Location Specific Conditions DENMARK

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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.dk . 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 your rental vehicle, Avis Budget Denmark A/S (registered at Roskildevej 14, DK-2620 Albertslund, Denmark), may not be the same company with which you made your booking.

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.dk
Call on 3326 8080, from outside Denmark (+45) 33268080.
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: cs@avis.dk
Or fill in the online form which can be found at www.avis.dk/Kontakt/Kundesupport
Call on 3326 8080, from outside Denmark +45 3326 8080.
Lines are open 8am to 5pm, Monday to Friday.

If you call from a Danish landline, calls are charged at your standard network rate

Calls from mobiles are charged at your network rate.

Calls from outside Denmark are charged at international rates.

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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 19 years old and have held a full, valid driving licence for at least 12 months at the start of your rental.
A higher minimum age limit 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 around 100 DKK, 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 12 months.

I'm over 70, 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 12 months.

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Payment options

What payment cards do you accept?

We accept:

- American Express (excluding American Express Traveller's Cheque cards)
- Diners cards
- Visa cards
- Visa debit cards including VisaDankort and Visa Electron
- MasterCard credit cards
- MasterCard debit cards
- Avis-issued charge cards

Note: Visa/MasterCard debit cards and Visa Electron cards can't be used for the rental of certain car groups and for Minilease rentals. Visa Dankort cards will be accepted for minilease rentals excluding the rentals of group H and prestige vehicles.

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

We do not accept Digital Payment Cards.

Can I pay by cash?

No, regrettably, we are not able to accept cash when you pick up the car.

By Danish law it is possible to pay cash at the end of the rental in Danish kroner.

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Taking your vehicle outside the country

What countries am I allowed to take the vehicle to?

Depending on the make and model of vehicle, you are only allowed to use the vehicle in the relevant countries shown on our website www.avis.dk

You are not allowed to use the vehicle in present or former east European countries and the UK
Mercedes cars are not allowed driven into Italy.

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.

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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 375 DKK or the excess, whichever is less. If you can show the damage was less than we said, we will refund you the difference.
Furthermore, should you not complete a damage report form upon collection/returning of the vehicle or on our request, we reserve the right to charge you the full amount of any damage to the vehicle or third party vehicle/property. Should a damage report be completed by you, we will only charge you the amount of the excess for any damage or the actual cost, whichever is cheapest. We are entitled to charge one excess per incident for all cases of damage.

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.

We are entitled to charge one excess per incident for all cases of damage.

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. But you can expect it to cost between
100 DKK and 200 DKK a day.

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 95 DKK and 115 DKK a day. Unfortunately we are unable to offer Super Damage Waiver (SCDW) when renting car group O (e.g. Van Mercedes Sprinter with lift)

Will I need to pay if the windscreen is damaged?

Yes. However, *Windscreen Protection* reduces the amount you have to pay if the windscreen or any other window is damaged to zero.

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. But you can expect it to cost 35 DKK 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 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
• Driving the vehicle without due care and attention
• Driving or using the vehicle in breach of your contract
• If you do not deliver a completed damage report upon our request

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 www.avis.dk/Kontakt/Fakturakopi

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. But you can expect it to cost between 50 DKK and 100 DKK a day.

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

Yes, *Super Theft Protection waiver* (STP) 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 10 DKK a day.

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
- If you do not deliver a completed damage report upon our request

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.dk/Kontakt/Fakturakopi.

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 be charged our cost for repairing the third party vehicle. 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. It reduces the amount you have to pay in the event of an accident to zero per claim depending on the claim you make. Personal Accident Insurance provides the following benefits:

• A maximum of 120.000 DKK in the event of death, loss of limbs or eyes or permanent total disability
• A maximum of 10.000 DKK 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 TRYG. You will need to agree to their terms and conditions.

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 30 DKK 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 1.000.000 DKK in the event of death, loss of limbs or eyes or permanent total disability
• A maximum of 1.500.000 DKK towards emergency medical expenses related directly to the accident
• Medical assistance and rescue costs (conditions apply)
• Baggage up to 10.000 DKK per vehicle – excluding any items you rented through us (again, there are conditions, and a limit of 10.000 DKK per item

Is Super Personal Accident Insurance available when renting any vehicles?

Yes, you can buy Super Personal Accident Insurance not 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 45 DKK a day.

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, we will not pay their costs.
If any personal items in the vehicle are damaged, lost or stolen, we will not pay for their repair or replacement.

