

## **BUDGET COUNTRY CONDITIONS**

### **AUSTRIA**

**Last updated on 23<sup>th</sup> of July 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

In **Austria**, the company that provides you with a rental vehicle is **Avis Autovermietung GmbH, Lehrbachgasse 2, 1120 Wien, AT** ("us", "we", "our").

**Please note that this company 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 **Austria**, all drivers must bring their valid driving licence with them.

If any of the following applies:

- their driving licence was issued in Europe,
- 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 German 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 accept digital driving licences issued in Austria.

##### **Minimum licence requirements**

All drivers must have held their licences for at least **6 months** 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** \*\*) 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).*

	<p><b>** 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</b></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 call our customer support team or 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 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 <b>Austria</b>, 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>
<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 customer support team.</p> <p>You need to be at least <b>21 years</b> 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 <b>under 25</b> 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.</p> <p>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 between <b>EUR 14.40 and EUR 17.00 per day</b>.</p> <p>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 28 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 at either 75 or 80 years of age 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>will not</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>• Budget-issued charge cards</li> </ul> <p>We don't accept Maestro cards, Visa Electron 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.</p> <p>We do not accept digital payment cards.</p> <p>We also do not accept cash.</p>
<b>Late payment interest</b>	<p>If you are late in paying us, we reserve the right to charge interest and compensation to the maximum extent permitted by law.</p>
<b>4. DURING THE RENTAL</b>	
<b>Taking your vehicle outside the country</b>	<p>Unless we agree otherwise, you are only allowed to use the vehicle in:</p> <ul style="list-style-type: none"> <li>• Austria</li> <li>• Andorra</li> <li>• Belgium</li> <li>• Bosnia-Herzegovina</li> <li>• Croatia</li> <li>• Czech Republic</li> </ul>

	<ul style="list-style-type: none"> <li>• Switzerland</li> <li>• Germany</li> <li>• Denmark</li> <li>• Spain</li> <li>• France</li> <li>• Finland</li> <li>• Liechtenstein</li> <li>• Italy</li> <li>• Luxembourg</li> <li>• Monaco</li> <li>• Norway</li> <li>• The Netherlands</li> <li>• Poland</li> <li>• Portugal</li> <li>• Romania</li> <li>• San Marino</li> <li>• Serbia</li> <li>• Sweden</li> <li>• Slovakia</li> <li>• Slovenia</li> <li>• Hungary</li> </ul> <p>Some vehicles are not permitted to enter the following countries:</p> <ul style="list-style-type: none"> <li>• Poland</li> <li>• Czech Republic</li> <li>• Croatia</li> <li>• Slovakia</li> <li>• Slovenia</li> <li>• Bosnia</li> <li>• Hungary</li> <li>• Serbia</li> </ul> <p>International journeys are permitted for certain countries outside Austria, but always require the prior consent of Avis. In the event of approval by Avis, a Cross Border Fee (CBD) must be paid of EUR 12.00 per day up to a maximum of EUR 84.00 per rental.</p> <p><b>Please note that if you are permitted to take the vehicle outside of Austria it is your responsibility to make sure you comply with legal requirements applicable in the relevant country/countries you travel in.</b></p>
<b>One-way rentals</b>	<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 <b>different location in the same country</b>, you can expect to pay an additional fee of <b>between EUR 15.00 and EUR 100.00</b>.</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, <b>in a different country</b>, you can expect an additional fee of <b>between EUR 100.00 and EUR 5,000.00</b>.</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><b>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.</b></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 0.50 and EUR 2.00 for every kilometre</b> you've driven over the allowance. Your excess mileage charge will be stated on your Rental Agreement Form and in your booking confirmation email.
<b>Returns</b>	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.  The late return processing fee is <b>EUR 15.00 per day</b> .
<b>In the event of a breakdown caused by customer fault (or where the breakdown takes place in an unpermitted country)</b>	In these circumstances you will be charged a "call out" charge for our partners to come out and provide assistance "roadside".

