

## Location Specific Conditions BELGIUM

- » [Added important information](#)
  - » [Age information](#)
  - » [Payment options](#)
  - » [Taking your vehicle outside the country](#)
  - » [Waiver and protection options](#)
  - » [Delivery and collection](#)
  - » [Driving licence and ID requirements](#)
  - » [Fuel and Electricity charges](#)
  - » [Miscellaneous information](#)
  - » [One Way rentals](#)
  - » [Returns](#)
  - » [Special equipment](#)
- 

### Added important information

This document contains the information you – and additional drivers, if you have them – need to know about your rental. You should read this document together with the rental terms and conditions. You can find a sample of the rental terms and conditions by going to [www.avis.be](http://www.avis.be). If you received a booking confirmation email it may contain a link to this sample. Please note the sample rental terms and conditions are an indication of the terms of the contract and may not contain the exact terms you will be asked to sign when you pick up the vehicle.

It is important to us that you enjoy your experience with us and have all the information you need. It might take you a little time now but it could save you time later.

#### Important to know

The company that provides you with a rental vehicle is Avis Belgium NV/SA, Kouterveldstraat 14, 1831 Diegem. This may not be the same company that you made your booking with.

The suggested maximum rates are available in the “pricing conditions” on [avis.be](http://avis.be), as well as in Avis’ agencies. The network includes independent licensees that are free to fix the prices they provide. Therefore, the pricing conditions show the maximum prices that cannot be exceeded. Similarly, optional services, additional insurance and add-on protection are not all available across all network agencies.

**To make a booking, change a booking or tell us about an issue while you’re renting, contact the rental station or the reservations team:**

Email: [be.reservations@bcn.avis-europe.com](mailto:be.reservations@bcn.avis-europe.com)

Fill in the online form which can be found at [www.avis.be](http://www.avis.be) and click on “Contact Us”

Call on 070 22 30 01, from outside Belgium: +32 (0)2 730 62 11

Lines are open 8am to 6pm CET, Monday to Friday.

You will find the contact details for the rental station on your rental agreement.

**To tell us about an issue after you’ve returned the vehicle, please contact the customer service team:**

Email: [customerservice@avis.be](mailto:customerservice@avis.be)

Fill in the online form which can be found at [www.avis.be](http://www.avis.be) and click on “Contact Us”

Call on 02 730 62 11, from outside Belgium: +32 (0)2 730 62 11

Lines are open 9am to 5pm CET, Monday to Friday..

If you call from a Belgian landline, calls are charged at your standard network rate. Calls from mobiles are charged at your network rate. Calls from outside Belgium are charged at international rates.



[Back to Top](#)

## Age information

### How old do I need to be to drive a rental vehicle?

In order to drive our vehicles, you and any other driver must be of the minimum age required for the category of vehicle being driven, and have held a full driving licence valid for the minimum number of years required for the category of vehicle being driven. Please see our tariff conditions for more information on age and driving licence requirements.

### How do I know if there are minimum age restrictions on my rental?

When you book, you'll be told if there are any minimum age restrictions for the vehicle you request. If you're not sure, please check your booking confirmation email – or call the reservations team.

### I'm under 25; do I need to pay a young driver surcharge?

If you – or any of your drivers – are under 25 when you pick up the vehicle, you will each have to pay a young driver surcharge. The cost for this will depend on where you're picking the vehicle up from – but you can expect it to be between €20 and €24 per day, for each driver.

If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 30 days.

### Are there any maximum age restrictions?

No, so long as you hold a full, valid driving licence for at least 1 year.

### I'm over 80, do I need to provide extra information or pay a senior driver surcharge?

No, so long as you hold a full, valid driving licence for at least 1 year.



[Back to Top](#)

## Payment options

### What payment cards do you accept?

We accept:

- American Express (excluding American Express Traveller's Cheque cards)
- Diners cards
- Discover cards
- Visa credit cards
- Visa debit cards
- MasterCard credit cards
- MasterCard debit cards
- Avis-issued charge cards

We don't accept Visa Electron cards, Maestro cards, Cirrus cards, JCB cards, Bancontact cards, any pre-paid cards – even if they carry the Visa or MasterCard logo – or any other cards not listed above.