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 protection packages:

• **Vehicle Cover** includes Super Damage Waiver and Super Theft Protection,
The price depends on the vehicle and location – but you can expect it to cost between 105 DKK and 115 DKK a day.
Vehicle and tyre damage claims are subject to a 375 DKK damage processing fee.
• **Vehicle Cover Plus** includes Super Damage Waiver, Super Theft Protection, and Roadside Assistance Plus.
The price depends on the vehicle and location – but you can expect it to cost between 130 DKK and 150 DKK a day.

Vehicle and tyre damage claims are subject to a 375 DKK damage processing fee.

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.

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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 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.

Delivery fees depend on the distance from the rental location to your drop-off point. We calculate the fee per kilometre basis – ranging from 250 DKK within the same ZIP code or within 10 km from the rental station. If there are more than 10 kilometers between the rental location to your drop-off point special rate is agreed, which initially is 12.50 DKK per. Kilometre.
You can use the journey planner at Google maps to help you estimate the length of the journey. We will take a reasonable route at the time we deliver, so the distance and cost may be more or less than Google maps suggests.

Please give us a day’s 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.
Be aware that delivery and collection can not be made to private addresses in Denmark and can not be arranged by cash payment.

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 – but you can expect it to be from 250 DKK within the same ZIP code or within 10 km from the rental station. If there are more than 10 kilometers between the rental location to your pick-up point a special rate is agreed, which initially is 12.50 DKK per. km.

Please give us a day’s notice that you would like us to collect the vehicle.
Be aware that delivery and collection can not be made to private addresses in Denmark and can not be arranged by cash payment.

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 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 licenses.

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

Yes. All drivers must have held their licences for at least 12 months. 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.

I have unspent convictions on my licence, can I drive?

If any driver has any unspent driving convictions for:

- careless, reckless or dangerous driving,
- driving or attempting to drive whilst under the influence of drink or drugs,
- using a vehicle uninsured against third party risks
- theft or unauthorised taking of a vehicle
- been disqualified - or

if they have two or more unspent convictions for offences not listed above unfortunately, they will not be able to drive our vehicles.

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 or driving licence if it contains a photo, 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.

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* + GBP 300 (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 GBP 300 (or if applicable, the equivalent amount in your local currency) by the amount we charge you for the "Fuel Up Front" product

The GBP 300 (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.

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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 300 km, 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. 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 100 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 a fee to cover our costs of refuelling the vehicle for you.

This charge covers our cost of driving to the nearest petrol station at short notice, and potentially delaying the next customer's rental.

How much does it cost me if I don't return the vehicle full and haven't bought Fuel up Front?

Depending on where you're renting, we charge between 1.5 and three times the average fuel price at the end of the rental period in Denmark.

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.	DKK 166.82
If you return the electric vehicle with 10% or less battery charge.	DKK 302.05

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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 60 DKK per day, per 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 30days.

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 airport and train station 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.
The out of hour’s pick up fee is 375 DKK.

You must give us at least 1 day notice to organise out of hour’s pick-up. We may be able to provide the service at shorter notice, but you will need to check with the Reservations team before we can confirm pick up outside normal opening hours.

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 – but you can expect it to cost between 1 DKK and 5 DKK for every kilometre you’ve driven over the allowance. 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 the vehicle. 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?

No, there are no roads or zones where you need to pay a fee before you can enter in Denmark.
In addition, there are toll bridges which require you to pay a fee if you wish to use them. If you do not pay these charges before you enter 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 375 DKK for each fine or charge issued in Denmark to cover our costs of dealing with the fine or charge, or
- Our administration fee of between €24 and €45 for each fine or charge issued in any other country, 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 500 DKK and 2000 DKK.

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
• Repair costs
• Loss of use
• Repatriation costs
• An administration fee of 375 DKK
• 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
• Running out of fuel

Provided you are using the vehicle is 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 25 DKK 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 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. If you fail to send them to us, we will charge you an incident report form administration fee.

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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 in the same country, you can expect it to be between 250 DKK and 2000 DKK. If you want to pick up the vehicle in one country and drop it off in another country, you can expect it to be between 1000 DKK and 20.000 DKK.

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 150 DKK 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?

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, child and booster seats. A baby seat is typically suitable for a child from birth to 12 months old and weighing no more than 13 kilos. A child seat is typically suitable for a child aged 1 to 4 years old and weighing between 9 and 18 kilos. A booster seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos.

