

# Terms And Conditions

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## Age Information

At corporate and participating licensee locations in Canada, Avis will rent to customers between the ages of 21-24 who have a valid credit card and driver's license. There is a 25.00 CAD per day underage surcharge for renters between the ages of 21-24. Additionally, the following restrictions will also apply for renters between the ages of 21-24: Renters of luxury cars, mini-van, 12-passenger vans, specialty cars, standard SUV's, full size SUV's and premium SUV's will not be permitted.

In the Province of Quebec, the minimum age policy for all renters is 21 years with an under-age fee of 25.00 CAD per day.

In the Province of Saskatchewan, the minimum age policy for all renters is 18 years and there is no underage fee. Minimum age and underage surcharges can vary by location. It is best to check with the reservation team on the minimum age policy and restrictions at the location you are renting from if you are under 25.



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## Additional Drivers

At the time of rental, the additional driver must:

- Be at least 25 years of age.
- Present a valid driver's license.
- Complete and sign an additional driver form.
- Present valid credit identification (acceptable charge card or debit card, or a valid foreign passport and return ticket).
- An additional driver fee will apply (12.00 CAD per day per driver at most Canadian locations).

The following must also be at least 25 years of age but are exempt from the additional driver fee and are not required to complete and sign an additional driver form:

- Renter's employer or regular fellow employee while on company business
- Renter's spouse or domestic partner
- Disabled renters who have completed a non-licensed renter form



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## Payment Options

Avis accepts most major credit cards as credit identification at time of rental including:

- Avis Charge Card
- American Express
- ATT Capital Canada
- Diners Club International
- Discover
- JCB
- MasterCard
- Visa

At the time of rental, corporate locations will request an authorization on your charge card for the estimated rental charges plus 20 percent or a minimum of 750.00 CAD whichever is greater. At licensee locations, the hold amount may vary and will be determined based on rate, car group, length of rental and miscellaneous charges. While this hold is in place the funds will not be available for your use. When the rental is over, we will process the reversal but the bank may take time to post it back to the account.

Some locations may not accept each of the referenced cards.

#### Debit Cards

Debit cards are not accepted at time of rental as credit identification.

Debit, cash or check cards can be used at the end of rental for payment of rental charges.

Prepaid debit or gift cards are not acceptable methods of credit identification to pick up a car at any location. One of the above mentioned cards must be presented. Prepaid debit/gift cards are accepted at time of return only.



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## Taking your vehicle outside the Country

Based on availability a car can be driven from Canada into the United States. Cars are not allowed into Alaska or Mexico.

Please note the following exceptions:

- o Cars rented from Regina or Moosejaw are not allowed to be driven into the United States.
- o Cars rented from the Atlantic Provinces (NS, NB, PE & NF): Unlimited KM rates only apply if traveling within these provinces. Travel outside of these provinces are subject to a restricted mileage/km allowance and an additional fee will also apply. Check directly with the counter for full details.



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## Waiver and Protection Options

Acceptance of Loss Damage Waiver reduces the renter and authorized additional driver's responsibility to 300 or 500.00 CAD for loss of, or damage to the Avis car, when they comply with the terms and conditions listed on the rental document jacket. At the time of rental, the customer must initial whether he/she accepts or declines the LDW and optional services. LDW and optional services must be signed for at the rental counter. LDW is taxable.

If LDW is not accepted, the customer is financially responsible for the full value of:

- Accident Damage
- Glass Damage
- Stolen items (radio, battery, etc.)
- Vandalism
- Theft of the car

Exceptions

Exceptions to the above policy are below:

#### QUEBEC

Magog

- Purchase of LDW reduces the renter's responsibility to 250.00 CAD for all car groups and if LDW is declined the

renter's financial responsibility is the full value of the vehicle.

#### ONTARIO

Barrie, Sioux Lookout

- Purchase of LDW reduces the renter's financial responsibility to Zero for all car groups and if LDW is declined the renter's financial responsibility is the full value of the vehicle.

