

Terms and Conditions for Key Dispenser Offer

Conditions to benefit from the Automated Key collection Service.

In some cases, Europcar can offer you the benefit of an Automated Key collection Service (the “Service”), saving you the need to go to the counter at the station. This Service, which is only available in certain stations, requires that:

- You have a valid driving license, a Driver ID issued to you as part of a previous rental and that all the elements of your reservation have been confirmed in advance,
- The station where your Vehicle will be collected is equipped with the Service,
- You agree to the electronic validation of your rental contract and accept these Special Terms & Conditions in addition to the Europcar Terms and Conditions of Hire.

You must notify Europcar as soon as possible if there are any changes regarding the status of your driving license between placing your booking with us and collecting the keys for the vehicle from the Key Dispenser. If not; you must assume sole responsibility for any consequence arising from the lack of veracity in the information provided, as well as the lack of communication of any alteration of the driver's driving license at the time of use of the Key Dispenser system and during the use of the vehicle rented through this system.

At the time of withdrawal of the keys from our vending machines, it will not be possible to purchase additional services without presenting yourself at the counter.

Process to collect the keys

To collect the keys from our automatic Key Dispenser, you will receive an email indicating how to proceed (code to be entered or web link allowing you to open the locker remotely).

The code/web link provided to open the Key Dispenser is personal and non-transferable and can only be used by you. Therefore, you undertake to protect and guard the code provided, taking reasonable precautions to prevent its loss, disclosure, alteration or unauthorized use. You undertake to immediately notify Europcar by written email of any loss or possible disclosure of this code so that this code can be cancelled. Failing this, Europcar cannot be held responsible for the recovery of the keys by an unauthorized person.

Vehicle pick-up

When you collect the Vehicle keys from the Key Dispenser, you will find a printed copy of your rental agreement together with a description of the condition of the Vehicle (unless we have sent you your rental contract by email to the address you have provided).

When you arrive at your Vehicle, please check whether the information on the documentation we have provided (including vehicle condition and fuel or electricity level) is accurate.

If you do not believe it is accurate, please contact an agent in the station immediately. Please note that you must notify us of any pre-existing damage to the Vehicle that is not included on the documentation provided, in accordance with clause 10 of the Terms and Conditions of Hire.