2 payment cards required (one of them must be an American Express or Diners) for categories G and L.

We do not accept Digital Payment Cards.

### **Can I pay by cash?**

In some locations we do accept cash – but we will need to carry out additional identity, security, driving licence and credit checks and will need to see proof of address.

### **What happens if I am late in making payment?**

If you are late in paying us, interest will be calculated at 4% per year above the base lending rate of Citibank from time to time.



[Back to Top](#)

## **Taking your vehicle outside the country**

You are only allowed to use the vehicle in the following countries:

- Andore
- Austria
- Belgium
- Croatia
- Czech Republic
- Denmark
- Germany
- Finland
- France (the European part),
- Hungary
- Republic of Ireland
- Italy
- Liechtenstein
- Luxembourg
- The Netherlands
- Norway
- Monaco
- Poland
- Portugal
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- United Kingdom

You are not allowed to use the vehicle in Corsica, the Italian Islands, Melilla, Ceuta, the Spanish Islands, Channels Islands or the Isle of Man.

### **Can I buy a product to allow me to drive in other countries?**

No, regrettably, we do not offer any products which enable you to drive in other countries.



[Back to Top](#)

## **Waiver and protection options**

## **Damage**

### **What products reduce the amount I have to pay if the vehicle is damaged during the rental?**

If you have Damage Waiver (CDW) and the vehicle, keys, any accessories or any vehicle documents are damaged, the amount you have to pay for the damage will be reduced to the excess stated on your rental agreement for each clearly separate incident of damage meaning you'll pay for the cost of repair or replacement or the excess for each clearly separate incident of damage, whichever is less. In both situations, you will also have to pay a damage processing fee and on the ground vehicle idle time fee, according to the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website. If you can show the damage was not in any way your fault or due to your negligence, we will refund these costs to you. If you can show the damage was less than we said, we will refund you the difference.

### **How much is the excess?**

This is stated on your rental agreement, and also in your booking confirmation email, for each clearly separate incident of damage. You can reduce the excess even further by buying an excess reduction product. This also reduces the administration fee and the on the ground vehicle idle time fee.

Please note that if you damage the vehicle on more than one occasion, you must, to the extent the law will allow, pay the excess stated on the rental agreement for each clearly separate incident of damage.

### **How do I get Damage Waiver (CDW)?**

In most cases, Damage Waiver (or CDW) is provided with the vehicle as standard. If it's included, it will be stated on your rental agreement and in your booking confirmation email. If it isn't included, the price depends on the vehicle you're renting and the place you're renting it from. You can consult the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 30 days.

### **Is there an excess reduction product available to reduce my excess further?**

Yes, Super Cover is an excess reduction product which reduces your excess to zero. The price depends on the vehicle and location –you can consult the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website . If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 30 days.

### **Will I need to pay if the windscreen or any other window is damaged?**

Yes. However, Windscreen Protection reduces the amount you have to pay if the windscreen or any other window is damaged to zero. Windscreen Protection does not cover the damages to the panoramic roof and the rear-view mirrors.

### **How do I get Windscreen Protection?**

If you've bought Windscreen Protection, it will be stated on your rental agreement. The price depends on the vehicle you're renting and the place you're renting it from. You can consult the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 30 days.

### **What happens if I damage any optional extras I rent from you?**

If any optional extras are damaged, you have to pay for the cost of replacement, or their estimated repair costs in addition to the rental fee.

### **Are there any times when the excess would not apply?**

Yes, the amount you pay will not be reduced if damage was caused by – or as a result of:

- Water or fire damage, that was not your fault.
- Driving the vehicle without due care and attention
- Driving or using the vehicle in breach of your contract

#### **What do I have to pay if I don't have Damage Waiver?**

If the vehicle, keys, any accessories or any vehicle documents are damaged during your rental, unless you can prove the damage was not in any way your fault or due to your negligence, you'll have to pay:

- Either the cost of replacement, or the estimated repair costs – whichever is cheaper
- Plus our loss of use, including on the ground vehicle idle time fee
- Plus an administration fee

#### **Where can I find information of damage charges I've paid?**

If we find damage, we'll charge the amount you have to pay to your card. Unless you've asked us to send you a receipt by post or email, you'll be able to find details of this payment here

<http://www.avis.be/en/your-avis/request-rental-invoice> .

