



CAR HIRE VOUCHER

Booking number

ES417218110

Flight number

[Add flight number](#)

Lead driver's name

MAREK ŁABĘDŹ[Registration](#)[Manage Booking](#)Pick-up **Tenerife - Airport South, Spain**

DATE/TIME	15 Nov 2018 / 11:20
ADDRESS	Tenerife - Airport South, Tenerife
DESK TELEPHONE NO.	+34 965 233 425 / 0034 965 23 31 84

Drop-off **Tenerife - Airport South, Spain**

DATE/TIME	25 Nov 2018 / 16:30
ADDRESS	Tenerife - Airport South, Tenerife
DESK TELEPHONE NO.	+34 965 233 425 / 0034 965 23 31 84

Volkswagen Polo or similar



x5



x2



x5

- ✓ Air conditioning
- ✓ Manual Transmission

Car rental provider

GOLDCAR

Car code:

CC

Pick-up type:

Terminal rental counter and pick-up

Directions to desk

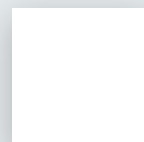
You will find our Office inside the terminal building situated in the 'Car Rental Area'.

Confirmation no.:

14820499

Voucher number:

ES417218110



Opening Hours

SUN	07:00 - 23:00
MON	07:00 - 23:00
TUE	07:00 - 23:00
WED	07:00 - 23:00
THU	07:00 - 23:00
FRI	07:00 - 23:00
SAT	07:00 - 23:00

Please note that if your booking is for a time outside of the hours listed above, a representative will be at the desk to meet you.

Please note that if you collect or return your vehicle outside the pick-up/drop-off time and date booked, additional charges may be applicable or may not be possible. Please contact the desk telephone in case of this. Please also note that 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 telephone number provided above.

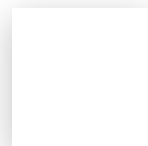
MANDATORY DOCUMENTS

DRIVER'S LICENCE

A full licence held for minimum of 4 years with no major endorsements. UK licence holders need to present the photocard.

If your driver's licence is not in the Roman alphabet (i.e. if it is in Arabic, Greek, Cyrillic or Chinese) you are required to bring an International Driving Permit and your domestic licence. For driving licenses from countries not part of the international driving license treaty, an official translation of the license must be presented with the original license.

When renting within the EU, customers who do not hold a driving licence issued by an EU country must also present an International Driving Permit along with their domestic licence.



DEPOSIT AND CREDIT CARD INFORMATION

ACCEPTED: MasterCard (not prepaid), Visa (not prepaid). Debit card not accepted unless otherwise stated below.

A deposit amount of EUR 1100.0 will be held against your credit card for the duration of the rental. Your deposit is a guarantee held in the event of damage/theft of the vehicle. This will be automatically released if there is no theft or damage during the rental period. Please note that this does not represent your total excess liability which can be found in the Insurance Coverage section.

This location accepts Debit Card. Conditions of debit card use: Card must be in main driver's name. MasterCard or VISA only. Debit cards must be issued by a bank, and numbers must be embossed. Please note, the deposit amount will be charged if using a debit card and associated transactions fees may apply. Debit cards cannot be used for fullsize, premium or luxury vehicles. Maximum rental duration 28 days if using debit card. Prepaid and electronic cards (Visa Electron) are not accepted.

NOT ACCEPTED: No other payment types will be accepted.

A valid credit card in the name of the lead driver must be presented at the rental desk in order to pre-authorise/charge a deposit. The credit card(s) must be embossed and a PIN number may be required.

In the event that you fail to present a valid credit card, there is a lack of sufficient funds available on the credit card or the credit card is not in the lead driver's name, the car rental agent may refuse to release the vehicle. In these instances, no funds paid will be reimbursed.

FORM(S) OF ID

A valid photo ID (passport or national ID).

VOUCHER

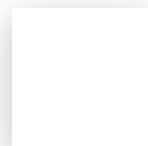
A printed version of your voucher must be produced upon arrival at the rental desk. Failure to present the voucher means the car rental agent may charge you at the local rates. Please note: We are not responsible for overcharges on rentals where the voucher was not presented to the local agent on collection of the vehicle. If you do not present the required documents, the documentation is not valid or you do not have enough funds on your credit card, the car rental agent may refuse to release the vehicle and no funds will be reimbursed.

If you do not present any of the documents listed above, the documentation is not valid or you do not have enough funds on your credit card, the car rental agent may refuse to release the vehicle and no funds will be reimbursed to you.

