



## EUROPCAR CHILE - TERMS AND CONDITIONS

**VAT/Tax:**

19%.

**Airport Surcharge:**

9%.

**Chilean Electronic tolls/ Mandatory:**

Tolls amounts will be charged to the customer after car return when toll applied according to utilization.

**Age:**

In Chile, the minimum legal age to drive is 18 years old, but the minimum rental age is 22 years old. Younger drivers will be charged a young driver mandatory daily surcharge of USD 10 VAT included. In Chile there is no maximum age if the driver's license if it is still valid.

**Driver License:**

A valid driver's license is required. The license must be valid up to 1 month after the end of rental. The license must be issued in Latin alphabet; otherwise, an international driver's license will be required together with the original one. Electronic driver's licenses, legalized copies, or temporary licenses are not allowed in Chile.

**Accepted Credit Cards:**

Only physical credit cards with full printed data are allowed (Visa, American Express, Diners Club, and MasterCard). Virtual credit cards, prepaid credit cards, Union Pay credit-card, debit cards, dual cards (debit-credit), cash or checks are not accepted.

**Confirmed Car Group:**

Europcar Chile only confirms cars by group/category. Brands, models, or colors, as well as the features of the reserved category, are subject to availability.

**PROTECTIONS:****LDW Protection:**

Some rates may not include this protection. In case it is included in rate, all car groups have excesses. The amount will depend on the car group. LDW protection includes a limited third-party liability up to USD 20.000. Excess: In case of accident, damages, or third parties involved, the amount of excess will depend on car group, starting from USD 750, for all and each event. Vehicle theft is also included in LDW protection, the excess in case of theft of the vehicle will be USD 1.900 for all car groups. Excesses amounts will be charged to the customer whether the customer is at fault or not. Declaration Statement is mandatory in less than 24 hours at <https://siniestros.europcar.cl/Siniestros/Siniestro>, otherwise, all the costs of damages (including third parties) will be charged. In case of vehicle theft, three steps must be followed immediately the event occurs; 1) call \*8900 2) make a police report that must be included in the statement 3) declare theft at <https://siniestros.europcar.cl/Siniestros/Siniestro>. The not compliance of this steps could result as a charge of commercial value of the vehicle or all damages to own and third parties. Amounts of excesses subject to change

**Declination of LDW Protection:**

In case the LDW protection is not included, passengers are allowed to decline LDW by leaving an extra guaranty deposit of USD 2.000, which will be blocked in addition to the regular rental guaranty deposit from the main driver's credit card. A declination Statement must be filled and signed. By this document, the customer accepts any charge for damages caused by their own or third parties. If the customer's credit card does not have enough funds for the declination guaranty deposit, the purchase of /LDW protection will be mandatory. Any coverage issued by a third party or entity will not be valid. Even if the customer declines LDW protection, in case of any kind of damage or vehicle theft declaration is mandatory in less than 24 hours at <https://siniestros.europcar.cl/Siniestros/Siniestro>. In case of vehicle theft, three steps must be followed immediately the event occurs; 1) call \*8900 2) make a police report that must be included in the statement 3) declare theft at <https://siniestros.europcar.cl/Siniestros/Siniestro>. The not compliance of this steps could result as a charge of commercial value of the vehicle.

**Other excess:**

Roll over or turn over and total loss excesses start from USD 1.900 including VAT. These excesses will be charged even if the car is protected by LDW. Declaration is mandatory in less than 24 hours at <https://siniestros.europcar.cl//Siniestros/Siniestro> otherwise all the costs of damages (including third parties) will be charged. Excess will be charged to the renter, no matter the culpability. Amount subject to change.

**Damages or Accidents:**

Damage or Accident declaration is mandatory in less than 24 hours at <https://siniestros.europcar.cl//Siniestros/Siniestro>, in order to activate any protection purchased or included, otherwise full values of damages to own and third parties involved will be charged to the customer's credit card.

