

Europcar

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moving *your way*

Table of contents

1. To whom do the rental terms and conditions apply?
2. Who can rent and who can drive?
3. Where can I drive a vehicle?
4. What type of vehicle can be rented and for what purpose?
5. What are my obligations toward the vehicle?
6. What services are included if I rent a vehicle only?
7. What other ancillary services are available that are not included in my rental?
8. What is included in the price I pay?
9. What are the other fees / charges that I may have to pay?
10. What should I pay attention to when I pick up the vehicle?
11. What will happen when I return the vehicle?
12. Damage to the vehicle
13. What is expected of me regarding the vehicle maintenance?
14. What should I do in case of accident or mechanical breakdown?
15. When shall I receive my invoice and pay for the rental?
16. What if I want to cancel or modify my booking?
17. What if I want to extend my Hire Period?
18. What is the fuel policy?
19. How is Europcar protecting and using my personal information?
20. Are the vehicles equipped with a tracker?
21. What happens in case of dispute related to my rental?
22. Is there a code of conduct applicable to the car rental industry?
23. General
24. Insurance and protection provisions



Thank you for renting with Europcar

We are Executive Trust Limited trading as Europcar Mobility Group Ireland (herein referred to as "Europcar"). We are a private limited company registered in Ireland under company number 22423 and our registered office is at 35 Northwood Court, Northwood Business Park, Santry, Dublin 9, Ireland.

In accordance with these Terms and Conditions of Hire ('T&Cs') we will have the following obligations:

- A. to rent a Vehicle (either a car or a van which will be the same as or similar to the vehicle that you specify in your booking) plus any requested Accessories (general accessories which form part of the Vehicle, such as, for example, locking wheel nuts, parcel shelves and boot covers, and items added to the Vehicle by us, such as booster cushion, child seats and satellite navigation units) to you (being the person named in the Rental Agreement (as defined below) and the person who signs it) for the period of time that is specified in the Rental Agreement and which shall not exceed 35 days (the "**Hire Period**").
- B. to provide certain ancillary services with all of our rentals and to offer you other ancillary services or products which are available at an extra cost.

The relationship between you and Europcar is governed by these T&Cs together with the following documents which, once you have signed the Rental Agreement, will form a legally binding contract between us and will govern your use of the Vehicle during the Hire Period:

- i. the booking confirmation email (where you have prebooked your rental online or through our reservation centres);
- ii. the Rental Agreement including, if applicable, its specific conditions which is the document you sign at the time of check-out or the first day of rental;
- iii. the Tariff Guide to additional costs;

In case of any conflict between any of the documents comprising the Contract then these T&Cs will take priority

If you are a company or other organisation for which a credit account has been opened the contractual documents forming the Contract between us must be read in conjunction with any corporate agreement that may exist between the parties. In the event of any inconsistencies the provisions of the corporate agreement will prevail.

If any provisions contained in these T&Cs and/or any of the contractual documents listed above are found by any court or relevant authority to be unlawful, invalid or unenforceable, the remaining provisions shall not be affected and will remain in full force and effect.

1. TO WHOM DO THE RENTAL TERMS AND CONDITIONS APPLY?

These T&Cs will apply to:

- 1.1. you because you are the person who is paying for the rental and any associated costs and you may also be a driver;
- 1.2. any other driver who is expressly named on the Rental Agreement and who is therefore authorised to drive the Vehicle;
- 1.3. a driver (a "**Referred Driver**") named on a Rental Agreement that records the hirer's name as an insurer, bodyshop, dealership or recovery agency (eg., the RAC or AA or similar).

All persons named in the Rental agreement are jointly and severally liable for payment of sums due under the contract.

2. WHO CAN RENT AND WHO CAN DRIVE?

2.1. Who can rent?

Any person who:

- 2.1.1. is legally capable of entering into a legally binding contract and is prepared to accept responsibility for the Vehicle throughout the Hire Period; **and**
- 2.1.2. has the means to pay for the hire of the Vehicle and any associated costs that will be accepted by us (see table below); **and**

| Payment method | |
|--|-----------------|
| Cash | Not accepted |
| Cheques | Not accepted |
| Credit Cards | Accepted always |
| Debit Cards | Not accepted |
| Accredited, prepaid or preloaded cards | Not accepted |
| Hire Vouchers | Accepted always |

- 2.1.3. provides valid identification documents as indicated in the table below so that we can verify their identity and approve them for rental.

| Documents required | |
|--|---|
| ID | Optional |
| Passport | Optional |
| Driving Licence | Mandatory |
| 2 utility bills or return flight information | see details below regarding verifying your identity below |

2.2. Verifying and approving your identity for rental:

- 2.2.1. Before we can let you hire a Vehicle from us, in addition to providing photographic ID (e.g. driving licence), we may request either 2 utility bills dated within 3 months of the pickup date or return flight confirmation details. Utility bills must confirm your home address as per your licence. If you can't provide such documents when we ask you for them, we won't be able to hire a vehicle to you.

2.3. Who can drive the Vehicle? (the "Driver")

The Driver of a Vehicle will be any physical person who is deemed by us to be authorised to drive the Vehicle because they comply with all the following requirements:

- 23.1. they are expressly mentioned and fully identified on the Rental Agreement as either the hirer or an additional driver or a Referred Driver;
- 23.2. they have provided a valid driving licence and a valid identification document according to the requirements of section 2.2 above; and
- 23.3. they hold a full and valid driving licence:

- Drivers must be in possession of a full, unendorsed driving licence which they have held for at least **2 YEARS** prior to the commencement of the rental. Licences must be produced at the rental location at the time of collection. Drivers must be in possession of their licence at all times when driving the vehicle. Certain minor endorsements may be accepted – please check with Central Reservations BEFORE making a booking.
- Licences must be from the country of permanent residence. NON-EU/EEA driving licences cannot be accepted if the holder has been resident in Ireland for more than 12 months.
- Holders of UK, US, Canadian, Australian, New Zealand and all EU member states are NOT required to supply an International Driving Permit (IDP). International Driving Permits, where required, MUST BE accompanied by the original domestic licence of the driver. This is clearly stated on the international permit. An International permit presented without the domestic licence, will not be accepted.
- **UK driving Licence holders:** must provide validation of their driving record each time they hire a Vehicle from us and will need to use the DVLA online service "Share Driving Licence" to view and create a one-time passcode. Each Driver should go to <https://www.gov.uk/view-driving-licence> where she/he will be asked to submit his/her driving licence number, National Insurance number and home postcode. The passcode, **which will be valid for a maximum period of 21 days from the point it is generated**, must be presented to us and still be valid when picking up any Vehicle from us.

and

- 23.4. they comply with the minimum licence eligibility requirements:
- At the commencement of rental, drivers must meet the requirement for licence eligibility. If the number of years is 8, this does not mean that the driver must have held their licence for 8 years - it means they must have been eligible to hold their licence for 8 years

| For this car group | drivers must have been eligible to hold a driving licence for the following number of years |
|--|---|
| MBMN/MDMN/EBMN/EDMN/CDMN/CDMR/CDMD IDMN>IDMR>IDMD/CWWR/IWWR/IFMR/IFMD EDAN/CDAN/CDAR>IDAN>IDAR>IDAD/IFAR | 8 years |
| FDMR/SVMN/SVMR/FVMR FDAR/SVAN/SVAR/FVAR/PDAR | 11 years |

| For driving licences issued in USA and Canada | drivers must have been eligible to hold a driving licence for the following number of years |
|--|---|
| MBMN/MDMN/EBMN/EDMN/CDMN/CDMR/CDMD IDMN>IDMR>IDMD/CWWR/IWWR/IFMR/IFMD EDAN/CDAN/CDAR>IDAN>IDAR>IDAD/IFAR | 9 years |
| FDMR/SVMN/SVMR/FVMR FDAR/SVAN/SVAR/FVAR/PDAR | 12 years |

- 23.5. **Drivers aged 75 and over:** will need to provide a PRINTED medical certificate/letter which states that they are fit to drive and a letter from their insurance company stating that they are currently driving and have not had an accident within the last 5 years. This information must be received at least 5 working days in advance of your rental and must be dated within 3 months of the pickup date.

2.4. Who cannot drive the Vehicle? (an 'unauthorised driver')

- 24.1. Any person that is **not** expressly mentioned or identified on the Rental Agreement as a Driver (see section 2.3 above); and
- 24.2. Any person who cannot provide valid identification documents as indicated in sections 2.1.3 and 2.2 and 2.3 above.
- 24.3. An unauthorised driver will not be covered by any of the insurance or protection products we offer. Only third-party liability insurance (compulsory protection) will apply.
- 24.4. If you allow an unauthorised driver to drive the Vehicle, then you are considered to be in breach of the Contract, and you will be responsible for any consequences that may arise as a result. This will include compensating us for any damage caused by you and/or the unauthorised driver.
- 24.5. We expressly reserve the right to refuse to supply a vehicle, even in the event that the Rental Agreement has been signed and the Hire Charges and/or Deposit paid by the Renter, and shall be under no obligation to tender an explanation to the renter for so doing. In such an event we shall be under no liability to compensate or indemnify the renter for any expenses or consequential loss or damage. In the event of us refusing to supply a vehicle, all deposits and hire charges shall be refunded to the renter within 24 hours of such notification, except in the event of damage.