#### SASKATCHEWAN

Mosse Jaw, Regina

- Purchase of LDW reduces the renter's financial responsibility to Zero for all car groups and if LDW is declined the renter's financial responsibility is the full value of the vehicle.

#### ONTARIO

Thunder Bay

- Purchase of LDW reduces the renter's financial responsibility to Zero for all car groups except group P (FPAR) it reduces the responsibility to 500.00 CAD and if LDW is declined the renter's financial responsibility is the full value of the vehicle.

#### ONTARIO

Red Lake

- Purchase of LDW reduces the renter's financial responsibility to 500.00 CAD for all car groups and if LDW is declined the renter's financial responsibility is the full value of the vehicle.

#### BRITISH COLUMBIA

Abbotsford, Burnaby, Kelowna, North Vancouver, Richmond, Sidney, Surrey, Vancouver, Victoria, Whistler

- Purchase of LDW reduces the renter's financial responsibility to 500.00 CAD for all car groups except group Z (PFAR) Premium SUV it reduces the responsibility to 1,000.00 CAD and if LDW is declined the renter's financial responsibility is the full value of the vehicle.

At participating corporate and participating licensee locations

- Purchase of LDW reduces the renter's financial responsibility to 250.00 CAD for car groups A (Subcompact), B (Compact), C (Midsize), D (Standard), and E (Full-size); 500.00 CAD for car groups S (Special), G (Premium), F (Intermediate SUV), V (Mini Van), H (Luxury), L (Full Size SUV), W (Standard SUV), and Z (Premium); 1,000.00 CAD for P (Full Size Pickup) and K (Full Size Convertible); 2,500.00 CAD for all other car groups and if LDW is declined the renter's financial responsibility is the full value of the vehicle.

#### Loss of Use

The customer may also be responsible for reimbursing Avis for the revenue lost by not being able to use the car while it is being repaired or not recovered due to theft (referred to as Loss of Use).

#### LDW Buyout

Purchase of LDW Buyout in conjunction with LDW to reduce the customer's liability for the vehicle to 0.

#### Damage to people and their property

Public Liability covers injury or death to a third party (persons outside the Avis vehicle). Property Damage covers damage to property other than the Avis vehicle and the renter's, driver's or passenger's property. Public Liability and Property Damage coverage are included in the rats at no additional charge.

The liability insurance limits are 200,000 CAD per occurrence, per accident at most locations in Canada.

#### Exceptions:

- Province of Quebec: 50,000 CAD per occurrence, per accident
- Province of Nova Scotia: 500,000 CAD per occurrence, per accident

#### Personal Accident Insurance (PAI)

Personal Accident Insurance is optional and provides accidental death and medical expense benefits to the renter and all passengers on the Avis car.

#### PAI Benefits to the Renter (24 hours a day during the rental)

- 100,000 CAD Accidental death/dismemberment

#### PAI Benefits to the Passengers (while in the car or entering/exiting the vehicle)

- 10,000 CAD Accidental death/dismemberment

### **Personal Accident Insurance Plus (PAI Plus)**

PAI Plus is designed to meet the needs of renters who require extended amounts of insurance coverage. PAI Plus also includes:

- Emergency Transportation
- Emergency Accommodations
- Towing
- Legal Defense
- Road Hazard Coverage

### **Personal Effects Protection (PEP)**

PEP insures the personal belongings accompanying the renter and immediate family members who are traveling with the renter. Items must be for personal use and not used in business. Certain types of personal effects are not covered under this policy, such as motorcycles, boats and motors, currency, coins, deeds, bullion, stamps, securities, tickets or documents.

### **PEP Benefits**

The maximum coverage per individual is 500 CAD per claim, excluding a 25.00 CAD deductible. Maximum coverage for all individuals of 1,500 CAD excluding the 25.00 CAD deductible.