#### **Theft**

#### **What products reduce the amount I have to pay if the vehicle is lost or stolen during the rental?**

If you have Theft Protection waiver (TP) and the vehicle is stolen, the amount you have to pay will be reduced to no more than the excess stated on your rental agreement meaning you'll pay for the cost of repair or replacement or the excess, whichever is less. If you can show the damage was not in any way your fault or due to your negligence, we will refund these costs to you. If you can show the damage was less than we said, we will refund you the difference. If you can show the loss or theft was not in any way your fault or due to your negligence, we will refund these costs to you.

#### **How much is the excess?**

This is stated on your rental agreement, and also in your booking confirmation email. You can reduce the excess even further by buying an excess reduction product.

#### **How do I get Theft Protection waiver?**

In most cases, Theft Protection waiver is provided with the vehicle as standard. If it is included, it will be stated on your rental agreement and in your booking confirmation email. If it isn't included, the price depends on the vehicle you're renting and the place you're renting it from. You can consult the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 30 days.

#### **Is there an excess reduction product available to reduce my excess further?**

Yes, Super Cover is an excess reduction product, which reduces your excess to zero. The price depends on the vehicle and location.

#### **What happens if I lose any optional extras I rent from you or if they are stolen?**

If any optional extras are lost or stolen, you have to pay for the cost of replacement in addition to the rental fee.

#### **Are there any times when the excess would not apply?**

Yes, the amount you pay will not be reduced if the loss or theft was caused by – or as a result of:

- Keys being left in the vehicle
- Keys being lost or stolen
- Using the vehicle in breach of the contract

### **What do I have to pay if I don't have Theft Protection?**

If the vehicle, keys, any accessories or any vehicle documents are lost or stolen during your rental, you'll have to pay:

- The cost of replacement
- Plus our loss of use

If you can show theft was not in any way your fault or due to your negligence, we will refund these costs to you.

### **Where can I find information of theft charges I've paid?**

If a loss or theft has occurred, unless you can prove the theft was not in any way your fault or due to your negligence, we'll charge the amount you have to pay to your card. Unless you've asked us to send you a receipt by post or email, you'll be able to find details of this payment here <http://www.avis.be/en/your-avis/request-rental-invoice> .

### **Damage to people and their property**

#### **What do I have to pay if I injure someone whilst driving?**

Third Party Liability (TPL) cover is provided with the vehicle as standard. This means that if you have an accident in our vehicle and you injure someone, including any of your passengers, or you damage anything which belongs to them, you will not have to pay any of their costs. Third Party Liability cover does not cover any death or injury suffered by the driver of our vehicle or any damage to personal items in our vehicle.

#### **Are there any times when third party liability cover would not apply?**

If the law requires us to provide you with third party liability cover, the minimum cover required by law will still apply but we, or our insurer, may seek to recover our costs from you if the accident was caused by:

- By you breaking the contract (for example allowing someone we had not approved drive the vehicle of driving whilst under the influence of alcohol, drugs or any other unlawful substance),
- By you breaking the law
- As a result of your negligence or recklessness.

#### **What products cover the driver of the vehicle?**

Personal Accident Insurance (PAI) covers the driver of the vehicle (and any insured person) in the event of an accident, and in addition the luggage and personal belongings of the insured person in the event of damage, theft or loss. Based on the justifications you provide, you can obtain a compensation. Personal Accident Insurance provides the following benefits:

- A maximum of €100,000 in the event of death, loss of limbs or eyes or permanent total disability • A maximum of €25,000 towards emergency medical expenses related directly to the accident, with an excess of €70 per claim;
- Medical assistance and rescue costs (conditions apply)
- Luggage and personal belongings up to € 2000 per vehicle - excluding any items you rented through us, (again, there are conditions, within the limit of € 250 per item and with an excess of €75 per claim), provided that such luggage and personal belongings were in the luggage compartment, in the roof box or in the glove box of the vehicle. In addition, in case of theft, a statement of theft should be reported to the police within 48 hours. Such statement of theft shall necessarily contain the exhaustive list of stolen items which would be considered to determine any possible compensation.