Please note: In Denmark, all children must use a child car seat until they're more than 135 cm tall according to Danish law.

How much are your child seats?

The fee for renting a seat will depend on where and what seat you're renting – but you can expect it to cost between 100 DKK and 250 DKK for the duration of your rental, up to 30 days.

If the seat is damaged, lost or stolen, you will have to pay for a replacement. This is likely to cost between 100 DKK and 500 DKK 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, we offer a couple of products which provide satellite navigation systems.
GPS Device - the fee for renting a GPS is approx.. 125DKK a day. If you rent the vehicle for more than 8 days, you'll only be charged for a maximum of 8 days and get to use the GPS for the duration of your rental, up to 30 days. If the GPS is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost between 1000 DKK and 2500 DKK 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.

Travel Companion Tablet – This provides a GPS service as well as other useful features you may need when travelling. The fee for hiring Travel Companion Tablet is 200 DKK 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 device for the duration of your rental, up to 30 days. If the Travel Companion Tablet is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost from 2300 DKK 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. If you plan to travel outside Denmark, you should check to see whether you can use our GPS as it will give you speed 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.

Do you offer a traffic alarm to assist me with traffic alerts?
Yes, we offer a traffic alarm to help you to be alerted of traffic incidents, and helps you save time in traffic.

How much is the traffic alarm?
The fee for renting a traffic alarm will depend on where you're renting – but you can expect it to cost between 60.00 DKK and 100.00 DKK pr. Day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and you will get to use the traffic alarm for the duration of your rental, up to 30 days.
If the traffic alarm is damaged, lost or stolen, you will have to pay for a replacement. This is likely to cost 600.00 DKK 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.

How much cost for a BroBizz?

The fee for the Brobizz device depends on where you're going, and size of the car but you can expect it to be between 540 DKK and 1440 DKK for a round trip.

If the device is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost around 500 DKK 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 want to be able to access the internet anywhere I go, do you offer a solution?

Yes, we offer a couple of products which provide access to the internet

Mobile WIFI - At the main airport locations, we offer Mobile Wi-Fi devices (CPH & BLL). This provides 500MB data per day. We provide this service on behalf of a third party – so you will need to read and agree to separate terms and conditions with them. We'll give you these terms and conditions at the rental location.

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 100 DKK a day.
If the mobile Wi-Fi device is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost from 500 DKK to 1500 DKK 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 the sim card or any mobile Wi-Fi accessories are damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost from 500 DKK to 1500 DKK 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.

Travel Companion Tablet – This provides 1GB data per day, as well as other useful features you may need when travelling. The fee for hiring Travel Companion Tablet is 200 DKK 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 device for the duration of your rental, up to 30 days.

If the Travel Companion Tablet is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost from 2300 DKK 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 Travel Companion Tablet accessories are damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost from 17 to 85 DKK 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 many countries, 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.

Winter equipment to rent

I'm concerned about the road conditions, do you offer all-weather tyres?

Yes, we supply all-weather tyres for a fee. This will depend on where you're renting – but you can expect it to be approx. 50 DKK a day. If you rent the vehicle for more than 15 days, you'll only be charged for a maximum of 15 days and get to use the all-weather tyres for the duration of your rental, up to 30 days.
If you plan travel to Sweden or Germany, it's illegal to drive without all-weather tyres at certain times of year.

If any all-weather tyre is damaged, lost or stolen, you'll have to pay for a replacement pair. You can expect this to range from around 2000 DKK to 16.000 DKK 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 1 days' notice if your rental does not automatically include all-weather tyres and you want to hire them. If you need them at shorter notice, please call the Reservations team.

Not sure if you need all-weather tyres? Please ask a member of our team.

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

Snow chains are available in some rental locations. The fee for snow chains depends on where you're renting – but you can expect it to be between 150 DKK and 200 DKK duration of your rental.

If any snow chain is damaged, lost or stolen, you'll have to pay for a replacement pair. This is likely to cost 500 DKK 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.

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?

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?

Yes, from the Albertslund and Copenhagen DT location - the fee for a blanket is 65 DKK.

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?

No, unfortunately we do not sell USB chargers at this time.

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

No, unfortunately we do not sell mobile chargers at this time.

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

No, unfortunately we do not sell car chargers at this time.

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

No, unfortunately we do not sell iPhone 5 cables at this time.

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