

## Let's Talk About **Car Rental**

Renting a car can be a convenient and flexible way to travel, but **it is essential to understand the key points before making a reservation.** Whether you're renting for business, leisure, or an emergency, being informed can help you avoid unexpected costs, misunderstandings, and potential issues during your rental period.

Some crucial aspects to consider include **understanding the rental terms and conditions, insurance coverage, fuel policies, mileage limits, security deposits, and potential additional fees.** Knowing these details in advance can save you time and money while ensuring a smooth rental experience.



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## 1. Who Can Rent a Car?

### Driver Requirements:

The reservation must be made in the main driver's name. If additional drivers are added, they must meet the same requirements.

To rent a car, the main driver must:

- ✓ Hold a full, physical valid driver's license.
- ✓ International Driving Permit when applicable
- ✓ Valid Passport/or ID card (For domestic rentals ID card may be mandatory)
- ✓ Have a valid Credit Card with pin code, in the same name as the driver license with sufficient funds for the excess / security deposit. \*
- ✓ Be at least 21 years old (a young driver surcharge may apply for drivers aged 21-25, and a senior driver surcharge may apply for those over 65). \*\*

\*Please note that some credit cards may have country-specific features and may not be accepted internationally.

If you're unsure whether your credit card or documents meet the requirements, contact your booking source before pick-up. They can confirm with the car rental supplier if any additional documents or alternative payment methods are needed to avoid delays or refusal of service.








\*\*For age-related restrictions, check the terms or contact your support.

## 2. Choosing the Right Car



When selecting a car, consider:

- ✓ The number of passengers.
- ✓ Luggage space requirements.
- ✓ Transmission preference (manual or automatic).

Consider these factors:

Small	Medium	Large	Estate	People Carrier	Convertible	Premium
						
from €0.75	from €7.50	from €20.00	from €25.00	from €8.75	from €156.25	from €365.61

Alfa Romeo Mito or similar	Opel Zafira Automatic or similar
	
Large 5 2 2 Manual Air Con	Large 5 3 4 Automatic Air Con

Important: Car rental companies confirm the category, not a specific model. This is why offers display “...or similar.”

### 3. Understanding Fuel Policies

#### Fuel Options

##### Full-to-Full (Best Option)

- ✓ Pick up with a full tank; return with a full tank.
- ✓ No extra fuel fees, pay only for what you use.

##### Full-to-Empty (Prepaid Fuel)

- ✓ Pay for a full tank at pickup.
- ✓ No refunds for unused fuel.
- ✓ Additional admin fees may apply.

##### Level-to-Level

- ✓ Return the car with the same fuel level as at pickup.

##### First tank of fuel included

- ✓ This option allows the renter to pay for the fuel at the time of rental and return the tank empty. No refunds will be issued for unused fuel.



## 4. Insurance & Excess Coverage

### Collision Damage Waiver (CDW)

The CDW covers accidental damage to the hired car and is usually valid combined with certain excess amounts, which are determined by the car category. It does not include cover for tyres, windscreen, underbody and roof, and personal injury cover.

### Theft Protection (TP)

TP offers coverage regarding theft and can be included in the rate with or without excess. In some countries the TP is not included in the prepaid rate and must be paid by the you on location.

### Excess Amount (Deductible)

The excess determines the maximum chargeable amount you will have to pay towards damage or theft. The inclusive product is a zero-excess product.

### With vs. Without Excess Rentals

#### RENTAL PRICE INCLUDES

- ✔ Collision damage waiver with excess up to 1,100 EUR
- ✔ Theft protection with excess up to 1,100 EUR
- ✔ Airport Service Charge
- ✔ Supplementary Liability Insurance
- ✔ Unlimited Mileage
- ✔ VAT
- ✔ Stay Safe Initiative
- ✔ Environmental Tax 0.50 EUR per day
- ✔ Airport Service Charge 2.92 EUR per rental

#### With Excess

**Booking With Excess:** This is the amount of money you are responsible for paying out of their pocket in case of damage to the rental car. In this case, the excess is 1100EUR.