## 5. FUEL AND ELECTRICITY CHARGES

<b>Fuel charges - traditional fuel (diesel or petrol) and hybrid vehicles</b>	<b>Returning the vehicle</b>  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.  <b>Refuelling options</b>  <b>Fuel Up Front</b> – this is a one-off fee which includes the cost of a full tank of fuel plus the cost of us refuelling the vehicle. 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 will be on your Rental Agreement Form. However, you don't get a refund for any fuel you don't use.  <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 25.00</b>  <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 <b>between EUR 3.00 and EUR 3.80 per litre of missing fuel</b> .			
	<b>Fully electric vehicles</b>  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: <table border="1" data-bbox="469 1980 1401 2096"> <tr> <th>Battery Charge</th><th>Fixed Cost (inclusive of VAT)</th></tr> <tr> <td>If you return the electric vehicle with 70% or more battery charge*.</td><td><b>No Cost.</b></td></tr> </table>	Battery Charge	Fixed Cost (inclusive of VAT)	If you return the electric vehicle with 70% or more battery charge*.
Battery Charge	Fixed Cost (inclusive of VAT)			
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.	EUR 26.28
		If you return the electric vehicle with 10% or less battery charge.	EUR 45.89
	<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>		
6. OTHER IMPORTANT INFORMATION			
Damage / Loss / Repair Processing Fee	<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 damages processing fee in accordance with our "Theft, Loss &amp; Damages Policy" (see General Conditions).</p> <p>The Damage/ Loss/ Repair Processing Fee is <b>EUR 40.00</b>.</p> <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="https://secure.budget.at/manage-booking/Rechnungskopie-downloaden">https://secure.budget.at/manage-booking/Rechnungskopie-downloaden</a></p>		
Fines and charges	<p>Within certain areas of <b>Austria</b> 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>Every vehicle rented in <b>Austria</b> is provided with an Austrian motorway sticker. 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 of <b>EUR 45.00</b> for each fine or charge issued to cover our costs of dealing with the fine or charge; and</li><li>• the actual amount of the fine or charge imposed – if we have to pay it.</li></ul>		
Keeping the vehicle interior clean	<p>Please note the following:</p> <ul style="list-style-type: none"><li>• 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 of <b>EUR 250.00</b>.</li><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 <b>EUR 250.00</b>.</li></ul>		

<b>If you have an accident</b>	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 40.00</b> .
<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 services. You can contact this organisations 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://webgate.ec.europa.eu/odr">https://webgate.ec.europa.eu/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> <ul style="list-style-type: none"> <li>• Fill in the online form which can be found at <a href="http://www.budget.at">www.budget.at</a></li> <li>• Call on: 0800 10 44 07, or from outside <b>Austria</b> + 43 (0) 800 10 44 07</li> </ul> <p>Lines are open 8am to 6pm CET Monday to Friday.</p> <p>To tell us about an issue while you're renting, contact the rental station.</p> <ul style="list-style-type: none"> <li>• You will find the contact details for the rental station on your rental agreement.</li> </ul> <p>To tell us about an issue after you've returned the vehicle, please contact the <b>Customer Service Team</b>:</p> <ul style="list-style-type: none"> <li>• Email: <a href="mailto:customer.service@budget.at">customer.service@budget.at</a></li> <li>• Fill in the online form which can be found at <a href="http://www.budget.at">www.budget.at</a></li> <li>• Call on: 01 60187, or from outside <b>Austria</b>: + 43 (0) 1 60187</li> </ul> <p>Lines are open 9am to 5pm CET Monday to Friday.</p> <p>Calls from mobiles are charged at your network rate. Calls from outside <b>Austria</b> are charged at international rates.</p>

## 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		
Product	What it is	Indicative costs
<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>	Normally <b>between EUR 30.37 and EUR 46.40 per day</b> (if not included as standard).
<b>Super Damage Waiver (SCDW)</b>	An excess reduction product which reduces your damage waiver excess to zero (or, if higher, the amount shown on your Rental Agreement Form).	Normally <b>between EUR 25.00 and EUR 49.00 per day</b> .
<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>	Normally <b>between EUR 18.00 and EUR 42.00 per day</b> . (if not included as standard).
<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. 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</li> </ul>	Normally <b>between EUR 2.00 and EUR 8.00 per day</b> .

	<p>expenses related directly to the accident (an excess of <b>EUR 70.00</b> per claim applies)</p> <ul style="list-style-type: none"> <li>• Medical assistance and rescue costs (conditions and an excess of <b>EUR 70.00</b> per claim applies)</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 300.00</b> per item)</li> </ul> <p><b>Personal Accident Insurance is underwritten by AIG Europe Limited. You will need to agree to their terms and conditions. Our agent, Avis Europe Risk Management Limited retains 20% of the price you pay after insurance premium tax has been deducted, as commission.</b></p>	
<b>Roadside Assistance Plus</b>	<p>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 includes lost keys).</p>	<p>Normally <b>between EUR 6.00 and EUR 7.02 per day</b>. 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 28 days.</p>

