

Additional Terms and Conditions Rentopia Rentals and Sales

Policies, Coverage & Taxes

Deductible and Coverage

Deductible on Collision Damage Waiver (CDW) / Loss Damage Waiver (LDW) is from \$6,500.00 USD TO \$32,000.00 USD

These amounts are applied if a waiver is included in the rates or purchased.

To reduce the deductible to a lower level you can purchase additional insurance products at the counter.

Coverage Exclusions

If you drive under the influence of alcohol or drugs, use the rental vehicle in any other negligent or reckless way, or break the conditions set out in the Rental Agreement, all applicable insurance covers, waivers, etc., will be deemed void and you will be fully responsible for all damage to the vehicle, as well as loss of use and any other related costs.

Only authorized drivers registered on the Rental Agreement are allowed to drive the rental vehicle. Damage caused by unauthorized drivers is not covered.

Damage to the roof and to the underneath of the vehicle are not covered by standard coverage.

Damage to the following items is not covered:

- windows
- rear-view mirrors
- wheels
- interior

Not covered by standard coverage:

- lost keys
- towing fees

You are also not allowed to drive on roads, the condition of which might pose a risk of damage to the rental vehicle.

You are not allowed to drive the rental vehicle off-road.

The Supplier is not responsible for any personal belongings left in the vehicle after the end of the rental or in case of theft.

Coverage does not include compensation for the days when the rental vehicle cannot be used due to repair works in case of damage.

Third Party Liability (TPL)

Third Party Liability coverage is offered at least to the extent required by law at the specific rental location.

Supplier Insurance and Waiver Products

Additional protections and insurances offered by the Supplier may be available for purchase at the time of picking up the rental vehicle.

Transferable Insurance Coverages

Please note that if your credit card company or other insurance providers offer Collision Damage or similar coverage transferable to rental vehicles, it is your responsibility to verify whether it is valid in your rental country. If you wish to waive similar coverage offered by the Supplier, you may need to present written proof of coverage from the insurance provider. If the proof is deemed insufficient, the Supplier may require you to purchase their coverage.

If you wish to use insurance through your credit card company or any other provider, you must ensure it meets the minimum coverage requirements set by the supplier.

Mileage Policy

Unlimited mileage

Fueling and Charging Information

•Fuel Policy

Same to Same - You will pick up the car with a fixed amount of fuel in the tank and you should also return the car with the same amount of fuel. Additional charges may apply if you return the car with less fuel in the tank.

•Refueling Fees

If the vehicle is returned with less fuel in the tank than indicated in the Rental Document, you will have to pay a Refueling Fee and for the missing fuel upon returning the vehicle.

Please note that the fuel price per liter/per gallon charged by the Supplier may be higher than the price at local gas stations.

•Geographical Restrictions

You may not take the rental vehicle on any type of ferry.

•Cross-Bordering

You are not allowed to cross the border in the rental vehicle to a country other than the country where you picked it up.

Please note that not only international One-Way rentals qualify as cross-bordering – crossing the border into another country or state and back while returning the rental vehicle to the original pick-up location is also considered cross-bordering.

•One-Way Rentals

A rental is considered One-Way if you return the vehicle to any location other than the one you picked it up from. Each quote is only valid for the selected pick-up and return locations. To see One-Way rates for other locations, please contact us directly.

•Optional Extras

Extra equipment and services are all available on request and subject to local availability at the time of pick-up. You need to pay fees and charges for such extras locally to the rental vehicle provider upon pick-up.

The Supplier may require a special deposit for some special equipment. Please contact us directly for details or inquire when picking up the vehicle.

If any of the optional extras you purchase are lost, damaged, or stolen, penalty fees will apply. Please contact us directly for details.

This Supplier offers no extra equipment

The estimated price for each **Additional Driver is USD 20.00 per day.**

Inclusive of all fees and taxes.

•Grace Period

Your car will be held for you for a period of 2 hours after the booked pick-up time. If you are likely to be late, we advise that you contact us directly.

When returning your rental, a grace period of 29 minutes between the agreed drop-off time and the actual time the vehicle is returned to the car hire branch will be applied.

After this period has lapsed, an additional rental day may be charged.

•Out of Hours

Please keep in mind that even if the Supplier offers Out of Hours service, it is usually on request, meaning you must let the Supplier know in advance that you need this service by booking the correct pick-up and drop-off times. Out of Hours Fee amounts will only be displayed in these Terms and Conditions if your pick-up and/or drop-off time falls in the Out of Hours range and the service is available. The displayed amount applies only for the pick-up and drop-off times that you searched for.