3. WHERE CAN I DRIVE A VEHICLE?

- 3.1. You must not take our Vehicle (nor permit the Vehicle to be taken) outside the island of Ireland ("**the Territory**") without obtaining our prior written consent.
- 3.2. Travel from the Republic of Ireland into Northern Ireland: all Vehicles retained on our fleet in the Republic of Ireland are fitted with electronic devices which tell us if a Vehicle has crossed the border from the Republic into Northern Ireland. If, during your Hire Period, the device confirms that you have driven the Vehicle across the border without our prior knowledge and consent then we will let you know immediately by email or text that the device has alerted us to your border crossing and give you advance warning that we reserve the right to charge you for the cost of the Cross-Border Travel when you return the Vehicle to us at the end of the Hire Period.
- 3.3. If you do take a Vehicle abroad without our permission, a penalty of €5,000 will apply to your rental.

4. WHAT TYPE OF VEHICLE CAN BE RENTED AND FOR WHAT PURPOSE?

You can rent either a passenger car or a van and you must drive the Vehicle in accordance with its intended use as follows:

- 4.1. passenger cars are intended for the carriage of varying numbers of people (depending on the manufacturer's recommendations); and
- 4.2. vans may be used for the carriage of goods up to the identified weight limit

5. WHAT ARE MY OBLIGATIONS TOWARD THE VEHICLE?

When renting a Vehicle from us both you and/or any Driver or Referred Driver (each of whom, for the purposes of this section, will be included in the term 'you') must comply with the following obligations:

- 5.1 Return the Vehicle and its keys, Accessories and documentation to us at the return station identified in the Rental Agreement;
- 5.2 by the expiry time and on the date specified on the Rental Agreement, noting that we allow you a grace period of 29 minutes (within branch hours) after the expiry time and date (please see sections 5.12 and 11.1.5 below); and
- 5.3 in the condition that we provided them to you at the start of the Hire Period, subject to any fair wear and tear.; and
- 5.4 with a full tank of fuel unless you have purchased our 'Prepaid Fuel Option'.
- 5.5 If you do not return the Vehicle as stipulated in this section 5.1 then we will take all necessary measures outlined in these T&Cs and, in particular, in its section 11 (What will happen when I return the Vehicle?).
- 5.6 Drive the Vehicle in accordance with all applicable road traffic laws and regulations and ensure that you are familiar with all relevant local laws and driving regulations.
- 5.7 Ensure that any luggage or goods transported in the Vehicle are secured to the extent they will not cause damage to the Vehicle or cause risk to any passengers or to any third party or to any third-party property.
- 5.8 Treat the Vehicle with due care and respect and make sure that it is always locked and protected by its anti- theft devices

when it is parked or left unattended.

- 5.9 Never drive the Vehicle whilst you are under the influence of alcohol, hallucinatory drugs, narcotics, barbiturates, other illegal drugs or any other substance (whether legal or illegal) that is liable to impair your driving ability.
- 5.10 Not fit any roof or bike rack or any tow bar nor allow anyone else to do so. If these are already fitted you must not (nor allow anyone to) modify them. You must not fit winter tyres (nor allow anyone to do so) or make any other modifications to the Vehicle without our prior written consent. You will be responsible (even if we give consent) for any damage caused by the fitting of winter tyres or subsequent exchange to normal tyres or for any other modification
- 5.11 Not smoke in the Vehicle nor allow anybody else to do so. If we reasonably think that smoking has happened in the Vehicle you must pay our Special cleaning / valet charge which is described in section 9 (What are the other fees / charges that I may have to pay?) below
- 5.12 Refill the Vehicle with the correct type of fuel. If unsuitable fuel is added, then you will be responsible for all reasonable expenses incurred by us in the repair of any damage that may be caused to the Vehicle.
- 5.13 Make routine inspections in respect of the Vehicle condition: for example, oil and water and coolant levels, front and rear windscreen washer fluid and tyre pressures and take any preventive actions necessary to keep the Vehicle in good working order.
- 5.14 Do not use the Vehicle nor allow the Vehicle to be used:
 - 5.14.1 for rehire; neither can you mortgage, pawn, sell or in any way pledge or attempt to or give anyone any legal rights over the Vehicle or any part of it or any of its Accessories;
 - 5.14.2 to carry passengers for hire or reward;
 - 5.14.3 to carry more passengers than is recommended by the Vehicle's manufacturer;
 - 5.14.4 to carry flammable and/or dangerous merchandise; toxic, harmful and/or radioactive products or those that infringe applicable local laws and regulations, or to transport merchandise with a weight, quantity and/or volume in excess of what is recommended by the Vehicle's manufacturer;
 - 5.14.5 for racing, off-roading, reliability trials, speed testing or to take part in rallies, contests, or trials, wherever they are located, official or not;
 - 5.14.6 to transport live animals (with the exception of Assistance Dogs, subject to our prior written consent. Please refer to section 25.1 for full details as to our Animal Policy)
 - 5.14.7 to give driving lessons;
 - 5.14.8 to push or tow another vehicle or trailer (except where the Vehicle you are renting is already fitted with a tow-hook when the maximum load will be 1,000 kilo);
 - 5.14.9 on gravel roads or roads that are unfit for motor vehicles or where the surface or condition of it involves risks for the tyres or for the underside of the Vehicle or for the Vehicle itself, such as beaches, forest paths, mountains, etc.;
 - 5.14.10 to intentionally commit an offence.
- 5.12. Return the Vehicle and its keys, Accessories and documentation to us by the expiry time and date specified in the Rental Agreement and in a condition that complies in all respects with the requirements of section 5.1 above. We allow you a grace period of 29 minutes (within branch hours) after the expiry time and date and if you don't return the Vehicle within this period then we will charge you:
 - 5.12.1. the daily charge for each day (or part day) that you keep the Vehicle beyond the expiry time and date specified in the Rental Agreement plus an unauthorised Extension Charge (which is set out in the Tariff Guide); and
 - 5.12.2. for damage caused to the Vehicle (if any) as set out in section 12 below up to the value of the damage excess amount that you agreed at the start of the Hire period provided always that you have not done something or failed to do something which compromises or invalidates the insurance and protection provisions (see section 24 below); and
 - 5.12.3 for any missing fuel (if applicable) in accordance with sections 18 of these T&Cs.
- 5.13. **You must not allow any unauthorised driver to drive the Vehicle which includes you deliberately allowing the unauthorised driver access to the Vehicle or the access being acquired due to your negligence, negligent act or failure to act.**

If you fail to fulfil any or all of these obligations then, it may cause the insurance and protection provisions (set out in section 24 below) to be compromised and/or invalidated and you will be responsible for and will pay to us all reasonable costs of any detrimental consequences, loss and/ or damage that may arise as a result. In addition, we reserve the right to demand immediate return of the Vehicle if the contracted and/or optional insurance coverage and complementary services are compromised and/or invalidated.

6. WHAT SERVICES ARE INCLUDED IF I RENT A VEHICLE ONLY?

Basic hire charge includes the following services

Technical assistance to the Vehicle for breakdown recovery due to mechanical faults (not driver error or abuse) see further details under sections 8.3 and 14.1 below)

The initial cleaning of the Vehicle

Our Basic Protection Package which includes Collision Damage Waiver ('CDW') and Theft Waiver ('TW') unless section 9.2 applies to your rental

Third party liability insurance

Limited / Unlimited Mileage (depending on the applicable rate or product)

7. WHAT OTHER SERVICES ARE AVAILABLE THAT ARE NOT INCLUDED IN MY RENTAL?

We do offer the following additional services or products but the cost for each one (as shown in the Tariff Guide) will be charged in addition to the rental charge:

Additional services and products

Child seats & Booster cushions

Additional Driver(s)

One way hire

Additional rental days

Other Protection Packages

Out of hours collection

Satellite Navigation units

Delivery and collection

Roadside Assistance Plus & Roadside Assistance Express

Cross-Border Travel

Vehicle upgrade

8. WHAT IS INCLUDED IN THE PRICE I PAY?

The information you provide to us at the time of booking (such as the duration of the Hire Period or your age or any Driver or Referred Driver's age) will determine the price you pay. Any change to that information could therefore also mean that the price changes. The price of your rental will be those prices in force at the time of booking or at the time you make any changes to that booking.

The price you will pay comprises the following items:

- 8.1 The daily rental charge for the Vehicle for the agreed number of calendar days (this will include the standard inclusive ancillary services (see section 6 above for details)) unless you are a Referred Driver (see section 1.3 above) when you will not be responsible for the daily rental charge recorded on the Rental Agreement for the Hire Period (but you will be responsible for the daily rental charge if you extend the Hire Period for your own purposes).
- 8.2 The cost of both third party liability insurance and our Basic Protection package which includes Collision damage (CDW) and theft (TW) waiver covers (unless you have chosen to provide your own fleet insurance or you are a resident of Canada or the United States of America and have purchased a product that excludes collision damage waiver and/or theft waiver covers (see section 9.2 below)).
 - 8.2.1 If you haven't purchased any of the excess reduction products that we offer, you will be responsible for paying an amount up to the collision damage waiver excess shown on the Rental Agreement together with all relevant charges each time the Vehicle is damaged or stolen during the Hire Period whether or not you were at fault.
 - 8.2.2 Neither of our waiver covers (CDW / TW) nor any of our excess reduction products protects you for:
 - loss of, or damage to, the Vehicle and/or Accessories caused by Driver abuse, negligence or breach of the Contract. In these circumstances you will be responsible to pay the sums set out in section 12 below in full and your liability will not be capped at the Excess amount; or

- any goods or personal possessions that you carry in a Vehicle (which are carried at your own risk) or which are left in the Vehicle when you return it to us.

