



# Europcar Trinidad & Tobago

## Vehicle Rental Terms and Conditions

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## **1.0 GENERAL INFORMATION**

Thank you for choosing Europcar as your car rental company during your visit to Trinidad & Tobago.

The contractual relationship between you and Europcar Trinidad & Tobago is governed by the Rental Agreement with the specific terms and conditions that you sign at the moment of the check-out and the booking confirmation.

These are the General Conditions to rent a car with Europcar in Trinidad & Tobago.

### **1.1 Reservations**

All reservations are processed through our Reservations Department.

Reservation Office hours (UTC -4):

Every day from 07:00 to 18:00

Telephone number: 1 (868) **621-2159**

Email: **reservations@europcar.co.tt**

Customer Service: **reservations@europcar.co.tt**

### **1.2 Office Operation Hours**

#### **Piarco International Airport Station:**

Open every day from 0500H to 2300H

The car rental station is located in the Car Rental Hall of the Arrivals Terminal.

Telephone 1-868-235-3277

#### **Hilton Trinidad & Conference Centre:**

Lady Young Road

Port of Spain, Trinidad & Tobago.

Telephone 1-868-621-2159

### **ANSA Mcal Centre San Fernando:**

Royal Road,  
San Fernando, Trinidad.  
Telephone 1-868-652-3673

### **ANR ROBINSON AIRPORT, Tobago:**

Caanan Main Road,  
Crown Point, Tobago.  
Telephone 1-868-280-4877  
Telephone 1-868-395-7307

## **1.3 Age**

The minimum age to rent with Europcar Trinidad & Tobago is 25years old and the maximum age is 70 years old. Young Driver not available.

## **1.4 Driver's License**

Europcar Trinidad & Tobago accepts all valid Driving License held for at least three years for all car groups. Authorized copies of Driver's Licences are **Not** accepted.

## **1.5 Deposit**

There is a mandatory deposit of USD375 with each rental. This does not represent your extent of liability to the vehicle. Debit cards and Cash are not accepted for deposit.

## **1.6 Credit Cards Accepted**

Europcar Trinidad & Tobago accepts all major brands (Visa, Master Card, American Express). The following are our policies as it relates to credit cards:

- The credit card must be valid up to a date no less than two months after the expected vehicle check in date.
- The credit card holder must be present at the time of rental and will be required to present valid identification (driver's licence, passport).

## **1.7 Mandatory Taxes, Surcharges & Fees**

There are mandatory charges which are applied to each rental and are calculated as follows:

- Value Added Tax (VAT): 12.5% of total charges
- Airport Surcharge: 10% of Base Rate (time and mileage rate)
- After Hours Fee: USD \$10

## 2.0 HOTEL DELIVERY & COLLECTION

Hotel delivery and pick up during normal working hours FREE. 10USD surcharge after hours.

## 3.0 NO SHOW POLICY

A No-Show is considered when:

- A passenger with a confirmed non-prepaid reservation does not show up to one hour after the time stated in the reservation document (unless amended **IN WRITING** by the customer himself or the agency, at least 24 hours prior to his arrival).
- A passenger with a confirmed prepaid reservation (prepaid received in Trinidad & Tobago before customer arrives) does not show during the regular operation hours of the station and for the day the booking was made for (unless amended **IN WRITING** by the customer himself or the agency, at least 24 hours prior to his arrival).
- Cancelled flights up to 24 hours after original arrival time.
- When the Customer is not registered in the Hotel or place that the Agency has indicated for vehicle delivery (information will be verified with the Agency prior to delivery departure)

In all of these cases the reservation will be charged in full, either to the customer's credit card, or the agency.

## 4.0 LATE RETURN

Europcar Trinidad & Tobago also grants a grace period of 1 hour for vehicle return after the time specified in the rental agreement. After this time, a charge of \$ 30 USD late return fee will apply plus the charge of one full additional day's rental. If customer wishes to drop off the vehicle at a later time than specified in the contract, the station must be informed at least 24hours in advance.

## 5.0 OUT OF HOURS AND FLIGHT INFORMATION

All bookings will be attended normally within office operating hours. If a flight is delayed past the station's operating hours, Europcar's representative will wait for a maximum of two (2) hours after normal closing time, ***if and only if*** the flight information has been provided with the booking. If the flight is or becomes delayed for more than two hours after the station's regular closing time, or if the passenger takes more than two hours to exit the terminal, the customer will be responsible to call our offices the next day, to arrange car delivery.

Out of hours deliveries and collections in stations may be requested prior to date, at an extra charge of USD \$10.

