



ANDORRA

Car Hire Conditions

Commercial Department

January 2021



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Terms & Conditions

These terms and conditions constitute our agreement with you for the services we provide for the supply of car hire. For further information, please, check our Website www.europcar.com

Included in the Price

- ❖ Unlimited Mileage
- ❖ The rental rates include Compulsory Automobile Cover and the Supplementary Civil Liability cover for the damage, involving third parties, arising from use and circulation of the vehicle.
- ❖ CDW (Collision Damage Waiver) and Vehicle Theft coverage with Excess.

Not covered under the included cover:

Tires, Wheels, Rear view and side mirrors, Windows, Hubcaps, Taxi (transportation), Towing costs, Locks, Battery, Motor, Undercarriage and Interior of car, Clutch, Replacement Keys, Copy of the key and delivery of the key to the closest Europcar office, damage to oil sump, Catalytic converter, Radiator, a new deposit if a replacement vehicle is needed and Re- pair Period. Please see more in the Optional Covers Section.

- ❖ Airport Service Fee
- ❖ Road Tax
- ❖ VAT
- ❖ **Telephone assistance is free for every customer on weekdays between 09:00 and 18:30.** There will be a service charge that will not exceed 30€ for contacting Roadside Assistance/S.O.S outside of these hours, unless the customer has selected the optional Super Relax Cover. **(Please see the Optional Cover section for more information.)**
- ❖ Europcar gives a **59 minute grace period** for the drop-off of vehicles without any additional costs to the customers. Therefore, Europcar permits customers to return their rental vehicles up to 59 minute later than the time stated on the rental contract.
- ❖ The car hire contract may have a maximum duration of 28 days. After 28 days, a new contract is required **(Please see the section Extensions of the Rental Period for more information).**

Important Information

- ❖ The following documents are necessary to be able to rent a vehicle: international driving license written in Roman letters (accompanied by the Driving License of their country) and a valid credit card. Italian customers can rent a vehicle with just the driving license. **(Please see the section Payment Details for more information).**
- ❖ **WINTER FEE**

No charge

Fuel Systems

Full Fuel SDC/CRS: The Classic Return System, (SDC in Spanish and associated with a higher rate): this option includes a full tank of fuel and must be paid on collection of the vehicle. The price of fuel is determined based on the price of the petrol stations. We will block the fuel tank + the “possible” penalty of 50€ for not returning the vehicle full (DEBIT CARDS -> the tank is charged on collection). We will unblock the full amount if the vehicle is returned full. If the vehicle is not returned with a full tank, the unblock of the amount paid will have a deduction equal to the value of the missing liters of fuel (according to the current petrol station prices) plus a penalization of 50€.

OPTION 3 (ONLY AVAILABLE UPON COLLECTION, NOT BOOKABLE IN ADVANCE):

Prepaid Tank:

- What is the Prepaid Tank?
 1. Customers pay for a full tank upon collection (the Logistical & Operational Costs are NOT added up to the fuel price; the Location Costs are added up to the fuel price*).
 2. Customers can use all the fuel they need as they do not have to return the car with fuel.
 3. We will not unblock unused fuel.

*We remind you that the Location Costs are applied to reservations for any Spanish on-airport offices.
- How the Prepaid Tank works?
 1. Customers who have reserved the Full Fuel system can take the Prepaid Tank (not available for Flex Fuel bookings).
 2. The bookings can be made through the system defining the fuel System: Full Fuel. Customers will be offered this additional option upon collection as this cannot be reserved in advance.
 3. If customers are not interested in the Prepaid Tank, the Full Fuel system originally reserved will be maintained.
- What are the main advantages of the Prepaid Tank?
 1. The Logistical & Operational Costs are NOT added up to the fuel price (you can check the fuel price on our Website www.europcar.com).
 2. Customers do not have to worry about refuelling the tank at the end of the rental, they do not have to look for a petrol station...etc.
 3. As the car does not have to be returned full, we will not charge the fuel missing litres/penalization of 50€.
- ❖ Diesel vehicles are available, normally at an additional charge of **2€** per day, but diesel vehicles can never be confirmed to the client before pick-up. If the client wants to hire a diesel car he should ask for it upon arrival.

Payment Details

- ❖ Our agents will receive the rates and these prices are subject to future modifications.



