

AVIS COUNTRY CONDITIONS

REPUBLIC OF IRELAND

last updated on 16 May 2024

Please read these Country Specific Conditions ("**Country Conditions**") alongside the General Conditions of Rental (the "**General Conditions**") before you sign the **Rental Agreement Form**. The Rental Agreement Form will include all of the important information about your specific rental. It is important to us that you enjoy your rental experience and that you have all the information you need. It might take you a little time now, but it could save you time later.

These Country Conditions are set out as follows:

<u>Part 1</u>	<p>Important (country specific) information about your rental.</p> <p>This includes information about costs you may be required to pay and details about your responsibilities.</p>
<u>Part 2</u>	<p>Important information about optional extras (including additional waiver and protection products) we (or our partners) offer.</p> <p>You can select these to form part of your rental, and you can add these to your original booking, or you can add them at the time of pick-up (or in some cases, they may be automatically included). All optional extras you select will be detailed as part of your Rental Agreement Form, including the price payable.</p>

PART 1 – IMPORTANT TERMS RELATING TO YOUR RENTAL AGREEMENT WITH US

1. RENTAL PROVIDER	
Who we are.	<p>Unless otherwise stated on the Rental Agreement, in the Republic of Ireland, the company that provides you with a rental vehicle is Evergrey, Athlone Road, Roscommon, Co Roscommon, Ireland ("us", "we", "our").</p> <p>Please note that this company may not be the same company that you made your booking with.</p>
2. RENTAL REQUIREMENTS	
Booking information	You must bring your reservation number or booking confirmation email with you. Please see the General Conditions for further information.
Driving licences	<p>Requirement to bring a valid driving licence with you.</p> <p>In the Republic of Ireland, all drivers must present a physical copy of their full valid unendorsed driving licence.</p> <ul style="list-style-type: none"> UK driving licence holders should note that the paper part of your driving licence is no longer valid. We require all UK licence holders to present evidence of their driving record (entitlements/endorsements) before the vehicle can be rented. This can be obtained by printing it out from the DVLA's 'Share Driving Licence' section - before you collect your vehicle. This must be printed within 21 days of your pickup date. An international driver's licence will be required where an English translation is not present on the driving licence. We reserve the right to ask pre-qualifying questions on your insurance history. You may be refused a vehicle based on the answers you provide. <p>Minimum licence requirements</p> <p>All drivers must have held their licence for at least 8 to 12 years from the date of pick-up of which 2 years must be at a full driver's licence qualifications depending on car group.</p> <p>If a licence does not show the driver has held it for the minimum period, then they must provide evidence, such as:</p> <ul style="list-style-type: none"> previous driving licences; or a letter from their driving licence authority stating that they have held it for this minimum period.
Payment cards	You must bring a credit card in the main driver's name. Please see the General Conditions for further information.
Pre-authorisations and Security Deposits	<p>Unless confirmed otherwise, the amount of the pre-authorisation taken on pick-up of the rental vehicle is calculated as follows:</p> <ul style="list-style-type: none"> The Excess Amount 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 pre-authorisation value. Fuel Deposit.