- 8.2.3 You must comply with all of the terms and conditions of the Contract so that our third-party liability insurance and/or collision damage waiver and/or other excess reduction products (whichever apply) are not compromised and/or invalidated. If you do not do so then we and/or any provider of those products (whichever applies) may decline to accept responsibility for any loss of, or damage to, the Vehicle arising during the Hire Period. If cover is declined, you will be liable to pay the sums set out in section 12 below in full and your liability will not be capped at the Excess amount.
- 8.3 Subject to section 14.1 below you will have the benefit of around the clock breakdown service or the Vehicle for the duration of the Hire Period.
- 8.4 Any other services you choose to add at your further cost (see section 7 above).
- 8.5 Value Added Tax.
- 8.6 Any additional fees or charges that are linked to you personally.
- 8.7 For the avoidance of doubt the price you pay does not include the cost to us of filling the fuel tank (refuelling) should you be in breach of your obligation to return the Vehicle to us with a full fuel tank (see sections 9.3.2.1 and 18.2.2)

9 WHAT ARE THE OTHER FEES / CHARGES THAT I MAY HAVE TO PAY?

9.1 The Deposit

- 9.1.1 The deposit will have been explained in the confirmation email that was sent to you if you booked your Vehicle on our websites www.europcar.ie or www.europcar.com or via our Reservations Centres, or alternatively it will have been explained to you in person. The deposit is the same amount as the excess and is usually held in the form of a preauthorisation on your credit card.
- 9.1.2 To ensure there is no confusion (and in case you did not book through the websites or via our Reservations Centres) we want to confirm that in addition to the cost of the daily rental charge (that you either prepaid at the booking stage or will pay at the time of pick-up) we will ask you to leave us with some security for any additional charges that may arise during your use of the Vehicle over the hire Period. This security is in the form of a financial deposit and the amount for this will have been specified in your confirmation email. The deposit amount will also be confirmed on the Rental Agreement.
- 9.1.3 If you need any additional information regarding the deposit, please refer to section 19 below ('Must I pay a deposit before picking up the Vehicle?') or contact us via www.europcar.ie/contact_us/phone or via www.europcar.ie/contact_us/email.

9.2. YOUR INSURANCE

9.2.1. Corporate Fleet policies only

- 9.2.1.1. If you have not purchased any of our Protection products (see section 8.2 above and the guide to the Europcar Insurance and Protections provisions under section 24 below) and you are covered by your company's fleet insurance policy then your company is responsible for the cost of such insurance and for any excess that may apply to it. The insurance cover provided under such a fleet policy must be fully comprehensive insurance without restriction or excess (or equivalent) and be effective from the start of your Hire Period (when the Vehicle will be your responsibility) until the earlier time of 8 working hours after the end of the Hire Period or the inspection and permanent return to us of both the Vehicle and its key and any accessories (when responsibility for the Vehicle will pass back to us).
- 9.2.1.2. We reserve the right to ask you for satisfactory proof of your fleet insurance before we let you have a Vehicle. If you become aware of any changes in your fleet insurance cover during the Hire Period, you must tell us by notifying our insurance department in writing at our Irish address (shown on page 1 of these T&Cs).
- 9.2.1.3. It is your responsibility to ensure that your fleet insurance complies with these requirements. In the event that any fleet insurance provided by you fails to be effective or satisfactory, you are responsible and must pay us the sums set out in section 12 below.

9.2.1.4. Personal Insurance Policy only

- If you have not purchased any of our Protection products and you wish to provide your own insurance cover, you are responsible for the cost of such insurance and for any excess that may apply to it. The insurance cover provided under such a policy must be fully comprehensive insurance without restriction or excess (or equivalent) and be effective from the start of your Hire Period (when the Vehicle will be your responsibility) until the earlier time of 8 working hours after the end of the Hire Period or the inspection and permanent return to us of both the Vehicle and its key and any accessories (when responsibility for the Vehicle will pass back to us).
- 9.2.1.5. We reserve the right to ask you for satisfactory proof of your insurance before we let you have a Vehicle. If you become aware of any changes in your insurance cover during the Hire Period, you must tell us by notifying our insurance department in writing at our Irish address (shown on page 1 of these T&Cs).

- 9.2.1.6. It is your responsibility to ensure that your insurance complies with these requirements. In the event that any insurance

provided by you fails to be effective or satisfactory, you are responsible and must pay us the sums set out in section 12 below.

9.2.2. Residents of Canada and USA only

If you are a resident of Canada or the USA and have purchased a rental product that excludes collision damage waiver then only third-party liability insurance will be included in the daily rental charge. You can purchase our collision damage and/or theft waiver products and any of our excess reduction products (see the Insurance and Protection provisions set out in below) but if you do not do so and the waiver cover supplied by your credit card provider does not give complete protection then you will be responsible for and must pay us in full for the sums set out in section 12 below without the application of any Excess amount. Please note that whilst we do accept waiver covers supplied by some credit card providers, we **do not** accept either the transfer of personal car insurance policies or the cover provided by any third party waiver products that can be purchased online via a broker or similar trader.

To avail of our CDW exclusive rates, the driver must fulfill a number of conditions. The driver must:

- i. have a US issued World MasterCard or Canadian issued Gold/Platinum Visa/MasterCard that provides cover for CDW and TW as a benefit AND
- ii. provide WRITTEN PROOF that the card has relevant coverage for the Republic of Ireland. The letter must be dated within 21 days of the pickup date and contain the credit card number (partly masked is acceptable) AND
- iii. have 5,000Euro available for pre-authorisation on their card in case there is damage to the rental vehicle.

If a letter confirming CDW coverage is not provided on collection of the vehicle OR if your card does not provide the relevant coverage OR if you do not have 5,000Euro available on your card, you will be required to pay the premium for our CDW and THW cover at the local daily rate (see Tariff Guide).

If there is a damage charge, this amount can be claimed back through your credit card company. This process is between the driver and the credit card company. We cannot be held responsible for any exchange rate charges.

Only relevant US or Canadian issued credit cards can be used to waive our CDW and THW cover – we do not accept European credit cards for coverage. If you pay for the full rental with your eligible US World MasterCard or Canadian Visa Card/MasterCard, you may be covered for up to 50,000US Dollars auto rental insurance for your rental without excess. This coverage is a service provided by US MasterCard OR Visa/MasterCard Canada to the cardholder and therefore it is the cardholder's responsibility to ensure that they are adequately covered for the entire duration of the rental period. We reserve the right to refuse third party insurance.

Relevant cards will only be accepted for coverage for a maximum of 28 days in any one calendar year. Please note that you must pay for your full rental with the eligible credit card for your card company to provide CDW and THW coverage.

****We DO NOT accept any form of CDW/PDW purchased through a third party OR Fully Comprehensive Irish Insurance Policies. ****

To establish if your US MasterCard or Canadian Visa Card/MasterCard includes Auto Rental Cover in the Republic of Ireland please call your credit card issuer and/or US MasterCard/Canadian Visa Card/MasterCard before making your reservation. It is important to confirm to your credit card issuer that the Republic of Ireland as your place of rental. Contact details for MasterCard 1-800-MC-ASSIST (1-800-622-7747). Contact details for Visa Canada 416.367.8472. Please note that we do not accept cover from Travel Guard or any other independent coverage provider.

9.3. CHARGES

We may charge you for various services that we will carry out as a result of incidents that may occur during the Hire Period and/or how you used the Vehicle. Such charges include, but are not limited to, the following:

9.3.1. Relating to Fines and Penalties

Where the term 'issuing body' is used in this section

9.3.1 it can apply to any, or all, of the following organisations:

- police or other enforcement agencies or other issuing authorities where a driving offence or suspected driving offence has been committed during a Hire Period;
and
- either a public or a private enforcement agency that are entitled to issue parking charge notices and associated fines where a purported or actual breach of contract has arisen.

9.3.1.1. You are responsible for and will pay all charges arising from:

- any congestion or parking charges (or failure to pay them);
- a breach of any parking restrictions or a road traffic offence or any other offence or infringement involving the Vehicle such as (but not limited to) lane infringement, tunnel, turning and bus lane charges including the costs from the Vehicle being clamped, seized or towed away and any other charges/costs (or failure to pay them) levied by an issuing body.

You are and will remain primarily liable for such charges and you consent to us notifying such organisations of your personal details to effect a transfer of liability.

- **If we are required to deal with such correspondence**, we will charge your credit/debit card for our Third-Party Administration Charge as set out in the Tariff Guide. You have the right to challenge that Third-Party Administration Charge **within 14 days of the date of the invoice**. The Third-Party Administration Charge will only be refunded if you can provide supporting evidence to show that the issuing authority
 - (i) has rescinded the fine or penalty; and
 - (ii) confirms that the original charge did not apply in any event.

9.3.1.2. If we receive a penalty charge notice or a parking charge notice that is issued by any issuing body for the Vehicle during your Hire Period and which is capable of being paid then we may pay it so that we mitigate the cost of it. **Where we, at our discretion and for whatever reason choose to pay such charges you will reimburse us the said charge plus our Third-Party Administration Charge (for each charge we pay or each time we deal with such correspondence).**

- *If you do contact us with a legitimate reason as to why the fine or penalty should not be paid*, then we will put this to the issuing body. If the issuing body refuses your appeal then we will confirm this to you and then take the money for the cost of the penalty and the Third Party Administration Charge from your credit/debit card. If the issuing body allows the appeal and both rescinds the fine or penalty and confirms to us that the original charge did not apply in any event then we will not take any money from your credit/debit card.