If the rental period is for more than a week, we estimate the cost of a week and divide it by 7. Then multiply the result by 8, 9 days...

- ❖ We accept credit cards to pay the costs of cars rental, fuel and other local extras. The main driver of the car rental contract must be the cardholder of one of the following valid credit cards: MasterCard and VISA.

It is possible to pay with one card (rental + fuel + extras) and leave the Excess with a different card (both cards must be in the name of the main driver on the rental agreement).

- ❖ We do not accept payment by debit card, prepaid cards, EC-Karte, American Express, Postepay, Gift cards or Diners. Nor will accept payment in cash.

FOREIGN EXCHANGE RATE

All automatic refunds (unused fuel, deposit...etc.) are always made in Euro (even if the customer was originally charged in a different currency on collection) and consequently the customer will have to take responsibility for the possible expenses involved (bank commission charges...etc.).

Extras and Additional Charges

- ❖ **DIESEL:**
Diesel vehicles are available at additional charge. (Please see Fuel section for more information.)
- ❖ **ADDITIONAL DRIVERS:**
10€ (taxes included) per day with a Maximum charge of **100€** (taxes included) per driver. Maximum: 3 additional drivers per contract
- ❖ **BABY SEATS/BOOSTER SEATS/MAXI COSI:**
10€ (taxes included) per day with a Maximum charge of **100€** (taxes included)

Baby seats/Booster seats must be fitted by the parent or guardian. Our staff is not permitted to help with the fitting of these items. The customer will always be responsible for fitting the seat.

- ❖ **MINIMUM AGE REQUIRED/DRIVING LICENCE MINIMUM PERIOD:**
Drivers must be 21 years and have held a valid driving license for a minimum of 12 months. Customers who are under the age of 25 will be able to drive our vehicles but they will have to pay a surcharge per rental. The customers who are 25 will not pay this surcharge. We took this decision given the high risk of accidents in customers of this age group. The customers who have held the driving license for less than 4 years will also have to pay a fee per rental. **We will apply only one charge if the customer is under the age of 25 and has had a driving license less than 4 years.**

MINIMUM AGE REQUIRED FEE:

CAR CATEGORIES	
N-T-V-LL-VV	30€ per day with a minimum charge of 90€ (no maximum charge)
Rest of categories	15€ per day with a maximum charge of 150€



DRIVING LICENCE MINIMUM PERIOD FEE:

CAR CATEGORIES	
All Car Categories	5€ per day with a maximum charge of 60€

- ❖ **GPS:**
We have GPS available at many of our locations, although it cannot be reserved in advance. If the customer would like GPS, they must check the availability upon arrival at the pick-up location. The cost of GPS is **10€** per day with a maximum of **140€** per rental. It is necessary to leave a **deposit of 90€** which will be refunded when the GPS is returned in good condition.
- ❖ **SNOW CHAINS:**
If the customers would like snow chains, they must check the availability upon arrival at the pick-up location (it is not possible reserve this in advance).
The cost of the snow chains will be **25€** per vehicle. It is not necessary to leave any deposit.
- ❖ **SPECIAL CLEANING:**
A charge up to **180€** will be applied if the returned car requires special cleaning.
- ❖ **ONE-WAYS:**
One-way charges apply for **all rental periods**.
Please, see the spread sheets attached. The One way price depends on the location, car group and rental period.
- ❖ **ACCIDENT ADMINISTRATION FEE:**
We charge a 50€ administration fee to the clients when they are involved in an accident (File proceedings) and have **NOT** taken our Super Relax Cover (destination with Excess).
This will be applicable to all our countries where we have Excess.
- ❖ **DIVERTED FLIGHTS:**
Changes in flight arrival destinations will **incur a 60€ fee**. **If the flight is diverted and the customer collects the vehicle in a location different to the one reserved.**
- ❖ **AFTER HOURS COLLECTION:**
The after-hours collection has an additional local charge of **45€** per car (flight numbers are essential).
The after hour fee will also be applicable to the customers who arrive with a **delayed flight** and collect the vehicle after the opening times. The customer will have to claim this to the Airline Company.
- ❖ **FINES:**
There will be a charge of **45€** for the administration of received traffic fines. We are obliged to provide the corresponding Authorities with the details of the customers who receive a fine during the hire period. This fee does not include the payment of the fine.
The customer must pay the fine directly to the corresponding Italian Authorities.
- ❖ **LOSS OF THE VEHICLE DOCUMENTS:**
If a customer returns a vehicle and the vehicle documents are not in the car (after checking the car), we will proceed to charge this fee.
The cost of this fee will be as follows: -Andorra **35€** per vehicle

