

# TERMS AND CONDITIONS EUROPCAR Tunisia

## General Informations

### Driver's requirements:

The renter and the driver must be 21 years old and present a valid identity card or passport and a driving license of at least one year. For the Compact, Intermediate, and Standard car groups, the minimum age is 25 years. For Premium car groups, the minimum age is 30 years Copied documents or faxed documents are not accepted.

All drivers under 21 must pay extra for the young driver for the Mini, Economic and Helite categories.

All drivers under the age of 25 must pay extra for the young driver for the Compact, Intermediate and Standard categories.

All drivers under the age of 30 must pay a supplement for the young driver for Premium categories.

### Rates:

Rates are in Tunisian Dinars and include unlimited mileage, Collision Damage Waiver insurance, anti-theft and 19% VAT. The minimum rental period is 24 hours with a grace period of 29 minutes. If the delay is greater, a full day fee will apply.

### Means of payment:

We accept all major credit cards: Visa and MasterCard and all Europcar payment Cash payment is allowed. Cash deposit is allowed. Cash or debit cards are not accepted by Europcar Tunisie as a method of payment.

### Credit card authorization:

When you arrive at the rental location, you will be asked to leave a deposit for your rental. The deposit amount will be authorized on your credit card but not debited from your account. The deposit is intended to cover additional rental costs. The deposit amount is calculated as follows:

3,000 Tunisian Dinars for the Mini and Economic categories

4,000 Tunisian Dinars for Helite categories

5,000 Tunisian Dinars for the Compact categories

6,000 Tunisian Dinars for Intermediate and Standard categories

10,000 Tunisian Dinars for the Premium categories

plus the fees payable by the driver at the counter.

The purchase of additional insurance reduces the amount required for authorization.

The amount of the deposit PRE-AUTHORIZATION will be blocked on the credit card of the customer to cover the possible accidents, incidents, fines of the circulation; the same will be automatically released in 2 weeks as long as no traffic fine has been recorded on the customer's rental. (Europcar is not liable for any difference between the blocked amount and the paid-up amount resulting from the fluctuation of exchange rates and other possible bank charges).

Accident :

In case of damage or accident to the car, an accident report must be completed. If this document is not delivered to the rental agency within 24 hours, the renter is responsible for all damages. Obtaining this document is the responsibility of the Tenant.

Fuel, water, oil and tire pressure:

It is the responsibility of the renter to check the water and oil levels as well as the tire pressure and the damage caused by the negligence of these is not covered and would be considered as improper use of the vehicle.

Use of the Vehicle Policy:

The renter must keep the rented vehicle in a clean, safe and healthy condition. Otherwise, fees may apply up to 500,000 Tunisian Dinars.

At the time of rental of the vehicle, the cost of unreported damage as well as damage without a police report would be fully charged to the renter's account.

Our vehicles are not allowed to be used to travel outside ordinary tarmac roads; the customer will be responsible for paying all damages, necessary repairs and towing costs.

The renter undertakes not to allow anyone to drive the rented vehicle unless authorized by Europcar.

The renter agrees that neither he nor any of the additional drivers listed will use the vehicle to push, pull or tow objects, to teach driving, to rent the vehicle. Lessors who do not respect these conditions will be held responsible for all costs resulting from damages, penalties, fines and other charges.

Check-out and registration of the vehicle:

Europcar will proceed to a check-out state and a check-in status of the vehicle at the time of delivery or reception of the vehicle to ensure the conditions and status of the vehicles rented, any anomalies that are not served on this state will be the responsibility of the renter.

#### Vehicle Returns:

##### Early returns:

- If you return the Vehicle before the return date and time indicated on the Rental Agreement, the Rental Period will end when you return the Vehicle to the Europcar Agency and after delivery of the Vehicle Keys to a Europcar agent. .

- If you have prepaid at the booking stage, we will not refund the prepaid or unused daily rental

- If you paid the rent at the time of the delivery of the vehicle and you return the vehicle earlier, you will be entitled to a refund but the price of the rental may change depending on the duration used as Europcar Tunisia applies a decreasing rate depending on the number of days of rentals.

##### Lost objects :

Europcar Tunisie is not responsible and declines any responsibility for all the objects forgotten in the vehicles, the customers must check not to have forgotten anything in the cars at the time of the return.

##### Return failure:

If you have not extended the rental period and we do not hear from you during a 12- hour delay in return delay, we will consider the vehicle stolen and report it to the police. We will use all legal means to recover the vehicle (which may include repossession or application for a court order requiring you to return it and / or pay us an amount equal to the market value of the vehicle).