[Read more about mandatory documentation](#)

SPECIAL OFFERS

✔ This special price is inclusive of a 50% discount. Discount is based on standard rate from the car hire agent.



PAYMENT

Total cost

EUR 99.31

Payment received

PLN 403.12*

Payable at counter

EUR 5.96

* This charge was made by Etrawler Unlimited Company, registered in Dublin, Ireland and it will appear on your credit card statement as **RENTAL INSURANCE**.

INCLUDED IN THE TOTAL PRICE

✔ Tax

Included

Taxes and charges

✔ Airport fee

Included

Fee for pick-up at an airport location. Included in the total price of your rental but may be payable at the rental counter. You need need to pay an airport fee on top of optional extras purchased at the counter.

✔ Breakdown assistance

Included

Breakdown assistance is included with this car. In case of emergency during business hours, call the number provided by your car hire supplier and they will send help. Assistance outside of business hours may incur an extra charge. Please note that this only covers mechanical failure.

✔ Unlimited mileage

Included

Unlimited mileage with this rental means you can drive as much as you want, with no additional charges for extra kilometres.

✔ Collision damage waiver (CDW)

Included

Often referred to as CDW, this partially covers damages incurred to your vehicle. Please note that you will still be liable for insurance excess (see: Not Included section below). CDW does not cover damage or loss of keys, tyres, glass or undercarriage.

✔ Theft waiver (TW)

Included

This covers costs relating to the theft or attempted theft of the rental vehicle but does not cover the loss of personal possessions. Please note that you will still be liable for insurance excess (see below).

✔ Third party liability protection (TP)

Included

This covers damage sustained to another driver's car in the event of an accident caused by you

NOT INCLUDED**✖ Damage Waiver Liability** **EUR 1100.00**

In the event of damage to the rental vehicle, you will be liable for up to the first EUR 1100.00 of costs and the standard vehicle insurance policy will cover the rest. Please note, you must have this amount available on your credit card at the time of pick-up in order to pay for any damage to the rental vehicle that may occur during your rental period.

✖ Theft Waiver Liability **EUR 1100.00**

In the event of theft of the rental vehicle, you will be liable for up to the first EUR 1100.00 of costs and the standard vehicle insurance policy will cover the rest. Please note, you must have this amount available on your credit card at the time of pick-up in case of theft of the rental vehicle.

✖ Extra insurance **Ask at desktest**

You may be offered additional insurance at the car rental desk. This should be declined if you have already purchased the AXA excess insurance through CarTrawler. You may be told that the AXA cover is not valid - this is not the case so there is no need to purchase any additional insurance cover offered at the rental desk. However, a deposit will be placed on your credit card by the car rental company to cover the excess in case of damage or theft. AXA will refund any excess paid. If you require assistance from us regarding insurance while at the desk, please call us on the number listed at the bottom of your voucher.

✖ Fuel **Costs vary**

Fuel: Pick up and return full.

Your vehicle will be supplied with a full tank of fuel. To avoid incurring fuel charges, you will need to return it with the same amount of fuel as it had when you collected it. You may be required to leave a fuel deposit reserved or charged on your credit card, this will be released or refunded when you return the car full. Missing fuel will be charged on your return. The price per litre charged by the rental agent may be significantly higher than the price at the local service station. A refuelling charge may also be applicable.

✖ Driver's age **Costs vary**

25 to 99 years.

Young driver's age: 21 to 24 years. Charge 7.95 EUR per day. Maximum 96 EUR. Includes 21% tax

Customers who fall outside the age limitations will not be able to hire a car unless there is a young or senior driver fee specified in this section. Please note that if applicable, this fee will be included in the rental price and will be payable on arrival at the rental desk in the local currency.

✖ Motorway and border tolls, parking, and traffic violation related fees

Costs vary

All additional costs will be the responsibility of the driver.

The information provided in this voucher is accurate at the time of the booking. However, any modification of the booking by the customer at the rental desk may result in changes to such items as damage waiver liability, theft waiver liability and excess amount. If modifications are made to the booking at the rental desk, the terms and conditions provided to you then shall prevail over this voucher.

USEFUL INFORMATION

Driver's age

25 to 99 years.

Young driver's age: 21 to 24 years. Charge 7.95 EUR per day. Maximum 96 EUR. Includes 21% tax

Customers who fall outside the age limitations will not be able to hire a car unless there is a young or senior driver fee specified in this section. Please note that if applicable, this fee will be included in the rental price and will be payable on arrival at the rental desk in the local currency.