❖ **VEHICLE ABANDONED:**

Customers who abandon Europcar vehicles at any location other than the location agreed upon on the rental agreement will be responsible for the costs assumed by Europcar Rental for the transport of the vehicle to the agreed upon drop-off location, as well as the **corresponding daily rental charges and 45€ daily penalization fee.**

❖ **TELEPHONE ASSISTANCE/SOS:**

Telephone assistance is free for every customer on weekdays between 09:00 and 18:30. There will be a service charge that will not exceed 30€ for contacting Roadside Assistance/S.O.S outside of these hours, unless the customer has selected the optional Relax Cover Package. **(Please see the Optional Cover section for more information.)**

❖ **SUBSTITUTION VEHICLE:**

In the case of accident or vehicle breakdown we will retain a new excess amount in order to provide a substitution vehicle. The **deposit will not be necessary for any customers whom have purchased the optional Super Relax Cover Package.**

❖ **EXPRESS /PRIORITY CHECK-IN SERVICE:**

No express or priority check-in service

Optional Covers

Travelling Outside of Andorra

- ❖ Europcar vehicles rented in Andorra are not allowed to travel out of Andorra.
- ❖ Please, check table attached for Cross Border Exceptions (additional cover required).

Special Conditions & Covers

Excess

Please, check the spread sheet attached for more information.

Super Relax Cover

Please, check the spread sheet attached for more information.

Purchasing this cover the CDW and Theft Excess is waived. We will cover the following:

-TP/Theft: Vehicle Theft Protection

-CDW: the Collision Damage Waiver (CDW). It is covered the damages to the rented vehicle (damages to the bodywork, paint and mechanic damages) arising from a collision, fortuitous fire and vandalism acts as long as the conditions stated in the contract are fulfilled

- FREE 24 hours Telephone Roadside Assistance, Damage to bodywork, Wheels, Tires, Hubcaps, Locks, Windows, Windscreen, Side and Rear-view Mirrors, Undercarriage, Roof, Motor, Towing service after accident, Taxi (transportation), Clutch, Battery, Locks, Copy of the key and delivery of the key to closest Europcar

office, Damage to oil sump, Catalytic convertor, Radiator and Exempt of a new deposit for replacement vehicle in case of accident or breakdown and the Repair Period.

Mega Relax Cover

Please, check the spread sheet attached for more information.

A superior cover (more covers compared to the Super Relax). This cover can only be sold locally (not in advance) as an upgrade/upsell of the Super Relax, this cannot be sold separated from the Super Relax.

Mega Relax Covers:

- Refueling mistakes (with a maximum of 500 €*). This is not covered by our Super Relax, only covered by our Mega Relax cover
- Out of Fuel (we send assistance to collect the car). This is not covered by our Super Relax, only covered by our Mega Relax cover
- Rescue: Not Suitable Roads, Beaches & Forest Area (with a maximum of 500 €*). This is not covered by our Super Relax, only covered by our Mega Relax cover.
- Wrong Installation of Europcar Accessories. This is not covered by our Super Relax, only covered by our Mega Relax cover
- Roadside Assistance in case of Broken Lateral/Rear Windows (we send assistance on road). With the Super Relax we cover the damages to the windows but we do not provide assistance on road. The assistance on road is provided with the Mega Relax.
- Roadside Assistance in case of Lost/Damaged Keys. With the Super Relax we cover the key value but not all the assistance involved. The Mega relax covers the assistance needed to replace the key such as replacement key, taxi to the nearest office, key shipping...etc.

- Flat Tire: Roadside Assistance (we send assistance on road). With the Super Relax we cover the damages to the tires but we do not provide assistance on road. The assistance on road is provided with the Mega Relax.

***VAT included**

Not Included in Any Cover Package

- ❖ Traffic fines, sanctions and judicial costs related to traffic violations or law and tolls
- ❖ All costs derived from the use of the incorrect and/or lack of petrol.
- ❖ Europcar is not to be held liable for items stolen, forgotten or lost inside the vehicle. It is recommended having these items covered through personal travel cover.
- ❖ The loss of the vehicle documents
- ❖ If customers load the car with more than the stated capacity or vehicles are taken "off-road" (unpaved roads).
- ❖ It is not permitted to remove the vehicles seats.