##### insurance

##### Excess

If CDW and THW are purchased or included in the tariff, the maximum liability of the renter in case of damage or theft to the rented vehicle is the amount of money called "Excess". This limitation is subject to the tenant's obligation to inform the Europcar office within 12 hours of the event and to provide the police documents for the accident.

## Basic insurance

Liability is included in the rental cost and the car is covered according to Tunisian law. A copy of the document is available in the car for inspections.

Damage Waiver / CDW / can be purchased or included in the rental rate and limits the renter's liability to the base excess. Collision insurance does not cover tires, windshields, goggles, underbody and missing parts.

Flight Waiver / THW / can be purchased or included in the rental rate and limits the renter's liability to the basic excess.

## Individual accident insurance / PAI /

20,000 Tunisian Dinars TTC per day - in case of personal injury due to an accident, the insurance covers an allowance of up to 50,000 Tunisian Dinars per passenger in the rental car, including the driver.

## Super Personal Accident Insurance / SPAI /

40,000 Tunisian Dinars TTC per day - in case of bodily injury due to an accident, the insurance covers an allowance of up to 100,000 Tunisian Dinars per passenger in the rental car, including the driver.

## Super Collision Damage Waiver / SCDW

Super Collision Damage Waiver / SCDW- reduces the excess to 50% of the initial value only in case of damage but does not cover the windshield, lights, tires, goggles and underbody of the vehicle.

## Super Theft Waiver vs. Flight Waiver / STHW

Super Theft Waiver vs. Flight Theft / STHW - reduces the excess to 50% of the initial value only in case of theft.

All Super Covers are in Tunisian Dinars per day and are not refundable.

NB: The payment of one of the super insurances does not relieve the renter of the obligation to obtain and provide Europcar Bulgaria with a written report from the police in case of damage or theft.

There is no cover and the tenant must pay the total amount of damages or losses in case of:

- Damages or theft are reported only up to 12 hours to Europcar Tunisia and immediately to the police and a police report or reference number obtained;
- Loss of windshield wipers, antennas, car emblems, mirrors, neglected windows, rims;
- Damage or loss of interior parts;
- Any event resulting from the abuse of alcohol or drugs;
- Damage to the rented vehicle due to off-road driving;
- Any unauthorized repairs;

Options and additional fees

Additional driver: 12,000 Tunisian Dinars per day, no more than 360,000 Tunisian Dinars per hire, there can be only one additional driver per contract.

Young driver: 20,000 Tunisian Dinars per day, not more than 600,000 Tunisian Dinars per rental.

Baby seat 15,000 Tunisian Dinars per day, no more than 225,000 Tunisian Dinars per rental. In case of loss or theft, the baby seat will be charged 300,000 Tunisian Dinars

Navigation system 35,000 Tunisian Dinars per day, no more than 525,000 Tunisian Dinars per rental. In case of loss or theft, the GPS will be charged 800,000 Tunisian Dinars. For missing parts such as charger, holder or bag missing navigation 50,000 Tunisian Dinars fees will apply.

Lost vehicle documents: a fine of 500,000 Tunisian Dinars will be applied.

Car keys lost a fine of 500,000 Tunisian Dinars will be applied.

Administrative costs in the event of an accident - In the event of an accident, a non-refundable fee of 50,000 Tunisian Dinars is deducted to cover the administration costs, regardless of the driver's liability and the applicable guarantees.

Lost / Stolen Parking Ticket - In case of loss / theft of a parking ticket at the airports where Europcar Tunisie is present, the renter must pay a non-refundable fine of 30,000 Dinars including tax.

**IMPORTANT!** - Please note that according to Tunisian law, the authorities have the right to seize the vehicle's registration card if the lessee has consumed alcohol or intoxicants while he was in possession or driving the vehicle. rented vehicle, in the same way the driving of the vehicle without the rental contract or if the vehicle is driven by a person not served on the rental contract, in such cases, the tenant will be charged a fine of 500,000 Tunisian Dinars. .

#### Other services

Delivery and collection: paid but with additional fees. Available only on request. For more information, please contact our booking department at [booking@ropcar.com.tn](mailto:booking@ropcar.com.tn)

Cross-border authorization: Strictly forbidden in Tunisia, the amount of the penalty will be 25.000,00 Euros

One-way and domestic rentals are allowed and for an additional fee.

#### Domestic One Ways

There is a minimum rental of 1 day rental.

If the domestic one-way is not allowed, the amount of the penalty is 200.00 Euro.

