

**AVIS COUNTRY CONDITIONS**

**PORTUGAL**

**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 to read, 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**

Unless otherwise stated on the Rental Agreement, in **Portugal** the company that provides you with a rental vehicle is **Sovial - Sociedade de Viaturas de Aluguer, Unipessoal, Lda, Av Severiano Falcao, No 9, R/C, 2685-379 Prior Velho** ("us", "we", "our").

**Please note that this may not be the same company that you made your booking with.**

**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**
**Requirement to bring a valid driving licence with you**

In Portugal (including the Azores and Madeira), all drivers must bring their valid driving licence with them.

If any of the following applies:

- their driving licence was issued in another European country,
- their driving licence was issued in a non-European country or
- their driving licence was issued in a non-roman alphabet language like Arabic, Greek, Russian, Hebrew or Japanese,

and we cannot confirm with certainty the details included within the driving licence, the driver will also need to provide either an international driving licence or an official English translation, by a notary, of their driving licence. If this might apply to you, please contact us (prior to your pick up date) as we would be pleased to confirm if an international licence or official translation will be required.

We do not accept digital driving licences.

**Minimum licence requirements**

All drivers must have held their licences for at least 1 year from the date of pick-up. A higher minimum age limit and licence validity may apply for certain vehicles. This will be shown during the booking process or disclosed to you before completing the booking.

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.

**Payment cards**

You must bring the payment card used to make your booking. Please see the General Conditions for further information.

**Pre-authorisations and Security Deposits**

Unless confirmed otherwise, the amount of the pre-authorisation taken on pick-up of the rental vehicle is calculated as follows:

(The vehicle rental price\* + **EUR 200.00\*\*** (or if applicable, the equivalent amount in your local currency) \*\*) MINUS (Any sum you have already paid when making a "Pay Now" booking)

	<p><i>* 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).</i></p> <p><i>** If you buy our "Fuel Up Front" product, we will reduce the <b>EUR 200.00</b> by the amount we charge you for the "Fuel Up Front" product</i></p> <p>The <b>EUR 200.00</b> 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:</p> <ul style="list-style-type: none"> <li>i. costs to refuel the vehicle (where relevant);</li> <li>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;</li> <li>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</li> <li>iv. costs incurred as a result of exceeding any relevant mileage restrictions.</li> </ul> <p>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.</p> <p>In relation to certain high value vehicles, we may require you to provide us with two payment cards for the purposes of the pre-authorisation. Where this is the case, this will be confirmed when making a booking.</p> <p>If you'd like more details, please ask a member of our team.</p>
<b>Valid form of identification</b>	<p>As well as your driving licence, you must bring:</p> <ul style="list-style-type: none"> <li>• 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; and</li> <li>• 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.</li> </ul> <p>If you do not pass our identification checks and you are a resident of Portugal, you may also be required to provide 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.</p>
<b>Driver age restrictions</b>	<p><b>Minimum driver age restrictions</b></p> <p>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 our Reservations Team.</p> <p>In <b>Portugal Mainland and Madeira</b>, you need to be at least 21 years old to hire and drive most of our vehicles.</p> <p>In <b>The Azores</b>, you need to be at least 20 years old to hire and drive most of our vehicles.</p> <p><b>Young driver surcharge</b></p> <p>If you – or any of your drivers – are renting in <b>Portugal Mainland or Madeira</b>, and are under 25 when you pick up the vehicle, you will each have to pay a young driver surcharge. The cost of a young driver surcharge will be built into the price confirmed at booking stage. If you add an additional driver onto the rental at pick up, you may be charged a young driver surcharge (you will be asked to agree to this) and is likely to be <b>EUR 10.15</b> per day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of the rental up to 30 days.</p>

