

Local Additional Information Flughafen Wien Schwechat

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Added important information

This document contains additional information that you - and any additional drivers - need to know about your rental. You should read this document together with the General Conditions of Rental. You can find a sample of the General Conditions of Rental at www.budget.at. If you received a booking confirmation email, it will also contain a link to the General Conditions of Rental and to these Location Specific Conditions.

It is important to us that you enjoy your experience with us and have all the information you need. It might take you a little time now but it could save you time later.

Important to know

The company that provides you with a rental vehicle in Austria is Avis Autovermietung GmbH, Lehrbachgasse 2, 1120 Vienna, AT as set out on page 1 of your rental agreement. This may not be the same company that you made your booking with.

The individual prices and fees we charge for our various services are often subject to change, depending on availability and rental location. However, to give you an idea of the estimated costs, this document indicates price ranges within which these costs will be set. The exact prices will be either shown or disclosed to you before completing your booking. You may also ask us for the applicable prices. All prices include VAT, where it's charged.

To make a booking, change a booking or tell us about an issue while you're renting, contact the rental station or the reservations team:

Please fill in the online form, which can be found at www.budget.at

Call on 0800 104407, from outside Austria: +43 (0) 800 104407

Lines are open from 8am to 6pm CET, Monday to Friday.

You will find the contact details for the rental station on your rental agreement.

To tell us about an issue after you've returned the vehicle, please contact the customer service team:

Email: customer.service@budget.at; or

Please fill in the online form, which can be found at www.budget.at; or

Call on 01 60187, from outside Austria: +43 (0)1 60187

Lines are open from 9am to 5pm CET, Monday to Friday.

European Car Rental Conciliation Service (ECRCS)

We are a member of the European Car Rental Conciliation Service (ECRCS). This organisation independently reviews disputes with no additional costs to you. If you make a complaint and are unhappy with our final response you can refer your dispute to the relevant conciliation service. You can find further information on this subject and on the conditions for the use of the ECRCS at www.ecrcs.eu.

Alternative Dispute Resolution

The European Commission created a platform for online dispute resolution. This can be found at <https://webgate.ec.europa.eu/odr>. Consumers have the possibility to use this

platform to settle disputes.

In case of a dispute regarding car rental services you may also contact:
Schlichtung für Verbrauchergeschäfte [Arbitration for consumer transactions]
Mariahilfer Straße 103
Stiege 1, Top 18
1060 Vienna
www.verbraucherschlichtung.at

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Age information

How old do I need to be to drive a rental vehicle?

To drive our vehicles, you - and all of your drivers - need to be at least 21 years old and have held a valid driving licence for the corresponding vehicle category for at least half a year - or 3 years for vehicles of vehicle groups I and J - at the start of your rental.

Higher or lower minimum age limits may apply to certain vehicles. This will be shown during the booking process or disclosed to you before completing your booking.

How do I know if there are minimum age restrictions on my rental?

Before booking, you'll be told if there are any minimum age restrictions for the vehicle you request. If you're not sure, please check your booking confirmation email - or call the reservations team.

I'm under 25; do I need to pay a young driver surcharge?

If you - or any of your additional drivers - are under 25 when you pick up the vehicle, you will each have to pay a young driver surcharge. The cost for this will depend on where you're picking the vehicle up from, and it will be either shown or disclosed to you before completing your booking - but you can expect it to be between €14.40 and €17.00 per day, for each driver.

If you rent the vehicle for more than 10 days, you'll only be charged this additional fee for a maximum of 10 days and this will cover the entire duration of your rental, up to 28 days.

Are there any maximum age restrictions?

No, so long as you hold a valid driving licence for the corresponding vehicle category for at least half a year, or at least three years for vehicle groups I and J.

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Payment options

What payment cards do we accept?

We accept:

- o American Express (excluding American Express Traveller's Cheque cards)
- o Diners Club
- o Visa credit / debit cards
- o MasterCard credit / debit cards
- o Budget-issued charge cards / voucher

Prepaid cards can only be used for making payments at the end of your rental when used together with another payment card. You need to present one of the cards listed above when picking up your vehicle.

We don't accept Visa Electron cards, Maestro cards, V-Pay cards, Cirrus cards, JCB cards or any other cards not listed above.

We do not accept Digital Payment Cards.

Can I pay by cash?

