

1. Insurance:

Full Comprehensive insurance is provided subject to current U.A.E Law. The Hirer is liable for the first **AED [900-3500]** varies per car category - against claims resulting from each and every accident including (hit-and-run) reporting you at fault (as evidenced by a Police report). This can be waived by buying the super collision damage waiver (SCDW).

2. Kilometers Driven:

Kilometers are limited to **250km/day** or **1500km/week** or **5000km/month**, where additional kilometers will be chargeable @ 0.3 - 0.5/km varies by vehicle's group and category.

3. Maintenance:

It includes routine & major servicing at a certain km/mileage, as mentioned on the sticker attached to the vehicle's windshield as per recommendations of its dealer. (Kindly refer to the same and collaborate with our fleet department on (02-5550029) for the due arrangements).

4. Replacement Vehicle/s:

In the event of routine service and maintenance, a replacement vehicle nearest in size to the hired one, as is possible, will be provided at no extra cost.

5. Accidents:

In the event of any damage or accident to the car, police must be called before the vehicle is moved and a police report and a repair slip must be obtained. Should these documents failed to be obtained, then the Hirer is responsible for all damages incurred. **"The obtaining of these documents will be the responsibility of the Hirer"**.

6. Traffic Violations & Salik:

- All costs incurred as a result of Fines or other Penalties (imposed by traffic police or any other legal authorities) taking place during the rental will be client's responsibility and would be recovered accordingly.
- Additional charges are applicable for Salik (Dubai Tollgate pass) at Dhs.5/pass
- There will be a 10% additional service charge on top of traffic fine charges and AED1/- on top of each Salik charge.

7. Fuel, Water, Oil & Tire Pressure

- Special or Unleaded fuel is to be used
- 20% service charge is added to the refueling cost.
- It is the responsibility of the hirer to check water and oil levels as well as tires pressure and damages caused due to the neglecting of the same are not covered and would be considered as vehicle misuse and the due cost is the hirer liability.

8. Vehicle Offhire or Check-In Policy: - “Condition & Nonsmoking”

- The Hirer must keep the hired vehicle in a clean, safe, and sound condition. Otherwise charges may be applied.
- Smoking is prohibited inside Europcar Vehicles and offenders will be charged **AE300/-** against violating the same.
- Hirer must inform Europcar of his intention to return the vehicle at another premise or other Emirate, and must define the date and time otherwise **excess days** would be **charged** to him.
- At the time of vehicle’s off-hire, the cost of any un-reported damage/s as well as damages with no police report/s would be fully charged to hirer account.

9. Driving License & Driver’s Age:

Any driver, of age above 21 years, holding an **accepted** and valid driving license of at least 1 year old, is entitled to drive our vehicle/s, under full insurance coverage, where the maximum accepted age for a driver is 80years old subject to being physically fit to drive.

- **UAE Driving License** is a must for All Residents from any nationality
- Residents of Gulf Countries (GCC) can drive with their **GCC Driving License**.
- **National Driving Licence** is accepted from visitors who are citizens of these countries (UK, USA, FRANCE, JAPAN, BELGIUM, HOLLAND, SWITZERLAND, DENMARK, GERMANY, ITALY, SWEDEN, GREECE, AUSTRIA, IRELAND, SPAIN, NORWAY, TURKEY, CANADA, POLAND, SOUTH KOREA, FINLAND, SOUTH AFRICA, AUSTRALIA, NEWZEALAND, ROMANIA, SINGAPORE, HONG KONG, PORTUGAL, LUXEMBOURG, SLOVENIA, LATVIA, LITHUANIA, CHINA & HUNGARY).
- **International Driving** licence is a must for visitors who are citizens of other countries that excluded & are not-listed above. (As specified by UAE Traffic & License Authorities).
- **Note:** - All above driving licenses should be **in English or Arabic** otherwise a translated copy of the same will be requested.

10. Payment & Deposit:

- Cash or Debit cards are not accepted by Europcar as a mean of payment.
- Credit cards are required for payment settlement; where Client will be asked to provide us with **1 Credit Card for Normal Vehicles & 2 Credit Cards for Luxury Vehicles.**
- At the time of vehicle’s check-out, Rental charges will be collected and a pre-authorization Deposit amount of the **Estimated Rental Charges plus [AED1500/- for Normal Vehicle or AED3500/- For Luxury Vehicle]**, will be blocked on client’s credit card in order to cover the Rent as well as the possible traffic fines & dues.
- After deducting all the Dues on client’s rental, the excess blocked amount will be released automatically in [3 – 4] weeks’ time. (Europcar is not responsible for any difference between the amount blocked & the amount released resulting from the fluctuation of foreign exchange rates and/or other possible banking charges).

11. Delivery / Collection of vehicle:

Delivery/Collection of vehicle is chargeable and varies according to the distance from/to Abu Dhabi down Town Office, at a minimum charge of **Dhs.30/-** each way.

12. Airport Surcharge:

Airport Surcharge of **Dhs.25/-** will be applicable to any Rental starting at Abu Dhabi Int'l Airport Station (unless differently specified).

