

## Reservation Confirmation



# 00693831CA5

**Pick-Up**

Aeropuerto De Barcelona-t1&amp;t2, BCN

Sat, Aug 31, 12:00 PM

**Return**

Barcelona City Downtown, C11

Wed, Sep 04, 10:00 PM

**Your Car****Compact Manual**Seat Leon or similar  
Manual Transmission**Estimated Total (CAD)****C\$190.64****Base Rate**

for 4 day(s) 10 hour(s)

**C\$123.34****Kilometers**

Unlimited

**Rental Options****C\$0.00**

Equipment &amp; Services

C\$0.00

Protections &amp; Coverages

C\$0.00

**Offer Codes**

Coupon:NA

BCD: A331700

Rate Code: 0C

**Fees & Taxes****C\$67.30**

Airport Surcharge / Location Surcharge

20.55

One Way Fees

13.66

Total Tax

33.09

**Rate Terms & Conditions****These rate terms apply for this specific rental.**

If for any reason you change your rental parameters (pick up dates, times, etc.), those changes must follow these terms or your rate will also change.

Your rate was calculated based on the information provided. Some modifications may change this rate.

5 day(s) minimum rental required.

13 day(s) maximum rental allowed.

Displayed total may reflect an approximate conversion based on currency fluctuations.

## Your Time & Place

The location you selected is closed at the time of drop off, but a key-drop box is available for your convenience.  
[Learn more about after-hours drop-off.](#)

### Pick-Up

Aeropuerto De Barcelona-t1&t2, BCN  
 Saturday, Aug 31, 2019, 12:00 PM

**Address:** Aeropuerto De Barcelona T1&t2, Barcelona, XX, 08820, ES

**Phone:** (34) 902 108 495

**Hours of Operation:** Sun - Sat 7:00 AM - 1:30 AM

Shuttle/Location Information ()

### Return

Barcelona City Downtown, C11  
 Wednesday, Sep 04, 2019, 10:00 PM

**Address:** Corsega 293/rbla Catalunya, Barcelona, XX, 08008, ES

**Phone:** (34) 902 110 275

**Hours of Operation:** Sun 8:00 AM - 1:00 PM; Mon - Fri 8:00 AM - 9:00 PM; Sat 8:00 AM - 5:00 PM

Shuttle/Location Information ()

## Rate & Benefit Information

**BCD:** A331700

**Rate Type:** Lowest

**Rate Code:** 0C

**Customer ID:** N/A

**Coupon Code:** N/A

## Rental Options

### Equipment & Services

None

### Protections & Coverages

Collision Damage Waiver (CDW)  
 Windscreen Damage Waiver (WDW)  
 Theft Protection

Declined

Declined

Declined

## Your Information

Vasile Z\*\*\*\*n

**Email:** vzavizion@yahoo.com

**Residence:** CA

**Age:** 25+

**Flight Information:** WestJet/ 14

**Phone:** 416-434-\*\*\*\*

## Contact Us

### Customer Assistance

1-800-214-6094

Monday-Friday, 7.30 am -  
 7.30 pm

### US Reservations

1-800-218-7992

24 hours 7 days a week

**Saturday - Sunday, 8.00  
am - 6.30 pm**

## Terms & Conditions

### OPTIONAL COVERAGES

#### **Damage**

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

If you have *Damage Waiver (CDW)* and the vehicle, keys, any accessories or any vehicle documents are damaged, 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 will pay for the cost of repair or replacement plus a damage processing fee of between 74 Euro and 78.65 Euro or the excess, whichever is less. If you can show the damage was not in any way your fault or due to your negligence, we will refund these costs to you. If you can show the damage was less than we said, we will refund you the difference.

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

Customer is liable for full value of the Avis vehicle if Collision Damage Waiver (CDW) is not taken. Purchase of CDW reduces liability to an amount between 1452.00 Euro and 3025.00 Euro depending on car group rented in the event of an accident or damage to the vehicle.