#### **Who provides Personal Accident Insurance?**

Personal Accident Insurance is underwritten by AIG Europe Limited. In order to benefit from PAI and/or SPAI, you will need to agree to their terms and conditions.

#### **How do I get Personal Accident Insurance?**

You can purchase this optional insurance in an Avis' agency before finalizing your rental agreement. If you've

chosen to purchase Personal Accident Insurance, it will be stated on your rental agreement.

### Can I increase my cover?

Yes, you can purchase our Super Personal Accident Insurance (SPAI) insurance which increases your cover, reduces your excess to €50 per claim and provides the following enhanced benefits, based on the justifications you provide:

- A maximum of €200,000 in the event of death, loss of limbs or eyes or permanent total disability
- A maximum of €50,000 towards emergency medical expenses related directly to the accident, with an excess of €70 per claim
- Medical assistance and rescue costs (conditions apply)
- Luggage and personal belongings up to €6,000 per vehicle – excluding any items you rented through us (again, there are conditions, within the limit of € 350 per item), provided that such luggage and personal belongings were in the luggage compartment, in the roof box or in the glove box of the vehicle. In addition, in case of theft, a statement of theft should be reported to the police within 48 hours. Such statement of theft shall necessarily contain the exhaustive list of stolen items which would be considered to determine any possible compensation.
- Expenses for replacing main house keys and locks up to €750
- Additional travel expenses up to €750

### Is Super Personal Accident Insurance available when renting any vehicles?

Yes, you can buy Super Personal Accident Insurance no matter what vehicle you rent.

### How do I get Super Personal Accident Insurance?

You can purchase this optional insurance in an Avis' agency before finalizing your rental agreement. If you've chose to purchase Super Personal Accident Insurance, it will be stated on your rental agreement.

### What will you pay if I don't have Personal Accident Insurance?

If the driver of the vehicle is involved in an accident and is injured or dies, no compensation will be possible through us. If any personal items in the vehicle are damaged, lost or stolen, their repair or replacement will not be borne by us.

For information, passengers are considered third parties and would benefit from the third party liability cover provided with the vehicle as standard.

### Protection packages

#### I want to buy more than one protection product, can I get a protection package?

Yes, we offer a variety of protection packages:

- **Super Cover** includes Super CDW, Super TP and WDW.

The price depends on the vehicle and location – you can consult the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 30 days.

- **Complete Protection Package** includes Super CDW, Super TP, Windscreen Protection, Super Personal Accident Insurance and Roadside Assistance Plus. **Find out more** : see "Roadside Assistance Plus" within the "Miscellaneous Information" section of this document.

The price depends on the vehicle and location – you can consult the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 30 days.

### Third party protection products

#### I have bought a protection product from an external provider, can I use it?

If you decide to buy cover from someone else, you will have to pay our full costs – **Find out more** : see "What will

you pay if I don't have ..." within this section of this document – then you'll need to make a claim with the external provider to get your money back. It is your responsibility to ensure you understand the terms of any cover you buy from an external provider and for any claim you make. We are unable to help you with your claim.



[Back to Top](#)

## Delivery and collection

### Can I have a vehicle delivered to me?

Some of our rental locations offer a Delivery Service where we drop the vehicle – and any optional extras you pre-booked – off at a time and place you request. If you want to have the vehicle delivered, you must:

- Be resident in this country
- Be present at the delivery location during your requested delivery period
- Have with you the items detailed in the section of the booking terms and conditions and rental terms and conditions called 'What you need to rent the vehicle'.

You will be responsible for the fuel used – at the Pay on Return rates - to deliver the vehicle to you at the Pay on Return rates – unless you buy Fuel up Front. **Find out more** : see the "Fuel Options" section in this document.

The fee for this depends on where you're renting and where the vehicle is being delivered to.

Please give us 24 hours' notice that you would like us to deliver the vehicle to you. We may be able to deliver it at shorter notice, but you'll need to check with the rental station or Reservations team.

### Can you collect the vehicle?

Some of our rental locations offer a **Collection Service** where we collect the vehicle – and any optional extras you rented – at a time and place you request. If you want to have the vehicle collected, you must be available to hand the vehicle over.