	<p>If you – or any of your drivers – are renting in <b>The Azores</b>, and are under 23 when you pick up the vehicle, you will each have to pay a young driver surcharge. The cost of a young driver surcharge will be built into the price confirmed at booking stage. If you add an additional driver onto the rental at pick up, you may be charged a young driver surcharge (you will be asked to agree to this) and is likely to be <b>EUR 2.60</b> per day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of the rental up to 30 days.</p> <p><b>Maximum driver age restrictions</b></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><b>In most cases there is no maximum driver age restriction. If you are renting with one of our affiliates listed in 1. (Rental Provider) there may be a maximum driver age set for insurance reasons.</b></p>
<b>Driving related convictions</b>	<p>If any driver has any unspent driving convictions for:</p> <ul style="list-style-type: none"> <li>• careless, reckless or dangerous driving,</li> <li>• driving or attempting to drive whilst under the influence of drink or drugs,</li> <li>• using a vehicle uninsured against third party risks or insurance offences,</li> <li>• theft or unauthorised taking of a vehicle,</li> <li>• license offences,</li> <li>• accident offences,</li> <li>• failure to provide information offences,</li> <li>• racing offences,</li> <li>• been disqualified – or</li> <li>• if they have two or more unspent convictions for offences not listed above,</li> </ul> <p>they <b><u>will not</u></b> be able to drive our vehicles.</p>
<b>Security/credit checks</b>	<p>Save for identity checks (carried out by reviewing your identification and payment card), no other security or credit checks are carried out.</p>
<b>3. ACCEPTED PAYMENT METHODS</b>	
<b>Payment methods</b>	<p>We accept:</p> <ul style="list-style-type: none"> <li>• American Express (excluding American Express Traveller's Cheque cards)</li> <li>• Diners cards</li> <li>• Discover cards</li> <li>• Visa credit cards</li> <li>• Visa debit cards</li> <li>• Mastercard credit cards</li> <li>• Mastercard debit cards</li> <li>• Avis-issued charge cards</li> </ul> <p>We don't accept Maestro cards, Cirrus cards, JCB cards, prepaid cards or any other cards not listed above – even if they carry the Visa or MasterCard logo.</p> <p>We do not accept digital payment cards.</p> <p>In some locations we do accept cash payment, but we will need to carry additional identity, security, driving licence and credit checks. Proof of address is also required.</p>
<b>Late payment interest</b>	<p>If you are late in paying us, interest will be calculated at 7.02% per year above the base lending rate of Direccao Geral do Tesouro from time to time.</p>
<b>4. DURING THE RENTAL</b>	
<b>Taking your vehicle outside the country</b>	<p>If you rent a vehicle from <b>Portugal Mainland</b>, and unless we agree otherwise, you are only allowed to use the vehicle in:</p>

- Austria
- Andorra
- Belgium
- Switzerland
- Gibraltar
- Germany
- Denmark
- France
- Finland
- Liechtenstein
- Italy
- Luxembourg
- The Netherlands
- Spain
- San Marino

On the condition of paying the cross-border fee set out below when you cross the borders of Portugal (as defined above) into one or more of the permitted countries, your rental will be subject to a cross border fee of € 22.79. The cross-border fee will apply only once for the duration of your rental, no matter how many times you cross borders between permitted countries.

Please refer to the section "Where Can You Drive?" in the Rental Conditions for details on costs associated with failure to declare that you are driving the vehicle outside the country of rental.

Any country not listed as a permitted country is an unpermitted country.

Rentals that start in Portugal (as defined above) cannot be taken into an unpermitted country unless we expressly agree otherwise beforehand.

If it has come to our knowledge, at any time, that your rental vehicle has been taken into an unpermitted country without our prior agreement, we may, at our discretion, apply a fee and void your selected optional extras where there is a claim (such as roadside assistance) that takes place in an unpermitted country.

**Please note that if you are permitted to take the vehicle outside of Portugal (as defined above), it is your responsibility to make sure you comply with legal requirements applicable in the relevant country/countries you travel in.**

Please note vehicles are not authorised to be driven on any islands of the above countries.

You are not allowed to take the vehicle:

- To the autonomous cities of Ceuta and Melilla
- On any kind of boat, train, or plane

**You are not allowed to use vehicles rented in The Azores or Madeira in any other country, you may only use the vehicle within renting market.**

**Please note that if you are permitted to take the vehicle outside of Portugal it is your responsibility to make sure you comply with legal requirements applicable in the relevant country/countries you travel in.**

### **One-way rentals**

If you want to pick up the vehicle and return it to a different location, an additional fee will be payable.