##### **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 is not included, the price depends on the vehicle you are renting and the place you are renting it from. But you can expect it to cost between 26.00 Euro and 60.00 Euro a day. If you rent the vehicle for more than 10 days, you will only be charged for a maximum of 28 days and get cover for the duration of your rental, up to 28 days.

##### **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 14.00 Euro and 45.00 Euro a day. If you rent the vehicle for more than 10 days, you will only be charged for a maximum of 28 days and get cover for the duration of your rental, up to 28 days.

##### **Will I need to pay if the windscreen or any other window is damaged?**

Yes. However, *Windscreen Protection* reduces the amount you have to pay if the windscreen or any other window is damaged to zero. Having windscreen protection also means you will not pay an admin fee.

##### **How do I get Windscreen Protection?**

If you have bought *Windscreen Protection*, it will be stated on your rental agreement. The price depends on the vehicle you are renting and the place you are renting it from. But you can expect it to cost between 5.00 Euro and 10.00 Euro a day. If you rent the vehicle for more than 10 days, you will only be charged for a maximum of 28 days and get cover for the duration of your rental, up to 28 days.

##### **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.

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

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

- Water or fire damage, that was not your fault.
- Driving the vehicle without due care and attention
- Driving or using the vehicle in breach of your contract

##### **What do I have to pay if I do not have Damage Waiver?**

If the vehicle, keys, any accessories or any vehicle documents are damaged during your rental, unless you can prove the damage was not in any way your fault or due to your negligence, you will have to pay:

- 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 have paid?**

If we find damage, we will charge the amount you have to pay to your card. Unless you have asked us to send you a receipt by post or email, you will be able to find details of this payment here (<http://www.budget.es/manage-booking-factura.html>)

#### **Theft**

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

If you have *Theft Protection waiver (TP)* and the vehicle is stolen, the amount you have to pay will be reduced to no more than the excess stated on your rental agreement meaning you will pay for the cost of repair or replacement or the excess, whichever is less. If you can show the damage was not in any way your fault or due to your negligence, we will refund these costs to you. If you can show the damage was less than we said, we will refund you the difference. If you can show the loss or theft was not in any way your fault or due to your negligence, we will refund these costs to you.

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

Customer is liable for full value of the Avis vehicle if *Theft Protection (TP)* is not taken. Purchase of TP reduces liability to an amount between 1425.00 Euro and 3025.00 Euro depending on car group rented for theft of parts or all of the Avis vehicle.

##### **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 is not included, the price depends on the vehicle you are renting and the place you are renting it from. But you can expect it to cost between 6.00 Euro and 13.00 Euro a day. If you rent the vehicle for more than 10 days, you will only be charged for a maximum of 28 days and get cover for the duration of your rental, up to 28 days.

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

Yes, *Super Theft Protection waiver (STP)* 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 11.00 Euro and 30.00 Euro a day. If you rent the vehicle for more than 10 days, you will only be charged for a maximum of 28 days and get cover for the duration of your rental, up to 28 days.

##### **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 you pay will not be reduced if the loss or theft was caused by or as a result of:

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

#### **What do I have to pay if I do not have Theft Protection?**

If the vehicle, keys, any accessories or any vehicle documents are lost or stolen during your rental, you will have to pay:

- The cost of replacement
- Plus our loss of use

If you can show theft was not in any way your fault or due to your negligence, we will refund these costs to you.

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

If a loss or theft has occurred, unless you can prove the theft was not in any way your fault or due to your negligence, we will charge the amount you have to pay to your card. Unless you have asked us to send you a receipt by post or email, you will be able to find details of this payment here (<http://www.budget.es/manage-booking/solicitor-factura.html>)

#### **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 and personal items in 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 per claim depending on the claim you make. Personal Accident Insurance provides the following benefits:

- A maximum of 20.000,00 Euro in the event of death, loss of limbs or eyes or permanent total disability
- A maximum of 1.000,00 Euro 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 have bought Personal Accident Insurance, it will be stated on your rental agreement. The price depends on the location you are renting from, but you can expect it to costs between 6.00 Euro and 8.00 Euro a day. If you rent the vehicle for more than 10 days, you will only be charged for a maximum of 28 days and get cover for the duration of your rental, up to 28 days.

