

Location Specific Conditions SWITZERLAND

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Added important information

This document contains the information you and additional drivers 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.ch. 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 Budget Autovermietung AG, Hofwisenstrasse 36, 8153 Rümlang, CH. This may not be the same one that you made your booking with.

The prices in this document are subject to change – but they'll give you a good idea of what to expect. For exact prices, please contact the rental location or contact the Reservations team. All prices include VAT, where it's charged.

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:

Fill in the online form which can be found at www.avis.ch/en/ and click on "Contact Us"

Call on 0848 81 18 18 (CHF 0.08 min), from outside Switzerland: +41 (0) 848 81 18 18.

Lines are open 8.00 am to 8.00 pm, 7 days a week.

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: customer.service@avis.ch

Fill in the online form which can be found at www.avis.ch/en/ and click on "Contact Us"

Call on 044 809 19 01, from outside Switzerland: +41 (0) 44 809 19 01.

Lines are open 8.00 am to 6.00 pm, Monday to Friday.

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Age information

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

To drive our vehicles, you – and all of your drivers - need to be at least 21 years old and have held a full, valid driving licence for at least ½ year at the start of your rental. Higher as well as lower minimum age limits as well as a minimum holding period of 3 years may apply to certain vehicles.

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 CHF 20.00 and CHF 24.00 per day.

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 28 days.

Are there any maximum age restrictions?

No, as long as you hold a full, valid driving licence for at least ½ year or 3 years with regard to certain vehicles.

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Payment options

Which payment cards do you accept?

We accept:

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

Prepaid cards can only be used for making payments at the end of your rental. To rent a car from us, you will have to present the payment cards listed above.

We don't accept Visa Electron cards, Maestro cards, V-Pay cards, Cirrus cards, JCB cards or any other cards not listed above.

Can I pay by cash?

No, regrettably, we are not able to accept cash.

What happens if I am late in making payment?

If you are late in paying us, interest will be calculated at the statutory rate.

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Taking your vehicle outside the country

What countries am I allowed to take the vehicle to?

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

- Austria (A)
- Andorra (AND)
- Belgium (B)
- Switzerland (CH)
- Czech Republic (CZ)
- Germany (D)
- Denmark (DK)
- Spain (E)
- France (F)
- Finland (FIN)
- Liechtenstein (FL)
- Great Britain (GB)
- Italy (I)
- Ireland (IRL)
- Luxemburg (L)
- Monaco (MC)
- Norway (N)
- Netherlands (NL)
- Portugal (P)
- San Marino (RSM)
- Sweden (S)

Entries to Italy (I) and San Marino (RSM) are not allowed with vehicles of the premium and luxury class.

Porsche vehicles may only be driven in Switzerland (CH), France (F), Germany (D) and Austria (A).

You are not allowed to use the vehicle in the Albania (AL), Azerbaijan (AZ), Bulgaria (BG), Bosnia and Herzegovina (BIH), Belarus (BY), Cyprus (CY), Estonia (EST), Georgia (GE), Greece (GR), Hungary (H), Croatia (HR), Iceland (IS), Kazakhstan (KZ), Latvia (LV), Lithuania (LT), Malta (M), Macedonia (MK); Moldavia (MD), Montenegro (MNE), Poland (PL), Romania (RO), Russia (RUS), Slovakia (SK), Slovenia (SLO), Serbia (SRB), Turkey (TR), Ukraine (UA) and any country outside continental Europe.

Please note, that there are certain travel restrictions for EU residents:

If you are EU resident and drive a vehicle with Swiss registration and number plate, you are only allowed to drive the vehicle for 8 consecutive days outside of Switzerland and Liechtenstein. You must not take the vehicle into the EU for more than 8 consecutive days, except for the purpose of directly returning to your place of residence in the EU, which must be stated on your rental agreement. You must pay for all damages and costs we incur as a result of you or any Additional Driver not complying with this obligation including payable customs, tax charges and loss of use, if you or an additional driver gets detained at Customs. Please note, that a breach of customs regulations may result in criminal charges against you or your Additional Driver. If you plan to travel cross-border into the EU, please let us know at the time of booking, so that we can choose the right vehicle for you.

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

Yes, if you buy Travel East cover, you may also take our vehicle to:

Estonia (EST), Greece (GR), Hungary (H), Croatia (HR), Lithuania (LT), Latvia (LV), Poland (PL), Slovakia (SK) and Slovenia (SLO).

How do I buy Travel East cover?

Travel East is only available at selected rental locations and on selected vehicles. To find out where you can buy it, learn about any restrictions that apply – and to get a quote – please call the Reservations team.

If you buy Travel East, you must only park the vehicle in supervised car parks or supervised parking areas and you must not provide the keys to any third parties under any circumstances (for example to use their valet parking service).

How much does it cost?

You can expect to pay between CHF 42.12 and CHF 52.00 a day. 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 28 days.

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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 no more than the excess stated on your rental agreement meaning you'll pay for the cost of repair or replacement plus a damage processing fee of CHF 32.40 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.

