

DFW LUXURY CAR RENTALS

Luxury Cars & the Best Service



Vehicle Rental Policy ~ Revised 2021

Insurance Requirement

Renter must provide an existing, current insurance policy showing proof of full coverage insurance coverage. Insurance policy that are active for less than 30days are not eligible. Exceptions apply. For out of country renters, we offer other options for insurance through a third-party system.

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 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 place you choose in the DFW area. Delivery is FREE within 10 miles of the Dallas/Plano office. A \$75 delivery fee applies outside the 10-mile radius. Fee is subject to change and availability. A \$10 Airport Service Fee applies to any airport delivery or pick up service.

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/Love Field), and any other safe locations within the city. There is a \$75 pick-up fee. Vehicles can also be dropped off at the office location. A \$10 Airport Service Fee applies to any airport delivery or pick up service.

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 \$3.25 per gallon. Using a grade of fuel less than 93 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 Policy

When you are in an accident, the first step is to get to safety and make sure you are okay health-wise. The next step is to file a detailed police report to document what occurred and satisfy your insurance expectations. Afterwards, contact us to get help get you back on the road and assist in any way possible. Renter is responsible for all damage to the rental vehicle, loss of value to the rental vehicle, loss of use of the rental vehicle and damage caused to third parties. **DFW Luxury Car Rental** would make sure you have the proper insurance coverage when you rent a vehicle from us.

Cancellation Policy

The total reservation amount refunded for cancelled reservations will depend on the time of cancellation. 100% of the total reservation cost will be refunded for reservations cancelled within 24 hours prior to the start of the booking, with 2 hours prior for same day bookings.

Security Deposits

Security deposits usually starts at \$500 per rental and are placed on a credit card. This deposit helps cover incidentals such as food or drink spills, mileage overages, vehicle damage, etc. Depending on other factors such as renters age, insurance and the vehicle being rented, the deposit could range from \$2500 - \$5000, especially on certain exotic vehicles. Security Deposits are returned after the vehicle is returned in its original condition.

Local Tolls

Local tolls are included in our rentals, up to \$20. Toll usage above \$20 is billed to the renter and comes off the security deposit. For airport access, tolls can be charged automatically to the toll tag on the vehicle.

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Refund Policy

All approved and submitted refunds could take 3 – 5 business days to be completed, depending on your financial institution. Credit Card holds typically come 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 are permitted to drive the rental vehicle.