9.3.2. Other Charges

9.3.2.1. Any additional charges that are linked to other events which take place during your rental and may be charged to the payment card supplied. All such charges are set out in the Tariff Guide and include – but are not limited to – the following examples:

charges for damage suffered by the Vehicle

a 'one way hire' charge should you wish to return the Vehicle to a different Europcar Branch than you originally planned

a 'reservation amendment' charge

each time you modify any details of your booking once the Hire Period has started

Special cleaning / valet charge if we have to return the Vehicle to the same condition it was in before the start of the Hire Period (including for smoking in the Vehicle)

Lost or stolen or damaged keys (whether or not you are at fault for the loss, theft or damage)

Refuelling surcharge if you do not return the Vehicle to us with a full tank of fuel and you have not purchased our 'Prepaid Fuel Option'

'Excess Mileage Charges' for any additional miles you travel over and above the mileage allowance (if any) included in the rental charge

'Out of hours key returns box' charge will apply if you return the Vehicle to the Europcar Branch outside of normal opening hours and leave the keys in the key return box. It will also apply if you leave the keys in the key return box during normal opening hours.

'Unpaid Charges Admin Charge' will apply if we have to recover charges associated with your rental that you have not paid. Reasonable legal fees, statutory court costs and interest may also be payable in addition to the Unpaid Charges Admin Charge (as shown in the Tariff Guide).

'Cross-Border Travel' pack will be required if you wish to take the Vehicle between the Republic of Ireland and Northern Ireland.

You agree that if you fail to make a payment to us when it is due and you still do not make payment within 5 days of us reminding you that payment is due then we may cancel the Contract and demand the immediate return of the Vehicle. We will only take this action if we have reasonable belief that you may not pay the amounts you owe and we have requested you to explain the position and you have failed to do so satisfactorily.

10 WHAT SHOULD I PAY ATTENTION TO WHEN I PICK UP THE VEHICLE?

10.1 When you pick up the Vehicle from us you will be asked to sign a section on the Rental Agreement that describes the Vehicle's condition at that particular time. Before you sign the Rental Agreement you should;

10.1.1 inspect the Vehicle and any Accessories for any pre-existing damage; and

10.1.2 check that the Vehicle's fuel tank is full.

10.2 If you notice any apparent defect or damage that is not described on the Rental Agreement then you should ensure a note is made on the Rental Agreement and that we both sign the change to it.

10.3 Where it isn't possible to check pre-existing damage to the Vehicle and any Accessories at the time of pick-up you must notify any such damage to us within 12 hours of the start of the Hire Period. Notification of such damage should be made by phoning **01 8122 880**.

10.4 If you don't notify us of any pre-existing defect or damage then we will assume that you have accepted the Vehicle and any Accessories in the condition set out on the Rental Agreement and we will charge you for any new damage that is discovered when the Vehicle and any Accessories are inspected by both parties when you return the Vehicle.

10.5 Familiarise yourself with the Vehicle before driving it on the public highway. Make sure you know where the controls are for essential instruments such as headlights, indicators, hazard warning lights, where the parking break is situated (and how it is released and applied) and what type of fuel the Vehicle uses.

For further information check the Vehicle Manual which details operating instructions. Should you require further assistance please ask the Branch staff or, if you have already set off on your journey, contact your nearest Europcar Branch.

11 WHAT WILL HAPPEN WHEN I RETURN THE VEHICLE?

11.1 Return of the Vehicle generally

11.1.1 You should return the Vehicle to the Europcar Branch on the date and at the time shown on the Rental Agreement. You may return the Vehicle to another of our Branches if you pay the 'one-way hire' charge set out in the Tariff Guide. Please consult with the Europcar Branch of pick up to arrange this. If we are to collect the Vehicle and key from you it must be parked in a suitable place to allow collection at any time up to a period of 8 working hours from the end of the Hire Period without the imposition of any fines or congestion charges.

11.1.2 You are responsible for any fuel you use during the Hire Period and for returning the Vehicle to us with a full tank of fuel unless you purchased our Prepaid Fuel Option' at the time of check-out. If you have not purchased the Prepaid Fuel Option and you don't return the Vehicle with a full tank of fuel then we will charge you:

11.1.2.1 for fuel required to refill the Vehicle's fuel tank at our published rates on the date of return; and

11.1.2.2 if applicable, a refuelling surcharge. Further details of our Fuel Policy and the refuelling surcharge is set out in section 18 and in the Tariff Guide

11.1.3 Personal Property

We are not responsible for any loss of, or damage to, any personal belongings placed in or on the Vehicle which will at all times be your responsibility. You must not leave any personal belongings in or on the Vehicle when you return it to us (you are responsible for checking and removing your personal belongings from the Vehicle). Any personal belongings left in or on the Vehicle which remain unclaimed 2 months after the end of the Hire Period will be disposed of.

11.1.4 Early Return

If you return the Vehicle before the return date and time stated on the Rental Agreement then we agree that the Hire Period will end when you return the Vehicle to the Europcar Branch and hand the Vehicle keys to a Europcar agent. Please note, however, that the rental charges will remain the same (ie., as if you had not returned the Vehicle to us before the return date and time stated on the Rental Agreement) as we will not refund any unused daily rental or accessory charges to you.

11.1.5 Late Return

We allow you a grace period of 29 minutes (within branch hours) after the expiry time and date of the Hire Period shown on the Rental Agreement in which to return the Vehicle to us. If you fail to do so, and you have not extended the Hire Period in accordance with section 17 below of these T&Cs, then if we do not hear from you for a period of 24 hours concerning the delay in its return we will regard the Vehicle as having been stolen and will report this to the police. We will take all lawful means to recover the 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). If we have to take such steps, then:

- you give us permission (and cannot withdraw it) to access your premises for the purposes of repossessing the Vehicle so long as we do not use unreasonable force or cause damage; and
- you must pay the charges set out in the Tariff Guide plus our reasonable legal or professional costs (to the extent not covered by the Tariff Guide).

11.2. Attended check-in of the Vehicle during opening hours

When you return the Vehicle to us you should take the opportunity to:

- 11.21. ensure you have removed all of your personal belongings (you are responsible for checking the Vehicle); and
- 11.22. inspect the Vehicle together with our agent and countersign the check-in document which includes a record of any new damage (from that described on the Rental Agreement at the time of pick up or which you notified to us in accordance with the provisions of section 10.3). The procedure detailed in sections 12.3 and 12.6 will then apply.

11.3. Unattended check-in of the Vehicle

If you wish to use our "out of hours" returns service (please refer to <https://www.europcar.ie/hire-locations> to check first that there is an out of hours returns service available at the particular Europcar location you wish to rent and please note there may be a charge for this as set out in the Tariff Guide) or if you are unable or you refuse to inspect the Vehicle with us when you return it then we will inspect the Vehicle on our own and you accept that you are responsible for all charges, fees and damage to or loss of the Vehicle which may have arisen before we have checked the Vehicle back in. We recommend that, if possible and before you drop off the keys, you take photographs of the Vehicle in its final parking place as evidence as to its condition at the time you returned it.

- 11.31. If, during our inspection, we discover new damage to the Vehicle (from that described on the Rental Agreement at the time of pick up or notified to us in accordance with the provisions of section 10.3) the procedure detailed in sections 12.5 and 12.6 will then apply.
- 11.32. We shall not be responsible for any loss, theft or damage of any nature, related to any objects and/or belongings and/or tools that have been transported in or on, or that may be found in or on, the Vehicle.

12 DAMAGE TO THE VEHICLE

- 12.1 As set out in section 5 (*What are my obligations toward the Vehicle?*) and, in particular section 5.1, you are obliged to return your Vehicle and its keys, Accessories, or documentation to us in the same condition as they were at check out, subject to any fair wear and tear.
- 12.2 Our vehicles are working assets and, if you fail in any way to comply with the obligation set out in section 12.1 above:
- 12.2.1 we are entitled to repair the Vehicle at our convenience so that it is restored to this condition; and
- 12.2.2 you will be liable to pay the damage charges, regardless of whether the damage was caused by you or a third party (including a third party with whom you have had an accident or a Government, authority or organisation whether in or outside the Republic of Ireland which has seized the Vehicle and/ or its keys, Accessories, or documentation), unless:
- 12.22.1 any of the damage charges are covered by our Protection packages as described in section 24 of these T&Cs (*Insurance and Protection Provisions*) and the Tariff Guide or any other associated excess reduction products; or
- 12.22.2 it was caused by our fault or negligence or our breach of this Contract; or
- 12.22.3 we have received a payment from a liable third party
- 12.23.1 where you pay the damage charges and subsequently:
- 12.23.2 a third party admits, or is subsequently determined by a relevant court to be responsible for some or all of the damage; and
- 12.23.3 we recover sums from the third-party or the third-party insurer; we will assess whether we have recovered more than our overall loss and reimburse you, as appropriate.

The driver will pay us on demand where loss to Europcar occurs resulting directly or indirectly from the vehicle being brought or driven on to or near any strand, beach, seafront, lane, pond, canal, river, water way or flood are and/or the vehicle being wholly or partially submerged in water, sand, mud, bog or any place either public or private in which the vehicle should subside or be rendered incapable of propulsion under its own power even though the renter may have complied with all terms of this agreement and have purchased a collision damage product.

13 WHAT IS EXPECTED OF ME REGARDING THE VEHICLE MAINTENANCE?

- Throughout the Hire Period we will expect you to look after the Vehicle, the keys and any Accessories against loss or damage (however that arises). If you fail to do so then you will be responsible to pay the sums set out in section 12 above.
- 13.1 Save for customary inspections such as oil and water levels; coolant; windscreen washer fluid levels and tyre pressures that should be regularly checked during normal use of the Vehicle to keep it in good working order neither you nor anyone else is allowed to work on the Vehicle or make any modifications to it without our prior written consent. If consent is required for work to be undertaken on the Vehicle and we give such consent we will only refund you for the work upon receipt of a valid and lawful invoice. If damage is caused to the Vehicle you will be liable to pay the sums set out in section 12 above.
- 13.2 The Vehicle is provided to you with tyres in a condition and number that meets with the traffic- legislation requirements of Ireland. In the event of damage to any one of the tyres (other than by ordinary wear and tear or latent defect) whilst we will immediately arrange to replace it you will be liable to pay the sums set out in section 12 above.