**Repair Claim:** If the repair cost for damage to the car is 1500EUR, and the excess is 1100EUR, it means you need to pay the excess amount (1100EUR) themselves.

**Important Exclusions:** Please note that the excess applies only to specific types of damage and does not cover all situations. Damage to certain parts of the vehicle such as windows, wheels, tires, the undercarriage as well as damage resulting from misuse, driving on unpaved roads, or to accessories and your personal belongings, is not included. In such cases, the Collision Damage Waiver (CDW) becomes void, and you may be held responsible for the full cost of the damage not covered by the excess.

In summary, the excess is the amount you must pay directly to the supplier towards repair costs, and it doesn't cover certain types of damage or situations as listed in the exclusions.

## RENTAL PRICE INCLUDES

- ✔ Collision damage waiver without excess
- ✔ Theft protection without excess
- ✔ Supplementary Liability Insurance
- ✔ Unlimited Mileage
- ✔ VAT
- ✔ Location service charge
- ✔ Other taxes and service charges
- ✔ Vehicle Licence Fee / Road Fund Licence 16.70 EUR per rental
- ✔ Location Service Charge 0.00 EUR per rental

wrong fuel type, or damage to accessories, negligence.

Additionally, the rental company may temporarily block a certain amount on your credit card to cover the cost of one tank of fuel and potential traffic fines (approximately 150€).

In summary, Zero Excess provides peace of mind for the you by removing the financial responsibility for damages to the car covered by the rental agreement, but it's important to be aware of the exceptions and additional charges mentioned.

**\*A temporary credit card block (approx. €150) may still apply for fuel and potential fines.**

## Third-Party Liability Insurance (TPL) in Car Rental: Europe vs. Outside Europe

Third-Party Liability Insurance is an optional or included coverage in car rentals that protects drivers against third-party claims for bodily injury or property damage.

### Already Included in Rental Rates

- In most European countries, **Third-Party Liability Insurance (TPL)** is mandatory by law and already included in the rental price.
- The minimum legal coverage amount varies by country
- While TPL is included, the **maximum coverage limits vary**. Some countries have higher coverage, while others may have lower mandatory minimums.
- If driving across borders, liability limits can change based on local laws.

### SLI Outside Europe

- **Not Always Included by Default**
- In the **U.S., Canada, and Latin America**, basic third-party liability is often **not included** in the rental price.

## Without Excess

**Booking Without Excess:** When a car rental agreement offers "Zero Excess," it means that you won't have to pay anything out of their pocket if the car gets damaged or is involved in an accident.

**Important Details:** Even with Zero Excess, certain types of damage or situations may still hold the driver responsible. This includes damage to specific parts of the car (like windows, wheels, etc.), driving on unpaved roads, refuelling with the

- You are responsible for purchasing TPL or relying on personal/travel insurance for liability coverage.
- **Coverage limits can vary**
- **Highly Recommended in Certain Regions**
- In countries like **Mexico**, rental cars might come with **very low liability limits**, so purchasing a local SLI is strongly recommended.
- In **Australia and New Zealand**, some rental companies offer SLI as an upgrade to increase coverage.
- **Credit Cards May Not Cover Liability**
- Many credit cards offer **Collision Damage Waiver (CDW)** for damage to the rental car but **do not** cover third-party liability.
- Travelers renting outside Europe should check their personal insurance and/or the agreed rental conditions.

### Key Takeaways

- **Europe:** Third-Party Liability (TPL) is legally required and included in the price, making SLI unnecessary in most cases.
- **Outside Europe:** Liability coverage is often minimal or not included, so TPL is recommended in places like the U.S., Mexico, and Latin America.
- **Check Local Laws & Rental Terms:** The exact coverage limits depend on the country and rental provider.