## 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 Additional Driver we allow to drive the vehicle. You can expect the price to be <b>between EUR 14.00 and EUR 17.00 per day, per additional driver</b>. 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.</p>
<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 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 between <b>EUR 20.00 and EUR 100.00</b>.</p> <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 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 <b>EUR 50.00</b>.</p> <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. But remember, it is always your responsibility to check the seat is fitted correctly before you drive away.</p> <p>Please note: In <b>Austria</b> all children must normally use a child car seat until they're 12 years old or 150 cm tall.</p> <p>The fee for renting a seat is <b>EUR 13.00 per seat, per day</b>.</p> <p>If you rent the vehicle for more than 6 days, you'll only be charged for a maximum of 6 days and get cover for the duration of the rental up to 28 days.</p> <p>If the seat is damaged, lost or stolen, you will have to pay for a replacement. This is likely to cost between <b>EUR 20.00 and EUR 250.00</b> on top of the hire fee. *</p> <p><b><u>All Weather tyres</u></b></p> <p>If the rental location you're hiring from is in an area where it's illegal to drive without all-weather tyres at certain times of year, the vehicle will automatically be supplied with them – and the fee will be included in your rental fee or contract.</p>
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You will see when you are making your booking whether your vehicle is automatically equipped with all-weather tyres, or you will be told this.

We can also supply all-weather tyres for a fee. This will depend on where you're renting – but you can expect it to be **between EUR 5.00 and EUR 5.85 a day**. The exact price for this will be either shown or disclosed to you before completing your booking and stated on your rental agreement. You may also call us to ask about the price.

If one of the all-weather tyres is damaged, lost or stolen, you are responsible for the cost of the replacement. You can expect this to range from around **EUR 100.00 to EUR 200.00** on top of the hire fee. \*

Please give us at least 24 hours' notice if your rental does not automatically include all-weather tyres and you want to hire them.

#### **GPS**

The fee for renting a GPS will depend on where you're renting – but you can expect it to cost **between EUR 13.00 and EUR 17.00 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 to use the GPS for the duration of your rental, up to 28 days.

If the GPS device is damaged, lost or stolen, you are responsible for the cost of the replacement, this is likely to cost between **EUR 100.00 and EUR 150.00** on top of the hire fee. \*

Please note: **In some countries, it is against the law to use a GPS that tells you where speed cameras are. If you rent a GPS from us, it will not give you speed camera information.**

#### **Mobile WIFI**

In some locations, we offer Mobile Wi-Fi devices. To use this service you will need to read and agree to separate terms and conditions. We'll give you these terms and conditions at the rental location.

The fee for hiring mobile Wi-Fi will depend on where you're renting – but you can expect it to be **between EUR 20.00 and EUR 25.00 per day**.

If the mobile Wi-Fi device, the sim card or any mobile Wi-Fi accessories are damaged, lost or stolen, you are responsible for the cost of the replacement.

You can expect this to cost between **EUR 3.00 and EUR 150.00** on top of the hire fee. \*

Please note: **In many countries, including Austria, it is illegal to drive while using a handheld mobile phone (without a hands-free car kit), tablet or other communications device. It is your responsibility to drive safely and according to the laws of the country you're driving in.**

#### **Snow chains**

If the rental location you're hiring from is in an area where it's illegal to drive without Snow Chains or all-weather tyres at certain times of year, the vehicle will automatically be supplied with snow chains – and the fee will be included in your rental fee. You can ask not to have these but we recommend that you take either snow chains or all-weather tyres at these locations.

Snow chains are also available and cost **EUR 45.00 per rental**.

If one of the snow chains is damaged, lost or stolen, you are responsible for the cost of the replacement, unless you were not culpable for the damage, loss or theft and/or it was not due to your fault or to that of your passengers or additional drivers. This is likely to cost between **EUR 50.00 and EUR 200.00** on top of the hire fee.\*

#### **Ski racks**

Some rental locations offer ski racks. You can expect to pay **EUR 45.00 per rental**. Ski racks cannot be fitted to all our vehicles, so you may need to upgrade if you need one. This may increase the price of the vehicle and any excess you may have to pay.

If the ski rack is damaged, lost or stolen, you are responsible for the cost of the replacement and you can expect this to cost between **EUR 250.00 and EUR 500.00** on top of the hire fee. \*

Please give us at least 24 hours' notice if you want to hire a ski rack. If you need it at shorter notice, please call the Reservations team

\* If you can show the damage or loss was not in any way your fault or due to negligence, we will refund the cost to you.

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Thank you for choosing Budget