If you asked for a one-way rental when you booked, the fee will be included in your total rental price.

If you didn't ask for a one-way rental when you booked, and you are renting from **Portugal Mainland or Madeira**, and you want to return the vehicle to a different location in the same country, you can expect to pay an additional fee of between **EUR 18.45 and EUR 123.00**.

If you didn't ask for a one-way rental when you booked, and you are renting from **The Azores** and you want to return the vehicle to a different location in the same country, you

	<p>can expect to pay an additional fee of between <b>EUR 18.45 and EUR 123.00</b>. Cross island one ways are not permitted.</p> <p>If you didn't ask for a one-way rental when you booked, and you are renting from <b>Portugal Mainland or Madeira</b>, and you want to return the vehicle to a different location, <b>in a different country</b>, you can expect an additional fee of between <b>EUR 430.50 and EUR 5,535.00</b>.</p> <p>If you are renting from <b>The Azores</b>, you are not allowed to return your vehicle to a location outside of The Azores.</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><u>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.</u></p>
<b>Maximum mileage</b>	Many of our vehicles are provided with unlimited mileage. If a mileage allowance does apply, it will be confirmed during the booking process, and be stated on your rental agreement and in your booking confirmation email.
<b>Mileage allowance</b>	If you go over the mileage allowance, the price depends on the vehicle and location – but you can expect it to cost between <b>EUR 0.12 and EUR 0.25</b> <u>for every kilometre you've driven over the allowance</u> . Your excess mileage charge will be stated on your Rental Agreement Form and in your booking confirmation email.
<b>Returns</b>	<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;</p> <ul style="list-style-type: none"> <li>• Portugal Mainland; <b>EUR 18.45</b> per day</li> <li>• Madeira: <b>EUR 18.30</b> per day</li> <li>• The Azores: <b>EUR 17.70</b> per day</li> </ul>
<b>In the event of a breakdown caused by customer fault (or where the breakdown takes place in an unpermitted country)</b>	<p>In these circumstances you will be charged a "call out" charge for our partners to come out and provide assistance "roadside". This charge will be between <b>EUR 800.00 and EUR 2,000.00</b>.</p> <p>The administration fee is;</p> <ul style="list-style-type: none"> <li>• Portugal Mainland; <b>EUR 90.00</b></li> <li>• Madeira: <b>EUR 46.36</b></li> <li>• The Azores: <b>EUR 59.00</b></li> </ul>