**Guarantee/Deposit:**

Only physical credit cards are allowed (Visa, American Express, Diners Club, MasterCard) with full printed data will be allowed. Virtual credit cards, prepaid credit cards, debit cards, dual cards (debit-credit), cash, or checks are not accepted. The card owner must be the same as the reservation and renting registered as the main driver. By this guarantee, customers accept later charges, because of any additional costs that are not included in the booking price. Once Europcar Chile has closed the credit card guaranty transaction, the time the money takes to be released back to the customer's account will depend on the customer's bank. Deposit amount in case of *prepaid reservations*: car groups Economy, Compact Sedan USD 400 / SUV's-Minivans USD 500 / Pick up Trucks 4x2 and 4x4 USD 700 / Full size SUV'S USD 800. Deposit amount in case of *non-prepaid reservations*: car groups Economy, Compact Sedan will be Total Rental value + 20% not less than USD 400 / SUV's and Minivans, Total Rental value + 20% not less than USD 500 /FQMR-FQNR Total Rental value + 20% not less than USD 700 /FFAR, FFAD Total Rental value + 20% not less than USD 800.

**Domestic/ International One Ways:**

Domestic One Ways are allowed between most of the stations in Chile. Only SUVs and Pickup trucks are allowed to be driven on Carretera Austral and allowed to have one-way to the following cities: Coyhaique, Balmaceda, Puerto Natales and Punta Arenas. Any damage to the rented car by driving over Carretera Austral is not covered at any insurance. International one-way is not allowed. If for any reason, the car is not returned to Chile, all repatriation costs will be charged to the customer. If for any reason the customer drives with a car that is not allowed and has a damage, all damages will be charged.

**Cross border:**

Border crossing is allowed to Argentina. Only SUVs, Pickup Trucks and Minivans allowed.

The Border crossing permit must be requested within, at least, seven working days in advance to this mail: [reservations@europcar.cl](mailto:reservations@europcar.cl). The information that must be sent by e mail to process the permit is: Clear images of a valid passport, valid driver's license, and renter's credit card number and expiration. The permit will be ready upon the customer's arrival.

The cross-border permit is based on the total length of the rental, independent of the time the car is abroad.

Changes/cancelations are only accepted until 48 working hours prior to the pick-up date, otherwise, the full Border crossing permit value will be charged. Europcar Chile will not be responsible if the renter is not able to cross the border for any reason, such as the border closing, lack of documentation at the crossing time, if the renter did not send all required documentation within the correct period, or if documentation sent does not match with documentation presented at the check-out date at the counter or customs.

Passengers who will drive to Patagonia may need a border crossing permit depending on their trip itineraries.

If for any reason, the car is not returned to Chile, all repatriation costs will be charged to the customer.

Argentinian citizens going to Argentina must prove a minimum residence of 5 years in Chile and must present a valid Chilean identity card together with their Chilean valid driver's license.

**Border crossing permit prices:**

The price for the permit depends on the length of the rental, independent of the time abroad. From 1 to 5 days rental: USD 80; From 6 to 15 days rental: USD 116; from 16 to 30 days rental: USD 203, and from 31 to 89 days of rental: USD 304. All prices include VAT. Price does not include any protection.

**Road Assistance/ Vehicle Recovery:**

Road assistance only covers battery charging, tire change (for the spare one, no additional tire will be provided, Tires in Argentina will not be changed or replaced), locked vehicles service is also included. If the vehicle is no longer able to be driven, passengers will be delivered to a safe place or to the nearest Europcar station in Chile. This service is limited by geographical distance or if the car is abroad. In case of an accident, the passenger will be fully responsible for any transportation cost or tow truck cost of the car to Europcar Station. If the vehicle needs to be towed by 4x4 tow truck, without the possibility of being towed by towed truck due to the place where it is stranded, this cost is not included in the protection and there may be a cost that will be charged to the renter considered as a Rescue or Recovery. Any breakdown caused by misuse is not included in the roadside assistance or rescue/recovery service in either Chile or Argentina. Replacement car in Chile, subject to availability and must be requested at the station during working hours. Replacement cars will not be delivered to Argentina.

**Refuel policy:**

The cars are delivered with a full tank of fuel at the time of pick-up/check out. At the end of the rental, the rented car must be returned with the same fuel tank level as it was delivered; otherwise, refuel charges will apply. The price per missing liter of fuel is CLP \$2023 / app USD 2,28 VAT included. Same price will apply for gasoline and diesel/petrol.

**Grace Periods / Extra Days:**

Booked cars are available until 60 minutes after the booked pickup hour and if the station normal hours apply. After this time, if Europcar Chile have not received any delay notice, the car will be released and will be set free to another rent. The return grace period is 60 minutes. After this time, a whole day of rental will be charged at the local rate available. Extra days will also be charged under local rates.