You will be responsible for the fuel used – at the Pay on Return rates – to return the vehicle to our nearest rental location unless you buy Fuel up Front. **Find out more** : see the "Fuel Options" section in this document.

Collection fees depend on the vehicle group you've selected, and the distance from the collection point to the nearest rental location.

Please give us 24 hours' notice when you want the vehicle collected. We may be able to collect the vehicle at shorter notice, but you will need to check with the reservations team.

### What happens if I'm not there when you come to collect the vehicle?

If the vehicle, keys, any accessories, any vehicle documents and any optional extras aren't there when we come to collect, you'll still be charged for the collection. You'll then need to book a new collection – and pay another collection fee – or bring the vehicle back to the rental location yourself.



[Back to Top](#)

## Driving licence and ID requirements

### Driving Licences

#### Do I need to bring my driving licence with me?



Yes. All drivers must bring all parts of their valid driving licence with them. They must bring both their driving licence and either an international driving licence or an official English translation, by a notary, of their driving licence if:

- A driving licence was issued in Europe and you are renting in a country outside Europe
- Or a driving licence was issued in a non-European country, and you are renting outside that country
- Or a driving licence was issued in a non-roman alphabet like Arabic, Greek, Russian, Hebrew or Japanese.

We do not accept digital driving licences.

#### **Is there a minimum length I must have held my licence for?**

Yes. All drivers must have held their licences for at least 1 year. If a licence does not show the driver has held it for the minimum period, then they must provide evidence, such as:

- Previous driving licences
- Or a letter from their driving licence authority stating that they have held it for this minimum period.

#### **ID requirements**

##### **Do I need to bring proof of identification?**

Yes, you must bring:

- the payment card that was used to make your booking. For some vehicles, two payment cards in your name will be required. One of these must be the payment card used to make your booking.
- photo ID featuring a recognisable photo taken in the last 10 years. We will accept your passport, a national identity card or any other form of government-issued identification.

You may also need to bring proof of where you live. This could include a recent utility bill or bank statement. If your driving licence shows your address, we will accept it as proof of your address.

#### **Other requirements**

##### **Will I need to give a pre-authorisation or pay a security deposit?**

Yes, you must give us a pre-authorisation on your payment card before we release the vehicle to you. A pre-authorisation holds money in your account.

If you wish to pay in cash, we will take a security deposit instead.

##### **What do I need to do to give a pre-authorisation or security deposit?**

You'll need to give us a payment card in your own name that has enough money available on it. Find out more: see the "Payments Options" section in this document.

##### **How much is the pre-authorisation?**

The amount of the pre-authorisation taken on pick-up of the rental vehicle is calculated as follows:  
(The vehicle rental price\* + EUR 200 (or if applicable, the equivalent amount in your local currency) MINUS (Any sum you have already paid when making a "Pay Now" booking)

\* The "vehicle rental price" includes the vehicle rental cost and all optional extras you've requested, calculated at the start of the rental based on the intended length of the rental. For the avoidance of any doubt, any "Pay at Location" amount you owe in relation to the vehicle rental (including any optional extras) will be included as part of the pre-authorisation and will be charged to you at the end of the rental (using the card provided for the purposes of the pre-authorisation, unless agreed otherwise).

\*\* If you buy our "Fuel Up Front" product, we will reduce the EUR 200 (or if applicable, the equivalent amount in your local currency) by the amount we charge you for the "Fuel Up Front" product

The EUR 200 (or if applicable, the equivalent amount in your local currency) is included as part of the pre-authorisation in case we have to charge you at the end of the rental for any of the following:

- i. costs to refuel the vehicle (where relevant);

ii. additional rental charges in circumstances where you fail to return the vehicle or any optional extras at the end of the agreed rental period [or to the agreed return location];  
iii. any additional charges or fines you incur relating to your use of the vehicle (which we have been notified of prior to you returning the vehicle, which will include, for example, charges relating to traffic violations); and/or  
iv. costs incurred as a result of exceeding any relevant mileage restrictions.  
Where the pre-authorisation we take does not cover the charges you incur, we will request you make a further payment for the additional amounts owed.



