

## **Terms and Conditions – Europcar Dubai**

**Tax:** All taxes, except VAT, have been Included in the rates: 5% Vat will be applicable.

**Additional driver:** With the consent of the renter, the vehicle may be driven by other persons.

**Charges for additional driver:** AED 25 per day with a maximum of AED 250 per rental.

**Age of drivers:** Min Age 21 Years & Max 75 Years.

(For SUV Tahoe, Land Cruiser and Nissan Infinity minimum age is 25. Luxury Cars BMW and Volvo minimum age is also 25)

**Surcharges & Kilometer:** The rates displayed on this website are inclusive of Collision Damage Waiver, Airport Surcharge, Airport Fees, Airport Parking Fees, Vehicle Licensing Fees and Vehicle monitoring fees. Check the Kilometer/Mileage clause under "More details" tab available for each vehicle available while making the reservation.

**Rental deposit:** When you arrive at the rental location, besides collecting the rental charges, we will request for a deposit amount of AED 1,500/- (Approx. Euro 365 or USD 410) which will be blocked from your credit card. It will only be used in case of any damages not included in your coverage or any additional charges like traffic fines, toll charges, fuel difference or any other dues. Please Note: We will not accept prepaid, recharge or virtual credit cards - or any card on which the relevant characters are not raised (embossed).

Please be informed that the traffic fine security deposit amount that we block (Pre-Authorization) on the credit card of the customer will usually be released by the bank automatically, within 30 days from the date of blocking. The banks do not send text messages or show in the credit card statement after releasing the blocked amount. Hence, after 30 days, the customers are advised to check with their credit card issuer bank, whether the blocked amount has been released or not. The customer should send an email to Europcar Dubai - [billing@europcar.ae](mailto:billing@europcar.ae) in case the blocked amount is not released after checking with their bank. Upon receiving the notification by email from the customer, Europcar Dubai will send a request to their bank to check the status of the blocked amount and the status shall be updated within 5 working days.

**Utilization of blocked amount by Europcar Dubai.** After closing the rental Europcar will process the extra charges like toll charges (Salik), fuel etc, if any, on the customer's credit card. If the customer is available to pay, he/she can opt to pay by different means. In case there are no funds available in customer's credit card for paying the extra charges, the blocked amount will

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be fully utilized/charged by Europcar Dubai. The remaining amount after deducting the extra charges mentioned above, will be refunded to the same credit card after adjusting traffic fines, if any, upon expiry of 30 days of returning the car. If the deposit amount is not enough to cover the dues, the customer will be informed on the registered email address. Charges, if any, debited by the customer's bank for the refund and currency exchange differences should be borne by the customer. In case, customer wants the refund to be processed on another debit/credit card, the same should be informed in writing to Europcar Dubai - [billing@europcar.ae](mailto:billing@europcar.ae) within 30 days from the date of returning the car, mentioning the Rental agreement number on the subject field of the email.

**Traffic fine deposits charged on customers debit cards.** An amount of AED 2,500/- will be charged on customer's debit card, who do not produce credit card at the time of car hire. The amount charged will be refunded to customer's same debit card on which the charge was carried out, after adjusting unsettled charges like traffic fines, Salik, fuel etc., if any, upon expiry of 30 days from the day of returning the car. Charges, if any, debited by the customer's bank for the refund and currency exchange differences should be borne by the customer. In case, customer wants the refund to be processed on another debit/credit card, the same should be informed in writing to Europcar Dubai - [billing@europcar.ae](mailto:billing@europcar.ae) within 30 days from the date of returning the car, mentioning the Rental agreement number on the subject field of the email.

**Chauffeur driven service:** Not Available

**Credit cards accepted:** American Express / Master Card & Visa

### **Delivery / Collection:**

Delivery & Collection Charges: Aed 50/- Within Dubai / Jebel Ali / Sharjah Aed 350/- for Other Emirates. No Delivery & Collection fee within Europcar Outlets. If there is a change in the reservation and if the customer wishes to return the vehicle to Dubai Airport terminal 1 or Terminal 3 an amount of AED 50.00/rental will be charged. Dubai City or Downtown Delivery & Collection Location. Email address and mobile telephone number should be send to reservation department ([reservations@europcar.ae](mailto:reservations@europcar.ae)) with the reservation number. The email should also contain the location to which the vehicle needs to be delivered to. This is to ensure that the location is in Dubai city limits and other requirements. We will not deliver the vehicle to any Hotel locations if the customer is not staying in the same hotel. A copy of license is also required to ensure that the customer is eligible to drive in UAE. Our reservation team will reconfirm the booking after ensuring that all the details are proper. The hirer should have the original

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documents with him for the purpose of verification (Passport, ID card and Driving license). Hard copies of the documents [need](#) to be handed over to the driver at the time of delivery. We do not allow our cars to be driven outside UAE. Driving to Oman is not allowed.

**Driving license:** Nationals from the following countries can drive with their local license if the supported Passport and driving license are issued from same country. Countries are Kingdom of Saudi Arabia, Qatar, Oman, Bahrain, Kuwait, Germany, Italy, Switzerland, Poland, Slovakia, Finland, Spain, Netherlands, Greece, Sweden, Belgium, Ireland, Turkey, Denmark, Portugal, Austria, France, United Kingdom, Norway, Romania, Luxembourg, Latvia, Serbia, Lithuania, United States of America, Canada, Japan, Australia, Singapore and People’s Republic of China, South Korea, New Zealand, Hong Kong and South Africa. Nationals from all other countries and those whom their passport and Driving license is not from same country must hold international driving license accompanied with their original driving license. We do not allow our cars to be driven outside UAE. Driving to Oman is not allowed.

A valid **UAE Driving License** is a must for all hirers who have UAE residence visa. If a visit/tourist visa holder has changed the status to resident visa during the term of hire, he/she must obtain a UAE driving license to continue driving the vehicle in UAE, for insurance coverage to be applicable and the hirer should immediately notify Europcar about the change in Visa status and provide copies of the new visa and UAE driving license to continue the rental, otherwise it will be treated as breach of contract and the hirer will be liable to pay all claims/losses/expenses incurred due to the breach.

**Fuel:** Full to Full

### **Insurances:**

CDW: Included in the rates (unless mentioned specifically).

SCDW: To make the excess to nil is optional.

### **One-way rentals:**

1. Domestic: Permitted within UAE borders (Cross border not allowed). Within Europcar Dubai locations will be free of charge. Other locations in Dubai city collection charges will apply.

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- International: **We do not allow our cars to be driven outside UAE. Driving to Oman is not allowed.**

### **Other services:**

Navigation system	AED 50 per day & AED 500 max per rental
CSI Child Seat Infant	(0 to 12 months/0-13 kg) (AED 25 per day & AED 200 max per rental)
CSB Child Seat Baby	(1 to 3 years/9-18 kg) (AED 25 per day & AED 200 max per rental)
Baby Stroller	45 per day Maximum per rental 500

**Restriction of use:** Off road driving & Smoking inside the car, pets inside the car are not allowed.

**Use of Winter Tyre:** NA

### **Specific note:**

- The reserved vehicle will be released after 2 hours from the checkout time of the reservation.
- All new or enhancement in existing statutory levies, road permits, entry road permit levied by the UAE Government or any other competent authority after the date of this offer, which have an implication to the above services service, will be billed on actual basis to the driver.

### **Other:**