**Vehicle conditions:**

The rented vehicle must be returned in the same condition as rented, excluding normal wear and tear. Damages caused by the installation of any external accessory will be fully charged or any repair not authorized by Europcar. If special cleaning/sanitization is required, a separate charge will be applied. Smoking is not allowed in Europcar cars.

**Country Restrictions:**

Customers are responsible for being informed regarding any restriction stated by law, such as environmental restrictions, street closing for special events, traffic bans due to extreme weather or natural disasters, and so on. In any case, Europcar is not responsible for unused days and no refunds will be applied.

**Delivery / Collection:**

Service only available at non-airports locations between Tuesday and Thursday. Upon request to [reservations@europcar.cl](mailto:reservations@europcar.cl) at least 5 working days in advance. Service available depending on distance. A valid credit card and expiration date will be required. Cost USD 39 including tax.

**Prepayments:**

Prepaid reservations are invoiced in full. No refunds will be applied for unused days if the rented car is picked up later or if it is returned earlier.

**No-show, Turn-down, Cancellation policies:**

No-show and Turn-down reservations are going to be charged with a penalty of one day of rental or USD 52,99 VAT included. Cancellations are accepted up to 24 hours prior to the pick-up time. Europcar Chile will keep the vehicle reserved for its rental up to a maximum period of 60 minutes past the booked hour and during opening hours. After this time, the car will be available to be used in another rental.

**Late Arrivals:**

If the renter arrives after the time scheduled in the reservation, the location may check car availability. If there are cars available, any car group could be offered, and it will be the sole and exclusive responsibility of the renter to refuse or accept the vehicle in the conditions that are presented, in this case, no refund will be applied if car group is different or /and unused days. If the reservation has a flight number associated and it is delayed, the reserved vehicle will be kept for a maximum of 1 hour according to the arrival time of the flight, as long as the pick-up office is operating during normal operational hours. There may be extra charges after hours service but only previously coordinated and upon request.

**Rental Agreement:**

The rental Agreement is a legal document that must be honored as it is accepted once signed by the customer. A copy of the contract will be delivered to the customer after signing. It is issued in Spanish and in Chilean Pesos. Full terms and conditions are displayed at [www.europcar.cl](http://www.europcar.cl)

**Exchange Rate:**

Europcar Chile establishes a monthly dollar value, which corresponds to the average value of the previous month. This value will be applied for invoicing the present month.

Since all transactions in Chile are issued in Chilean Pesos, it is important to note that Europcar Chile will not be responsible for the conversion to the base currency of the customer's credit card, which will be carried out in accordance with the conditions of the customer's bank.

**Optional Protections Offered:****Premium Protection Package:**

Reduces excess to zero in case of collision, theft, total loss, roll over, glass and tire (in Chile 2 tires are protected, in Argentina will only protect until USD 216 in total). Extended third-party protection until USD 267.000. Includes SPAI protection up to USD 216.000. Covers accessories loss or theft, such as radio, antenna, spare wheel are included. Does not cover towing from Argentina to Chile. Statement Damage report is mandatory to activate protection. In case of damage the statement report must be declare in less than 24 hours through <https://siniestros.europcar.cl//Siniestros/Siniestro>, otherwise, all the costs of damages (including third parties) will be charged. In case of vehicle theft of the vehicle 3 mandatory steps must be followed immediately the event occurs 1) call \*8900 2) make a police report 3) report an statement including police report through <https://siniestros.europcar.cl//Siniestros/Siniestro>. The not compliance of this steps could result as a charge of commercial value of the vehicle or all damages to own and third parties. Price is USD 32,00 per day VAT included.

**Medium Package:**

Reduces to half of the normal excesses amounts of LDW protection in the event of damage to the vehicle because of collision, theft, total loss of car, and rollover. Includes third-party liability coverage up to USD 35.700. Zero excess in the event of damage to the windshield, headlights, or tires. PAI - Personal accident protection covers up to USD 40.000 in case of injury to the driver and/or passengers or damage. Medium Package protection is limited to Chilean territory only and does not cover towing. Cost USD 18 per day, including VAT. In case of damage the statement report must be declare in less than 24 hours through <https://siniestros.europcar.cl//Siniestros/Siniestro>, otherwise, all the costs of damages (including third parties) will be charged. In case of vehicle theft of the vehicle 3 mandatory steps must be followed immediately the event occurs 1) call \*8900 2) make a police report 3) report an statement including police report through <https://siniestros.europcar.cl//Siniestros/Siniestro>. The not compliance of this steps could result as a charge of commercial value of the vehicle or all damages to own and third parties.