## 5. FUEL AND ELECTRICITY CHARGES

<p><b>Fuel charges - traditional fuel (diesel or petrol) and hybrid vehicles</b></p>	<p><b>Returning the vehicle</b></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> <p><b>Refuelling options</b></p> <p><b>Fuel Up Front</b> – this option allows you to pay for a full tank of fuel, based on the manufacturer's stated fuel tank capacity of 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 is virtually empty) so long as the engine still runs.</p> <p>This is charged at the average fuel price at the start of your rental period as stated on the EU fuel index at <a href="http://energy.ec.europa.eu/data-and-analysis_en">http://energy.ec.europa.eu/data-and-analysis_en</a></p> <p>This is only available where you have added it as an option at booking stage or asked to add it to your rental prior to you collecting the vehicle. If you have added this option, the cost</p>
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	<p>will be on your Rental Agreement Form. However, you don't get a refund for any fuel you don't use.</p> <p><b>EZ Fuel</b> –If you have travelled less than 120km and don't have time to fill up the tank or can't show us receipt for fuel, you will be charged the EZ fuel fee to cover this. This will be charged as a fixed fee of <b>EUR 17.22</b>.</p> <p><b>Pay on Return</b> – If you are renting a "connected car", you will be required to pay for fuel so as to ensure that the vehicle has the same amount as when you collected it (this is automatically logged and is calculated to the nearest litre). If you are renting any other traditional fuel or hybrid vehicle, you will be required to pay for fuel so as to ensure that the vehicle has the same amount as when you collected it based on the factory-installed fuel gauge rounded down to the nearest eighth (1/8) of a tank (costs are based on the manufacturer's stated fuel tank capacity). We charge the average fuel price as stated on the EU fuel index at <a href="http://ec.europa.eu/energy/observatory/oil/bulletin_en.htm">http://ec.europa.eu/energy/observatory/oil/bulletin_en.htm</a> at the end of the rental period. The price per litre will be stated on your rental agreement plus a refuelling fee.</p> <p>The refuelling fee is;</p> <ul style="list-style-type: none"> <li>• Portugal Mainland; <b>EUR 22.14</b></li> <li>• Madeira: <b>EUR 21.96</b></li> <li>• The Azores: <b>EUR 18.31</b></li> </ul>								
<b>Fully electric vehicles</b>	<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"> <thead> <tr> <th>Battery Charge</th><th>Fixed Cost (inclusive of Tax)</th></tr> </thead> <tbody> <tr> <td>If you return the electric vehicle with 70% or more battery charge*.</td><td><b>No Cost.</b></td></tr> <tr> <td>If you return the electric vehicle with between 11% - 69% battery charge.</td><td><b>EUR 20.69</b></td></tr> <tr> <td>If you return the electric vehicle with 10% or less battery charge.</td><td><b>EUR 36.20</b></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>	Battery Charge	Fixed Cost (inclusive of Tax)	If you return the electric vehicle with 70% or more battery charge*.	<b>No Cost.</b>	If you return the electric vehicle with between 11% - 69% battery charge.	<b>EUR 20.69</b>	If you return the electric vehicle with 10% or less battery charge.	<b>EUR 36.20</b>
Battery Charge	Fixed Cost (inclusive of Tax)								
If you return the electric vehicle with 70% or more battery charge*.	<b>No Cost.</b>								
If you return the electric vehicle with between 11% - 69% battery charge.	<b>EUR 20.69</b>								
If you return the electric vehicle with 10% or less battery charge.	<b>EUR 36.20</b>								
<b>6. OTHER IMPORTANT INFORMATION</b>									
<b>Damage/ Loss/ Repair Processing Fee</b>	<p>Please see the section titled "Damage, loss, injury or theft" in the General Conditions which provides information on how and when we charge costs if the vehicle, keys, any accessories, or any vehicle documents are lost, stolen or damaged.</p> <p>You can purchase additional waiver and protection products to reduce the amount you would otherwise owe – please see details in Part 2 below.</p> <p>As well as charging for any damage or loss suffered, we will also charge you a damage processing fee in accordance with our "Theft, Loss &amp; Damage Policy" (see General Conditions).</p> <p>The Damage/ Loss/ Repair Processing Fee is;</p> <ul style="list-style-type: none"> <li>• Portugal Mainland; <b>EUR 90.00</b></li> <li>• Madeira: <b>EUR 46.36</b></li> <li>• The Azores: <b>EUR 59.00</b></li> </ul> <p>Unless you've asked us to send you a receipt by post or email, you'll be able to find details of the charges owed by you here: <a href="http://www.avis.com.pt">www.avis.com.pt</a></p>								