•For hours before 8:00 AM Fee is \$30.00 USD per hour.

•For hours after 10:00 PM Fee is \$30.00 USD per hour.

•No-Show

If you fail to pick up the vehicle at the booked time and date or notify us of cancellation before the rental is booked to start, this will be treated as a no-show. If you cannot pick up the vehicle due to insufficient documentation or because your credit card is not valid or accepted by the Supplier or does not hold sufficient funds to cover the deposit, this is also treated as a no-show.

•Delivery and Collection

Delivery and Collection are only on request. The Supplier's conditions and charges may apply.

•Early and Late Returns

You are not entitled to a refund if you return the vehicle early.

Please note that if you pick up the rental vehicle earlier than indicated in the Rental Agreement, you may also have to return the vehicle earlier than initially requested. Please contact us directly for details.

•Rental Extensions

Extensions are only possible before the end of your original rental period. Please inquire when you pick up the rental vehicle for exact extension time restrictions. You have to present the extension voucher to the Rental office before the start of the extension period. If the Supplier does not receive a copy of the extension voucher before the original rental period ends, you must pay a local penalty fee or book the extension at the inoffice rate. Please keep in mind that extensions may not always be possible.

•Other Important Information

Notice

Parking and Toll Fees, Traffic Fines

Please keep in mind that you are responsible for all garaging and congestion charges, parking and other traffic fines and penalties, and toll fees / road tax (if not specified otherwise) incurred during the rental period. All such charges will be forwarded to you along with any administrative charges.

•Vehicle Condition

You must return the vehicle in the same condition as it was in when you received it. The Supplier will charge you at their own rates for any excessive staining/soiling and/or for both internal and external damage (including strong smells). You are responsible for inspecting the vehicle upon pick-up/drop-off and for the cost of any new damage found at the end of your rental period.

If the vehicle requires more than the Supplier's usual cleaning, you will be subject to a special cleaning fee of USD 400.00.

Please check with the Supplier at the time of vehicle pick-up for details on how to report damage, collisions, theft, vehicle confiscation, impounding, etc. Failure to comply with the correct procedure may result in your insurance coverage becoming invalid and/or the Supplier terminating the rental.

Please note that smoking is strictly prohibited in the rental vehicle. A penalty fee will be charged for odor removal if you smoke in the vehicle.

The penalty fee is USD 500.00.

•Roadside Assistance

We offer limited roadside assistance. Please check for details when picking up the vehicle.

•Lost, Damaged and Stolen Items

You are responsible if the key(s) are lost or damaged and due to pay a penalty fee to the Supplier of the vehicle. Please keep in mind that if you do not return the keys to the Supplier when the car is stolen, your insurance is deemed void and you might be held responsible for the full value of the vehicle. It is important to keep an eye on the keys as it is impossible to steal some newer models without them. In order not to direct any potential thieves to the details of your rental vehicle, it is highly recommended that you take all rental tags off the key(s) and keep them in the glove box until returning the car. Let

it be noted that key(s) refer to all types of keys and key-cards. **The lost keys penalty fee is USD 1000.00.**

•Safety Equipment

Please keep in mind that you must use the correct kind of safety equipment as required by law in your destination country so we strongly advise you to familiarize yourself with the requirements before travel and book necessary extras (such as baby seats) beforehand. If you book any type of child seat, most Suppliers will not install it in the rental vehicle and you will be responsible for fitting it yourself.

•Vehicle Group/Model

The make and model of the car displayed are only guaranteed if it is clearly stated so in the offer. Generally, the particular car displayed on the voucher is for reference only and the Supplier reserves the right to substitute it for an alternative, similar, or upgraded car. If the vehicle on your voucher becomes unavailable at the time of booking due to a breakdown or an accident, the Supplier will provide you with a similar or upgraded vehicle.

•Cancellations and Refunds

Cancellations can be made free of charge up to your pick up time, seeing no credit card is needed to reserve.

No refunds will be offered on bookings canceled within 6 hours of your pick up time or on any unused rental days.

•Local Tax Notice

We do our best to ensure that all the prices we display are inclusive of tax. However, please keep in mind that local taxes and fees, like airport surcharges, may be additionally applied by the Supplier on locally paid extra charges, like optional equipment and age-related fees. Local taxes and fees are controlled by local authorities and the Suppliers and may be subject to change.