

TERMS & CONDITIONS

Please read this document before you complete our booking as it provides **important information about your booking** and your rental, including what to bring with you when you pick up the vehicle.

We suggest you to carefully read the Rental Agreement provided at time of pick-up. We recommend you pay particular attention to the sections on "Insurance, responsibility and accidents".

It is important to us that you have a memorable rental experience with Rent A Car Autos Manel and that you have all the information you need.

1. INCLUDED:

Unlimited mileage, VAT, all risk insurance with excess, and road assistance.

2. NOT INCLUDED:

Petrol, extreme dirt cleaning. Excess in case of damage (see below at insurance).

3. PETROL:

The car is delivered full and you should return it full again. If there is missing petrol, we will charge the petrol we put + 9€ for refueling. Fuel error will be charged.

4. AIRPORT PICK UP & DELIVERY FROM:

10€ 8-21.00 hrs

25€ 21-02.00 hrs

30€ 02-06.00 hrs

20€ 06-08.00 hrs

5. EXCESS IN CASE OF DAMAGE:

The excess amount will be charge upon car delivery. The excess is refund once the car has been returned without any new damage. In the likely situation that there is a new damage and the cost for reparation is less than your excess we will refund the difference. If you have contracted a full comprehensive cover, the company will require a security deposit equal to the excess when you pick your car up. The deposit will be returned after the rental, as long as all conditions have been met.

INSURANCE:

CAR MODEL	EXCESS	Driver's age and driving experience	ALL RISK INSURANCE (FW = Fully Comprehensive Cover) ** minim age 25 years and 3 years of experience
SMALL SIZE: Fiat Panda, Fiat 500	350€	23 years 3 years license	8€ per day
MEDIUM SIZE: Peugeot 208, Ford fiesta	450€	23 years & 3 years license	10€ per day
Peugeot 308, Ford focus, Peugeot Partner	550€	23 years & 3 years license	12€ per day
Peugeot 3008, Wrangler 3 doors, Opel zafira Mini one cabrio	800€	25 years & 3 years license	15€ per day
9 SEATERS WRANGLER 5 doors, BMW Serie 2 cabrio, BMW x 2,	1200€	25 YEARS & 3 YEARS LICENSE	20€
Motorbike 50 CC 125 CC	200€ 250€	GOOD DRIVING EXPERIENCE NECESSARY and motorbike license	6€ 8€

!!!NEVER COVERED DAMAGE AT THE UNDERCARRIAGE OF THE CAR, DAMAGE TO WHEELS/TYRES,

6. Cancellation



You must pay a cancellation fee if you cancel your booking. **You must pay a cancellation fee** if we cancel your booking because you failed to meet the Rental Requirements. **You must pay a fee if you do not cancel your booking and your fail to show-up.**

	Cancelation policy
At least 2 complete days before 'pick-up'	No fee for cancellation, full refund
Less than 2 complete days before 'pick-up'	Cancellation fee of 1 day of the rent.
On day of 'pick-up' or if you do not cancel and fail to show-up	Cancellation fee of 1 day of the rent.
**Luxury category: Mini Cooper, Jeep Wrangler, Mercedes Vito, BMW serie 2 cabrio	Less than 7 complete days before "pick-up" cancellation fee of 2 days of the rent

7. Changing your booking

You may change your booking any time before the day you are due to pick-up the vehicle by calling Rent a Car Autos Manel +34 971 391 772 or sending an email to info@autosmanel.com . All change requests will be subject to availability and may result in a **price change**:

- **More** than the amount you paid us, you **must pay** the difference.
- **Less** than the amount you paid us then **no refund** will be given.

8. Rental requirements

Driving Licence

As such, the person hiring the vehicle **must bring** proof of their driving licence, identity, e.g. a valid current passport or identity card/document.



We **may refuse** to allow any driver to drive the vehicle who (i) **does not** hold a full driving licence valid for the entire rental period, (ii) **has not** held their licence for the minimum period required by the vehicle class booked, (iii) has driving related **convictions**, or (iv) who **does not** meet our **security or credit checks**.

Payment Methods

We accept American Express (excluding Travellers Cheque Cards), Visa and MasterCard .

You must bring the payment card used to make your booking as well as the identity card to ensure that the vehicle is given to the person who made the booking.

If you don't have the payment card used to make the booking with you, **we reserve the right to refund the total charged and charge on the driver payment card**

Driver Age Restrictions

There are age restrictions – but they vary by vehicle and by country. Please read the **Location Conditions – Age Information** section or call Reservations.



If a driver is under the minimum age to drive the vehicle class booked, we will try to find you a vehicle with a lower age restriction. Drivers above a certain age or below a certain age **must** pay a driver surcharge. If a driver is under the minimum age or over the maximum age restriction for **all vehicles**, they won't be able to drive.

Unacceptable Behaviour

The **rental location may refuse** to rent to you if you or anyone in your party behaves in an unacceptable way, e.g., if they believe that any driver is under the **influence of drink or drugs**, or anyone in your party, is **abusive or threatening** to their teams or the customers.

9. Use of your Personal Information

By making a booking, **you expressly agree** to us using and transferring your personal information for as long as the law allows us to as set out in this section.

10. Liabilities

We/the vehicle rental provider (as the case may be) **will not be responsible for losses** in the car such as telephone, wallet... We/the vehicle rental provider are **not responsible for any indirect losses** (such as loss of profit, loss of enjoyment or loss of opportunity).

Thank you for choosing us!