<b>Fines and charges</b>	<p>There are toll roads and toll bridges which require you to pay a fee if you wish to use them. If you do not pay these charges before you use them you will incur a fine.</p> <p>We recommend you check the Internet to find out about any restricted areas before you travel. Websites such as <a href="http://www.urbanaccessregulations.eu">www.urbanaccessregulations.eu</a> 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.</p> <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"> <li>Our administration fee is for each fine or charge issued to cover our costs of dealing with the fine or charge <ul style="list-style-type: none"> <li>Portugal Mainland; <b>EUR 40.59</b></li> <li>Madeira: <b>EUR 40.26</b></li> <li>The Azores: <b>EUR 35.00</b></li> </ul> </li> </ul> <p>and;</p> <ul style="list-style-type: none"> <li>the actual amount of the fine or charge imposed – if we have to pay it.</li> </ul> <p><b>E-Toll</b>  From 08 January 2023, all rental vehicles must be equipped with the e-toll device which lets you drive through tolls without needing to stop and pay. This is a mandatory requirement, and you have to pay for the provision of the e-toll device.  The cost for this is <b>EUR 2.07</b> per day, up to a maximum charge of 10 days per 30-day rental.</p> <p>If the e-toll device is damaged, lost or stolen, you will have to pay for a replacement, this is likely to cost <b>EUR 30.75</b> on top of the hire fee.</p> <p>Please note, this service and any toll charges you incur will be invoiced to you after the vehicle is returned to us. You can expect to receive your invoice around 30 days after vehicle return.</p>
<b>Keeping the vehicle interior clean</b>	<p>Please note the following:</p> <ul style="list-style-type: none"> <li>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: <ul style="list-style-type: none"> <li>Portugal Mainland; <b>EUR 104.55</b></li> <li>Madeira: <b>EUR 103.70</b></li> <li>The Azores: <b>EUR 88.50</b></li> </ul> </li> </ul> <p>Under legal requirements currently in force in Portugal, you cannot smoke in a rental vehicle and there is no obligation to display a sign to that effect. If Avis notices an intense smell of smoke from inside the vehicle, a specialist cleaning charge will be applied.</p>
<b>If you have an accident</b>	<p>If you do not complete a required accident report form, or we find out the accident report form contains any significant missing or incorrect information, then you will be charged an accident processing fee of <b>EUR 79.95</b>.</p>
<b>Dispute Resolution</b>	<p>We are a member of the European Car Rental Conciliation Service (ECRCS). This organisation independently reviews 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 this conciliation service. You can contact this organisation using the following details:</p> <ul style="list-style-type: none"> <li>ECRCS: <a href="https://www.ecrcs.com/register-a-complaint.html">https://www.ecrcs.com/register-a-complaint.html</a></li> </ul> <p>If you are unhappy with the response you receive from the ECRS, you can contact the following for online dispute resolution.</p> <ul style="list-style-type: none"> <li>European Commission: <a href="https://ec.europa.eu/consumer/odr">https://ec.europa.eu/consumer/odr</a></li> </ul>
<b>Contact Us</b>	<p>To make a booking or change a booking please contact the <b>Reservations Team</b>:</p>



- Email: [pt.reservations@abg.com](mailto:pt.reservations@abg.com)
- Fill in the online form which can be found at [www.avis.com.pt](http://www.avis.com.pt) and click "Contact Us"
- Call on: 800 20 10 02, or from outside Portugal: + 351 21 843 55 50

Lines are open 8am to 5pm GMT, Monday to Friday.

To tell us about an issue while you're renting, contact the rental station.

- 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: [apoio.cliente@abg.com](mailto:apoio.cliente@abg.com)
- Fill in the online form which can be found at [www.avis.com.pt](http://www.avis.com.pt) and click "Contact Us"
- Call on: 800 20 10 02, or from outside Portugal: +351 21 843 55 50.

Lines are open 8am to 4pm GMT, Monday to Friday.

If you call from a Portuguese landline or mobile calls are free. Calls from outside Portugal are charged at International rates.

## **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 Reservations Team).

### **1. OPTIONAL EXTRAS - ADDITIONAL WAIVER & PROTECTION PRODUCTS**

<b><u>Product</u></b>	<b><u>What it is</u></b>	<b><u>Indicative costs</u></b>
<b>Damage Waiver</b>	<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 <b>EUR 13.20 and EUR 32.30</b> per day.</p> <p>(if not included as standard).</p>
<b>Super Damage Waiver (SCDW)</b>	<p>An excess reduction product which reduces your damage waiver excess to zero (or, if higher, the amount shown on your Rental Agreement Form).</p>	<p>Normally between <b>EUR 16.70 and EUR 63.47</b> per day.</p>