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

What happens if I am late in making payment?

If you are negligently late in making your payment, interest on arrears will be calculated at 4% p.a.

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Taking your vehicle outside the country

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. This amounts to a minimum of €12/day and a maximum of €84 per rental. If Avis has given its consent, the following provisions apply:

What countries am I allowed to take the vehicle to?

You may drive the vehicle in the following countries with exceptions:

1. Austria (A)
2. Andorra (AND)
3. Belgium (B)
4. Bosnia-Herzegovina (BIH)
5. Croatia (HR)
6. Czech Republic (CZ)*
7. Switzerland (CH)
8. Germany (D)
9. Denmark (DK)
10. Spain (E)
11. France (F)
12. Finland (FIN)
13. Liechtenstein (FL)
14. Italy (I)
15. Luxemburg (L)
16. Monaco (MC)
17. Norway (N)
18. Netherlands (NL)
19. Poland (PL)*
20. Portugal (P)
21. Romania (RO)
22. San Marino (RSM)
23. Serbia (SRB)
24. Sweden (S)
25. Slovakia (SK)
26. Slovenia (SLO)
27. Hungary (H)

Porsche vehicles may only be driven in Austria (A), Germany (D), Switzerland (CH), France (F) and Monaco (MC)

* Select Series vehicles are not permitted to enter the following countries:

- Croatia (HR)
- Poland (PL)
- Slovakia (SK)
- Slovenia (SLO)
- Czech Republic (CZ)
- Hungary (H)

Select Series vehicles and vehicle categories I and J are not permitted to enter the following countries:

- Bosnia-Herzegovina (BIH)
- Romania (RO)
- Serbia (SRB)

You are not allowed to enter Albania (AL), Armenia (AM), Azerbaijan (AZ), Bulgaria (BG), Belarus (BY), Cyprus (CY), Estonia (EST), Georgia (GE), Greece (GR), Iceland (IS), Kazakhstan (KZ), Kosovo (RKS), Latvia (LV), Lithuania (LT), Malta (M), Macedonia (MK), Moldova (MD), Montenegro (MNE), Russia (RUS), Turkey (TR), Ukraine (UA) and outside continental Europe.

Can I buy a product that allows me to travel to other countries?

No, unfortunately we do not offer any other products that allow you to travel to other countries.

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Waiver and protection options

Damage and theft

What products reduce the amount I have to pay if the vehicle is damaged, lost, or stolen during the rental through my own fault or that of any of my additional drivers or passengers?

If you have a Collision Damage Waiver (CDW) and the vehicle, keys, any accessories or any vehicle documents are damaged or lost through your own fault or that of any of your additional drivers or passengers, the amount you have to pay for the damage will be reduced to no more than the excess stated on your rental agreement, meaning you'll pay for the damage plus a damage processing fee of €30.00, or pay the agreed excess, whichever is less.

If you have Theft Protection (TP) and the vehicle is stolen or lost through your own fault or that of any of your additional drivers or passengers, the amount you have to pay will be reduced to no more than the excess stated on your rental agreement, meaning you'll pay for the damage plus a processing fee of €30.00, or pay the agreed excess, whichever is less.

How much is the excess?

The amount will be shown or disclosed to you before completing your booking and is stated on your rental agreement, as well as in your booking confirmation email. You can reduce the excess even further by buying an excess reduction product. This also eliminates the processing fee in the event of damage.

How do I get Damage Waiver?

In most cases, Damage Waiver is provided with the vehicle as standard. If it is included, this will be shown or disclosed to you before completing your booking and stated on your rental agreement, as well as in your booking confirmation email. If it isn't included, you can buy it separately. The price for this will be either shown or disclosed to you before completing your booking. You may also call us to ask about the price.

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

Yes, the Super Collision Damage Waiver (SCDW) is an excess reduction product that reduces your excess and the processing fee to zero. The price depends on the vehicle and location - but you can expect it to cost between € 25,00 and € 49,00 a day. The exact price for this will be either shown or disclosed to you before completing your booking. You may also call us to ask about the price.

What happens if I damage any optional extras I rent from you?

If any optional extras are culpably damaged by you or any of your additional drivers or passengers, you will have to pay for the damage caused to this optional extra in addition to the rental fee. If you have purchased a damage waiver - and it is applicable - your liability for damages caused to optional extras will also be reduced to the excess stated.