14 WHAT SHOULD I DO IN CASE OF ACCIDENT OR MECHANICAL BREAKDOWN?

- 14.1.1 If a warning light appears on the dashboard or the Vehicle develops any fault during the Hire Period you or any other Driver must call the telephone number stated on the rental agreement or the breakdown assistance number in the vehicle if the Europcar office is closed.
- 14.1.2 If the Vehicle breaks down or is involved in an accident/incident in during the Hire Period we will, as soon as possible, recover and repair the Vehicle so that it is rendered functional.
- 14.1.2.1 If the Vehicle cannot be repaired, we will (where possible) provide you with an alternative Vehicle of an equivalent standard and size to the Vehicle for the remainder of the Hire Period.
- 14.1.2.2 If we cannot repair the Vehicle or provide you with an alternative vehicle, we will provide you with a refund for any part of the Rental Period that you have paid for but not received the benefit of. This is dependent on the breakdown/accident not being the result of Europcar driver error.
- 14.1.3. If, and only if, the breakdown or accident or incident is due to our negligence or willful default then we will not charge you for the recovery and/or repair (if any).

Should we consider that the breakdown is caused by the negligence or deliberate misuse or if loss of or damage to the

Vehicle arises as a result of a breach of the Contract by you and/or any Referred Driver or additional Driver and/or any unauthorised driver then you will be liable to pay the sums set out in section 12 above and your liability will not be capped at the Excess amount. We may (at our discretion) accept payment from your insurer (only if applicable (see section 9.2 above)) but ultimate responsibility will be with you.

1421. If you or any other Driver has an accident/incident you or that other Driver must:
- 1421.1. pay the relevant charges as required by these T&Cs;
 - 1421.2. not admit or accept responsibility;
 - 1421.3. obtain and notify us of the names and addresses of all involved, including witnesses;
 - 1421.4. make the Vehicle secure and tell the police straight away if anyone is injured or the road is blocked or if any property has been damaged;
 - 1421.5. tell us of the accident or incident on 01 8122880;
 - 1421.6. complete and return the accident report form that we will supply if required.
1422. You will use your best endeavors to supply us with full details of any third party(ies) and third party vehicle(s) involved in any accident/incident with the Vehicle. Failure to do so may invalidate the Protection package and/or any excess reduction products (if it is applicable to your rental).
1423. You will, at our request, do all that is reasonably and lawfully required by us or any provider of any other product that you opt to take and allow your name and the name of any Driver or Referred Driver to be used by us (or any provider of the product) for enforcing any rights or remedies against any persons in connection with the Vehicle.
1424. We will not (either on our own behalf or on behalf of any insurers) waive any rights under the Contract or any applicable insurance policy unless we do so in writing (which must be signed by us or the insurer as applicable).

15 WHEN SHALL I RECEIVE MY INVOICE AND PAY FOR THE RENTAL?

You will receive a final invoice once all elements of your rental have been settled. You will pay or be charged the full amount in one or in several lots as agreed between us.

15.1 If you book a Vehicle online:

- 15.1.1 You may decide to prepay for your booking, for example, the daily rental charge of the Vehicle and Accessories for the Hire Period and for any additional services or products. Your means of payment will be debited by the agreed amount, but you will not receive an invoice for that prepayment as the confirmation email will be deemed the receipt for this. Once you have returned the Vehicle to us then we will establish whether any additional fees or charges apply and will supply an invoice to show the full charge for the Hire Period. This invoice will be sent to you via email.
- 15.1.2 If you decide not to prepay for your booking, you will be charged at the time you pick up your Vehicle for the amount of the rental charges for the Vehicle plus the excess and for any Accessories or additional services or products or additional Drivers or protections you decide to take out before you take the Vehicle away. The cost for this will be shown on the Rental Agreement and will be agreed with you before you sign the document. Any additional fees or charges will be charged, if applicable, when you return the Vehicle (if they can be calculated at that time) and we will supply an invoice to show the entire cost of the Hire Period. This invoice will be sent to you via email.
- 15.1.3 If you have incurred extra costs such as fines or tolls or refuelling charges and/or surcharges or you have caused damage to and/or loss of to the Vehicle and/ or Accessories then we will charge you at a later date for such costs together with any Third Party Administration Charges if, after the Hire Period has terminated, we become aware of them.

16 WHAT IF I WANT TO CANCEL OR MODIFY MY BOOKING?

16.1 Modification

- 16.1.1 You can modify your booking free of charge provided you let us know **at least 48 hours before** the Hire Period is due to start. Please be aware that new rental prices, delivery or collection times may apply, and other aspects of your rental may change if you modify your booking. Wherever possible you should use the same communication channel that you used when booking the Vehicle. Alternatively, you can call our Call Centre on **01 8122880**. We will let you know if the modification to your booking is possible. If it is possible, we will tell you about any changes to the rental which would be necessary as a result of your requested modification and ask you to confirm whether you wish to go ahead with the modification to your booking.

16.2. Cancellation & No Show

1621. Prepaid Rentals

If you have prepaid your booking online via our direct booking channels:

- 1621.1. You can cancel your rental free of charge provided that you have given us **at least 48 hours' notice before the Hire Period is due to start**. Wherever possible you should use the same communication channel to cancel your rental as you used when booking the Vehicle, alternatively, you can contact our Call Centre on **01 8122880** to cancel the rental.

- 16.21.2 If you cancel giving us less than 48 hours' notice, the prepaid amount will be refunded less a Cancellation Charge at the rate shown in the Tariff Guide.
- 16.21.3 If you have not cancelled your reservation and fail to pick up the Vehicle, then your prepayment will be refunded less the No Show Charge at the rate shown in the Tariff Guide.
- 16.21.4 If we cancel or fail to cancel the booking you will be fully reimbursed for any sums that you have paid to us for the booking.

16.2.2. Pay on arrival rentals

- 16.22.1 If you have not prepaid for your rental, then you may modify or cancel your rental free of charge up to the time of pick up.
- 16.22.2 If you lodge your credit or debit card details with us, we will guarantee your Vehicle until close of business on the day your rental is due to start. However, if you use this facility to guarantee your reservation and you either don't pick up the Vehicle on the day or don't give us two or more hours' notice to cancel before the rental start time then you agree that we may charge the No Show Charge set out in the Tariff Guide against that credit or debit card to reflect the fact that we held the Vehicle for you without any rental transaction ultimately taking place.

17 WHAT IF I WANT TO EXTEND MY HIRE PERIOD?

In case you want to extend the Hire Period shown on your Rental Agreement, you must contact us at least 2 working hours before the end of the Hire Period or any previously agreed extension.

- 17.1 If we agree to extend the Hire Period, you must pay us an Extension Charge (at the local daily rate) before the end of the Hire Period.
- 17.2 If such an extension means that the Hire Period will exceed a period of 35 days, then you must:
- 17.2.1 return the Vehicle to the Europcar Branch where you picked it up and pay any outstanding amounts due; and
 - 17.2.2 negotiate the hire of a new vehicle and enter into a new Rental Agreement with us.
- 17.3 If you do not contact us in time, or do not pay the Extension Charge, then, we will charge you the daily charge for each day (or part day) that you keep the Vehicle beyond the end of the Hire Period plus an Unauthorised Extension Charge (as set out in the Tariff Guide). If we consider it to be appropriate then we will also have the right, without prior notice, to take any legal action necessary to affect the immediate return of the Vehicle. Please note that unless we expressly agree to the extension you will no longer be insured to drive the Vehicle.
- 17.4 The cost for both the Extension Charge and the Unauthorised Extension Charge can be found in the Tariff Guide. If you are a Referred Driver then, unless agreed otherwise, you will be responsible for all charges during the extended Hire Period.

18 WHAT IS THE FUEL POLICY?

18.1 The rules applicable to fuelling and refuelling of a Vehicle depend on the country of rental and the type of rental product you have selected. Please check carefully the rules applicable for every rental you make. Please ask our Branch staff for details of all available options when you collect the Vehicle.

18.2 All Vehicles are supplied with a full tank of fuel. Two options may then be made available to you:

18.2.1 Prepaid Fuel Option

- 1821.1 At pick up we will charge you for a full tank of fuel at cheaper than market prices. The cost of the tank of fuel will depend on the Vehicle category.
- 1821.2 You may return the Vehicle with whatever fuel is left in it and we will not charge you for refuelling the Vehicle;
- 1821.3 No refund will be issued for unused fuel.

18.2.2 Full to full

- 1822.1 We provide you with a Vehicle with a full tank of fuel.
- 1822.2 You return the Vehicle with a full tank of fuel. You pay nothing for either fuel or a refuelling surcharge
- 1822.3 If you have taken up this full to full option and the Vehicle is not returned with a full tank of fuel you will be charged for the missing fuel according to the refuelling rates at the rental location. You will also be subject to a Refuelling Surcharge (see Traiff Guide).
- 1822.4 You agree that the total amount we charge you represents the reasonable cost to us arising from your failure to return the Vehicle to us with a full tank of fuel.