	<p>The Excess Amount:</p> <table><tr><td>N</td><td>A</td><td>B</td><td>J</td><td>L</td><td>D</td><td>P</td><td>C</td><td>M</td><td>F</td><td>E</td><td>G</td><td>H</td><td>K</td><td>O</td></tr><tr><td colspan="2">EUR 2000</td><td colspan="4">EUR 2500</td><td>EUR 3000</td><td colspan="3">EUR 3500</td><td colspan="4">EUR 4000</td></tr></table>	N	A	B	J	L	D	P	C	M	F	E	G	H	K	O	EUR 2000		EUR 2500				EUR 3000	EUR 3500			EUR 4000			
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EUR 2000		EUR 2500				EUR 3000	EUR 3500			EUR 4000																				
Valid form of identification	<p>As well as your driving licence, you must bring:</p> <ul style="list-style-type: none">the payment card that was used to make your booking. For some vehicles, two payment cards in your name will be required and one of these must be a credit card, in addition to the payment card used to make your booking; andphoto 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. <p>If you do not pass our identification checks and you are an Irish resident, you may also be required to provide proof of where you live – this could include a recent utility bill or bank statement. In these circumstances, your driving licence will not be accepted as proof of your address.</p>																													
Driver age restrictions	<p>Minimum driver age restrictions</p> <p>There are no minimum age restrictions in the Republic of Ireland. However, you must meet the Minimum licence requirements.</p> <p>Maximum driver age restrictions</p> <p>When you book, you'll be told if there are any maximum age restrictions for the vehicle you request. If you're not sure, please check your booking confirmation email – or call the reservations team.</p> <p>Customers over 76 years are eligible to rent with the following specific conditions:</p> <ul style="list-style-type: none">They must drive regularly.They must provide us with a letter from their insurance company proving that they hold a current motor insurance policy and that they have.been driving without having an accident for the last 5 years.They must provide us with a letter from their doctor stating that they are in good health.They may be required to undergo a driving assessment accompanied with an Avis representative.Customers requiring further clarification of our licence requirements please email us at reservations@avis.ie																													
Driving related convictions	<p>If any driver has any unspent driving convictions for:</p> <ul style="list-style-type: none">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 or insurance offences,theft or unauthorised taking of a vehicle,license offences,accident offences,failure to provide information offences,racing offences,been disqualified – orif they have two or more unspent convictions for offences not listed above, <p>they <u>will not</u> be able to drive our vehicles.</p>																													

Security/credit checks	Save for identity checks (carried out by reviewing your identification and payment card), no other security or credit checks are carried out in the Republic of Ireland .
3. ACCEPTED PAYMENT METHODS	
Payment methods	<p>We accept:</p> <ul style="list-style-type: none"> American Express (excluding American Express Traveller's Cheque cards) Diners Cards Discover Cards Visa credit cards Mastercard credit cards Avis-issued charge cards <p>Debit cards may be used to prepay at the time of booking, but the renter must present a credit card when picking up the car.</p> <p>We also do not accept cash.</p>
Late payment interest	If you are late in paying us, we reserve the right to charge interest and compensation to the maximum extent permitted by law.
4. DURING THE RENTAL	
Taking your vehicle outside the country	<p>Unless we agree otherwise, you are only allowed to use the vehicle in:</p> <ul style="list-style-type: none"> Republic of Ireland Northern Ireland <p>If you want to drive into Northern Ireland from the Republic of Ireland, your rental will be subject to a cross border fee of EUR 34.00, and you must agree this with us in advance of travel. This fee covers cross border vehicle retrieval in case of breakdown. Avis vehicles may not be taken outside of the Republic of Ireland and Northern Ireland.</p>
One-way rentals	<p>If you want to pick up the vehicle and return it to a different location, an additional fee will be payable.</p> <p>If you asked for a one-way rental when you booked, the fee will be included in your total rental price.</p> <p>If you didn't ask for a one-way rental when you booked and you want to return the vehicle to a different location in the same country, you can expect pay an additional fee of between EUR 65.00 and EUR 150.00.</p> <p>Drop offs at a different location must be agreed with us in advance. Please contact us if you would like to understand what additional fee will apply to a one-way rental in circumstances where it didn't form part of your original rental agreement.</p> <p>If you 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.</p>
Returns	<p>The General Conditions provide more information about what happens if you want to extend your rental, or if you do not return the vehicle to us as agreed.</p> <p>The late return processing fee is an extra day's rental for each day or part of a day until the vehicle is returned at 'pay at location' prices.</p>

In the event of a breakdown caused by customer fault (or where the breakdown takes place in an unpermitted country)	In these circumstances you will be charged a "call out" charge for our partners to come out and provide assistance "roadside". This charge is between EUR 200.00 and EUR 400.00 .						
5. FUEL AND ELECTRICITY CHARGES							
Fuel charges - traditional fuel (diesel or petrol) and hybrid vehicles	<p>Returning the vehicle</p> <p>Unless you agreed a different refuelling option (see below), you must return the vehicle 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 or automatically logged in respect of connected cars. 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.</p>						
Fully electric vehicles	<p>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:</p> <table border="1" data-bbox="469 987 1401 1227"> <thead> <tr> <th>Battery Charge</th><th>Fixed Cost (inclusive of VAT)</th></tr> </thead> <tbody> <tr> <td>If you return the electric vehicle with 70% or more battery charge*.</td><td>No Cost.</td></tr> <tr> <td>If you return the electric vehicle with between 0% - 69% battery charge.</td><td>EUR 100.00</td></tr> </tbody> </table> <p><i>* Unless the vehicle had less than 70% battery charge when you collected it, in which case, you must return it with at least the same % battery charge as it had at time of pick-up in order for no additional costs to be applied.</i></p> <p>All Tesla Supercharger use will be billed to your credit card on the vehicles return.</p>	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 0% - 69% battery charge.	EUR 100.00
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6. OTHER IMPORTANT INFORMATION							
Fines and charges	<p>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:</p> <ul style="list-style-type: none"> Our administration fee of EUR 30.00 for each fine or charge issued to cover our costs of dealing with the fine or charge; and the actual amount of the fine or charge imposed – if we have to pay it. 						
Keeping the vehicle interior clean	<p>Please note the following:</p> <ul style="list-style-type: none"> You are not permitted to smoke in your rental vehicle. If we believe anyone has smoked in the vehicle during the rental period, a specialist cleaning charge will apply. 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 of up to EUR 300.00. 						