## 6.0 LIABILITY WAIVERS, COVERAGES AND EXCESS

The following is Europcar Trinidad & Tobago's policy regarding Liability Waivers and Excess.

1. The Renter will be held responsible for returning the vehicle in the same condition in which it was received and is therefore liable up to the full value of the vehicle.
2. The Renter's Liability can be reduced by the purchase of Liability Waivers. ***The basic coverage of Loss Damage Waiver (LDW) is mandatory for all rentals, unless customer can provide evidence that he has alternative form of international coverage. If alternative coverage is presented, customer is responsible for payment of all damages to Europcar Trinidad & Tobago, and documents will be provided for the customer to make a claim from his alternative insurer.***
3. All Waivers carry an Excess. The Excess amount represents the amount of the Renter's Liability. *The Renter is covered in excess of that amount.*
4. Europcar Trinidad & Tobago Does Not offer Zero Excess.
5. Some credit card companies offer Car Rental Insurance to their elite customers. In some instances Europcar Trinidad & Tobago will accept this in lieu of liability waivers. ***To be accepted, the Renter must demonstrate sufficient proof of applicable coverage.*** Proof must be provided ***in writing***, in the form of a Proof of Coverage Letter issued by the card holder's bank and must mention: the specific type of card covered, the max amount of the coverage, the maximum rental duration of the coverage, and must specify that coverage is applicable in Trinidad & Tobago.
  - a. It is the Renter's responsibility to provide proof of coverage.
  - b. In order to use the coverage provided with a credit card, all charges associated with the rental (including deposits) must be placed on that same card. Partial payments with cash or another card is not allowed even if the other card also has coverage. Also, the credit card holder must be named on the Rental Agreement.
  - c. If by using the coverage provided by the credit card, the Renter declines the purchase of the Liability Waiver, he/she will still be liable for the full value of the vehicle and must settle all charges with Europcar Trinidad & Tobago and claim back from their card issuer or underwriter.

## 6.1 LDW: Loss Damage Waiver

The Daily Price of this Package depends on the Category that you booked:

<b>CATEGORY</b>	<b>PRICE PER DAY (USD)</b>	<b>EXCESS (USD)</b>
<b>All Categories</b>	<b>\$10</b>	<b>\$1,500</b>

This Package does not include coverage for Windscreens, Lights, Mirrors or Tires.

- Our loss damage protection product limits your financial exposure for damage caused to the Vehicle whilst it is in your care. If you purchase our standard collision damage protection product and comply with the applicable road traffic laws and rental terms and conditions, then we will pay for the cost of damage to the Vehicle that exceeds the Excess amount. You can reduce the Excess amount by purchasing our premium collision damage protection product (SLDW) instead of the standard collision damage protection offering.
- This protection does not cover the loss or theft of or damage to objects or property, (including luggage or goods) that are deposited or kept or transported in or on the Vehicle by you or by any Passenger.

### ***What does this protect me against?***

This product protects you from liability for any amount greater than the Excess amount for the following combined costs related to:

- The cost of damage to or repair of the Vehicle or its book value if it is not repairable and must be written off; and
- Our Loss of Use of the Vehicle whilst it is being repaired and / or written off; and in circumstances where:
- You collide with a fixed or moving object; or
- The Vehicle is subject to an act of vandalism which is not caused by negligence of the driver (please refer to the Common Negligence examples below)
- Natural Catastrophes: you will be covered for the consequences of event qualifying as natural catastrophes as defined under TRINIDAD & TOBAGO'S law. An excess, which is determined by Decree, will still be payable by the renter.

### ***What is excluded from the protection?***

- Loss or damage to your own property that is being transported or kept in or on the Vehicle during the rental period.
- You will be financially liable for the full cost of the damage to the Vehicle if the damage is caused:
  - by the willful acts of the driver; or
  - by an explosion or fire in (or to) the Vehicle because you were using it to transport dangerous goods (dangerous goods being any product or substance that, due to its nature and/ or main characteristics, is reasonably considered to be dangerous and which, if not transported with appropriate caution and safety, could cause harm to the Vehicle, and to any Third Party within a reasonable distance of the Vehicle); or
  - By its total or partial theft or an act of vandalism whilst the Vehicle is left parked unattended.
  - Because the keys are lost or stolen
  - By your negligence (which is behavior that falls below the standards expected of a reasonably sensible person in similar circumstances) or the negligence of your Passengers