What happens if I lose any optional extras I rent from you or if they are stolen?

If any optional extras are lost or stolen, through your own fault or that of any of your additional drivers or passengers, you will have to pay for their cost of replacement in addition to the rental fee. If you have purchased a damage waiver - and it is applicable - your liability for the loss or theft of optional extras will also be reduced to the excess stated.

Are there any times when a Damage Waiver (or Super Collision Damage Waiver) would not apply?

Yes, any agreed Damage Waiver or Super Collision Damage Waiver shall not apply, and the amount of your liability shall not be reduced, if:

- The damage, theft, or loss was caused by the wilful act or gross negligence of you or any of your additional drivers or passengers.
- At the time the damage took place, the vehicle was being driven by a non-authorised driver, with your knowledge and consent.
- At the time the damage took place, the vehicle was being used in breach of the provisions of Section 9) of the General Conditions of Rental (except if the

non-compliant use did not have any material impact on the amount of damages or their cause).

- At the time of the accident, the vehicle's driver did not have a valid driving licence or if the driver's ability to drive was impaired by alcohol, drugs or similar.
- You culpably breached your obligation to send us an incident report and an accident report, or your obligation to notify the police, and thus made it significantly more difficult or impossible for us to ascertain the cause of the accident, the amount of damage, or the fault of the parties involved in the accident.
- The damage did not occur during the rental period agreed with us (i.e., particularly in the case of the vehicle's late return).
- The damage occurred while driving abroad without our authorisation.

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Waiver and protection options 2

Damage to people and their property

What products cover the driver of the vehicle?

Personal Accident Insurance (PAI) covers the driver of the vehicle in the event of an accident. Personal Accident Insurance provides the following benefits:

- o A maximum of € 100.000,00 in the event of death, loss of limbs or eyes or permanent total disability
- o A maximum of € 25.000,00 towards emergency medical expenses related directly to the accident (an excess of € 70,00 per claim applies)
- o Medical assistance and rescue costs (conditions and an excess of € 70,00 per claim apply)
- o Baggage up to € 6.000,00 per vehicle - excluding any items you rented through us (again, there are conditions, and a limit of € 350,00 per item).
- o Expenses for replacing main house keys and locks up to € 500,00.
- o Emergency travel expenses up to € 500,00.

You can find more detailed information in the Insurance Terms and Conditions, which you will receive before taking out the insurance.

Who provides Personal Accident Insurance?

Personal accident insurance is underwritten by **AIG Europe S.A.** You will need to agree to their Insurance Terms and Conditions when taking out this insurance. Our agent, **Avis Europe Risk Management Limited**, retains 20% of the price you pay after insurance premium tax has been deducted, as commission.

How do I get Personal Accident Insurance?

If you've bought Personal Accident Insurance, it will be stated on your rental agreement. The price depends on the location you're renting from, but you can expect it to cost between € 2,00 and € 8,00 a day. The price will be shown to you during the booking process or disclosed before completing your booking. You may also call us to ask about the price.

Is Personal Accident Insurance available when renting any vehicles?

Yes, you can buy Personal Accident Insurance no matter what vehicle you rent.

Please note: Passengers are considered third parties and would benefit from the third party liability cover provided with the vehicle as standard.

Protection packages

I want to buy more than one protection product, can I get a protection package?

Yes, we offer different packages. At pick up the best option will be offered to you.

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Delivery and collection

Can I have a vehicle delivered to me?

Some of our rental locations offer a Delivery Service where we drop the vehicle - and any optional extras you pre-booked - off at a time and place you request. For further information please contact the rental station or Reservations Team.

The vehicle delivery fee depends on where you're renting and where the vehicle is

being delivered to - but you can expect it to be between €20.00 and €100.00. You may call us to ask about the price.

Where a Delivery Service is available please give us 48 hours' notice that you would like us to deliver the vehicle to you. We may be able to deliver it at shorter notice, but you'll need to check with the rental station or Reservations team.

Further information: See Section 15) and Section 17) of the General Conditions of Rental.

Can the vehicle be collected?

Some of our rental locations offer a Collection Service where we collect the vehicle - and any optional extras you rented - at a time and place you request. For further information please contact the rental station or Reservations Team. If you want to have the vehicle collected, you or your authorised agent must be available to hand the vehicle over.

