

Terms And Conditions

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General information

Please remember to bring a valid credit card for your rental. We accept all major credit cards and remind you that a security deposit shall be pre-authorized from your card depending on the vehicle chosen. This security deposit amount can be minimised by opting for the Avis Complete Protection Package at our counter, and our staff will be pleased to assist and explain further.

Kindly be informed that the security deposit amount that is pre-authorized from the credit card is released within 15 to 30 working days from the rental's termination date and the timeline to reach your bank's coordinates also depends on your own associated bank.

Insurance cover taken through a third party is different from our Avis cover packages. We highly recommend our Avis coverage packages instead of third-party insurances for a hassle-free trip. Kindly note that if any damage is caused to the vehicle and you have not purchased any of the coverage packages offered by Avis at the counter or online, then the process is that you will be charged for the damage, which you may then claim from your third-party insurance provider, if any, in accordance with their terms and conditions. Once again, our staff will be pleased to assist and explain further.

Kindly note that we drive on the left-hand side of the road (as in the United Kingdom).

Avis Roadside Assistance is available 24/7, subject to a Call-Out Fee, but can be included in your rental if you have opted or opt to purchase the Avis Roadside Safety Net and our staff will be pleased to assist and explain further. The 24/7 number for this service is +356 2567 7777 .

We'd like to remind you that all Avis vehicles may travel very easily between the two islands of Malta and Gozo via the car ferry. Avis vehicles are fully insured to travel on the Gozo Ferry.

Please note that Avis vehicles are prohibited from boarding a ferry other than the Gozo Ferry, and they are prohibited from leaving the islands of Malta/Gozo in order to go to foreign territories.



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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.com.mt. 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 London Services Limited a company registered in MALTA with company registration number C3951. This may not be the same company 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:

Email : reservations@avis.com.mt

Call on **+356 2567 7110**

Lines are open 8am to 4pm, Monday to Friday excluding National Holidays.

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: mtcustom@avis.com.mt

Call on **+356 2567 7110**

Lines are open Lines are open 8am to 4pm, Monday to Friday excluding National Holidays. Calls from mobiles are charged at your network rate. Calls from outside the Territory are charged at international rates.



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Additional Driver Information

You may add one or more additional drivers on your rental contract subject to a daily fee per additional driver. To rent an Avis car in Malta you, and any additional drivers, will need a valid driving licence. The driving license will need to have been held for at least 12 months and be from your country of residence. Please remember to bring your original driving licence/s with you. Our staff will be pleased to assist you and explain further.



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Age Requirements

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 1 year at the start of your rental. A higher minimum age limit may apply to certain vehicles, such as the premium and prestige vehicle categories where a minimum of 25 years old is required.

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 30Euros and 50Euros per day, for each driver.

If you rent the vehicle for more than 10 days, you'll only be charged the surcharge 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?

For EU Citizens, no, so long as you hold a full, valid driving licence for at least 1 year. For Non EU Citizens the only additional requirement to a full valid driving license is a medical certificate proving fitness to drive.

I'm over 75 do I need to provide extra information or pay a senior driver surcharge?

If you or any of your drivers – are over 75 on the day you return your vehicle, you will need to advise us prior to picking up your vehicle. We will seek approval to rent from our insurer.



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Drivers License 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.

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

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

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

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. Your driving licence will not be accepted 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?

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 is calculated based on:

- 1) a fixed value of the excess responsibility in case of damage which is vehicle dependent; and
- 2) 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. This security deposit amount can be minimised by opting for the Avis Complete Protection Package at our counter, and our staff will be pleased to assist and explain further.
- 3) Kindly be informed that the security deposit amount that is pre-authorized from the credit card is released within 15 to 30 working days from the rental's termination date and the timeline to reach your bank's coordinates also depends on your own associated bank.

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



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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
- Discover cards
- Visa credit cards including Visa Electron cards
- Visa debit cards including Visa Electron cards
- Mastercard credit cards
- Mastercard debit cards
- Avis-issued charge cards

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.

Can I pay by cash?

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

Can I get a refund when I have prepaid?

Where you pre-pay in advance, there will be no refund of the prepaid amount if the final cost of the car rental is less than the prepaid voucher (e.g. for unused days, where you decide to return the car early).

If you return any optional products early and, as a result, your rental no longer meets the requirements for a special offer, you will lose the benefit of that special offer. This may result in a higher overall charge for such products.

What happens if I am late in making payment?

If you are late in paying us, interest will be calculated at a maximum of 8% per year.



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Credit Card Requirements

We accept all major credit and charge cards.



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Collecting and Returning Your Vehicle

If the customer returns the vehicle late without our prior agreement, they will be charged a late return fee of EUR 15.00 excluding tax, which is applied for the day and each subsequent day the vehicle is late. This is in addition to the additional days rental charges per 24 hours. Please note that we operate a 59 Minute grace period policy - If a vehicle is not collected within 59 minutes of the reservation time, Avis reserves the right to reassign the vehicle concerned.



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Cancellations and No Show Charges

If the customer does not cancel the reservation before pick up date/time or does not pick up the car within 24 hours of the agreed time, a non cancellation fee of €76.70(tax inc.) will be charged.



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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:

MALTA including GOZO: Avis vehicles can travel within Malta & Gozo (the two main islands making up the Maltese Archipelago), they cannot however leave the country. Renters wishing to take the vehicles between the islands of MALTA & GOZO may avail themselves of the Malta - Gozo passenger & vehicle ferry service. All ferry fees are at the renters' expense and paid directly to the ferry operators.

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

This service is not available.

How do I buy Continental Cover?

This service is not available.



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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'.

A flat rate of €50.00 each way from apartment or Hotel. 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.

