

## Booking Conditions

Please read this document before you complete the booking as it provide important information about your booking and your rental.

### 1. General

This online reservation facility (whether the reservation is confirmed or not) does not constitute a contract for the supply of vehicle rental services. A contract will be entered into at the time of rental and will be governed by the laws of the country of rental.

Budget prepaid vouchers showing a specified value will be accepted as a means of payment of the reservation charges at rental counters. The voucher must be accompanied by a credit card both for security and to cover the charges not included in the voucher value, such as fuel, Traffic fines, extras, and excess in case of damage or loss of the rented vehicle.

Standard Budget Terms and Conditions of the country of rental apply. All rentals may be subject to additional surcharges (e.g. for special equipment, additional drivers, young drivers, optional insurances, fuel etc.).

All rentals are subject to an insurance excess, optional insurances are available locally to reduce this excess.

### 2. Making a booking

A booking allows you to reserve a vehicle and optional extra for 'pick-up' at a particular time, date and location and for the agreed rental period. You must meet our rental requirements. You must agree and sign the Rental Agreement as per local legal requirements. The Rental Agreement is governed by the law of the country where you pick up the vehicle and formed between you and the vehicle rental provider at the time of pick up. This booking IS NOT a Rental Agreement.

By making a booking you **agree** to be provided with a copy of these booking terms, the General Conditions and the Location Conditions electronically using the email address you have provided.

### 3. 'Pay online now' and 'Pay at rental location' bookings

With 'Pay online now' bookings, you pay for the rental period and any optional extras when you book. Not all optional extras are capable of being pre-paid. Optional extra's that cannot be pre-paid at time of booking is subject to 'Pay at rental location' terms. Any optional extra's that have been pre-booked but that cannot be pre-paid will be designated as 'Pay at rental location' and the conditions regarding 'Pay at rental location' will apply.

You must pay a cancellation fee if you cancel your booking. You must pay a cancellation fee if we cancel your booking because you failed to meet the Rental Requirements. You must pay a fee if you do not cancel your booking and you fail to show-up. We call this a non-cancellation fee. The non-cancellation fee could equal the full amount of your booking. Please see the 'Cancellations' section for details.

A booking contract will form between you and Budget when you agree to the booking terms and give us permission to debit your payment card for the 'Pay online now' amount and to keep the value of cancellation fee or non-cancellation fee if this applies.

With 'Pay at rental location' bookings you request a vehicle now but pay for it at the agreed pick-up location. 'Pay at rental location' prices may be less competitive than 'Pay online now' prices. You must pay a fee if you do not cancel your booking or you fail to show-up. We call this a non-cancellation fee. Please see the 'Cancellations' section for details.

#### **4. Changing your booking**

You may change your booking (whether a 'Pay online now' or 'Pay at rental location' booking) any time before the day you are due to pick-up the vehicle by managing your booking online (if available). You may be able to change your booking on the pick-up day, but you will need to check with Reservations.

We will send you a revised booking confirmation email confirming your new booking details and new amount paid to the email address you provided.

All change requests will be subject to availability and may result in a price change. In case of 'Pay online now' bookings no refund will be made if the amount at the end of the booking is less than the amount paid by you. However, if you wish to buy optional extras when you collect the vehicle, you may use the difference towards the cost of these optional extras.

There is no charge for making a change. However, if the change has the same effect as a cancellation, you may be charged a cancellation fee.

#### **5. Cancellations**

You may cancel your bookings at any time before the day you are due to collect your vehicle by calling Reservations or managing your booking online (if available). Depending on when you cancel, you may be charged either a cancellation fee or a non-cancellation fee. Please see the 'Cancellations' section for details.

Customers may cancel a prepaid booking and receive a refund provided Budget is advised 3 days prior to pickup date. An administration charge of 12 USD will be applied for such cancellations.

For cancellations of rentals with less than 3 days notice, a refund of 50% of the voucher value will be made, less an administration charge of 12 USD.