13. Breakdown Service:

We offer you a 24 hours breakdown service. Clients have to contact & collaborate with our fleet controller on Mobile # **050-6210795** to receive the help.

14. Additional Charges:

Additional charges are applicable for Nav/GPS system, tracker system, child/baby seats, Spare-key, or any other additional service requirements.

15. Additional Driver Charge:

Additional driver can only be accepted following submission of his/her relevant driving licenses and passport copies, and subject to europcar rules of "qualified driver" in accordance with UAE federal traffic law. The same will incurred extra cost of Dhs.25/day/driver with a maximum amount of Dhs.150/driver/ Rental Contract (daily, weekly, monthly), with a maximum of 3 additional drivers allowed to be added.

16. Value Added Tax (VAT): VAT = 5%.

Government taxes & other levies will be charged to client as required by the current legislations of UAE, where Currently the VAT = 5%.

17. Driving Outside UAE & Off-Road Driving

- Our vehicles are **not permitted** to be driven outside UAE, excluding to **Oman**, where the same can't happen **without our consent & permission**; as we will provide client/s with needed documents after paying Oman insurance coverage Fee of **AED750/-** for a period of (1-7) days then **AED100/-** per each additional day with a maximum amount of **AED1500/-** .
- In the event of a breakdown/accident, client is responsible to bring the vehicle to Oman - UAE Borders.
- Our vehicles are **not permitted** to be used for Safari/Fun-drive, where client will be held liable to pay all damage, necessary repairs & towing charges if he failed to adhere with the same.

18. Non-Smoking Policy

- Smoking is prohibited inside Europcar vehicles and offenders are responsible to pay a penalty charge of **Dhs300/-** to europcar against violating the same.

19. Usage of Vehicle/s:-

- Hirer commits that he won't allow anybody to drive the rented vehicle unless been authorized By Europcar.
- Hirer undertakes that neither he nor any of the listed additional drivers will use the vehicle in, Pushing, Pulling or Towing objects, Races & Fun Drive, Rough Roads & desert Safaris, Teach Driving, Rent the vehicle without Europcar permission.
- Hirers that fail to adhere with same will be held responsible & liable for all charges resulting from damages, penalties, fines & other dues.
- Hirer commits that he/any additional driver will not drive the vehicle outside UAE except to OMAN subject to a pre-approval from Europcar.
- Hirer commits that he or any additional driver will not use the vehicle to transport commercial passengers or any materials/products that are prohibited by the UAE Laws.

20. Vehicle Check-out & Check-in:-

Europcar will conduct vehicle's check-out & check-in at the time of handing it over or receiving it, to ensure vehicle's condition and to mark the status of each rented vehicle.

21. Confirmed Reservation Policy & No Show fees:-

- (a). The Europcar rental location (check out location) is required to provide, within a given period, the requested vehicle category as confirmed at the time of booking, **subject to the renter is meeting Europcar's rental requirements.**
- (b). A confirmed reservation is guaranteed as per the following periods:-
- For one (1) hour after the due check out time, for the Standard Level of service,
 - For two (2) hours, for the Ready service at a Ready rental location,
 - For three (3) hours, for First cardholders at any Rental location,
 - For no limit of hours, for prepaid booking, until the closing time of the rental location on that given date.
- (c). A **NO SHOW** of a confirmed reservation will be subject to a No Show Fees of **400 AED** or **95 Euros**.
- (d). A **Turn Down** of a confirmed reservation that happens due to the failure of a client in fulfilling our terms and conditions re driving license & payment requirements will be subject to a Turn Down Fees of **One day rental charge** .
- (e). **Cancellation** of a confirmed reservation is free of charge if it is done at least 48 hours before the booking time while after that it will be subject to a cancellation Fee of **200 AED** or **50 Euros**.

22. Vehicle Returns:-

• **Early Returns:-**

1. If you prepaid at the booking stage, and hadn't modified your booking before 24 hours of the checkout time, then any unused prepaid rental days will not be refunded to you.
2. If, at the booking stage, you opted to pay-on-arrival and you return the Vehicle earlier than planned, then **one additional rental day** charge will be added to your bill as an early return penalty charge.
3. If you return the Vehicle before its Return-due date and time, then the Rental Period will be ended on the day & time of the handover of the Vehicle keys to a Europcar agent/Branch.

• **Late Return:-**

We allow a grace period delay of **59 minutes** after the return due date & time recorded on your Rental Agreement and been initially advised.

• **Fail to Return: -**

If you fail to return the vehicle on its due date & time, and you have not extended its Hire Period, neither have we heard from you for a period of **24 hours**, then we will record the Vehicle as been stolen and will report it to the police & will file a case .

We will take all lawful means to recover our Vehicle (which may include repossessing it or applying for a Court Order requiring you to return it and/or pay us an amount equal to the Vehicle's market value).

Then you will be recorded in Europcar blacklisted customer's file and won't be able to receive any future service from Europcar worldwide.

23. Grace Period of a Rental:-

Europcar offers you **59 minutes** as a grace period after the 24 hours/day, then extra minutes / hours will be rounded up to a whole rental day/s.

Rental Day = 24 hours.

Rental Week = 7 days.

Rental Month = 30 days.