**[Back to Top](#)**

## **Fuel and Electricity charges**

### **Fuel and hybrid vehicles**

#### **Should I bring the vehicle back with a full tank of fuel?**

Yes. The vehicle will normally be supplied with a full tank of fuel. You must return it to us with the same amount of fuel it had in it when you picked it up – usually a full tank – as shown on the factory-installed fuel gauge. We recommend you fill up as close to the return location as you can on the return date, and keep the receipt to show us. If you don't return the vehicle with a full tank – and you can't show us a receipt for fuel – we will charge you.

### **Fuel Options**

#### **I plan to travel more than 120 kilometres, and want peace of mind, do you have a fuel option for me?**

Yes, with Fuel Up Front you pay for a full tank of fuel, based on the manufacturer's stated fuel tank capacity for your vehicle – plus our costs of refuelling the vehicle for you. Then you just return the vehicle with whatever's left in the tank (even if it's virtually empty) so long as the engine still runs.

#### **How do I calculate the cost of Fuel Up Front?**

Depending on where you're renting, we charge the average fuel price at the start of your rental period – as stated on this EU fuel index: [http://ec.europa.eu/energy/observatory/oil/bulletin\\_en.htm](http://ec.europa.eu/energy/observatory/oil/bulletin_en.htm) . However, you don't get a refund for any fuel you don't use.

#### **Can I get Fuel up Front at any time?**

No, if you want to take advantage of Fuel Up Front, you must ask for it during the booking process or when you pick up the vehicle.

#### **I plan to travel less than 120 kilometres, do I still need to fill up?**

Yes, often the fuel gauges still look "full" so we ask you to fill up the tank near to the return location and show us a copy of the receipt. If you don't have time to fill up the tank, or can't show us a receipt, we will apply EZ Fuel to cover our costs of refuelling the vehicle for you.

#### **How much is EZ Fuel?**

Depending on where you're renting, you pay according to prices presented in agency or on our website.

#### **What are my options if I don't return the vehicle full and haven't bought Fuel up Front?**

Pay on Return will apply if you have driven more than 120 kilometres and:

- Don't buy Fuel Up Front
- Don't return the vehicle with a full tank

### How do I calculate the cost of Pay on Return?

You pay for fuel based on the factory-installed fuel gauge rounded down to the nearest eighth (1/8) of a tank. This is based on the manufacturer's stated fuel tank capacity.

We charge between 1.5 and three times the average fuel price at the end of the rental period for Belgium – as stated on this EU fuel index: [http://ec.europa.eu/energy/observatory/oil/bulletin\\_en.htm](http://ec.europa.eu/energy/observatory/oil/bulletin_en.htm) . The price per litre will be stated on your rental agreement. .This charge covers our cost of driving to the nearest petrol station at short notice, and potentially delaying the next customer's rental.

### Electric vehicles

#### How much battery charge should I return an electric vehicle with?

You must return the vehicle with at least a 70% battery charge, or the same % battery charge as it had at time of pick-up.

#### What am I charged if I fail to return an electric vehicle with the required 70% battery charge, or the same % battery charge as it had at time of pick-up?

We charge a fixed amount dependent on the battery life showing on the factory-installed battery gauge. This is the "Pay on Return" rate. The amounts charged are set out below:

Battery Charge	Fixed Cost (inclusive of VAT)
If you return the electric vehicle with 70% or more battery charge.	No Cost.
If you return the electric vehicle with between 11% - 69% battery charge.	EUR 21.71
If you return the electric vehicle with 10% or less battery charge.	EUR 38.92



[Back to Top](#)

## Miscellaneous information

#### Can I let anyone else drive?

Yes, but only if we have approved them. You must not let anyone else drive the vehicle.

We charge a fee for every Additional Driver we allow to drive the vehicle. You can consult the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website.

All additional drivers must meet our age, driving licence and ID requirements. Find out more: see the "Age Information" and "Driving Licence and ID requirements" sections of this document.

If any additional driver is outside of our age restrictions, we will also charge a driver surcharge. **Find out more** : see

the “Age Information” section of this document.

**Can I pick up the vehicle outside your normal opening hours?**

No, unfortunately we are unable to offer an out of hour's pick-up service at this time.