If the international one way is not allowed, the amount of the penalty is 25.000.00Euro.

Outside rental hours - we respond to late bookings. For rentals in all resorts from 00:00 until 06:59 and from 22:01 until 23:59, a fee of 50,000 Tunisian Dinars will apply.

Fuel - The car is rented with full tank and the fuel consumption is the tenant's responsibility. A refueling fee of 35,000 Tunisian Dinars plus the missing fuel surcharge plus 25% will apply if the vehicle is not returned with the full tank. There is an option to pre-pay for fuel at the beginning of the lease at the price of the service stations. Additional charges will apply if the driver recharges the car with bad fuel. The charge is: 250,000 Dinars plus the costs for a fuel tank, plus any expenses for the damage of the car.

Traffic violation fines - If traffic violation fines are received, an administration fee of 100,000 Tunisian Dinars plus the penalty amount will apply.

**All rates and fees include 19% VAT.**

RECOMMENDED RATES FOR DAMAGE OR MISSING ELEMENTS BY CATEGORIES OF VEHICLES				
<i>PRICES IN TUNISIAN DINAR VAT INCLUDED</i>				
		VAT 19%		
CATEGORIES	MINI / ECONOMIQUE	HELITE	COMPACT/INTERM EDIAIRE	STANDARD/PREMIUM
ACCRIS CODE	MBMR/MDMR/M DAR/EDMR/EWMR	HDMR	CDMR/CDAR/IDMR/ID AR/IFAR	SDMR/PDAR/PVMR
<b>FILE FEES 100,000 DINARS</b>				
<b>INSIDE</b>				
SPECIFIC CLEANING	120.00	120.00	130.00	150.00
HEAD SUPPORT	200.00	200.00	250.00	350.00
SEATS AND DOOR SEALS	500.00	500.00	600.00	750.00
DOOR TRIM	500.00	500.00	600.00	750.00
SKY OF ROOF PAVILION	1,000.00	1,000.00	1,500.00	2,000.00
CARPET	100.00	100.00	150.00	300.00
DASHBOARD	5,000.00	5,000.00	6,000.00	8,000.00
INNER REAR MIRROR	250.00	250.00	500.00	1,000.00
QUARTER-DECK	300.00	300.00	300.00	500.00
LATERAL BAR LOW BASS	300.00	300.00	300.00	500.00
JACK	100.00	100.00	100.00	250.00
SPARE WHEEL	600.00	600.00	800.00	1,500.00
SPEAKER	100.00	100.00	200.00	300.00

<b>OUTSIDE</b>				
Minor damage to one of the body parts requiring dressage and painting	350.00	350.00	350.00	350.00
LOCK	500.00	500.00	800.00	2,500.00
ANTENNA	70.00	70.00	70.00	250.00
SIDE MIRROR	350.00	350.00	1,000.00	1,500.00
BLINKERS	300.00	400.00	500.00	800.00
PLASTIC PARTS OUTSIDE	200.00	200.00	400.00	800.00
TRIM	120.00	120.00	120.00	150.00
RIM	400.00	400.00	800.00	2,000.00
PNEUMATIC / PNEUMATIC EXCHANGE	300.00	300.00	450.00	850.00
FRONT AND REAR HEADLIGHT)	500.00	650.00	1,500.00	3,000.00
WINDSIDE	800.00	800.00	1,000.00	2,200.00
REAR WINDOW	600.00	600.00	800.00	1,800.00
WIPER BLADES	100.00	100.00	100.00	150.00
ANTI-FOG	250.00	250.00	400.00	600.00
MONOGRAM	200.00	200.00	200.00	300.00
FRONT AND REAR WING	700.00	700.00	700.00	1,500.00
DOOR	1,000.00	1,000.00	2,000.00	2,500.00
COMPLETE DOOR	2,000.00	2,000.00	2,800.00	5,000.00
HOOD	1,200.00	1,200.00	2,200.00	3,500.00
BOOT	1,200.00	1,200.00	1,600.00	3,000.00
WHOLE BOOT	1,800.00	1,800.00	2,000.00	3,500.00
FRONT BUMPER	700.00	700.00	1,200.00	3,500.00
REAR BUMPER	800.00	800.00	1,200.00	2,700.00
<b>LARGE DAMAGES RESULTING FROM AN INCIDENT OR ACCIDENT WHICH MAKES DETERIORATION OF SEVERAL COMPONENTS</b>				
PRICES DEFINED BY EXPERT, ONLY DURING ADMINISTRATIVE HOURS AND WORKING DAYS WITHIN 48 HOURS.				