You will be responsible for the fuel used - at the Pay on Return rates - to return the vehicle to our nearest rental location unless you buy Fuel up Front. Further information: See the "Fuel Charges" section in this document and Section 15) of the General Conditions of Rental.

We charge an additional fee for collecting the vehicle. The fee for this depends on where you're renting and where the vehicle is being collected from - but you can expect it to be between €20.00 and €100.00. You may call us to ask about the price.

Where a Collection Service is available please give us 48 hours' notice when you want the vehicle collected. We may be able to collect the vehicle at shorter notice, but you will need to check with the Reservations team.

Further information: See Section 14), Section 15), and Section 17) of the General Conditions of Rental.

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Drivers license and ID requirements

Driving Licences

Do I need to bring my driving licence with me?

Yes. All drivers must bring all parts of their valid driving licence with them. The driving licence documents must be valid for driving the rented vehicle in Austria.

Drivers must bring both their driving licence and either an international driving licence or a notarised German translation of their driving licence if:

- o Your driving licence was issued in a country outside the EEA and you are renting in Austria (no international driving licence is required if your driving licence was issued in Switzerland and in German)
- o The driving licence was issued in a non-Roman alphabet like Arabic, Greek, Russian, Hebrew, or Japanese.

We do not accept digital driving licenses.

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

Yes. All drivers must have held their licences for at least ? year, for vehicle categories I and J for at least 3 years. If a licence does not show the driver has held it for the minimum period, then they must provide evidence, such as:

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

ID requirements

Do I need to bring proof of identification?

Yes, you must bring:

- o The payment card that was used to make your booking or another payment card under your name. For some vehicles, two payment cards in your name will be required. If this is the case, you will be notified before your booking is completed.
- o 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.

Other requirements

Will I need to give a pre-authorisation or pay a security deposit?

Yes, you must give us a pre-authorisation on your payment card before we release the vehicle to you. A pre-authorisation holds money in your account.

What do I need to do to give a pre-authorisation or security deposit?

You'll need to give us a payment card in your own name that has enough money available on it. You can find more information on the payment cards accepted by us under the "Payment Options" section in this document.

How much is the pre-authorisation?

The amount of the pre-authorisation taken on pick-up of the rental vehicle is calculated as follows:

(The vehicle rental price* + EUR 200 (or if applicable, the equivalent amount in your local currency) MINUS (Any sum you have already paid when making a "Pay Now" booking)

* The "vehicle rental price" includes the vehicle rental cost and all optional extras you've requested, calculated at the start of the rental based on the intended length of the rental. For the avoidance of any doubt, any "Pay at Location" amount you owe in relation to the vehicle rental (including any optional extras) will be included as part of the pre-authorisation and will be charged to you at the end of the rental (using the card provided for the purposes of the pre-authorisation, unless agreed otherwise).

** If you buy our "Fuel Up Front" product, we will reduce the EUR 200 (or if applicable, the equivalent amount in your local currency) by the amount we charge you for the "Fuel Up Front" product

The EUR 200 (or if applicable, the equivalent amount in your local currency) is included as part of the pre-authorisation in case we have to charge you at the end of the rental for any of the following:

- i. costs to refuel the vehicle (where relevant);
- ii. additional rental charges in circumstances where you fail to return the vehicle or any optional extras at the end of the agreed rental period [or to the agreed return location];
- iii. any additional charges or fines you incur relating to your use of the vehicle (which we have been notified of prior to you returning the vehicle, which will include, for example, charges relating to traffic violations); and/or
- iv. costs incurred as a result of exceeding any relevant mileage restrictions.

Where the pre-authorisation we take does not cover the charges you incur, we will request you make a further payment for the additional amounts owed.

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Fuel charges

Fuel and hybrid vehicles

Fuel Options

I plan to travel more than 120 kilometres, and want peace of mind; do you have a fuel option for me?

Yes, with Fuel Up Front you pay for a full tank of fuel, based on the manufacturer's stated fuel tank capacity for your vehicle - plus our costs of refuelling the vehicle for you. Simply return the vehicle with whatever fuel is left in the tank (even if it's virtually empty) so long as the engine still runs.

How do I calculate the cost of Fuel Up Front?