<b>Theft Protection Waiver (TP)</b>	<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>	<p>Normally between <b>EUR 6.50 and EUR 16.24</b> per day.</p> <p>(if not included as standard).</p>
<b>Personal Accident Insurance (PAI)</b>	<p>Covers the driver of the vehicle and personal items in the vehicle in the event of an accident. It reduces the amount you have to pay in the event of an accident to zero or <b>EUR 9.96</b> per day per claim. Personal Accident Insurance provides the following benefits:</p> <ul style="list-style-type: none"> <li>• A maximum of <b>EUR 100,000.00</b> in the event of death, loss of limbs or eyes or permanent total disability</li> <li>• A maximum of <b>EUR 25,000.00</b> towards emergency medical expenses related directly to the accident.</li> <li>• Medical assistance and rescue costs (conditions apply)</li> </ul> <p><u>Personal Accident Insurance is underwritten by <b>AIG Europe Limited</b>. You will need to agree to their terms and conditions. Our agent, <b>Avis Europe Risk Management Limited</b> retains 20% of the price you pay after insurance premium tax has been deducted, as commission.</u></p>	<p>Normally between <b>EUR 5.90 and EUR 7.38</b> per day.</p>
<b>Super Personal Accident Insurance (SPAI)</b>	<p>Provides the following enhanced benefits:</p> <ul style="list-style-type: none"> <li>• A maximum of <b>EUR 200,000.00</b> in the event of death, loss of limbs or eyes or permanent total disability</li> <li>• A maximum of <b>EUR 50,000.00</b> towards emergency medical expenses related directly to the accident</li> <li>• Medical assistance and rescue costs (conditions apply)</li> <li>• Baggage up to <b>EUR 6,000.00</b> per vehicle – excluding any items you rented through us (again, there are conditions, and a limit of <b>EUR 350.00</b> per item)</li> <li>• Expenses for replacing main house keys and locks up to <b>EUR 350.00</b></li> <li>• Emergency travel expenses up to <b>EUR 750.00</b></li> </ul> <p><u>Super Personal Accident Insurance is underwritten by <b>AIG Europe Limited</b>. You will need to agree to their terms and conditions. Our agent, <b>Avis Europe Risk Management Limited</b> retains 20% of the price you pay</u></p>	<p>Normally <b>between EUR 9.00 and EUR 10.76</b> per day.</p>

	<u>after insurance premium tax has been deducted, as commission.</u>	
<b>Roadside Assistance Plus</b>	Provided you are using the vehicle in a country which we have agreed to, 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 excludes lost keys).	Normally between <b>EUR 5.00 and EUR 7.76</b> per day, up to a maximum charge of 14 days.
<b>Windscreen Protection</b>	Reduces the amount you have to pay if the windscreen or any other window is damaged to zero.	Normally between <b>EUR 5.00 and EUR 19.90</b> per day.
<b>Complete Vehicle Protection Package (includes Super Damage Waiver, Windscreen Protection and Roadside Assistance Plus)</b>	See above.	Normally between <b>EUR 40.20 and EUR 85.49</b> per day.
<b>Complete Protection Package (includes Super Damage Waiver, Super Personal Accident Insurance, Windscreen protection and Roadside Assistance Plus)</b>	See above.	Normally between <b>EUR 50.96 and EUR 99.51</b> per day.