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 Damage Waiver?

In most cases, Damage Waiver 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.

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

Yes, *Super Damage Waiver* (SCDW) is an excess reduction product which reduces your excess to zero. The price depends on the vehicle and location – but you can expect it to cost between CHF 27.00 and CHF 47.00 a day.

Will I need to pay if the windscreen is damaged?

Yes, it will be treated the same as any other damage to the vehicle.

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 wilful act or gross negligence. Or as a result of:

- 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
- 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.ch/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.

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, unless you are not responsible for the loss.

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 wilful act or gross negligence – for example 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 www.avis.ch/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 in the event of an accident. Personal Accident Insurance provides the following benefits:

- A maximum of CHF 99'720.00 in the event of death, loss of limbs or eyes or permanent total disability
- A maximum of CHF 4'986.00 towards emergency medical expenses related directly to the accident
- Medical assistance and rescue costs (conditions apply).

Who provides Personal Accident Insurance?

Personal Accident Insurance is underwritten by AIG Europe Limited. You will need to agree to their terms and conditions. Our agent, Avis Europe Risk Management Limited retains 20 % of the price you pay after insurance premium tax has been deducted, as commission.

How do I get Personal Accident Insurance?

If you've bought Personal Accident Insurance, it will be stated on your rental agreement. The price depends on the location you're renting from, but you can expect it to cost between CHF 6.00 and CHF 7.20 a day.

Can I increase my cover and reduce my excess?

Yes, *Super Personal Accident Insurance* (SPAI) provides the following enhanced benefits:

- A maximum of CHF 498'600.00 in the event of death, loss of limbs or eyes or permanent total disability
- A maximum of CHF 24'930.00 towards emergency medical expenses related directly to the accident
- Medical assistance and rescue costs (conditions apply)
- Baggage up to CHF 9'972.00 per vehicle – excluding any items you rented through us (again, there are conditions and a maximum amount per item may apply)
- Expenses for replacing main house keys and locks up to CHF 831.00
- Emergency travel expenses up to CHF 831.00.

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?

If you've bought Super Personal Accident Insurance, it will be stated on your rental agreement. The price depends on the location you're renting from, but you can expect it to cost between CHF 12.00 and CHF 14.40 a day.

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 protection package:

- Full protection package includes Super Damage Waiver, Super Personal Accident Insurance and Roadside Assistance.

The price depends on the vehicle and location – but you can expect it to cost between CHF 43.00 and CHF 68.00 a day.

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 do I have to 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.

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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 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 3 days' 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.

The fee for this depends on where you're renting and where the vehicle is being collected from. Please give us 3 days' 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.

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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 German, French, Italian or 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.

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

Yes. All drivers must have held their licences for at least ½ year, for vehicles of vehicle category F, H, J and P for at least 3 years. 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.
- your passport featuring a recognisable photo taken in the last 10 years.

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.

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?

- Equivalent to \$110 in € dependant on the exchange rate at the time and
- the vehicle rental price (including all optional extras you've requested), calculated at the start of the rental based on the intended length of the rental.

If you have selected our Pay Now option, when booking, the sum you have paid will be deducted from the value pre-authorised.

If you'd like more details, please call the Reservations team or ask a member of our team.

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Fuel charges

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. For further details on the price for Fuel up Front, please ask the rental station. 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 stills 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 of fixed fee of between CHF 18.00 and CHF 21.60.

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 Switzerland. 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.

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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. The price depends on the location you're renting from, but you can expect it to be between CH 14.00 and CHF 16.80 per day.

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 28 days.

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.

Do you offer a 'meet and greet' service?

No, unfortunately we are unable to offer a 'meet and greet' service at this time.

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

Yes, some rental locations offer an out of hour's pick-up service where you can collect the vehicle and any optional extras outside the rental location's normal opening hours. Please contact your rental station for further information.

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. Your excess mileage charge will be stated on your rental agreement.

Can I smoke in the vehicle?

No, 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?

Yes, there are toll roads and toll bridges which require you to pay a fee if you wish to use them. If you do not pay these charges before you use such roads or bridges, you will incur a fine.

We recommend you check the Internet to find out about any restricted areas before you travel. Websites such as 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 of CHF 50.00 for each fine or charge issued, which will be charged in the currency of the country where the fine occurred.

- 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?

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* between CHF 75.60 and CHF 260.00 plus our Administration Fee of CHF 60.00.

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:

- Towing call out fee and recovery costs up to a maximum of 300€ (unless there is need of a special towing rescue, repatriation, or breach of contract in which the maximum charge could be up to 600 €).
- Repair costs
- Loss of use
- Repatriation costs
- An administration fee
- Any costs to take you, and/or any of your passengers, to another location.

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...

- e.g. Flat batteries
- Flat tyres
- Keys locked in the vehicle
- Running out of fuel

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 – but you can expect it to be between CHF 6.00 and CHF 7.20 a day. 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 28 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.