You will pay a one-off fee. This fee includes the cost of a full tank of fuel, plus the cost of us refuelling the vehicle for you. The amount of this fee will be shown during the booking process or disclosed to you before completing your booking. You may also call us to ask about the price.

We will not reimburse you for non-used fuel unless you return the vehicle with a full tank. In this case we will refund the Fuel Up Front charge.

Can I get "Fuel Up Front" at any time?

No, if you want to take advantage of Fuel Up Front, you must ask for it during the booking process or when you pick up the vehicle.

I plan to travel less than 120 kilometres; do I still need to fill up?

Yes, often the fuel gauge looks "full" even if the tank is actually no longer full, so we kindly ask you to fill up the tank near to the return location shortly before returning the vehicle (less than 3 hours prior), and provide evidence of this. You can do this by showing a fuel receipt or any other evidence (e.g., photos). In the case of connected vehicles for which we can verify the fuel status electronically, no further proof is required as long as the electronically collected data show a full tank (less the

appropriate amount of fuel consumed while driving from the petrol station to the rental location).

If you don't have time to fill up the tank or can't show us proof that you have filled up the tank near the rental location shortly before returning the vehicle we will apply EZ Fuel to cover the cost of us refuelling the vehicle for you. This shall apply even if the factory-installed fuel gauge shows the tank as full. The reason for this is that, in this case, we need to verify whether the vehicle actually has a full tank or not, and possibly need to refill it.

How much is EZ Fuel?

Depending on where you're renting, you pay of fixed fee of € 25,00. 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.

What are my options if I don't return the vehicle full and haven't bought Fuel up Front?

Pay on Return will apply if you have driven more than 120 kilometres and:

- o Don't buy Fuel Up Front

- o Don't return the vehicle with a full tank

How do I calculate the cost of Pay on Return?

You pay for fuel based on the factory-installed fuel gauge. We calculate the price by rounding down the fuel level to the nearest eighth (1/8) of a tank (thus, if the fuel level is between 6/8 and 7/8, we assume the tank is 7/8 full). Therefore, you never pay for more fuel than is actually needed to refill the entire tank. This is based on the manufacturer's stated fuel tank capacity (you can find it in the vehicle's operation manual inside the glove box).

We charge between € 3,00 and €3.80 per litre of missing fuel. This includes both fuel costs and the costs of us refuelling the vehicle for you (including the vehicle's loss of use during the drive to the petrol station).

Electric vehicles

How much battery charge should I return an electric vehicle with?

You must return the vehicle with at least a 70% battery charge, or the same % battery charge as it had at time of pick-up.

What am I charged if I fail to return an electric vehicle with the required 70% battery charge, or the same % battery charge as it had at time of pick-up?

We charge a fixed amount dependent on the battery life showing on the factory-installed battery gauge. This is the "Pay on Return" rate. The amounts charged are set out below:

Battery Charge

Fixed Cost (inclusive of VAT)

If you return the electric vehicle with 70% or more battery charge.

No Cost.

If you return the electric vehicle with between 11% - 69% battery charge.

EUR 26.28

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

EUR 45.89

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One Way Rentals

Can I pick up the vehicle from one rental location and return it to another?

Yes, some rental locations let you collect the vehicle and any optional extras from one rental location - and return them to another.

How much is the One-Way fee?

The price depends on the rental location. If you want to pick up the vehicle and return it to a different location in the same country, you can expect it to be between € 15,00 and € 100,00. If you want to pick up the vehicle in Austria and drop it off in another country, you can expect the cost to be between €100.00 and €5,000.00. 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.

How do I get a One-Way rental?

You can request a one-way rental when you book - or you can ask for it when you get to the rental location.

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

How much will it cost if I did not request a One-Way rental but return the vehicle to a different location?

You will be charged a one-way fee at the 'pay at location' tariff valid on the day you return the vehicle. You may also call us to ask about the price.

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Returns

How much does it cost if I do not agree to extend the rental period and I return the car more than 29 minutes late?

The late return administration fee is €15.00. In addition, we calculate an additional rental fee for every part-day of the late return, which is set out in more detail in the General Conditions of Rental.

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Special equipment

Customers with disabilities

I have a disability, do you offer adapted vehicles?

No, unfortunately we do not offer any adapted cars at the moment.

I have a disability, do you offer hand controls?

No, regrettably, we do not currently offer hand controls or panoramic mirrors at this time.