19 HOW IS EUROPCAR PROTECTING AND USING MY PERSONAL INFORMATION?

19.1 Protection of the Personal Information

- 19.1.1 We collect and process your personal information strictly in accordance with the requirements of the Data Protection Act to the extent necessary to assist us in providing you with Vehicle rental services and to maintain and improve our administration.
- 19.1.2 You are informed of any information that we need to collect whether in the Europcar Branch or online or via our Reservation Centres.
- 19.1.3 Where you have agreed we will use the personal information for marketing purposes such as special promotions and loyalty programs.
- 19.1.4 You have a right to access, rectify and delete the personal information concerning the rental. You may exercise this right by sending a letter to the following address:

The Data Protection Officer, Europcar Ireland, 35 Northwood Court, Northwood Business Park, Santry, Dublin 9, Ireland.

20 ARE THE VEHICLES EQUIPPED WITH A TRACKER?

- 20.1 To maintain and protect the Vehicle we may use electronic devices to monitor the condition, performance and operation of a Vehicle and/ or to track a Vehicle's movements, including but not limited to alerting us when Vehicles cross the border from the Republic of Ireland into Northern Ireland. This information may be used both during and after termination of the Hire Period by Executive Trust Limited, its subsidiaries, agents, advisors and legal representatives.
- 20.2 By accepting these T&Cs you expressly acknowledge having granted your explicit consent to the use of such electronic devices.

21 WHAT HAPPENS IN CASE OF DISPUTE RELATED TO MY RENTAL?

21.1 Our Liability

- 21.1.1 We will be responsible for personal injury or death that is caused by our negligence.
- 21.1.2 You accept that in certain circumstances it will not be possible to provide you with a Vehicle or to provide you with the Services you have reserved. In such circumstances or if we are in breach of this Contract you agree that our maximum liability for any losses (including any loss of profits, loss of business, business interruption, or loss of business opportunity) in contract or tort will be limited to the value of the Vehicle hire and/or any ancillary services you reserved during the booking process.

21.2 Customer Service

- 21.2.1 Wherever your rental took place you can choose to consult with the Customer Services department in your country of residence. Your Customer Services team will contact the country of your rental on your behalf and try to resolve your query.
- 21.2.2 You can contact the Irish Customer Services team:
 - 21.2.2.1 by email to customerservicesie@europcar.ie; or
 - 21.2.2.2 if you prefer, you can write to us in Ireland at 35 Northwood Court, Northwood Business Park, Santry, Dublin 9.
- 21.2.3 Whether you call us, email or write to us we'll aim to respond to your query or complaint within 10 working days of receiving your communication. If we can't respond in these timescales, we'll tell you why and let you know when we aim to reply to you.
- 21.2.4 If we have to contact you, we will do so by telephone, email or by writing to you at the email address or postal address you provided to us at the time of your booking.
- 21.2.5 If, after you have consulted with our Customer Services team, you have a further dispute regarding your query then you have the right to appeal to the ECRCs whose details can be found in Section 22.
- 21.2.6 We are under a legal duty to provide Vehicles that are in conformity with the Contract. Nothing in these terms will affect your legal rights or remedies).

21.3 Applicable Law & Jurisdiction

In case of any dispute regarding your rental, the applicable law will be the law of the country of pick-up of the Vehicle. For instance, if you pick up the Vehicle in Ireland then, irrespective of your nationality, you agree that the applicable law will be Irish law and subject to the jurisdiction of the Irish courts. However, if for example, you are an Irish citizen and you hired a Vehicle whilst in Germany then your rental will be subject to German law.

22 IS THERE A CODE OF CONDUCT APPLICABLE TO THE CAR RENTAL INDUSTRY?

- 22.1 The Car Rental Council of Ireland has published a code of best practice for the car rental industry in Ireland. You may obtain a copy at the following address: www.carrentalcouncil.ie/Code+of+Practice.html.
- 22.2 In the event that we are unable to resolve any complaint you may have then you have the right of appeal to the European Car Rental Conciliation Service (ECRCs) which is an approved Consumer Alternative Dispute Resolution body which is listed on the European Commission's online dispute resolution platform <http://ec.europa.eu/odr>.

23 GENERAL

23.1 Animal Policy

- 23.1.1 We do not allow any animals other than assistance dogs ('Assistance Dogs') to be transported in our Vehicles.
- 23.1.2 We do not supply dog guards or any other form of animal restraint for our Vehicles. If you are travelling with an Assistance Dog you are therefore responsible at all times for its behaviour, safety and well-being. This responsibility includes ensuring that the Assistance Dog is suitably restrained at all times so that it remains safe; it does not distract the Driver or cause risk or injury to you or any other passengers sharing the Vehicle with you.
- 23.1.3 We do not under any circumstances accept liability for damage suffered by the Vehicle or for injury caused to the Assistance Dog or to you or the Driver or to any passengers as a result of your failure to keep the Assistance Dog appropriately restrained and/or controlled.
- 23.1.4 In addition you are required to return the Vehicle to us in the same condition as it was at the start of the Hire Period (fair wear and tear excepted). If it is returned to us in a dirty or messy and/or damaged condition to the extent that it will require specialist cleaning and/ or repair before it can be rented to the next customer then you will be liable for the special cleaning/valet charge described in the Tariff Guide and/or to pay the sums set out in section 12 above.

25.2. Notifications

All notifications that need to be served on either you or us in regard to your Rental Agreement will be sent to the address indicated in the Rental Agreement unless either of us notifies the other party to the contrary.

25.3. End of Rental Agreement

- 25.3.1. If you are a consumer we may end the Contract immediately if we discover that any of your belongings have been taken away from you to pay off your debts, or a receiving order has been made against you or steps have been taken to make you bankrupt or for you to enter into an individual voluntary arrangement.
- 25.3.2. If you are a company we may end the Contract immediately if you go into any form of insolvency or you call a meeting of creditors or we discover that any of your goods have been taken away from you to pay off your debts or receive adverse information or fraudulent financial information.
- 25.3.3. If you are ending the Contract for one of the reasons set out below the Contract will end immediately and we will refund you in full for any Vehicle which has not been provided or has not been provided properly. The reasons are:
- we have told you about an error or a change in the price or description of the Vehicle you have booked and you do not wish to proceed;
 - we have suspended hire of the Vehicle for technical reasons, or notified you we are going to suspend hire of the Vehicle for technical reasons, in each case for a period of more than 14 days without providing a suitable alternative vehicle to replace the (suspended) Vehicle for the remainder of the Hire Period; or
 - you have a legal right to end the Contract because of something we have done wrong
- 25.3.4. If the Contract ends it will not affect our rights under the Contract including the right to receive and/or claim any amounts which you owe to us under the Contract.
- 25.3.5. If you end the Contract after the Vehicle is delivered to you, you must return the Vehicle to us. If you are ending the Contract because we have told you of an error or change in pricing or description or because you are exercising your legal rights to end the Contract because of something we have done wrong then we will pay the costs of return.

24 INSURANCE AND PROTECTION PROVISIONS

- 24.1 This section summarises the protection and insurance products we offer that are designed to cover your potential financial exposure if any of the following circumstances occur whilst you are renting and using one of our Vehicles. Without them, you will be personally responsible for the financial consequences:
- 24.1.1 **Liability to a Third Party** which means **other people's** bodily injury or death and / or damage to their property that occurs because of an accident or incident that you may cause.
- 24.1.1.1 Damage to a third party's property could include a third party's vehicle and its contents, buildings or their contents, machinery or personal possessions.
- 24.1.1.2 The cost of any business interruption associated with either the third party's injury or death and/ or the damage to their property will also form part of this liability.
- 24.1.2 **Damage to or theft of the Vehicle.** This may be a result of a collision or an attempted theft and need to be repaired or it may be so badly damaged that it is irreparable and we write it off; or it may be stolen and not recovered
- 24.1.3 If you are the driver of the Vehicle at the time of a collision and you are responsible for the collision taking place then whilst any injured Passengers may be covered by our Third-Party Liability insurance your own death or injuries, together with the possible associated consequences of it, will not. You can, however, be protected from such circumstances if you purchase any of our Personal Accident protections separately.

24.2 Definitions

For the purposes of these Insurance and Protection Provisions we have given the following words or expressions a particular meaning:

Abnormal use means that your use of the Vehicle whilst you are in charge of it doesn't comply with the Road Traffic laws that prevail and/or does not meet with the requirements of the Local Rental terms and conditions and/or does not meet with the standards of driving that would be expected of a reasonable and prudent driver

Accident Report means a full and complete signed statement (including any other document(s)) which records all of the facts of an accident or incident as they occurred (for example, how the event occurred, the nature of the damage to the Vehicle, the location where the incident took place, the dates and circumstances and any potential witness details)

Basic Protection means our standard protection products of collision damage (or damage liability) waiver and theft waiver covers that are included in rentals unless you selected the USA or Canada as your country of residence and opted for a rate exclusive of Basic Protection when booking your rental. If Basic Protection is included in the rental charge then, as long as you have complied with the Local Rental terms and conditions and have not committed a breach of any applicable laws, your financial liability for the total charge for damage resulting from an accident or incident or the theft or attempted theft of a Vehicle will be no more than the Excess amount

Bodily Injury (or bodily injury) means any physical injury or psychological damage suffered by a person that is caused as the direct result of an accident; it is not something that is intentionally self-inflicted, and it does not result from sickness or

disease

Book value: means the value of the Vehicle calculated by an industry recognised system which provides a figure that is the difference between the retail value and the trade value of the Vehicle at the time of the incident.