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

Yes, *Super Personal Accident Insurance* (SPA) reduces your excess to zero per claim and provides the following enhanced benefits:

- A maximum of 60.000 Euro in the event of death, loss of limbs or eyes or permanent total disability
- A maximum of 3.000 Euro towards emergency medical expenses related directly to the accident
- Medical assistance and rescue costs (conditions apply)
- Baggage up to 6.000 Euro per vehicle excluding any items you rented through us (again, there are conditions, and a limit of 350,00 Euro per item)
- Expenses for replacing main house keys and locks up to 500.00 Euro
- Emergency travel expenses up to 500.00 Euro

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

Yes, you can buy Super Personal Accident Insurance no matter what vehicle you rent.

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

If you have bought Super Personal Accident Insurance, it will be stated on your rental agreement. The price depends on the location you are renting from, but you can expect it to costs between 8.00 Euro and 10.00 Euro a day. If you rent the vehicle for more than 10 days, you will only be charged for a maximum of 28 days and get cover for the duration of your rental, up to 28 days.

#### **What will you pay if I do not have Personal Accident Insurance?**

If the driver of the vehicle is involved in an accident and is injured or dies, we will not pay their costs. If any personal items in the vehicle are damaged, lost or stolen, we will not pay for their repair or replacement.

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, we do not offer protection packages.

#### **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. 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.

## CREDIT CARD POLICIES

### **What payment cards do you accept?**

We accept: American Express (excluding American Express Travellers Cheque cards), Diners cards, Discover cards, Visa credit cards, Visa debit cards, MasterCard credit cards, MasterCard debit cards, Avis-issued charge cards.

We do not accept, Maestro cards, Cirrus cards, JCB cards, any pre-paid cards (even if they carry the Visa or MasterCard logo) or any other cards not listed above.

## DEBIT CARD POLICIES

Debit cards are not accepted.

## DRIVER'S LICENSE REQUIREMENTS

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

Yes, a valid driving licence from the renters country of residence must be presented in person at the time of rental

It is **recommended** all Non-EU licences must present a valid *International Driving Permit (IDP)* (**if stopped by police the fine could up to 450.00 EUR**) and a valid passport, National Identity Card or Card of Residence. The following exceptions apply:

- Customers with Spanish nationality must present their National Identity Card, or their Passport together with the corresponding Method of Payment (eg credit card) and Driving Licence.
- Foreign customers with legal residence in Spain must present their Card of Residence, or their Passport together with the corresponding Method of Payment (eg credit card) and Driving Licence.
- Customers from any of the countries belonging to what is now called the Schengen territories (Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Holland, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, and Switzerland) must present their National Identity Card or their Passport together with the corresponding Method of Payment (eg credit card) and Driving Licence.
- All forms of documentation must be issued to the same person, in the same name, and presented together at the time of rental.

Any discrepancy, doubt or suspicion of forgery will be reason enough to refuse the rental of the vehicle.

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

Yes, the licence must have been held for a minimum *one year\*\** prior to the rental pick-up date for standard car groups.

- **\*\*Exceptions:**
  - For 4-wheel drive groups the drivers licence must have been held for a *minimum of two consecutive years*.
  - For premium car groups the drivers licence must have been held for a *minimum of five consecutive years*.

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.

### **I have unspent convictions on my licence, can I drive?**

If any driver has any unspent driving convictions for:

- careless, reckless or dangerous driving,
- driving or attempting to drive whilst under the influence of drink or drugs,
- using a vehicle uninsured against third party risks
- theft or unauthorised taking of a vehicle
- been disqualified - or

if they have two or more unspent convictions for offences not listed above unfortunately, they will not be able to drive our vehicles.