- ❖ If the driver is found to be under the influence of alcohol or drugs, and/or found using their cellular phone at the time of the accident.

NEGLIGENCES

The use not permitted includes and is not limited to the following cases mentioned by way of example:

- Pushing or towing another vehicle.
- Driving in areas not suited to public transport, such as beaches, race tracks, forestry roads, back roads, etc.
- Driving on dirt roads and very poorly paved roads that could cause damage to the underside of the vehicle.
- Driving the vehicle in restricted areas, and more specifically on airport roads and other roads for aeronautical and/or military use.
- Negligent behaviour when the vehicle's indicators show an alert that **customers** state are known to them when they sign the agreement.
- Transport of goods or animals and, in particular, substances that are hazardous, inflammable and/or poisonous for the vehicle and its occupants.
- The transport of individuals or goods for which the **customers** receive direct or indirect payment.
- Sub-leasing the vehicle.
- Using the vehicle for unlawful activities.
- Transporting a number of passengers and amount of luggage not authorised for the vehicle concerned.
- Manipulation of the odometer. **Customers** must report any malfunction of the odometer to **Europcar** immediately.
- Transport of luggage or any other item on the vehicle's roof, even when an adequate luggage rack is used for the purpose.
- Damage to the vehicle caused by leaving tempting items in plain sight inside the vehicle.
- Dirtying the inside of the vehicle beyond what would be expected from reasonable and careful use.
- Driving the vehicle when tired, not feeling well and under the influence of alcohol, medicine or drugs.
- Reckless driving.
- Using the vehicle to give driving lessons under any circumstance and/or to teach special driving techniques.
- Driving against the traffic regulations.
- The vehicle is driven by a person who is not authorised to do so in the agreement, as either a **customer** and/or a supplementary driver.
- Driving a hired vehicle beyond the borders of the mainland, and vehicles hired in the Balearic or Canary Islands that are not allowed to leave the island where they were hired unless they have express, written permission to do so and the relevant extra cover has been taken out.

-Continued use of the vehicle after the rental period has ended.

Last Minute Reservations

The last minute bookings of our agents (within 24 hours of pick-up) have to be sent directly to the office and the office will confirm or deny the booking.

Last Minute Cancellations

Reservations can only be cancelled up to 4 hours prior to the start of the rental (**after these 4 hours, it will not be possible to cancel the booking**).

No-Show Bookings

We will invoice you the no-show bookings related to the bookings confirmed for **special car groups**. We remind you that our special car groups are: 4A-E-DD-DE-DG-FF-G-GG-GW-L-LL-M-N-I-J-JJ-K-O-P-PP-Q-V-VV.

IMPORTANT: Invoicing (twice a month). You can find the invoices for the No-show bookings in the Agency Area/SAR (same procedure as the current one for your prepayment invoices: once you have received the usual email explaining that you can find your pending invoices in the Agency Area, you can find the no-show invoices in this Agency Area as well).

The amounts we will invoice you for the No-Show bookings will be as follows:
Rental 95,00 € or the 100% of rental amount if cost is lower.

Andorra Office

We will only deliver Europcar rental vehicles to customers at our offices. In no case will we make the delivery of our vehicles to any locations other than one of our offices.

ANDORRA OFFICE Office Code: AND

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AD 500 Andorra la Vella,
Principat D'Andorra
TEL: +376 818 888
FAX: +376 866 466
E-MAIL: europcar@andorra.ad

Bank Holidays

2022

Closed all day: 01/01/22; 06/01/22; 28/02/22; 14/03/22; 14/04/22; 15/04/22; 18/04/22; 01/05/22; 01/05/22; 06/06/22; 08/08/22; 15/08/22; 08/09/22; 01/11/22; 08/12/22; 26/12/22; 01/01/23 & 06/01/23.

Special Opening Times on: 24/12/21; 31/12/21, 14/04/22; 24/12/22 & 31/12/22 from 08:30 to 13:00 with an extra charge of **45€** per vehicle (Pick Ups).

It is not possible to collect or return vehicles between 13:01 and 08:29 in these dates.