**My rental has a mileage allowance. I have driven more than the allowance, how much will I pay for excess mileage?**

Many of our vehicles are provided with unlimited mileage. If a mileage allowance applies, it will be stated on your rental agreement and in your booking confirmation email. If you go over the mileage allowance, the price depends on the vehicle and location – you can consult the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website . Your excess mileage charge will be stated on your rental agreement.

**Can I smoke in the vehicle?**

No, it is against the law to smoke in public places in Belgium. The vehicle is considered a public place so you are not allowed to smoke in it. If we believe anyone has smoked in the vehicle during the rental period, a specialist cleaning charge will apply.

**Find out more :** see the “Age Information” and “Driving Licence and ID requirements” sections of this document.

**Are there any roads or zones where I need to pay a fee before I can enter?**

We recommend you check the Internet to find out about any restricted areas before you travel. Websites such as [www.urbanaccessregulations.eu](http://www.urbanaccessregulations.eu) provide useful information. If the rental location is in or near a restricted area, we will tell you about it when you pick up the vehicle. We are unable to tell you about any other restricted areas.

**I have been caught speeding, and didn't pay a parking charge, what will I have to pay?**

You are responsible for all fines and charges issued as a result of you or your additional drivers using the vehicle. Fines and charges could include:

- All parking fines or charges
- Toll charges
- Towing charges
- Clamping costs
- Traffic fines or charges
- Speeding fines
- And any other charges or fines

If a fine or charge is sent to us because you haven't paid a charge or complied with the law, we will take payment for:

- Our administration fee for each fine or charge issued in the United Kingdom to cover our costs of dealing with the fine or charge, which is charged according to the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website, or
- Our administration fee for each fine or charge issued in any other country, which will be charged in the currency of the country where the fine occurred. This fee is charged according to the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website;
- Plus the fine or charge – if we have to pay it

**I've left the interior of the vehicle very dirty and made it smell. Will I be charged to clean it?**

I've left the interior of the vehicle very dirty and made it smell. Will I be charged to clean it?

Yes, if the interior of the vehicle is especially muddy, dirty, stained or smelly, and our standard cleaning procedure will not fix it, you will be charged a Specialist Cleaning Charge. These fees are charged according to the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website.

**Roadside Assistance**

### What happens if I break down because of a mechanical failure?

All our vehicles are maintained to the manufacturer's standards, and they're roadworthy when you pick them up so mechanical failure in our vehicles is rare. So long as you're using the vehicle in a country we've agreed to, we provide roadside assistance or recovery free of charge. You can only use our roadside assistance provider to help you. You'll find their contact details inside the vehicle.

### What happens if I break down because of a non-mechanical failure or in another country?

You must tell us if you break down or have an accident. If you need roadside assistance, we will arrange this for you but you will have to pay for it. You will also be charged for any costs we incur getting the vehicle back on the road in the country of rental. This may include, but is not limited to:

- Call out and recovery costs as charged by our Assistance supplier
- Repair costs
- Loss of use, including on the ground vehicle idle time fee. This fee is charged according to the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website
- Repatriation costs
- An administration fee. This fee is charged according to the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website
- Any costs to take you, and/or any of your passengers, to another location.
- Electrical Charge for EV Vehicles (Where the cable is in working order)

### What products do you have to protect me if I break down because of a non-mechanical problem?

Roadside Assistance Plus provides roadside assistance if you break down as a result of...

- Flat batteries
- Flat tyres
- Keys locked in the vehicle
- Loss of keys
- Running out of fuel
- Using the wrong fuel for the vehicle

Provided you are using the vehicle in a country we have agreed to. **Find out more** : see "Taking your vehicle outside the country" section of this document.

You will only need to pay for the costs of any additional items needed to get the vehicle back on the road – like fuel or tyres.

### How much does Roadside Assistance Plus cost?

The price will depend on where you're renting – you can consult the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of your rental, up to 30 days.

### What happens if I don't return the incident report form or European accident form?

If you are involved in an accident, or the vehicle, keys, any accessories, any vehicle documents or any optional extras are damaged, lost or stolen; you must complete and return an incident report form and if available, the European accident report form.



[\*\*Back to Top\*\*](#)

## One Way rentals

### Can I pick up the vehicle from one rental location and return it to another?

Yes, some rental locations let you collect the vehicle and any optional extras from one rental location – and return them to another.