## ADDITIONAL DRIVER POLICY

Additional drivers must meet the same requirements as the primary driver. Additional Driver fees may apply for all additional drivers. Check at the time of rental for complete details.

## AGE REQUIREMENTS

### **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 one year at the start of your rental. The minimum age is 25 for car groups I, J, K,L,M,N,O and P.

### **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 20.95 Euro and 25.00 Euro, 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 one year.

#### **I'm over 70, do I need to provide extra information or pay a senior driver surcharge?**

No, so long as you hold a full, valid driving licence for at least one year.

### **ESTIMATED TOTALS**

Estimated total includes base rate, taxes, and surcharges. Items such as coupon discounts, child safety seats and gas are NOT included in the estimated total. Optional coverages and one-way fees are subject to tax in certain locations. This tax is not reflected in the Estimated Total.

Estimated total is subject to change based upon exchange rates at the time of rental.

### **FUEL POLICY**

These conditions are not applicable in Canary Islands

#### **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 do not return the vehicle with a full tank and you can not 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 manufacturers 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 is virtually empty) so long as the engine still runs.\*

\*The above is not applicable to the Canary Islands, where **Full to Full** will be available, though only at our facilities or via the booking centre by calling (+34) 902 135 331, at any point prior to the withdrawal of the vehicle. If you have chosen this option, you will receive the vehicle with a full fuel tank and will be obliged to return it to the agreed location with a full fuel tank.

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

Depending on where you are renting, we charge the average fuel price at the start of your rental period as stated on this EU fuel index:

[http://ec.europa.eu/energy/observatory/oil/bulletin\\_en.htm](http://ec.europa.eu/energy/observatory/oil/bulletin_en.htm) However, you do not get a refund for any fuel you do not 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 do not have time to fill up the tank, or can not show us a receipt, we will apply EZ Fuel to cover our costs of refuelling the vehicle for you.\*

\*This is not applicable to the Canary Islands, where **Express Fuel** will be available. This option will be applied by default if the hire is contracted online and you will receive the vehicle with a full fuel tank. A non-refundable commission of €19.00 shall be paid, which will be charged separately from the cost of the vehicle hire.

#### **How much is EZ Fuel?**

Depending on where you are renting, you pay a fixed fee of between 12.00 € and 18.00 €.

#### **What are my options if I do not return the vehicle full and have not bought Fuel up Front?**

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

€ Do not buy Fuel Up Front

€ Do not 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 manufacturers stated fuel tank capacity.

We charge the average fuel price at the end of the rental period for Spain as stated on this EU fuel index:

[http://ec.europa.eu/energy/observatory/oil/bulletin\\_en.htm](http://ec.europa.eu/energy/observatory/oil/bulletin_en.htm). The price per litre will be stated on your rental agreement plus a processing fee of 27.59 €. This charge covers our cost of driving to the nearest petrol station at short notice, and potentially delaying the next customer's rental.

#### **What if I rent a car in the Canary Islands?**

You may choose between the following fuel services:

##### **1. Express Service:**

This option applies by default if you book online. The vehicle will be given with a full tank of fuel, allowing the direct return without refueling, nor waiting for fuel level verifications, both at the time of delivery or at the time of the return. Furthermore the value of the fuel left in the tank will be refunded at the time of its return. If do not want this fuel option, you will need to express it in our facilities when you come to pick up the vehicle.

The price of the **Express Service** is an extra and independent charge to the fee you paid for the rental of the vehicle. This extra charge is composed by:

The cost of fuel will be the average price per liter of fuel in the Canary Islands, i.e. the average of the cheapest and the most expensive prices offered by fuel stations in the Canary Islands at the time of hiring this service, according to the rates published by the Ministry of Industry, Energy and Tourism at <http://geoportal.mityc.es/hidrocarburos/eess/>.