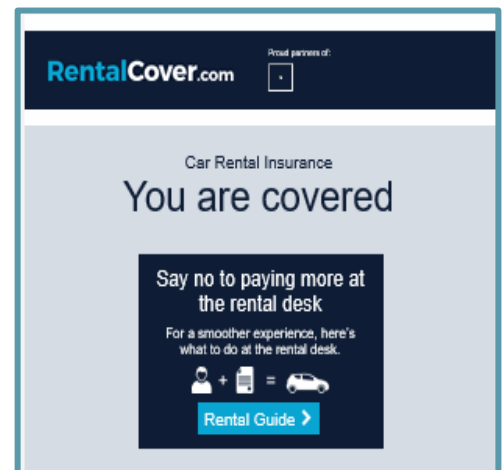
### 5. Full Protection Insurance (RentalCover.com)

RentalCover.com included.

With Full Protection from our third-party insurance provider RentalCover.com that gives you peace of mind since the policy fully reimburses any excess and gives additional cover.

The main driver will still be requested to present his/her credit card at the rental desk for the car rental agent to authorize the deposit.

In case of an accident, damage or theft, the **expenses charged by the car rental supplier will be refunded by Rentalcover**, including costs which are usually not covered by the insurance offered by the car rental supplier, such as roadside assistance and repairs to tires, mirrors, or glass.

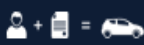



RentalCover.com Print partners of

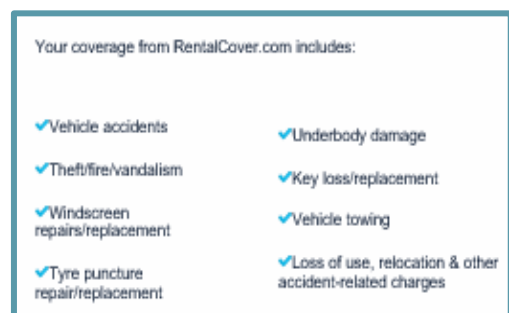
Car Rental Insurance  
**You are covered**

Say no to paying more at the rental desk

For a smoother experience, here's what to do at the rental desk.

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[Rental Guide >](#)



Your coverage from RentalCover.com includes:

- ✓ Vehicle accidents
- ✓ Theft/fire/vandalism
- ✓ Windscreen repairs/replacement
- ✓ Tyre puncture repair/replacement
- ✓ Underbody damage
- ✓ Key loss/replacement
- ✓ Vehicle towing
- ✓ Loss of use, relocation & other accident-related charges

## 6. Additional Services & Extras

### Extras (Paid at Pickup)

- ✓ Child seat
- ✓ GPS navigation system
- ✓ Additional driver

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#### Additional Driver

An additional driver gives you the peace of mind & freedom you need while also being insured.

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#### GPS

With a GPS you can find your way easily in every location.

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#### Infant Seat

For children ages 0-1 years.

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#### Child Seat

For children ages 1-3 years.

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#### Booster Seat

For children ages 4-12 years.

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#### Snow Chains

With snow chains you can have added safety for driving on ice and snow.

## 7. Additional Services & Fees

### ✓ Young/Senior driver surcharge

This is an additional fee charged by rental companies for drivers considered higher risk due to their age. A Young Driver Surcharge typically applies to drivers under a certain age (commonly 25), while a Senior Driver Surcharge may apply to drivers above a certain age (often 65 or 75). The age limits and fees vary by country and supplier. Always check the rental terms to see if these charges apply to your booking.

### ✓ Extra mileage fees

This fee is charged when you drive more than the mileage limit included in your rental agreement. Some rentals come with a set number of miles or kilometers per day or per rental period. If you

exceed that limit, you'll be charged a fee for each additional mile or kilometer driven. Unlimited mileage options may be available, depending on the rental company and location.

#### ✓ One-way rental fees

A One-Way Fee applies when you pick up your rental car at one location and return it to a different one. This charge covers the cost for the rental company to relocate the vehicle. The fee can vary depending on the distance between the two locations and the company rental policy. Always check the rental terms to see if this charge applies to your booking.