Collision (or collision) means the impact of the Vehicle with another fixed or moving body or object

Excess amount is a specified sum of money that, provided you have complied with the Local Rental terms and conditions and have not committed a breach of any applicable laws, is the maximum amount we will charge you for the damage caused to the Vehicle as a result of a collision or its attempted theft during the Hire Period; or the loss of a Vehicle if it is written off because it is irreparable or if it is stolen and we do not get it back. The Excess amount is a non-waivable sum that is governed by the conditions of the Protection product you have purchased.

Hire Period means the period of time you wish to rent the Vehicle from us. This is specified on the rental agreement and will not exceed 35 days

Local Rental terms and conditions means the documents that, together, form the Contract (as defined in the Terms and Conditions of Hire) which you acknowledge you have read and approved before you sign the rental agreement to rent any Vehicle from us and which set out the rights and obligations that will apply to both you and us throughout the Hire Period

Loss of Use is a charge to take account of our loss of revenue: (i) while the Vehicle is being repaired or while it has been seized; or (ii) on a Vehicle which is a Total Loss (as described in section 12). We calculate Loss of Use on the basis of the daily rental rate set out in the Rental Agreement

Passenger means **any person other than the driver** that is being transported or is travelling in or on the Vehicle on a gratuitous basis. A Passenger is viewed as a Third Party under the mandatory Third-Party Liability insurance regimes

Protection (or protection) in these Insurance and Protection Provisions applies to the means by which your financial liability for any damage to or loss of a Vehicle is limited to the Excess amount. It should be noted that this Protection is not provided by way of an insurance policy

Third Party means any party to an incident **other than the driver of the Vehicle**. For the avoidance of doubt a Passenger is deemed to be a Third Party

Third Party Liability insurance means insurance that provides the driver of a Vehicle with protection against liability for another party's claims for damage to his/her property or for bodily injury or death arising out of an incident that occurs whilst you are using the Vehicle. Third Party Cover is a mandatory legal requirement and it is therefore an integral part of our rental service. The price of it is included in the rental charge.

Vehicle means the vehicle you will be renting from us or you will be driving with our authorisation.

We or we/ Us or us / Ours or ours means Europcar in Ireland.

You or you / Yours or yours means any driver that is named on the Rental Agreement

24.3 Mandatory Third-Party Liability Insurance

We are required by the laws of all of the countries in which we operate our vehicle hire services to insure our Vehicles against liability for the claims or actions of Third Parties. Third Party Liability insurance is therefore automatically included as part of our vehicle hire services and you will be covered for the consequences others may suffer as a direct result of your actions whilst you are driving the Vehicle up to the level legally required by the country in which you are renting the Vehicle (subject to Clause 5).

24.3.1 What am I covered for?

You will be insured against liability for the following damage that you cause when you are using the Vehicle:

24.3.1.1 bodily injury or death suffered by Third Parties; and

24.3.1.2 property damage sustained by Third Parties and losses and costs arising as a consequence of the damage.

24.3.2 What is excluded from the cover?

Third Party Liability insurance does not cover:

24.3.2.1 bodily injury or death that you (the driver at the time of the collision) may suffer; or

24.3.2.2 any damage to or loss of your personal property or possessions; or

24.3.2.3 any damage caused to the Vehicle

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

You will be covered for the sums owed as a consequence of any Third Party Liability arising as the result of a collision that you may cause up to the level legally required by the country in which you are renting the Vehicle provided you have not committed a breach of any applicable laws (including any relevant road traffic regulations) or the Local Rental terms and conditions.

However, if you didn't comply with those laws and/ or regulations and/or the applicable Local Rental terms and conditions then, whilst our insurer will still fulfil its obligations to Third Parties under the Third Party Liability insurance policy, it may seek to recover from you some or all of the costs it may have paid to that Third Party as a result of the incident.

24.3.4 How to notify us?

Where an incident occurs that involves Third Parties it is important that you do your utmost to report the collision to us **01 8122880** at the earliest possible opportunity providing full 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).

PROTECTION PRODUCTS

24.4 Collision Damage Waiver

Our collision damage waiver cover limits your financial exposure for damage caused to the Vehicle whilst it is in your care. If you purchase our standard collision damage waiver product and comply with the applicable laws and the Local Rental terms and conditions then we will pay for any damage to the Vehicle that exceeds the Excess amount (including any Engineer's Charge and Loss of Use Charge calculated as indicated in section 12. You can reduce or eliminate the Excess amount by purchasing our Super Damage Waiver, Complete Cover or Premium Cover instead of the Basic Protection package.

Collision damage waiver cover is included in the daily rental charge for the majority of rentals unless either the USA or Canada is your country of residence and you opted for a rate exclusive of Basic Protection when booking your rental. In these circumstances the Basic Protection package (which includes collision damage waiver) may not be included in the rate and you will need to confirm to us at the point of collection that you have similar and acceptable waiver cover in place through your credit card before we will release a Vehicle to you. We do not accept personal car insurance policies (except corporate fleet insurance (see section 9.2 of the Terms and Conditions of Hire)) or any third-party waiver products that can be purchased online via a Broker or similar trader.

Collision damage waiver 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.

24.4.1 What does this protect me against?

Collision damage waiver cover limits your liability for damage to the Vehicle to a maximum sum of the Excess amount in circumstances where:

24.4.1.1 you collide with a fixed or moving object; or

24.4.1.2 the Vehicle is subject to an act of vandalism while you are driving or using it; or

24.4.1.3 any glass or lights or reflectors are damaged or broken or tyres are damaged or punctured during a

collision.

24.4.2 What is excluded from the Protection?

The Collision Damage Waiver will not operate to limit your liability as set out above in circumstances where the damage to the Vehicle is caused:

24.4.2.1 by the willful acts of the driver; or

24.4.2.2 by an explosion or fire in (or to) the Vehicle because you are 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

24.4.2.3 by the Vehicle hitting a bridge, car park barrier or other overhead object; or

24.4.2.4 by its total or partial theft or an act of vandalism whilst the Vehicle is left unattended; or

24.4.2.4.1 by your negligence (*which is behaviour that falls below the standards expected of a reasonably sensible person in similar circumstances*) or the negligence of your Passengers (*for example a fire caused by the use or disposal of cigarettes, e-cigarettes or cigars*); or

24.4.2.4.2 because the keys are lost or stolen or damaged

Loss of or damage to your own property that is being transported or kept in or on the Vehicle during the Hire Period is not covered by the Collision Damage Waiver.

24.4.3 What must I do to benefit from the Protection?

You must:

24.4.3.1 **purchase the protection if it is not included in the rental charge;

24.4.3.2 **comply with Local Rental terms and conditions and all applicable law and local traffic regulation when you are driving the Vehicle;

24.4.3.3 **notify us within 24 hours of the date on which the incident took place and, in any event, before the end of your Hire Period. Notification should be made on telephone number **01 8122880** providing full details of the incident.

** these are the minimum requirements.

24.4.4 What is the amount of my financial exposure?

If you have not purchased this Protection and during the Hire Period the Vehicle is damaged, you will not benefit from the limitation of liability set out above and you will be liable to pay us the sums set out in section 12 above in full. If you have purchased this Protection and, provided you have complied with the Local Rental terms and conditions and the applicable law and road traffic regulations, then the maximum you will have to pay us is the Excess amount plus any other applicable charges as set out in the Tariff Guide.

24.5 Theft Waiver

Our *theft waiver* cover limits your financial exposure for loss of the Vehicle if it is stolen or if it is damaged because it is subject to an attempted theft or the Vehicle is subject to an act of vandalism during the Hire Period. If you have purchased this product then, provided you have complied with the Local Rental terms and conditions, we will pay for the costs arising from the theft, attempted theft, or act of vandalism that are greater than the Excess amount.

Theft waiver cover is included in the daily rental charge for the majority of rentals unless you selected the USA or Canada as your country of residence and opted for a rate exclusive of Basic Protection when booking your rental. In these circumstances the Basic Protection package (which includes theft waiver cover) will not be included in the rate and you will need to confirm to us at the point of collection that you have similar and acceptable waiver cover in place through your credit card before we will release a Vehicle to you. We do not accept personal car insurance policies (except corporate fleet insurance (see section 9.2 of the Terms and Conditions of Hire)) or any third-party waiver products that can be purchased online via a Broker or similar trader.

24.5.1 What am I protected against?

Theft waiver cover protects you against liability for any amount greater than the Excess amount in circumstances of:

- the theft of the Vehicle and any Accessories following an occurrence of breaking and entering (*Accessories being any supplementary component that is installed in or on the Vehicle that improves its specification*)
- the attempted theft of the Vehicle and of any Accessories
- any act of vandalism to the Vehicle whilst it is stationary and left unattended by you

- any glass or lights or reflectors that may be damaged or broken or tyres that are damaged or punctured as a result of the theft

24.5.2 What is excluded from the Protection?

Theft waiver cover will not protect you and you will not benefit from the limitation of liability set out above in the following circumstances:

- 24.5.2.1 If the Vehicle is stolen or damaged because of your negligence or more specifically (but without limitation) as a result of keys being left in the Vehicle whilst it is unattended or having been delivered to an unauthorised person; your failure to use the anti-theft system appropriately when the Vehicle is left unattended, any failure by you to return the keys to us or if you left the Vehicle unlocked when you weren't using it;
- 24.5.2.2 Theft of or damage to personal and / or work-related goods or possessions and any goods being transported in or on the Vehicle.

24.5.3 What must I do to benefit from the cover?

You must:

- 24.5.3.1 **purchase the product if this is not included in the rental charge;
- 24.5.3.2 **comply with Local Rental terms and conditions as they apply to the theft or potential theft of a Vehicle
- 24.5.3.3 **notify the local police of any incident or event immediately or as soon as is reasonably practicable and provide us with the police report or evidence that the theft has been notified to the police.
- 24.5.3.4 Notify the pick-up station of the theft and return the keys.
- 24.5.3.5 Notify the pick-up station, within 24 hours of the time you discover the Vehicle is missing and forward the keys to us at the place you picked the Vehicle up.