Fuel costs will, therefore, be equivalent to the amount obtained after multiplying the average price per liter of fuel in the Canary Islands at the time of the rental by the number of liters of the fuel tank capacity of the vehicle.

The sum to be refunded upon return of the vehicle is calculated based on the same criteria: the result of multiplying the average price per liter of fuel in the Canary Islands, by the eights of a tank stated in the vehicle's indicator at the time of its return.

Express Fuel Service fee: 19.00 € including taxes. This charge will not be reimbursed.

Note that if you choose online booking, the day you collect the vehicle at our facilities, the payment of the fuel and the Express Fuel Service fee will be required.

##### **2. Full to Full service.**

You will be given the vehicle with a full tank of fuel and must return the vehicle at the agreed drop-off location with a full tank. It is also necessary to follow a **Check-out** procedure in order to verify the fuel tank is full at its return.

The customer will need to leave a deposit equivalent to the value of the average price of a liter of fuel in the Canaries as published on the website of the Ministry of Industry, Energy and Tourism (<http://geoportal.mityc.es/hidrocarburos/eess/>) by the number of liters which houses the fuel tank. This deposit will be reimbursed after returning the vehicle and once verified the correct fulfillment of the conditions of this offer.

If you do not comply with the obligation to return the vehicle with a full tank, the cost of the amount of fuel needed to top up the tank will be deducted from the deposit, plus a €40 penalty, which it is the cost that the lessor incurs in logistical and personnel costs. When the deposit left is less than the amount owed, you agree that the difference should be charged to the credit card given.

You can arrange the Full to Full Service exclusively at our facilities or by calling our Reservation Center 902 135 531 enabled by Lessor, at any time before collecting the vehicle from our Offices. This change is subject to a rate and condition modification.

All prices include taxes if these are applicable.

## 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.

#### **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.

#### **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:

- 1) The estimated vehicle rental price
- 2) Plus the estimated price of all optional extras you have requested
- 3) Plus around 120 EUR to allow for any fuel you may use unless you have purchased Fuel up Front
- 4) 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.

## 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 are renting from, but you can expect it to be between 5.00 Euro and 12.00 Euro per day, per driver.

If you rent the vehicle for more than 10 days, you will only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 10 days. All additional drivers must meet our age, driving licence and ID requirements. If any additional driver is outside of our age restrictions, we will also charge a driver surcharge.

### **Do you offer a meet and greet service?**

No, unfortunately we are unable to offer a **meet and greet** service at this time.

### **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 0.15 Euro and 0.30 Euro for every kilometre you have driven over the allowance. Your excess mileage charge will be stated on your rental agreement.

### **Can I smoke in the vehicle?**

No, it is against the law to smoke in public places in Spain. The vehicle is considered a public place so 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, certain areas have congestion charging zones meaning you need to pay a fee if you wish to drive in certain areas, on certain days and during certain times. In addition, 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 enter such areas or 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) (<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 did not 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 have not paid a charge or complied with the law, we will take payment for:

- Our administration fee of £30 for each fine or charge issued in the United Kingdom to cover our costs of dealing with the fine or charge, or
- Our administration fee of between 24 Euro and 45 Euro for each fine or charge issued in any other country, which will be charged in the currency of the country where the fine occurred
- Plus the fine or charge if we have to pay it

**I have 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 80.00 Euro

**Roadside Assistance**

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

All our vehicles are maintained to the manufacturers standards, and they are roadworthy when you pick them up so mechanical failure in our vehicles is rare. So long as you are using the vehicle in a country we have agreed to, we provide roadside assistance or recovery free of charge. You can only use our roadside assistance provider to help you. You will 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 120.00 Euro
- Repair costs
- Loss of use
- Repatriation costs
- An administration fee of 74 Euro and 78.65 Euro
- 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
- Using the wrong fuel for the vehicle

Provided you are using the vehicle in a country we have agreed to.