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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 please ask the rental station.

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.

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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.

The late return administration fee is CHF 20.00 per day.

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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?

Yes, *specialty adapted vehicles* are available at some of our rental locations. Please call the Reservations team for more information.

I have a disability, do you offer hand controls?

No, regrettably, we do not currently offer panoramic mirrors at this time. However hand controls are available at some of our rental locations. Please call the Reservations team for more information.

Popular optional extras to rent

I have small children, do you offer child seats?

Yes, we offer baby, 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 Switzerland, all children must normally use a child car seat until they're 12 years old or 150 cm tall.

How much are your child seats?

The fee for renting a seat will depend on where you're renting – but you can expect it to cost between CHF 44.00 and CHF 78.00 per rental.

If the seat is damaged, lost or stolen, you will have to pay for a replacement. This is likely to cost between CHF 20.00 and CHF 250.00 on top of the hire fee. 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)?

Yes, the fee for renting a *GPS* will depend on where you're renting – but you can expect it to cost between CHF 24.00 and CHF 28.80 a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the GPS for the duration of your rental, up to 28 days.

If the GPS is damaged, lost or stolen, you'll have to pay for a replacement. This will cost CHF 150.00 on top of the hire fee. 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.

Please note: In some countries, it is against the law to use a GPS that tells you where speed cameras are. It is illegal in Switzerland. If you rent a GPS from us, it won't give you speed camera information.

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 want to be able to access the internet anywhere I go, do you offer a solution?

Yes, we offer *Mobile Wi-Fi* devices. To use this service you will need to read and agree to separate terms and conditions. We'll give you these terms and conditions at the rental location.

Please note: In many countries, including Switzerland, it is illegal to drive while using a handheld mobile phone, tablet or other communications device. It is your responsibility to drive safely and according to the laws of the country you're driving in.

How much does Mobile Wi-Fi cost?

The fee for hiring mobile Wi-Fi will depend on where you're renting – but you can expect it to be between CHF 8.00 and CHF 10.00 a day.

If the mobile Wi-Fi device is damaged, lost or stolen, you'll have to pay for a replacement. This will cost CHF 150.00 on top of the hire fee. 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.

If any mobile Wi-Fi accessories are damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost from CHF 3.00 to CHF 150.00 on top of the hire fee. 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 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 winter tyres?

Yes, if the rental location you're hiring from is in an area where it's illegal to drive without *winter tyres* at certain times of year, the vehicle will automatically be supplied with them – and the fee will be included in your rental fee or contract.

We can also supply winter tyres for a fee. This will depend on where you're renting – but you can expect it to be between CHF 9.80 and CHF 12.00 a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the winter tyres for the duration of your rental, up to 28 days.

If any winter tyre is damaged, lost or stolen, you'll have to pay for a replacement pair. 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.

Please give us at least 24 hours' notice if your rental does not automatically include winter tyres and you want to hire them. If you need them at shorter notice, please call the Reservations team.

Not sure if you need winter tyres? Please ask a member of our team.

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

Yes, if the rental location you're hiring from is in an area where it's illegal to drive without *Snow Chains* or winter tyres at certain times of year, the vehicle will automatically be supplied with snow chains – and the fee will be included in your rental fee. You can ask not to have these but we recommend that you take either snow chains or winter tyres at these locations.

Snow chains are also available in some other rental locations. The fee for snow chains depends on where you're renting – but you can expect it to be between CHF 25.00 and CHF 30.00 per rental.

If any snow chain is damaged, lost or stolen, you'll have to pay for a replacement pair. 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.

We can't fit snow chains for you, and we can't arrange for them to be fitted.

Not sure if you need snow chains? Please ask a member of our team.

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

Yes, all rental locations offer ski racks. You can expect to pay between CHF 58.00 and CHF 69.60 per rental to rent a Ski Rack from us.

Ski racks can't be fitted to all our vehicles, so you may need to upgrade if you need one. This may increase the price of the vehicle and any excess you have to pay.

If the ski rack is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost between CHF 100.00 and CHF 150.00 on top of the hire fee. 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.

Please give us at least 24 hours' notice if you want to hire a ski rack. If you need it at shorter notice, please call the Reservations team.

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.

Optional extras available to buy

I've left my USB charger behind, do you sell them?

Yes, you can buy a USB Charger for CHF 12.00 to CHF 14.40, but they're only available from selected rental locations.

I've left my mobile charger behind, do you sell them?

Yes, you can buy a Mobile Charger for CHF 12.00 to CHF 14.40 with universal wall plug dual USB port and retractable iPhone 4 adaptor, but they're only available from selected rental locations.

I want to charge my device in the car, do you sell car chargers?

Yes, you can buy a Universal Car Charger for CHF 12.00 to CHF 14.40, but they're only available from selected rental locations.

I've left my iPhone 5 cable behind, do you sell them?

Yes, you can buy an iPhone 5 cable for CHF 19.00 to CHF 22.80, but they're only available from selected rental locations.

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