Vehicle Availability

In the case a customer would prefer a diesel vehicle, they should communicate this at the moment they pick-up the vehicle (**Please see the Fuel section for more information**).

All vehicles will receive instant confirmation through the automatic booking system.

Special Groups

The special groups, depending on the availability, will be confirmed or denied.

You will receive the response of our automatic system in the same period of time used for the free sale groups.

Extension of the Rental Period

The collaborator must send any vehicle hire extension to Europcar to the corresponding office/airport by e-mail or fax (the office has to confirm or deny the extension) and **always send a copy of this extension** by e-mail to the following e-mail address as well:

europcar@andorra.ad

The minimum period of time required to send the extensions is 24 hours prior to the end of the current contract.

The customer must also travel in person to the closest Europcar office in order to make the necessary adjustments to the rental contract. Rental periods cannot be extended by telephone. If for any reason the rental period cannot be extended, then the customer is obligated to return the rental Vehicle at the location, time and date agreed upon on the rental contract.

IMPORTANT: For all extensions of contracts we will apply the price according to the original **booking date** and not according to the date when the extension is made.

The extension cannot be sent as a new booking. It will always be an extension of an existing contract.

The car hire contract may have a **maximum duration of 28 days**. After 28 days, a new contract is required. When a customer needs a vehicle for a rental longer than 28 days, we will have the following option:

MAKE A NEW CONTRACT

-A new booking has to be made applying the rate at the time the booking is confirmed and according to the pick-up date of the new booking (it is NOT possible to use the rate applied to the previous booking/contract)

- A new vehicle will be provided (the previous vehicle is returned)
- The local extras have to be paid again in the new contract (Additional drivers, Additional covers, Diesel...etc.)
- The fuel tank of the new contract/vehicle has to be paid

In the event the vehicle is returned later than the agreed rental drop-off time stated in the contract, **the cover will no longer be valid** and the customer will be responsible for paying a **45€** per day late fee. In addition to the corresponding late fees, the customer **must also pay the daily rental rate**. Customers who abandon Europcar vehicles at any location other than the location agreed upon on the rental agreement will be responsible for the costs assumed by Europcar Rental for the transport of the vehicle to the agreed upon drop-off location, as well as the **corresponding daily rental charges and 45€ daily penalization fee**.

Returning Vehicles Early

If a customer returns the vehicle earlier than the agreed upon drop-off date stated in the rental contract, Europcar **will not refund the customer for any unused days**.

Customer Services

Grace Period

There is one hour grace period for the return of all rental vehicles. In the event the vehicle is returned later than 59 minute past the agreed rental drop-off time stated in the contract, **the cover will no longer be valid** and the customer will be responsible for paying a **45€** per day late fee. In addition to the corresponding late fees, the customer **must also pay the daily rental rate**.

Reservations

All reservations/amendments/cancellations have to be made through our automatic booking system. **IMPORTANT: Please send all last minute bookings (within 24 hours of pick-up), with pick-ups at our downtown and off-airport offices, directly to the pick-up office.**

Roadside Assistance / S.O.S.

Europcar is proud to have its very own Roadside Assistance Department.

We offer 24 hour roadside assistance for our clients. Telephone assistance is free for every customer on weekdays between 09:00-18:30. There will be a service charge that will not exceed 30€ for contacting Roadside Assistance outside of these hours, unless the customer has selected the optional Relax Cover Package.

To contact the S.O.S department:

Tel.: +376 347 555

S.O.S / Roadside Assistance must be notified within 48 hours if:

Theft: All thefts must be reported to the police and an original copy of the report must be obtained by the customer.

Accident: In case of accident or collision, the client must correctly fill out the provided form (declaración amistosa de accidente de automóvil), which can be found in the glove-box of the rental vehicle).

Claims

All claims must be registered, within 30 days of the drop-off of the vehicle, through the agency section of our website www.europcar.com

You will receive a confirmation email with the details and file number that have been assigned to the claim. This **file number must be quoted in the subject line** of any further correspondence regarding the file in order to process the claim correctly.

In order to access this information you will need your agency number and password, which will be provided to you by our sales department. A complete user's manual will also be provided.

You will also receive our SLA when you receive our agreement to sign.

Translation

The translations of these general terms and conditions are for information purposes only and are not legally binding.

All the prices stated on this document include VAT.