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 are renting but you can expect it to be between 5.00 Euro and 7.00 Euro a day. If you rent the vehicle for more than 10 days, you will 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 do not 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.

## 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 49.00 Euro and 89.00 Euro.

**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.

## RENTAL OPTIONS

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?**

No, regrettably, we do not currently offer specially adapted vehicles at this time.

**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 Spain, all children must normally use a child car seat until they are 12 years old or 135 cm tall.

#### **How much are your child seats?**

The fee for renting a seat will depend on where you are renting, but you can expect it to cost between 4.00 Euro and 12.00 Euro a day. If you rent the vehicle for more than 10 days, you will only be charged for a maximum of 10 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, you will have to pay for a replacement. This is likely to cost between 200.00 Euro and 250.00 Euro on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

#### **I am 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 are renting, but you can expect it to cost between 5.00 Euro and 16.00 Euro a day. If you rent the vehicle for more than 10 days, you will 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, you will have to pay for a replacement. This is likely to cost between 200.00 Euro and 250.00 Euro on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

Please note: In some countries, it is against the law to use a *GPS* that tells you where speed cameras are. It is illegal in Spain. 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 the Spain, 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 are driving in.

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

The fee for hiring mobile *Wi-Fi* will depend on where you are renting, but you can expect it to be between 9.00 Euro and 14.00 Euro a day.

If the mobile *Wi-Fi* device is damaged, lost or stolen, you will have to pay for a replacement. This is likely to cost from 150.00 Euro to 200.00 Euro, on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

If the sim card or any mobile *Wi-Fi* accessories are damaged, lost or stolen, you will have to pay for a replacement. This is likely to cost from 150.00 Euro to 200.00 Euro on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

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

Yes, if the rental location you are hiring from is in an area where its 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 are renting, but you can expect it to be between 12.00 Euro and 14.00 Euro a day.

If you rent the vehicle for more than 10 days, you will 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, you will have to pay for a replacement pair. You can expect this to range from around 250.00 Euro to 400.00 Euro on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

Please give us at least 1 days notice if your rental does not automatically include *all-weather tyres* and you want to hire them.

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

Yes, if the rental location you are hiring from is in an area where its 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 are renting but you can expect it to be between 13.00 Euro and 17.00 Euro a day. If you rent the vehicle for more than 10 days, you will only be charged for a maximum of 10 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, you will have to pay for a replacement pair. This is likely to cost between 150.00 Euro and 200.00 Euro on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

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

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

##### **I am 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 Euro and 13.00 Euro a day to rent a *Ski Rack* from us. If you rent the vehicle for more than 10 days, you will only be charged for a maximum of 10 days and get to use the *ski rack* for the duration of your rental, up to 28 days.

*Ski racks* can not 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, you will have to pay for a replacement. This is likely to cost between 150.00 Euro and 300.00 Euro on top of the hire fee.

If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

Please give us at least 1 days notice if you want to hire a *ski rack*.

##### **I have left my hands-free kit behind, do you rent them?**

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

##### **I am moving items, do you rent blankets?**

No, unfortunately we do not offer blankets at this time.

##### **I am moving items, do you rent trolleys?**

No, unfortunately we do not offer trolleys at this time.

#### **Optional extras available to buy**

##### **I have left my USB charger behind, do you sell them?**

No, unfortunately we do not sell *USB chargers* at this time.

##### **I have left my mobile charger behind, do you sell them?**

No, unfortunately we do not sell *mobile chargers* at this time.

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

No, unfortunately we do not sell *car chargers* at this time.

##### **I have left my iPhone 5 cable behind, do you sell them?**

No, unfortunately we do not sell *iPhone 5 cables* at this time.

**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 do not extend the rental?**

If you fail to extend your rental and are late returning the vehicle, we will charge you for an extra days 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 EUR per day.

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