Popular optional extras to rent

I have small children, do you offer child seats?

Yes, we offer baby, child and boosters seats. A baby seat is typically suitable for a child from birth to 12 months old and weighing no more than 13 kilos. An infant seat is typically suitable for a child aged 9 months to 4 years old and weighing between 9 and 18 kilos. A child seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos. A booster seat is typically suitable for a child aged 8 to 11 years old and weighing between 20 and 45 kilos. If you would like further information, please contact our Reservations team or a site employee.

Please remember that it is always your responsibility to check whether the seat is fitted correctly before you drive away.

Please note: In Austria, all children must normally use a child car seat until they're 12 years old or 150 cm tall.

How much are your child seats?

The fee for renting a seat is € 14/day. The 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 you rent the vehicle for more than 5 days, you'll only be charged with this additional fee for a maximum of 5 days and get to use the seat for the duration of your rental, up to 28 days.

If the seat 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. The costs for this will probably be between €20.00 and €250.00 plus the rental costs. You can enquire about the exact cost by phone or at the rental location. If you have agreed a liability limit (damage waiver) and this is applicable, your liability will be restricted to the excess agreed.

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

Yes, the fee for renting a GPS 13,00 and € 17,00 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 you rent the vehicle for more than 10 days, you will only be charged the additional fee for a maximum of 10 days and you will be able 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, 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. The costs for this will probably be between €100.00 and €150.00 plus the rental costs. You can enquire about the exact cost by phone or at the rental location. If you have agreed a liability limit (damage waiver) and this is applicable, your liability will be restricted to the excess agreed.

Please note: In some countries, it is against the law to use a GPS that tells you where speed cameras are. This is also illegal in Austria. If you rent a GPS from us, it won't give you such speed camera information.

Do you offer an audio tour guide service on your GPS?

No, unfortunately we do not offer an audio tour guide service at this time.

I want to be able to access the internet anywhere I go, do you offer a solution?

Yes, 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.

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.

How much does Mobile Wi-Fi cost?

The fee for hiring mobile Wi-Fi will depend on where you're renting - but you can expect it to be between € 20,00 and € 25,00 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 the mobile Wi-Fi device 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 € 150,00 on top of the hire fee. If you have agreed a liability limit (damage waiver) and this is applicable, your liability will be restricted to the excess agreed.

If the SIM card or an accessory part of the mobile Wi-Fi device 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 from € 3.00 to € 150,00 on top of the hire fee. If you have agreed a liability limit (damage waiver) and this is applicable, your liability will be restricted to the limit agreed.

I intend to drive via toll roads. Do you happen to offer a device that can make it easier and quicker?

No, unfortunately we do not offer any electronic toll charging devices at this time.

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Special equipment 2

Winter equipment to rent

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

Between 01.11. and 15.04. all vehicles are equipped with winter tyres.

Yes, 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.

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 € 5,00 and € 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, 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.

You can expect this to range from around € 100,00 to € 200,00 on top of the hire fee. If you have agreed a liability limit (damage waiver) and this is applicable, your liability will be restricted to the excess agreed.

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

call the Reservations team.

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

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

Yes, 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 in some other rental locations. The fee for snow chains is € 45,00 per rental. The 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 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 € 50,00 and € 200,00 on top of the hire fee. If you have agreed a liability limit (damage waiver) and this is applicable, your liability will be restricted to the excess agreed.

We can't fit snow chains for you, and we can't arrange for them to be fitted.

Not sure if you need snow chains? Please ask a member of our team or call the Reservations team.

I've brought my own skis with me, do you rent ski racks?

Yes, some rental locations offer ski racks. The fee for Ski racks is € 45,00 rental to rent a Ski Rack from us. The 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.

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.

The exact price for an upgrade will either be shown or disclosed to you before completing your booking and/or stated on your rental agreement. You can also contact one of our employees with regard to this.

If the ski rack 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 € 250,00 and € 500,00 on top of the hire fee. If you have agreed a liability limit (damage waiver) and this is applicable, your liability will be restricted to the excess agreed.

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.

I've left my hands-free kit behind, do you rent them?

No, unfortunately we do not offer hands-free kits at this time.

I'm moving items, do you rent blankets?

No, unfortunately we do not offer blankets at this time.

I'm moving items, do you rent trolleys?

No, unfortunately we do not offer trolleys at this time.

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