### **How much is the One-Way fee?**

The price depends on the rental location. If you want to pick up the vehicle and return it to a different location in the same country. If you want to pick up the vehicle in one country and drop it off in another country, ask our reservation team for the price.

### **How do I get a One-Way rental?**

You can request a one-way rental when you book – or you can ask for it when you get to the rental location.

If you asked for a one-way rental when you booked, the fee will be included in your rental price.

### **How much will it cost if I did not request a One-Way rental but return the vehicle to a different location?**

You will be charged a one-way fee at the 'pay at location' prices available on the day you return the vehicle.



[Back to Top](#)

## **Returns**

### **I want to keep the vehicle for longer, what should I do?**

If you want to extend the rental please contact us as soon as possible. At the latest, this should be before the end date and time on your rental agreement. Extra days will be charged at 'pay at location' prices.

### **What happens if I don't extend the rental?**

If you fail to extend your rental and are late returning the vehicle, we will charge you for an extra day's rental plus a late return administration fee for each day or part of a day until the vehicle is returned.

If you fail to extend your rental and are late returning the vehicle, we will on the third day after your agreed return date pre-authorise payment for an additional 5 days' rental charge on your debit card or, 10 days if you are using a credit card, at "pay at location" prices. If you return the vehicle within those 5 or 10 days (whichever applies), you will only be charged for your actual rental days, plus any other charges you owe us.

If you fail to return your vehicle as agreed, we will also charge you a late return administration fee for each day or part of a day until the vehicle is returned. This late return administration fee is charged according to the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website.



[Back to Top](#)

## **Special equipment**

The prices we give you for optional extras when you book will generally be the price you will pay. Exchange rates or other reasons beyond our control may alter prices.

### **Customers with disabilities**

#### **I have a disability, do you offer adapted vehicles?**

No, regrettably, we do not currently offer specially adapted vehicles at this time.

**I have a disability, do you offer hand controls?**

No, regrettably, we do not currently offer hand controls or panoramic mirrors at this time.

**Popular optional extras to rent****I have small children, do you offer child seats?**

Yes, we offer baby, infant, child and boosters seats. A baby seat is typically suitable for a child from birth to 12 months old and weighing no more than 13 kilos. An infant seat is typically suitable for a child aged 9 months to 4 years old and weighing between 9 and 18 kilos. A child seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos. A booster seat is typically suitable for a child aged 8 to 11 years old and weighing between 20 and 45 kilos.

In some rental locations, we may arrange for a third party to fit the seat for you. But remember, it is always your responsibility to check the seat is fitted correctly before you drive away.

Please note: In Belgium, all children must normally use a child car seat until they're 18 years old or 135 cm tall.  
**Find out more: [www.vab.be](http://www.vab.be) .**

**How much are your child seats?**

The fee for renting a seat will depend on where you're renting. For more details, you can consult the suggested maximum rates indicated in the pricing conditions provided in agencies and on our website.

If the seat is damaged, lost or stolen, you will have to pay for a replacement. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

**I'm not familiar with the area; can I rent a GPS (satellite navigation system)?**

No, unfortunately we do not offer GPS for rental.

**Do you offer an audio tour guide service on your GPS?**

No, unfortunately we do not offer an audio tour guide service at this time.

**I'm intending to drive along toll roads; do you offer a device to make this quicker and easier for me?**

No, unfortunately we do not offer any electronic toll charging devices at this time.

**Winter equipment to rent****I'm concerned about the road conditions, do you offer all-weather tyres?**

No, unfortunately we do not offer all weather tyres at this time.

**I'm going skiing, do you offer snow chains?**

No, unfortunately we do not offer snow chains at this time.

**I'm have brought my own skis with me, do you rent ski racks?**

No, unfortunately we do not offer ski racks at this time.

**I've left my hands-free kit behind, do you rent them?**

No, unfortunately we do not offer hands-free kits at this time.

**I'm moving items, do you rent blankets?**

No, unfortunately we do not offer blankets at this time.

**I'm moving items, do you rent trolleys?**

No, unfortunately we do not offer trolleys at this time.



**[Back to Top](#)**

Thank you for choosing Avis