Travel Restrictions

Vehicles collected in the Canary Islands may travel to other Canary Islands as long as the customer contracts the Cross-Border cover. If this Cross-Border cover is not contracted by the customer then the basic cover included in every rental will only be valid on the island where the vehicle was collected.

Vehicles collected at the Balearic offices also may travel to other Balearic Islands as long as the customer contracts the Cross-Border cover. If the Cross-Border cover is not contracted by the customer then the basic cover included in every rental will only be valid on the island where the vehicle was collected.

Vehicles rented in mainland Spain are not allowed to travel outside of the mainland. Also vehicles may never travel in the Spanish communities of Ceuta or Melilla.

Customers who pick up their vehicles at the Gerona, Reus, Bilbao, Santander, Santiago, Oviedo and Barcelona offices may travel to France and Andorra. A special Cross-Border cover is necessary for these customers.

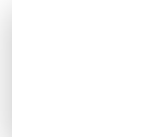
Customers who pick up their vehicles at the Granada, Sevilla, Málaga, Jerez, Almeria and Sancti Petri offices may travel to Portugal and Gibraltar. A special Cross-Border cover is necessary for these customers.

Customers who pick up their vehicles at the Gibraltar office may travel to Portugal. A special Cross-Border cover is necessary for these customers.

Customers who pick up their vehicles at the Madrid, Oviedo, Bilbao, Santander & Santiago office may travel to the following Portuguese provinces: Minho, Tras-os-Montes e Alto Douro, Douro Litoral, Beira Alta, Beira Litoral and Beira Baixa. A special Cross-Border cover is necessary for these customers.

Cross Border is not allowed for Gas Vehicles (Group CG).

The cost for the above mentioned Cross-Border cover is 9€ per day, with a minimum charge of 25€ and with a maximum charge of 90€ for any pick up location.



Cancellation and no-show policy

What is your cancellation policy if you have a prepaid deposit?

1 - If you cancel 24 hours prior to pick up, you will be refunded the full value of the rental less the non-refundable deposit of PLN108

2- If you cancel less than 24 hours in advance, you will be refunded the full value of the rental less the non-refundable deposit of PLN108 and the applicable cancellation fee of PLN 216.

What is your cancellation policy for fully prepaid or part-paid bookings?

1 - If you cancel 24 hours prior to your pick-up, you will be refunded in full.

2 - If you cancel less than 24 hours in advance of pick-up, you will receive a refund minus PLN216. If your online payment is less than PLN216, no refund will be made for your car hire booking.

3 - If your booking is made less than 24 hours before pick up, the cancellation policy will automatically apply to your booking.

4 - All cancellations should be made on our online portal and not with the car hire agent. Should you agree to cancel directly with the car hire agent on arrival, you must also inform us of this change to your booking.

5 - Amending your booking or cancelling optional extras may not be possible less than 24 hours before pick up.

If you purchased our Damage Refund Insurance product and have since decided to cancel your car rental booking, the Damage Refund Insurance will be cancelled automatically.

If you wish to amend or rearrange your booking, the Damage Refund Insurance will initially be cancelled. We will, however, automatically create a new policy for your new booking.

In both cases you will receive an email to confirm the cancellation at the email address you have provided during the online booking process.

Please be aware that if you cancel your insurance policy less than 24 hours before the start of your car hire agreement, no refund for insurance will be granted.

What is a no-show?

A 'no-show' occurs for the following reasons:

1 - You didn't inform us about your cancellation prior to your pick-up time.

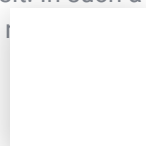
2 - You failed to pick up the car at the arranged time and date.

3 - You failed to provide the documentation that's required to pick up the car.

4 - You failed to provide a credit card in the main driver's name with enough available funds on it.

In the event of any of the above, no refunds will be made to you.

The car hire company reserves the right to refuse a car if you fail to arrive on time with all necessary documentation and a credit card with enough available funds for the car's security deposit. In such a case, unless the car hire has been cancelled at least 24 hours in advance, you will not be entitled to a refund.



Expert advice to make your journey go smoothly

Always ask for directions to the nearest petrol station to the rental drop-off location. Keep your fuel receipt as proof of refuelling.

Take time to familiarise yourself with the vehicle controls before leaving the car park

Fully inspect the vehicle for signs of damage and report them to the rental desk before leaving the car park

Ask for a map at the car rental desk

When visiting a location for the first time, always choose a safe parking spot like a supervised car park



Phone number: 0048223971519