Dispute Resolution	<p>We are a member of the European Car Rental Conciliation Service (ECRCS) and British Vehicle Rental and Leasing Association (BVRLA). These organisations independently review disputes with no additional cost to you. If you make a complaint and are unhappy with our final response you may (dependent on the circumstances) refer your dispute to these conciliation services. You can contact these organisations using the following details:</p> <ul style="list-style-type: none"> • BVRLA: www.bvrla.co.uk/consumer-advice/making-a-complaint-adr/complaint-eligibility.html • ECRCS: https://www.ecrcs.com/register-a-complaint.html
Toll Roads	<p>All toll payments are the renter's responsibility and should be paid directly to the toll operators.</p> <p>Customers travelling on the m50 in Dublin should be aware there is a barrier-free tolling system (eflow) between junction 6 and junction 7. The vehicle registration number is recorded to facilitate payment by the means listed below, there are no toll booths.</p> <p>As the renter of the vehicle, you are responsible for payment of this charge. Payment must be made before 8pm on the day following your journey. Details on toll payments can be found here: www.avis.ie/tolls</p>
Contact Us	<ul style="list-style-type: none"> • 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.ie Fill in the online form which can be found at www.avis.ie Call on 021 428 1111 or from outside of Ireland +353 21 428 1111 Lines are open 9am to 5pm, Monday to Friday • To tell us about an issue after you've returned the vehicle, please contact the customer service team: Email: customer.service@avis.ie Fill in the online form which can be found at www.avis.ie

PART 2 – IMPORTANT TERMS RELATING TO OPTIONAL EXTRAS WE OFFER

If you have opted to buy any of these products (or they are otherwise included as part of your rental), they will be detailed on your Rental Agreement Form. You will be required to expressly agree to the costs of these optional extras before they form part of your rental.

You can find details on the excesses which apply, as well as the costs relating to additional waiver and protection products in respect of each car type, on our website (or please contact our customer support team).

1. OPTIONAL EXTRAS - ADDITIONAL WAIVER & PROTECTION PRODUCTS		
<u>Product</u>	<u>What it is</u>	<u>Indicative costs</u>
Damage Waiver	<p>In most cases, Damage Waiver is provided with the vehicle as standard. If it is included, it will be stated on your Rental Agreement Form (and in your booking confirmation).</p> <p>Damage Waiver reduces the amount you pay for each clearly separate incident of damage if the vehicle is damaged (or the amount you pay to replace any keys, accessories or vehicle documents that are lost, stolen or damaged).</p> <p>The amount you pay for each clearly separate incident of damage will be the lower of a) the applicable cost payable under the Theft, Loss, and Damages Policy; or b) the excess stated on your Rental Agreement Form.</p>	<p>Normally between EUR 21.56 and EUR 34.05 per day (if not included as standard)</p> <p>If you choose not to purchase CDW you are assuming financial responsibility up to the full value of the rental car. You must also provide proof of coverage by a third party. A hold for EUR 5000.00 will be placed on your credit card and a EUR 30.00 administration fee will be added to your rental.</p>
Super Damage Waiver (SCDW)	An excess reduction product which reduces your damage waiver excess to zero (or, if higher, the amount shown on your Rental Agreement Form) on cars.	Normally between EUR 24.00 and EUR 32.00 per day
Theft Protection waiver (TP)	<p>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 Form (and in your booking confirmation).</p> <p>Theft Protection waiver reduces the amount you pay if the vehicle is stolen during the rental period.</p> <p>The amount you pay will be the lower of a) the applicable cost payable under the Theft, Loss, and Damages Policy; or b) the excess stated on your Rental Agreement Form.</p>	Normally EUR 10.21 (if not included as standard)
Super Theft Protection waiver (STP)	An excess reduction product which reduces your theft protection excess to zero on cars	Super Theft Protection waiver is included with Excess Reduction if purchased.
Windscreen protection	This protection reduces the amount you pay to zero if the windscreen is damaged while you're renting the vehicle. Having	Normally EUR 6.00 per day

