

DFW LUXURY CAR RENTALS

Luxury Cars & the Best Service



Vehicle Rental Policy ~ Revised 2023

Insurance Requirement

Renters must provide an existing, current insurance policy showing proof of full coverage (collision and comprehensive). Insurance policies active for less than 30 days are not currently eligible. Exceptions may apply. For out of country renters (excluding Canada), we may offer other options for insurance through a third-party provider.

Rental Agreement

This policy governs the agreement with the renter to ensure that the renter understands the terms of their rental vehicle contract. Things do change so if the renter needs to keep the vehicle longer, the renter needs to communicate prior to expiration of the existing rental contract. Rental extensions cannot be guaranteed but we would do what is necessary to accommodate you.

Vehicle Delivery

We will gladly deliver your vehicle locally to your hotel, office, home, airport, body shop or any safe location in the DFW area. Delivery is FREE within 10-15 miles of the Dallas/Plano office for 3+ days rentals. A \$100 delivery fee applies outside a 10-mile radius. Fees are subject to change as gas prices and labor cost can influence this charge. A \$10 Airport Access Fee may apply to airport delivery services.

Vehicle Return

Returns are made easy with multiple options to choose from. We will gladly pick up your rental from your Hotel, Office, Home, Airport (DFW/Dallas Love Field/Addison), and any other safe locations within the city. There is a \$100 return pick-up fee (\$125 on weekends) and this amount is subject to increase for late deliveries past 9:30PM. Vehicles can be dropped off at the office location if its pre-scheduled and during business hours, except on weekends.

Fuel/Gasoline

Refueling of gas and recharging of electric vehicles is the responsibility of the renter. Our vehicles only take premium gasoline (unless otherwise stated) and our refuel rate is \$4.99 per gallon. Using a grade of fuel less than Premium would lead to extra charges and immediate forfeiture of the security deposit to cover mechanical repair cost. Any extra charges would be due to the renter according to the rental agreement.

Accident & Next Steps

In the rare occasion of an accident, the first step is to get to safety and make sure you are okay. Contact 911 for emergency services if need be. Next, file a police report to document what occurred and notify your insurance for next steps such as towing or filing claims. Immediately afterwards, contact us to help get you back on the road and assist in any other way possible. We are local to Dallas and the DFW area and cannot physically provide support outside of these general areas.

Regardless of fault, the Renter is responsible for any damage(s) to the rental vehicle, loss of value to the rental vehicle because of such damage, loss of use of the rental vehicle and damage caused to third parties. Typically, renters' insurance company would handle most of the process.

DFW Luxury Car Rental would make sure you have the proper insurance coverage through our insurance validation process when you rent a vehicle from us, so there are no worries.

Cancellation Policy

The amount refunded for cancelled reservations will depend on the time of cancellation. 100% of the rental cost can be refunded for reservations cancelled at least 72 hours prior to the start of the booking. Same day bookings are not eligible for a refund unless the cancellation request is made within 30mins of the invoice being paid. Last minute cancellations due to extenuating circumstances may be due a courtesy credit to go towards a future trip/rental but is not guaranteed. Cancellations can be made via E-Mail/Phone/SMS 24/7.

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Security/Incidental Deposits

Security deposit helps cover incidentals such as food or drink spills, mileage overages, vehicle damage, etc. Deposits usually starts at \$500 per rental and are placed on a major credit card. Depending on other factors such as renters age, insurance and the vehicle being rented, the deposit could range from \$500 - \$5000, especially on certain exotic/luxury vehicles. Security Deposits holds are released back to the original card after the vehicle is returned in its original condition.

Local Tolls

Local toll usage is included for free with our rentals while driving in the DFW area. Excessive Toll usage could lead to the renter forfeiting this privilege. Tolls outside the surrounding immediate DFW areas are not covered and will be billed to the renter at the end of the trip.

Refund Policy

Our services are non-refundable. All approved and submitted refunds could take 3 - 5 business days to be completed, depending on your financial institution. Credit Card holds typically fall off within 3 - 5 business days after its processed, depending on the financial institution.

Age Policy

Renters/Drivers must be 21 years old to rent any of our vehicles. A \$10 daily fee applies to renters who are younger than 25 years of age, exceptions apply. Select luxury and exotic vehicles requires the renter to be 25 of age.
Additional Drivers - additional drivers are permitted for a \$25 charge/day.

Note: Only drivers named on the rental agreement with a Valid Driver's License and full coverage insurance are permitted to drive the rental vehicle. The renter is responsible for the vehicle until it is successfully returned.