#### ✓ Out-of-hours pickup fees

This fee applies when you collect your rental car outside the rental office's normal operating hours, such as late at night or very early in the morning. The rental company may charge an additional amount to arrange for a staff member to be available at that time. The fee varies by location and supplier. Please note that not all rental companies offer this service. If you plan to pick up or drop off the vehicle outside the location's opening hours, make sure to inform your booking source or the rental location in advance.

#### ✓ Cross-border travel fees

A Cross Border Fee is an extra charge that may apply if you plan to drive your rental car across country borders, different states or islands. This fee covers additional insurance and administrative costs related to international travel with the vehicle. **Not all rental companies allow cross-border travel**, and prior authorization is often required. Always check the rental conditions or contact your booking source before the day of pick-up to check the conditions.

## 8. Picking Up the car

### Delays & Pickups // Grace Period

The grace period refers to the time frame during which the car rental supplier will hold your reservation in case of unforeseen delays. This period allows some flexibility.

To avoid any issues or cancellation of your booking, we strongly recommend that you:

- Contact the supplier directly if you anticipate any delay in your arrival.
- Inform your booking source if you're unable to reach the supplier.



When selecting your pick-up time, please ensure it reflects the actual time you expect to arrive at the rental location. Consider the following steps in your planning:

- Landing time
- Time needed for luggage collection
- Customs and immigration procedures
- Any shuttle service required to reach the rental desk

Proper planning helps ensure a smooth pick-up experience and reduces the risk of losing your reservation.

**Please note:** If the pick-up time falls outside the rental location's standard opening hours due to a delay, you may be required to pay an additional fee. Most suppliers **do not** keep their offices open beyond regular hours unless this service has been arranged in advance. It is essential to confirm out-of-hours pick-up prior to arrival.

### Required Documents

- ✓ Driver's license
- ✓ Personal ID or passport
- ✓ Credit card (in the driver's name)

### Security Deposit

For non-inclusive (With Excess) products you will be asked requested to block a deposit amount on the credit card. The amount is usually the excess amount of the insurance plus a fee for fuel.

### Rental Agreement

It will be requested to sign a contract with the supplier at pick up. It is important to confirm all the details and ensure that no extra unwanted service is charged. For example: super cover insurance.

### Vehicle Condition Check (Pick-up Day)

Before you drive away, a rental agent will walk around the vehicle with you to check for any existing damage. All visible damage must be marked on the check-out report before you leave the

branch.

This step is very important to ensure everything is properly documented and to avoid any misunderstandings at the end of your rental.

#### \*Important Note on Damage Coverage

For details about damage not covered under the Inclusive rate, please refer to page 8 of this document, under the section titled "Without Excess". This section outlines specific exclusions and helps you understand what is and isn't included in your coverage.

## 9. During the Rental Period

### Changes to the Booking

- ✓ Changes to Booking during the rental → Contact the local rental office directly.
- ✓ Unused Days → Non-refundable.

### Breakdowns & Accidents

- ✓ Breakdowns → Call the rental company immediately.
- ✓ Accidents/Theft → Report to the police and rental company as per insurance requirements.

## 10. Returning the Car

### Key Steps

- ✓ Refuel if required (for full-to-full / level-to-level rentals).
- ✓ Inspect the car with an agent to confirm no new damage.
- ✓ Get written confirmation that the fuel level and car conditions are correct.
- ✓ Deposit release may take up to 30 days, depending on the supplier and bank.

**Grace Period: Usually 29 minutes. After that, an extra day may be charged.**



## 11. Summary

When renting a car, your booking covers:

- ✓ The car category is confirmed, not a specific model.
- ✓ A valid driver's license, ID, and credit card are required (physical).
- ✓ Full-to-full fuel policy is the most cost-effective option.
- ✓ CDW and TP coverage are included, but excess fees may apply.
- ✓ With RentalCover.com, excess charges are reimbursed.
- ✓ Review the contract at pickup to avoid unwanted charges.
- ✓ Always inspect the car before driving off. Document everything in the damage report and take pictures of the vehicle to show its condition.

For any questions, refer to the Terms & Conditions.