	windscreen protection also means you won't pay a Damage/Loss/Repair Processing Fee.	
Personal Accident Insurance (PAI)	<p>Covers the driver of the vehicle and personal items in the vehicle in the event of an accident. Personal Accident Insurance provides the following benefits:</p> <ul style="list-style-type: none"> • A maximum of EUR 25,000.00 in the event of death, loss of limbs or eyes or permanent total disability • Medical assistance and rescue costs (conditions apply) • Personal effects up to EUR 1,500.00 • An excess of EUR 30.00 applies. <p>Personal Accident Insurance is underwritten Chubb Limited. You will need to agree to their terms and conditions.</p>	Normally EUR 8.00 per day
Roadside Assistance Plus	This product provides roadside assistance without any additional costs being charged if you break down as a result of vehicle failure you have caused (this includes lost keys).	Normally EUR 6.00 per day

2. OPTIONAL EXTRAS - SERVICES

Additional drivers	<p>Additional drivers must be approved and specified on the Rental Agreement Form. You must not let anyone else drive the vehicle.</p> <p>All additional drivers must meet our driving licence and ID requirements (additional driver surcharges may also apply).</p> <p>If we agree to additional drivers, any fees and surcharges will be stated on your Rental Agreement Form.</p> <p>You will be responsible for all costs – whether they're down to you or your additional drivers. It is your responsibility to make sure all additional drivers read the terms set out in the Rental Agreement carefully before they drive the vehicle.</p> <p>We charge a fee for every <i>Additional Driver</i> we allow to drive the vehicle. The price is EUR 11.35 per day, per driver.</p>
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3. OPTIONAL EXTRAS – OTHER PRODUCTS

Special equipment

Avis Travel Companion Tablet

Travel Companion Tablet – This provides a GPS service and unlimited data per day, as well as other useful features you may need when travelling.

The fee for hiring Travel Companion Tablet is **EUR 15.00** per day depending on features activated. 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 28 days.

If the Travel Companion Tablet is damaged, lost or stolen, you'll have to pay for a replacement 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.

Adapted vehicles.

We offer the following adapted vehicles:

- hand controls which are suitable if you have good use of your upper body – including hands and fingers. Hand controls – include a hand-operated brake and accelerator controls and a steering ball. **To use hand controls, you must book an automatic vehicle;** and
- panoramic mirrors.

Hand controls are fitted by a third party. Usually, the fitter will be at the rental location when you pick up the vehicle. If you or any additional drivers are not familiar with the controls, they will show you how to use them. You can also go on a short test drive with the fitter.

If you need adapted vehicles, they're completely free of charge, but you **MUST** request them at least 48 hours' notice before you are due to collect your vehicle, otherwise we cannot guarantee they will be available for you. If you need them at shorter notice, please call the customer support team (although requesting them at shorter notice is not guaranteed).

Details of any adaptations you make will be specified in the Rental Agreement Form.

Avis Travel Partner

Avis Travel Partner service 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.

The fee for Avis Travel Partner service will depend on where you are renting – but you can expect it to cost between **EUR 9.00** a day.

Car seats

We offer baby, infant and child 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.

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.

The fee for renting a seat is **EUR 45.40** per rental.

If the seat is damaged, lost or stolen, you will have to pay for a replacement. This is likely to cost between **EUR 100.00** and **EUR 150.00** on top of the hire fee.

In Terminal Pick-Up

In terminal pick-up at Dublin Airport can be pre-booked for **EUR 25.00** per rental.

Carbon Offset Donation

Offset the carbon footprint of your car rental **EUR 1.00** per rental

Thank you for choosing Avis.