## 2. OPTIONAL EXTRAS - SERVICES

<b>Additional drivers</b>	<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 age, 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 Additional Driver price is;</p> <ul style="list-style-type: none"> <li>▪ Portugal Mainland; <b>EUR 9.91</b> per day</li> <li>▪ Madeira: <b>EUR 9.64</b> per day</li> <li>▪ The Azores: <b>EUR 29.50</b> per rental</li> </ul> <p>If you rent the vehicle from <b>Portugal Mainland</b> or <b>Madeira</b> for more than 8 days, you'll only be charged for a maximum of 8 days and get over for the duration of your rental, up to 30 days.</p>
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<b>Delivery and collection</b>	<p>Some of our rental locations offer a Delivery and Collection Service where we drop off/collect the vehicle and any optional extras you pre-booked, at a time and place you request. If you want to have the vehicle delivered/collected, you must:</p> <ul style="list-style-type: none"> <li>• Be a resident of Portugal</li> <li>• Be present at the delivery location during your requested delivery period/ available to hand the vehicle over.</li> <li>• 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'.</li> </ul> <p>You will be responsible for the fuel used to deliver/collect the vehicle to you. Fuel will be charged at the Pay on Return rates – unless you buy Fuel up Front. Find out more: see section 5. Fuel and electricity charges.</p> <p>The vehicle delivery/collection fee depends on where you're renting and where the vehicle is being delivered to but you can expect it to be:</p> <ul style="list-style-type: none"> <li>• Portugal Mainland; <b>EUR 29.52</b> plus <b>EUR 2.89</b> per driven kilometre</li> <li>• Madeira: <b>EUR 29.28</b> plus <b>EUR 2.89</b> per driven kilometre</li> <li>• The Azores: <b>EUR 25.45</b> per delivery or collection</li> </ul> <p>Please give us 48 hours' notice that you would like us to deliver/collect the vehicle to/from you. We may be able to deliver/collect at shorter notice, but you'll need to check with the rental station or Reservations Team.</p> <p>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.</p>
<b>Out of hours pick-up service</b>	<p>Some airport and rail rental locations offer an out of hours pick-up service where you can collect the vehicle and any optional extras outside the rental location's normal opening hours.</p> <p>The charge for this service is normally;</p> <ul style="list-style-type: none"> <li>• Portugal Mainland; <b>EUR 60.00</b></li> <li>• Madeira: <b>EUR 60.00</b></li> <li>• The Azores: <b>EUR 31.65</b> per hour outside of the location opening hours.</li> </ul> <p>Please provide at least 24 hours' notice, please contact the Reservations team to arrange.</p>

### 3. OPTIONAL EXTRAS – OTHER PRODUCTS

<b>Special equipment</b>	<p><b><u>Car seats</u></b></p> <p>We offer baby, infant, child and booster seats.</p> <p>A baby seat is typically suitable for a child from birth to 12 months old and weighing no more than 13 kilos.</p> <p>An infant seat is typically suitable for a child aged 9 months to 4 years old and weighing between 9 and 18 kilos.</p> <p>A child seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos.</p> <p>A booster seat is typically suitable for a child aged 8 to 11 years and weighing between 20 and 45 kilos.</p> <p>In some rental locations, we may arrange for a third party to fit the seat for you. <b>But remember, it is always your responsibility to check the seat is fitted correctly before you drive away.</b></p> <p>Please note: In <b>Portugal Mainland</b> all children must normally use a child car seat until they're 12 years old or 135 cm tall.</p> <p>In <b>Madeira and The Azores</b>, all children must normally use a child car seat until they're 12 years old or 150cm.</p>
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The fee for renting a seat is:

- Portugal Mainland; **EUR 11.56** per day
- Madeira: **EUR 11.47** per day
- The Azores: **EUR 5.95** per day

If you rent the vehicle for more than 10 days, you'll only be charged a maximum of 10 days and get to use the seat for the duration of the 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 **EUR 20.00 and EUR 150.00** on top of the hire fee. \*

#### **Avis Travel Companion Tablet**

This provides a GPS service and unlimited data per day, as well as other useful features you may need when travelling. We provide this service on behalf of a third party – so you will need to read and agree to separate terms and conditions with, which will be signed by you on the device at the time of rental check out.

The fee for hiring Travel Companion Tablet is between **EUR 10.99 and EUR 14.99** 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.

In many countries, including Portugal, it is illegal to drive while using a mobile phone, tablet or other communication device. It is your responsibility to drive safely and according to the laws of the country that you're driving in.

In some countries, including Portugal, it is against the law to use GPS which tells you where speed cameras are. If you rent a GPS from us, it will give you speed camera information.

If the Travel Companion Tablet is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost from **EUR 180.00** on top of the hire fee. \*

If any of the accessories are lost, damaged or stolen, you will have to pay for a replacement. This is likely to cost between **EUR 5.00 and EUR 180.00** on top of the hire fee. \*

#### **USB / Mobile / Universal Car Charger**

Available to purchase at selected rental locations at a price of **EUR 11.00** per unit.

\* 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.

**Thank you for choosing Avis**