CONTACT US : You must contact customer services in writing to request a refund. It can take up to 14 days for your card company to process a refund. We are not responsible for how long it takes your card company to process a refund.

## **6. The price**

The vehicle rental price is calculated based on your requested start and end dates and times, the rental location(s), the amount of time you rent for, the type of vehicle stated you requested.

The price of optional extras such as baby seats, additional driver(s), excess reduction products, delivery charges, GPS devices are calculated based on the requested start and end dates and times and the rental location from which you will pick-up the vehicle.

Unless stated otherwise, the price also includes all cost you must pay for example vehicle tax, local taxes, VAT and any other location surcharge.

## **7. Rental requirements**

### **Booking Reference**

You must bring your reservation number or booking confirmation email with you. It will help the location find your details so you can get on your way as quickly as possible.

We may refuse to allow any driver to drive the vehicle who (i) does not hold a full driving license valid for use in the country of rental for the entire period of rental period, (ii) has not brought an international driving license or official translation (if applicable), (iii) has not held their license for the minimum period required by the rental location, (iv) has driving related convictions, or (v) who does not meet our security or credit checks.

Please read the location Conditions – Driving license and ID requirements or call Reservations for more information.

Drivers are responsible to check what the statutory requirements are in the country in which they intend to drive.

### **Payment Methods**

We generally accept American Express(excluding Travelers Cheque cards), Visa and Mastercard excluding prepaid cards. For more information please read the Locations Conditions – Payment Section or call Reservations.

You must bring the payment card used to make your booking as it is used as a form of identity check to ensure the vehicle is given to the person who made the booking. For certain high value vehicles, you must bring two payment cards in the name of the person who made the booking who must also be the main driver The name of on the payments card(s) must be the same as the name on the driving license for the main driver.

### **Pre-Authorizations and Security Deposits:**

Before the rental location will let you rent a vehicle, they will take a pre-authorization or a security deposit. You must use an approved payment card that is in your name and has enough funds available on it.

### **Driver Age Restrictions**

There are age restrictions – but they vary by vehicle and by country. Please read the Location Conditions – Age information section or call Reservations.

### **Unacceptable Behaviour**

The rental location may refuse to rent to you if you or anyone in your party behaves in an unacceptable way, e.g., if they believe that any driver is under the influence of drink or drugs or you, or anyone in your party, is abusive or threatening to their teams or the customers.

### **8. Availability**

If there are no vehicles available in the group you booked, the rental location will try to find you a vehicle from a higher group at no extra cost. If they can only find you a vehicle in a lower group and you agree to rent this vehicle, you will only be charged the value of that vehicle. If you have already paid, you will be entitled to a refund of the difference.

This rarely happens, but if no vehicles are available, you will be entitled to a full refund of amount you have already paid.

Contact Us : You will need to contact customer services with your booking reference number for a refund.

### **9. Use of your Personal Information**

By making a booking, you expressly agree to us using and transferring your personal information for as long as the law allows us to as set out in this section.

We will use (or process) your personal information in order to :

- Request the reservation of the rental services to you,
- Carry out relevant identity, security, driving license and credit checks,
- Maintain and improve our administration and management of our services,
- Send you information about similar goods and services that we think will be of interest to you if the law allows us to do so. We do not share your personal information with third parties to use for marketing purposes unrelated to Budget. You may opt out of receiving such information at any time by clicking the unsubscribe button in the email you have received.

We share your personal information with

- Enforcement authorities, such as the police or local authorities if we consider they have a right to the information and the law allow us to do so or to verify the validity of your driving license.
- Third parties, usually located in the country of rental, to allow identity, security, driving license and credit checks to be carried out and to detect and prevent crime.
- Third parties who are acting on our behalf in claims and collections administration.
- Third parties who are acting on our behalf in conducting customer surveys that we use for improving our services to you.

Thank you for choosing to rent with Budget.