**Super Collision Damage Waiver (SPCDW):**

Reduces excess to zero only for own damages to the rented vehicle. Third-party responsibility still has excess. SPCDW must be purchased in addition to LDW. The price is USD 10,00, VAT included. It does not cover towing from Argentina or in Chile. Declaration is mandatory in less than 24 hours at <https://siniestros.europcar.cl//Siniestros/Siniestro> to activate the protection. The not compliance of this steps could result as a charge of commercial value of the vehicle.

**Super Theft and Total Loss Waiver (SPTHW):**

Must be purchased in addition to LDW protection and reduces excess from USD 1.900 to zero only in case of vehicle theft or total loss (because of an accident). The price is USD 10,00 per day, VAT included. Three mandatory steps in case of theft must be followed immediately when the event occurs in order to activate protection :1) call \*8900 2) make a police report that must be submitted in the next step 3) report an statement including police report through <https://siniestros.europcar.cl//Siniestros/Siniestro>. The not compliance of this steps could result as a charge of commercial value of the vehicle.

**Personal Accident Protection (PAI):**

Provides protection against personal injury for all occupants of the rented vehicle. In case of death, up to USD 17.800, Permanent Incapacity up to USD 17.800 and Medical Expenses Reimbursement up to USD 2.800. The price is USD 2,00 per day, VAT included. This protection will be activated after the passengers own medical coverage.

**Supplement Liability Protection (SLI):**

Must be purchased in addition to LDW protection and extends Third Party Liability from USD 20.000 to USD 267.000 for third-party damages and liability. The price is USD 10,00 per day, VAT included. Protection will be valid only in Chile. In order to activate protection a mandatory statement must be declared in less than 24 hours at <https://siniestros.europcar.cl//Siniestros/Siniestro>. The not compliance of this step will not provide any protection.

**Vehicle Roll Over Coverage (SVALF):**

Reduces excess from USD 1.900 to zero in case of rollover/turnover. Costs USD 10 per day, VAT included. Coverage will be valid only in Chile and does not cover towing from Argentina in case of an accident. Mandatory Statement Declaration is mandatory in less than 24 hours at <https://siniestros.europcar.cl//Siniestros/Siniestro> in order to activate the protection. The not compliance of this step will not provide any protection.

**Glass and Tires Protection (WWI):**

Covers damages to the windshield, mirrors, windows, and wheels use. Costs USD 7,00 per day, VAT included. Coverage will be valid only in Chile. Declaration is mandatory in less than 24 hours at <https://siniestros.europcar.cl/Siniestros/Siniestro> in order to activate the protection. The not compliance of this step will not provide any protection.

**Optional Extras Offered:****Additional Driver:**

With the consent of the renter, the vehicle may be driven by third parties. Additional drivers must present their valid passport/ ID and valid driver's license. The price for each additional driver is USD 6,00 per day, including VAT.

**Child Seats:**

- CSI (0-12 months / 0-13 kgs). USD 8 per day VAT included with a maximum charge of 10 days. Upon previous request or subject to availability.
- CSB (1-3 years old or 9-18kg). USD 8 per day VAT included with a maximum charge of 10 days. Upon previous request or subject to availability.
- CST (4-9 years old or 15-36kg USD 8 per day VAT included with a maximum charge of 10 days. Upon previous request or subject to availability.

**CBS Child Booster** (up to -12 years) USD 6 per day VAT included with a maximum charge of 10 days. Upon previous request or subject to availability.

**Fuel Tank Option (FUL):** Allows returning the fuel tank empty. Prices may vary between USD 33,00 and USD 62,00 VAT included, depending on the car group and type of fuel. Prices subject to change.

**Navigation System (NVS / GPS):** Not Available

**Snow chains:** Not Available.

**Jerry Can:** Not Available by Chilean Law

**Second Spare Tire:** Not Available

**Soft/Hard Cover:** Not available for pickup trucks.

**Winter Tires:** Not available

**Ski Rack:** Not available.