repair costs
- Loss of use
- Repatriation costs
- Any costs to take you, and/or any of your passengers, to another location.

### What products do you have to protect me if I break down because of a non-mechanical problem?

Roadside Assistance Plus provides roadside assistance if you break down as a result of...

- Flat batteries
- Flat tyres
- Keys locked in the vehicle
- Running out of fuel

Provided you are using the vehicle in a country we have agreed to. **Find out more:** see "Taking your vehicle outside the country" section of this document.

You will only need to pay for the costs of any additional items needed to get the vehicle back on the road – like fuel or tyres.

### How much does Roadside Assistance Plus cost?

The price will depend on where you're renting – but you can expect it to be between € 6,00 and € 7,38 a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 28 days.

### What happens if I don't return the incident report form or European accident form?

If you are involved in an accident, or the vehicle, keys, any accessories, any vehicle documents or any optional extras are damaged, lost or stolen; you must complete and return an incident report form and if available, the European accident report form. If you should be unable to meet this obligation or if you cannot meet the payment deadline, we will invoice a separate flat-rate processing fee as per section 6 of General Conditions of Rental in the amount of € 0.00.



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## One Way rentals

Can I pick up the vehicle from one rental location and return it to another?

Yes, some rental locations let you collect the vehicle and any optional extras from one rental location – and return them to another.

### **How much is the One-Way fee?**

The price depends on the rental location. If you want to pick up the vehicle and return it to a different location in the same country, you can expect it to be between € 17,00 and € 35,00. If you want to pick up the vehicle in one country and drop it off in another country, you can expect it to be between € 100,00 and € 4.500,00.

### **How do I get a One-Way rental?**

You can request a one-way rental when you book – or you can ask for it when you get to the rental location.

If you asked for a one-way rental when you booked, the fee will be included in your rental price.

### **How much will it cost if I did not request a One-Way rental but return the vehicle to a different location?**

You will be charged a one-way fee at the 'pay at location' prices available on the day you return the vehicle.



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## **Returns**

### **I want to keep the vehicle for longer, what should I do?**

If you want to extend the rental please contact us as soon as possible. At the latest, this should be before the end date and time on your rental agreement. Extra days will be charged at 'pay at location' prices.

### **What happens if I don't extend the rental?**

If you fail to extend your rental and are late returning the vehicle, we will charge you for an extra day's rental plus a late return administration fee for each day or part of a day until the vehicle is returned.

If you fail to extend your rental and are late returning the vehicle, we will on the third day after your agreed return date pre-authorise payment for an additional 5 days' rental charge on your debit card or, 10 days if you are using a credit card, at 'pay at location' prices. If you return the vehicle within those 5 or 10 days (whichever applies), you will only be charged for your actual rental days, plus any other charges you owe us.

If you fail to return your vehicle as agreed, we will also charge you a late return administration fee for each day or part of a day until the vehicle is returned.

The late return administration fee is € 15,00 per day. You retain the right to prove that a damage or loss has not occurred or that the damage or loss occurred is considerably lower than the late return administration fee.



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## **Special equipment**

The prices we give you for optional extras when you book will generally be the price you will pay. Exchange rates or other reasons beyond our control may alter prices.

### **Customers with disabilities**

**I have a disability, do you offer adapted vehicles?**

Yes, specially adapted vehicles are available at some of our rental locations. Please call the Reservations team for more information.

**I have a disability, do you offer hand controls?**

No, regrettably, we do not currently offer hand controls or panoramic mirrors at this time.

**Popular optional extras to rent****I have small children, do you offer child seats?**

Yes, we offer baby, infant, child and boosters seats. A baby seat is typically suitable for a child from birth to 12 months old and weighing no more than 13 kilos. An infant seat is typically suitable for a child aged 9 months to 4 years old and weighing between 9 and 18 kilos. A child seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos. A booster seat is typically suitable for a child aged 8 to 11 years old and weighing between 20 and 45 kilos.

In some rental locations, we may arrange for a third party to fit the seat for you. But remember, it is always your responsibility to check the seat is fitted correctly before you drive away.

Please note: In Germany, all children must normally use a child car seat until they're 12 years old or 150 cm tall.

**How much are your child seats?**

The fee for renting a seat will depend on where you're renting – but you can expect it to cost between € 12,00 and € 14,76 a day. If you rent the vehicle for more than 5 days, you'll only be charged for a maximum of 5 days and get to use the seat for the duration of your rental, up to 28 days.

If the seat is damaged, lost or stolen, and if you are responsible for that, you will have to pay for a replacement. The costs of this are based on the replacement value and based on experience, range between € 20.00 and € 250.00 plus the rental costs.

**I'm not familiar with the area; can I rent a GPS (satellite navigation system)?**

Yes, the fee for renting a GPS will depend on where you're renting – but you can expect it to cost between € 9,00 and € 11,07 a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the GPS for the duration of your rental, up to 28 days.

If the GPS is damaged, lost or stolen, and if you are responsible for that, you will have to pay for a replacement. The costs of this are based on the replacement value and based on experience, range between € 100.00 and € 295.00 plus the rental costs.

Please note: In some countries, including Germany, it is against the law to use a GPS that tells you where speed cameras are. If you rent a GPS from us, it won't give you speed camera information.

**Do you offer an audio tour guide service on your GPS?**

No, unfortunately we do not offer an audio tour guide service at this time.

**I want to be able to access the internet anywhere I go, do you offer a solution?**

Yes, we offer Mobile Wi-Fi devices. We provide this service on behalf of a third party – so you will need to read and agree to separate terms and conditions with them. We'll give you these terms and conditions at the rental location.