*COMMON NEGLIGENCE examples (but are not limited to) include:*

- *Improper advances, which cause collisions or vehicle to flip over.*
- *Running through red lights, or not obeying traffic signs, which may result in collision or vehicle flip over.*
- *Driving at a higher speed than what is established by Law for the particular road the vehicle is on.*
- *Driving under the influence of alcohol or drug consumption.*
- *Driving through rivers.*
- *Leaving keys in car doors or on the ignition while vehicle is unattended, leaving doors open or unlocked during absence.*
- *When the vehicle is parked in a "no parking" zone or in a place where theft or damage of the vehicle is fomented.*

### ***What is the amount of my financial exposure?***

If during your rental the Vehicle is damaged and you have not purchased this protection you will have to pay for the total cost of the damage as well as compensation due its immobilization. However, if you added this cover to your rental agreement and complied with our Rental Terms and Conditions and the applicable law and road traffic regulations, then the maximum you can be charged by us is the Excess amount in case of any damage (excluding lights, tires, windscreen and excluding damages made due to common negligence).

## ***Is LDW mandatory in Trinidad & Tobago?***

LDW cover is required when the customer cannot present written valid proof or evidence of credit card LDW protection in Trinidad & Tobago. We strongly recommend our customers to purchase Europcar Trinidad & Tobago's basic protection LDW in order to enjoy their trip without the worry.

### ***Please be aware of the following:***

- If you elect to be covered by your card's insurance and decline Europcar's protections, the guarantee deposits will range from \$1,000 to \$3,000, depending on the vehicle category, plus rental estimate and extras. This is because Europcar Trinidad & Tobago needs to be sure that there is enough credit to assume full responsibility for any damages caused to the vehicle.
- The extent of coverage provided by credit card companies varies and is usually subject to certain restrictions, in particular concerning the maximum length of rental and the type of vehicle which can be covered. These "covers" are usually only for collision protection and are generally very specific to the area you are traveling to, for example (Latin America, Europe, Asia, etc.), to the type of vehicle reserved and to the roads the vehicle is driven upon.

## **6.2 TPL: Third Party Liability Insurance**

We are mandated by the laws of TRINIDAD & TOBAGO to insure our Vehicles against liability for the claims or actions of Third Parties. A basic Third-Party Liability is automatically included as part of our vehicle rental services. You will therefore, as a matter of course, be covered up to the level legally required by TRINIDAD & TOBAGO's Government for the consequences others may suffer as a direct result of your actions whilst you are driving the Vehicle.

### ***What am I covered for?***

As provided by law, you will be insured against liability for the financial cost of any of the following consequences that may arise as a result of an incident that you cause when you are using the Vehicle:

- Bodily injury or death suffered by Third Parties

### ***What is excluded from the cover?***

Third Party Liability insurance does not cover:

- Bodily injury or death that you (the driver at the time of the collision) may suffer; or
- Any damage to or loss of your personal property or possessions; or
- Any damage caused to the Rented Vehicle

### ***What is the amount of my financial exposure for Third Party Liability?***



You will be covered for the financial cost of any Third-Party Liability arising as the result of a collision that you may cause whilst you are driving the Rented Vehicle up to the level legally required.

***How to notify us?***

- In circumstances involving Third Parties it is important that you do your utmost to properly complete and sign our Accident Report form as well as hand in the traffic ticket and our insurers report (given at the accident site), which gives us all relevant details of both the incident and of the Third Party. This will allow us to defend our case against the Third Party (if you are responsible for the incident) or to recover costs from the Third Party (if the Third Party is responsible for the incident). The Accident Report form should be transmitted to us within 5 working days of the incident or as soon as you reasonably can in the circumstances. *All incidences which involve a third party must be reported to the local police, and evidence of this report must be made available.*

### **6.3 SLDW: Super Loss Damage Waiver**

This protection offers the same coverage as the LDW terms in the Basic Package page, but with REDUCED excess.

The cost per day is dependent on the category booked. See below table.

<b>CATEGORY</b>	<b>PRICE PER DAY (USD)</b>	<b>EXCESS (USD)</b>
<b>ALL CATEGORIES</b>	<b>\$15</b>	<b>\$500</b>

## 6.4 WTP: Windscreen and Tire Protection

<b>CATEGORY</b>	<b>PRICE PER DAY</b>	<b>EXCESS</b>
<b>ALL CATEGORIES</b>	<b>\$8</b>	<b>\$0</b>

This protection product will apply to any damage that occurs to glass, lights or tires in circumstances of normal use of the Vehicle during your rental.