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

Can you collect the vehicle?

Some of our rental locations offer a Collection Service subject to a fee of €50.00, 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.

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

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

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



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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?

Pick up Gozo - drop off Malta for a fee of EUR 120.00 (including VAT).

Pick up Malta - drop off Gozo for a fee of EUR 120.00 (including VAT).

Other one way fees within Malta for a fee of EUR 70.00 (including VAT).

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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Waiver and Protection Options

Collision Damage Liability

Waiver and Protection Options

Collision Damage Liability

If Collision Damage waiver CDW is declined the customer is responsible for the full value of the vehicle. The above responsibility can be reduced to €1500.00 groups A, B, E, F, G, H, L / €1800.00 remaining groups if a Collision

Damage Waiver CDW is purchased. Responsibility may also be reduced to nil if the renter opts to purchase Super Collision Damage Waiver (SCDW) together with CDW and Theft Protection (TP).

SUPER Collision Damage Waiver (SCDW)

€18.00 per day for groups A, B, C, E, F; €22.00 per day for groups G, H, L, N & €27.00 per day for groups I, J, K, M, P reduces excess to ZERO (price incl. tax.) €27.00 per day for groups D, O reduces the excess to €1,000 (price incl. tax.)

The minimum insurance claim excess on vehicles if you have already purchased our CDW & TP is

€1500/€1800. By purchasing SCDW this is reduced to ZERO. Please note that wing mirrors, windscreen, undercarriage including tyres & rims, upholstery, clutch damage and any damage attributed to negligence are not covered by this product.

ROAD SAFETY NET (RSN) - includes free tyre assistance, flat battery recovery, lock out service & fuel delivery. Cost is €7.50 daily tax incl. Capped at 10 days. A call out fee of €75.00 applies if RSN is not taken.

Security Deposit (Compulsory)

A security deposit is required at the start of a rental of €1500.00 or €1,800 in cash or major credit card, applicable to renters who do not purchase our Super Collision Damage Waiver (SCDW). A deposit of €200.00 in cash/major credit card applicable to renters who opt to purchase our Super Collision Damage Waiver (SCDW). The security deposit will be refunded to the renter following the end of the rental and safe return of the rented vehicle, ancillary equipment, and confirmation that no traffic contraventions have been applied during the rental; with the time limit depending on the method chosen to leave the security deposit (cash security deposits may take up to 60 days to be refunded).

PAI - PERSONAL ACCIDENT INSURANCE - We will pay €10,000 if the designated driver, named on the rental agreement are accidentally injured on condition that, within 3 months of the accident, the bodily injury is the sole cause of,

- a) death,
- b) loss of limb,
- c) irrecoverable loss of all sight in one or both eyes of the person injured and such accident occurs,
 - i) in direct connection with your motor vehicle,
 - ii) when travelling in, or getting into or out of any other motor vehicle.

The maximum amount we will pay to any person following any one accident is €10,000. Payment will be made direct to the injured person or to his/her appointed legal representative.

This personal accident insurance does not cover anyone who is seventy-one years or older at the date of the accident and anyone who was under the effect of alcohol or drugs or attempted to commit suicide.



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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.

Avis Travel Partner

I'm not familiar with the country I am travelling to; do you offer travel assistance and support?

Yes, we offer Avis Travel Partner which provides assistance from language translation to lost property services and much more. We provide this service on behalf of a third party and will provide you with details when you pick up the vehicle.

How much does Avis Travel Partner cost?

The fee for the Avis Travel Partner service will depend on where you're renting – but 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 Avis Travel Partner for the duration of your rental, up to 28 days.

Popular optional extras to rent

I have small children, do you offer child seats?

Yes, we offer baby, infant, child and full backed booster 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: All children must normally use a child car seat until they're 12 years old or 135cm tall.

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

Yes, 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.

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?

Unfortunately we do not offer an audio tour guide service at this time.

Please note: In many countries, including the United Kingdom, 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.



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Fuel charges

We're currently offering a full tank Avis Prepaid 'Fuel-up-Front' option, which would remove the need for you to fill up before returning your rental vehicle.

Should you be interested, then our staff will be pleased to explain further. You may also opt to bring the vehicle back with a full tank of fuel - as supplied. In this latter case, missing fuel is charged at pump prices together with our refuelling service fee.



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Fines

Traffic-fines and other contraventions can be paid directly to the local councils issuing these, conveniently via this link <https://les.gov.mt/Contravention> , or they may be paid by Avis Malta, on your behalf, in both cases we will also add our administration fee of €35.00 per fine / contravention for this service.



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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. 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.

Can I smoke in the vehicle?

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

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

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 Euro35 for each fine or charge issued to cover our costs of dealing with the fine or charge, or

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.

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 applicable at the time.
- Repair costs
- Loss of use
- A damage processing fee (only applicable if damage has also occurred).
- 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

- Flat batteries
- Flat tyres
- Keys locked in the vehicle
- Lost Keys
- 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 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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Complaints Procedure

Customer Services:

We want you to be happy with your rental but we know that sometimes things go wrong.

Contact Us:

We take customer service seriously and commit to dealing with complaints fairly and thoroughly.

If you want to complain about your rental, our contact details are:

mtcustom@avis.com.mt

Our Response Times:

We aim to resolve general complaints within 15 working days.

We are a member of the European Car Rental Conciliation Service (ECRCS) and a number of local car rental conciliation services. These organisations independently review disputes with no additional cost to you. If you make a complaint and are unhappy with our final response you can refer your dispute to the relevant conciliation service.

We will tell you who this is.



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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 Euro15.00 per day in addition to the daily rental charge at 'pay at location' prices.



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