Please note: In many countries, including Germany, it is illegal to drive while using a handheld mobile phone, tablet or other communications device. It is your responsibility to drive safely and according to the laws of the country

you're driving in.

### **How much does Mobile Wi-Fi cost?**

The fee for hiring mobile Wi-Fi will depend on where you're renting – but you can expect it to be between € 10,50 and € 12,95 a day.

If the mobile Wi-Fi device is damaged, lost or stolen, and if you are responsible for that, you will have to pay for a replacement. The costs of this are based on the replacement value and based on experience, amount to € 150.00 plus the rental costs.

If the SIM card or any mobile Wi-Fi accessories are damaged, lost or stolen, and if you are responsible for that, you will have to pay for a replacement. The costs of this are expected to range between € 3.00 and € 150.00 plus the rental costs.

### **I'm intending to drive along toll roads; do you offer a device to make this quicker and easier for me?**

No, unfortunately we do not offer any electronic toll charging devices at this time.

### **Winter equipment to rent**

#### **I'm concerned about the road conditions, do you offer all-weather tyres?**

Yes, if the rental location you're hiring from is in an area where it's illegal to drive without all-weather tyres at certain times of year, the vehicle will automatically be supplied with them – and the fee will be included in your rental fee or contract.

We can also supply all-weather tyres for a fee. This will depend on where you're renting – but you can expect it to be between € 9,00 and € 18,45 a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the all-weather tyres for the duration of your rental, up to 28 days.

If any all-weather tyre is damaged, lost or stolen, and if you are responsible for that, you will have to pay for a replacement pair. The costs of this are based on the replacement value and based on experience, amount to € 100.00 and € 400.00 plus the rental costs. In the event that your rental does not already contain all-weather tyres and you want to have these tyres, please notify us at least 24 hours in advance. If you need them at shorter notice, please call the Reservations team.

Please give us at least 24 hours' notice if your rental does not automatically include all-weather tyres and you want to hire them. If you need them at shorter notice, please call the Reservations team.

Not sure if you need all-weather tyres? Please ask a member of our team.

#### **I'm going skiing, do you offer snow chains?**

Yes, if the rental location you're hiring from is in an area where it's illegal to drive without Snow Chains or all-weather tyres at certain times of year, the vehicle will automatically be supplied with snow chains – and the fee will be included in your rental fee. You can ask not to have these but we recommend that you take either snow chains or all-weather tyres at these locations.

Snow chains are also available in some other rental locations. The fee for snow chains depends on where you're renting – but you can expect it to be between € 15,00 and € 18,45 a day. If you rent the vehicle for more than 6 days, you'll only be charged for a maximum of 6 days and get to use the snow chains for the duration of your rental, up to 28 days.

If any snow chain is damaged, lost or stolen, and if you are responsible for that, you will have to pay for a replacement pair. The costs of this are based on the replacement value and based on experience, range between € 50.00 and € 60.00 plus the rental costs.

We can't fit snow chains for you, and we can't arrange for them to be fitted.



Not sure if you need snow chains? Please ask a member of our team.

**I'm have brought my own skis with me, do you rent ski racks?**

Yes, some rental locations offer ski racks. You can expect to pay between € 10,00 and € 12,30 a day to rent a Ski Rack from us. If you rent the vehicle for more than 5 days, you'll only be charged for a maximum of 5 days and get to use the ski rack for the duration of your rental, up to 28 days.

Ski racks can't be fitted to all our vehicles, so you may need to upgrade if you need one. This may increase the price of the vehicle and any excess you have to pay.

If the ski rack is damaged, lost or stolen, and if you are responsible for it, you'll have to pay for a replacement. The costs of this are based on the replacement value and based on experience, range between € 250.00 and € 500.00 plus the rental costs.

Please give us at least 24 hours' notice if you want to hire a ski rack. If you need it at shorter notice, please call the Reservations team.

**I've left my hands-free kit behind, do you rent them?**

No, unfortunately we do not offer hands-free kits at this time.

**I'm moving items, do you rent blankets?**

Yes, the fee for a blanket depends on where you're renting, but you can expect it to be between € 3,50 and € 4,00 per rental.

**I'm moving items, do you rent trolleys?**

Yes, the fee for a trolley depends on where you're renting – but you can expect it to be around € 12,99 a day. If you rent the vehicle for more than 6 days, you'll only be charged for a maximum of 6 days and get to use the trolley for the duration of your rental, up to 28 days.

If the trolley is damaged, lost or stolen, and if you are responsible for that, you will have to pay for a replacement. The costs of this are based on the replacement value and based on experience, amount to approximately 70.00 plus the rental costs.

**Optional extras available to buy**

**I've left my USB charger behind, do you sell them?**

Yes, you can buy a USB Charger for € 9,00 or € 11,10, but they're only available from selected rental locations.

**I've left my mobile charger behind, do you sell them?**

Yes, you can buy a Mobile Charger for € 9,00 or € 11,10 with universal wall plug dual USB port and retractable iPhone 4 adaptor, but they're only available from selected rental locations.

**I want to charge my device in the car, do you sell car chargers?**

Yes, you can buy a Universal Car Charger for € 9,00 or € 11,10, but they're only available from selected rental locations.

**I've left my iPhone 5 cable behind, do you sell them?**

Yes, you can buy an iPhone 5 cable for € 17,00 or € 21,00, but they're only available from selected rental locations.

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