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## **Driving License and ID Requirements**

A valid driver's license from the country of residence and an acceptable credit or debit card is required (see the Payment Options section for more information).

In addition to the driver's license, customers renting vehicle groups W (Standard SUV), L (Full Size SUV), Z (Premium SUV) and all Group X (Specialty Vehicles) must also produce a credit card in their own name and they must be able to show another piece of identification. The types of ID customers can use (Any of the following may be used): Military ID, Certificate of Indian Status, Canadian passport, Canadian Permanent Resident Card, Foreign passport that meets the requirements, Nexus or FAST/EXPRESS card, Non-driver's license issued by a province or territory, ID card issued by the federal government, or a provincial or territorial government, Credit card (other than the one being used for payment of rental) in customer's name. An International driving permit is also required for licenses with a non-roman alphabet.

Renters who have indicated a country of residence outside of the United States or Canada will be required to present the following at the time of rental to qualify for the quoted rate:

- A driver's license and passport issued outside of the United States or Canada
- A return airline ticket



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## **Fuel Charges**

The vehicle is rented with a full tank of gas and must be returned with a full tank of gas or there will be a charge for refueling. If you have refueled please keep your receipt for verification purposes.

Most locations offer a prepaid gas option to purchase a full tank at market value which allows the customer to return the vehicle without a full tank of gas. There is no refund for unused gas.

If the vehicle is driven less than 125 kilometers there is an additional refueling fee unless a gas receipt is presented at the time of return.

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## Extended Roadside

Extended Roadside offers fast, dependable rescue service for our renters for a daily charge. It is offered to our customers at time of rental and provides roadside assistance for lost keys and remote entry device lockouts, flat tire service, towing (if the vehicle is inoperable), jump starts and emergency fuel delivery (up to 3 gallons). The cost of replacing a key for most vehicles is at least 100 CAD. Locksmith charges range by area. In addition to the cost of keys, there is a tow charge or delivery fee that can range from 50 to 250 CAD depending on the distance. By accepting the Extended Roadside Service you won't have to worry about incurring additional expense for the listed items while on the road.

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## One Way Rentals

Based on availability one-way rentals are allowed between cities within Canada. A one-way fee may apply.

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## Returns

If you want to extend the rental or wish to return the vehicle to a different location please contact us as soon as possible. At the latest, this should be before the end date and time on your rental agreement. You will be advised whether the change is possible and any additional costs when you call.

If you fail to extend your rental you will be charged the prevailing pay at location prices for the extra days as well as a late return administration fee of 10.00 CAD for each day or part of a day until the vehicle is returned.

If you return the vehicle to a different location, then you agreed to at time of rental your rate could default to a different rate available on the day you return the vehicle and a one-way fee will be applied.

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## Special Equipment

The Special Equipment and cost per day below applies at most corporate and participating licensee locations. Availability and cost may vary at certain locations. Check with the location for additional details.

CSS Child Safety Seat - 20-40 lbs or 9.07 - 18.16 kilos

CIS Infant Child Safety Seat - 2-20 lbs or 2.27 – 9.07 kilos

CBS Child Booster Seat - 40-80 lbs or 18.16 – 36.32 kilos

\*Other requirements may apply for different locations, example: rear-facing seats and booster seats

GPS

GPS features a touch-screen 3D map to help you arrive at your destinations safely. Turn-by-turn, point-to-point directions are available in more than 40 languages so you can keep your hands on the wheel and attention on the road.

### Winter Tires

Winter Tires are mandatory on certain roads or the renter/driver may be ticketed by RCMP.

Quebec -

It is mandatory that all vehicles registered in the province of Quebec be equipped with winter tires during the winter months of December to March. All rentals will be charged a daily Tire Management Fee for year-round tire maintenance. The fee is subject to concession recovery fees, GST and QST.

**All Other Provinces-**

Winter tire equipped vehicles may be available in the winter season for reservations at some locations. Additional fees vary by location and car group.