If, and only if, such damage occurs as a result of a collision then the cost to repair or replace glass (including sunroofs or panoramic roofs), lights or tires will be covered by the collision damage protection.

### ***What am I protected against?***

If you have purchased this product you will be protected against the financial liability for damage to:

- The windscreen; or
- Any side or rear windows; or
- Lenses (reflection of light) and lights; or
- Rear view mirrors (the glassware only – not the housing) that are in or on the Vehicle if the damage occurs during your rental
- Damage to tires on the Vehicle unless it arises from any abnormal use you may make of the Vehicle

### ***What am I not protected against?***

You are not protected under this product:

- Against the financial liability for damage to the Vehicle if it arises because of willful acts or negligence that you commit whilst using the Vehicle and which causes damage: or
- For the theft, fire or vandalism
- For the administration costs, we incur in handling any damage file.

### ***What must I do to benefit from the Protection?***

You must:

- Purchase it
- Comply with the rental terms and conditions, all applicable laws and local traffic regulations when driving the Vehicle,

- Notify us within 12 hours of the date on which the incident took place and, in any event, before the end of your rental period. You must also return to us a full and complete signed Accident Report or any other document which relates all of the facts as they occurred (nature of damage to the Vehicle, the location where the incident took place, the dates and circumstances and the potential witness details). You may, of course, include any other document you believe will be useful in support of your Accident Report.

### ***What is the amount of my financial liability?***

- If during your rental any glass or lights on the Vehicle are broken and / or any tires on the Vehicle are damaged and you have not purchased this protection then you will be liable for the full cost of the damage that is incurred by us.
- If, however, you purchase this glass, lights and tire protection (and provided you have complied with the Local Rental terms and conditions and the applicable laws and road traffic regulations) then you will have no financial liability for such damage.

## **7.0 LEGAL FEES & TRAFFIC TICKETS**

The customer is financially responsible for all traffic tickets and fines received in Trinidad & Tobago and the administrative fees related to these charges.

**TRAFFIC TICKETS:** You understand that you are responsible for paying any traffic fine/ticket given to you or given to additional drivers during the period of your rental. In the event that you fail to report the fine or take care of its payment, you expressly entitle Europcar Trinidad & Tobago to charge this amount to your credit card.

## **8.0 ADDITIONAL FEES**

- Loss or damage of the vehicle's set of keys: USD \$100 -\$600 depending on vehicle type.
- Loss or damage to the vehicle's license plates USD \$200.
- Extra car cleaning if returning the vehicle in extremely dirty conditions USD (\$25-\$100).
- Vehicle returned with fumes from Smoking USD 300
- Europcar will charge an administrative fee for the legal paperwork, costs and expenses in case you lose the vehicle's documents (registration & title papers, insurance certificate) or/and you return the vehicle without plates or/and the vehicle has a traffic fine/ticket.

## **9.0 ADDITIONAL DRIVER COVER**

The Additional Driver is optional and guarantees that all the protections taken by the main driver will be also applicable to any additional drivers. The price of each Additional Driver is \$10 per rental day. Any damage protection cover applied to the rental contract will become null and void if the rented vehicle was being operated by someone other than a named driver on the contract when the damage took place.

## **10.0 ANCILLARIES**

These additional services may be requested at the time of booking or to our email [reservations@europcar.co.tt](mailto:reservations@europcar.co.tt) to guarantee availability. They may also be requested directly at the Rental Counter.

### **10.1 GPS / Navigation System**

Stay on the right track, book a GPS!  
Cost: USD 14 per day  
Replacement Amount: USD 300

### **10.2 Child and Infant Seats**

Keep your children safe and avoid a traffic ticket by using the appropriate device.

CSI Child Seat Infant (0 to 12 months/0-13 kgs): USD 10/day  
CSB Child Seat Baby (1 to 3 years/9-18 kgs): USD 10/day  
CBS Child Booster Seat (under 135 cms or up to 12 years old): USD 10/ day

### **10.3 Full Tank Option**

Our Full Tank Option gives our customers the possibility of returning the vehicle as empty as they want without applying any missing fuel penalty fee, this option is great for customers who do not want to worry about finding a gas station and fill up the tank at the return time. With this option, you purchase the fuel upfront with your rental at a discounted fee.

If fuel is not purchased with the rental, you will be expected to return the vehicle with no less fuel than received. If the vehicle is returned with less fuel then a refueling charge will be applied.

## **11.0 LOST ITEMS**

The customer is responsible for removing all personal items from the rented vehicle upon check-in. Europcar Trinidad & Tobago does not accept responsibility for any item left in the rented vehicle.