** these are the minimum requirements.

24.5.4 What is the amount of my financial exposure?

If, during your rental, the Vehicle is stolen or is damaged in an attempted theft or due to vandalism and you have not purchased theft waiver cover then you will be liable to pay us, in full, the relevant sums set out in section 12 above.

With theft waiver cover, provided you have complied with the Local Rental terms and conditions, the maximum you will have to pay us is the Excess amount plus any other applicable charges as set out in the Tariff Guide.

OTHER PRODUCTS

You can choose to limit your financial exposure further by purchasing the following Protection products. Please be aware that there are nevertheless exclusions as described below.

25.1 Personal Benefits Membership

What am I protected for?

The premium for Personal Benefits Membership covers the driver for personal injuries or fatalities up to €31,750 in the event of an accident while in the vehicle.



Tariff Guide
May 2019

The following are products we offer that you may buy when you pick up the Vehicle. These are not included in the rental charges. Some are optional:

| General Products | | Per day | Per rental | Max charge |
|--------------------------|--|---------|------------|------------|
| Additional Driver | Applies to each additional driver | €10.22 | | |
| Baby Seat | Applies to each seat provided. If there is more than 1 seat per rental, a maximum charge of €80.00 will apply. | €8.00 | | €50.00 |
| Child Seat | Applies to each seat provided. If there is more than 1 seat per rental, a maximum charge of €80.00 will apply. | €8.00 | | €50.00 |
| Booster Seat | Applies to each seat provided. If there is more than 1 seat per rental, a maximum charge of €80.00 will apply. | €8.00 | | €50.00 |
| Non-Return of Child Seat | In the event the equipment is not returned, this charge will apply | | €150.00 | |
| SatNav/GPS | | €12.00 | | €90.00 |
| Non-Return of SatNav/GPS | In the event the equipment is not returned, this charge will apply | | €200.00 | |
| Trolley | | €10.00 | | €50.00 |
| Non-Return of Trolley | In the event the equipment is not returned, this charge will apply | | €120.00 | |

| Services | | Per day | Per rental | Max charge |
|------------------------------------|---|---------|---------------------|------------|
| One Way within Republic of Ireland | For returns to a location different to that of pickup | | €0.00 - €100.00 | |
| One Way to Northern Ireland | BFST05 & BFST06 Only | | €147.55 | |
| Unapproved International One Way | Penalty | | €5,000.00 | |
| Cross Border Travel | Allowed into Northern Ireland Only - Cars not allowed off the island of Ireland | | €34.05 | |
| Meet Late Arrivals | For delayed flights that land over 30 minutes after our branch closing time | | €40.00 | |
| Out of Hours | On request only | | €40.00 | |
| Delivery / Collection | On request only | | €35.00 plus mileage | |

| Convenience Products | | Per day | Per rental | Max charge |
|--|--|-----------------|-----------------|------------|
| Arrive and Drive (Dublin Airport Only) | This applies if you wish to collect your vehicle from the car park at Dublin Airport Terminal 1 or Terminal 2 | | €35.00 | |
| Deliver and Collect (TUI Only) | Houseboat delivery/collection | | €175.00 | |
| Upgrade | Optional charge if you upgrade your vehicle on collection or during your rental | €1.00 - €300.00 | | |
| Prepaid Fuel | Customers can choose our prepaid fuel option at the beginning of their rental at our special discounted rates. For the driver's convenience, there is no need to refill the car. With this option, no refunds will be given for unused fuel. Prices for this option are set locally. | | discounted rate | |
| Standard Refuelling | Customers can return the car as they wish. Should the car return less than full, the customer will be charged a local refuelling fee plus the standard fuel price per litre. | | local rate | |
| Refuelling Service Charge | | | €20.00 | |

| Surcharges | | Per day | Per rental | Max charge |
|---------------------|---|---------|------------|------------|
| Airport Pickup | Applies unless airport surcharge is included in your rate | | €28.38 | |
| Location Surcharge | Applies unless location surcharge is included in your rate | | €28.38 | |
| Vehicle Licence Fee | Applies unless vehicle licence fee is included in your rate | €4.07 | | |

| Additional Fees | | Per day | Per rental | Max charge |
|---------------------------------|--|-------------------|------------|------------|
| Valeting Fee | In the event of excessively dirty interior | | €100.00 | |
| Lost/Stolen Key Replacement | The cost to replace lost, stolen or damaged keys can be up to €500 depending on the make and model of the Vehicle | | €500.00 | |
| Reservation Amendment Fee | To cover our administration costs each time you amend any details of your booking before the Hire Period is due to start and you give us less than 48 hours' notice of the change or for any modifications you may wish to make once the Hire Period has started | | €10.00 | |
| No Show Fee | This charge will apply if you did not cancel your pre-paid booking and you do not collect your Vehicle | | €95.00 | |
| Cancellation Fee | This charge will be made if you tell us you wish to cancel your prepaid booking, but you give us less than 48 hours' notice | | €50.00 | |
| Fine Admin Fee | Applies if we have to provide your details to any third parties (for example for unpaid speeding fines) | | €30.00 | |
| Unpaid Charges Admin Fee | Applies if we have to recover unpaid charges associated with your rental. Reasonable legal fees, statutory court costs and interest may be payable in addition to this fee | | €30.00 | |
| Third Party Admin Fee | Applies if we have to provide your details to any third parties (for example for unpaid parking charges) | | €30.00 | |
| Damage Admin Fee | Applies if we have to charge you for damage (other than light damage or tyre replacements) caused to the Vehicle whilst you are in possession of it. This charge pays for the back-office resources required to process associated paperwork with respect to serious damage and total loss, including calculation of the applicable Loss of Use Fee and liaison with the engineer. | | TBD | |
| Non-Declaration of Accident Fee | In the event of an accident that is not reported by the driver, a non-declaration fee will apply to cover the cost of back office resources needed to complete any claims documents | | €200.00 | |
| AA Callout Fee | | | €141.88 | |
| Carbon Offset | Optional donation to | | €3.00 | |
| Overseas Admin Fee | Vehicles in breach of our Terms & Conditions will have an admin fee applied to cover the cost of back office resources to track the vehicle until its return | | €200.00 | |
| Overseas Breakdown Fee | | €50.00 | | |
| Additional Rental Days | The local daily rate at the time of rental will apply | €1.00- €200.00 | | |
| Unauthorised Extension Fee | Applies if you don't let us know that you wish to extend the length of your Hire Period at least 2 working hours before it is due to be returned to us | | €50.00 | |

Excess reduction products for US and Canadian Renters only

| Liability for Vehicle | | Collision Damage Waiver | Theft Waiver | Excess with CDW & THW | Protection Plus |
|-----------------------|------------|-------------------------|--------------|-----------------------|-----------------|
| | | (CDW) | (THW) | | |
| | | 0% vat | 0% vat | (PP) | |
| SIPP | | 0% vat | 0% vat | 0% vat | |
| MBMN | Full value | 16.00 | 8.00 | 1500 | 10.00 |
| EBMN | Full value | 16.00 | 8.00 | 1500 | 10.00 |
| EDMN | Full value | 16.00 | 8.00 | 1500 | 10.00 |
| CDMN | Full value | 16.00 | 8.00 | 1500 | 10.00 |
| CDMR | Full value | 16.00 | 8.00 | 1500 | 10.00 |
| CDMD | Full value | 16.00 | 8.00 | 1500 | 10.00 |
| EDAN | Full value | 19.50 | 9.25 | 1600 | 10.00 |
| CDAN | Full value | 19.50 | 9.25 | 1600 | 10.00 |
| CDAR | Full value | 19.50 | 9.25 | 1600 | 10.00 |
| IDMN | Full value | 19.50 | 9.25 | 1800 | 10.00 |
| IDMR | Full value | 19.50 | 9.25 | 1800 | 10.00 |
| IDMD | Full value | 19.50 | 9.25 | 1800 | 10.00 |
| CWMR | Full value | 19.50 | 9.25 | 1800 | 10.00 |
| IWMR | Full value | 19.50 | 9.25 | 1800 | 10.00 |
| IDAN | Full value | 19.50 | 9.25 | 1800 | 10.00 |
| IDAR | Full value | 19.50 | 9.25 | 1800 | 10.00 |
| IDAD | Full value | 19.50 | 9.25 | 1800 | 10.00 |
| IFAR | Full value | 22.00 | 11.00 | 2000 | 10.00 |
| IFMR | Full value | 22.00 | 11.00 | 2000 | 10.00 |
| IFMD | Full value | 22.00 | 11.00 | 2000 | 10.00 |
| FDMR | Full value | 22.00 | 11.00 | 2000 | 10.00 |
| FDAR | Full value | 22.00 | 11.00 | 2000 | 10.00 |
| SVMN | Full value | 22.00 | 11.00 | 2500 | 10.00 |
| SVMR | Full value | 22.00 | 11.00 | 2500 | 10.00 |
| PVMR | Full value | 22.00 | 11.00 | 2500 | 10.00 |
| PDAR | Full value | 22.00 | 11.00 | 2500 | 10.00 |
| SVAN | Full value | 22.00 | 11.00 | 2500 | 10.00 |
| SVAR | Full value | 22.00 | 11.00 | 2500 | 10.00 |
| PVAR | Full value | 22.00 | 11.00 | 2500 | 10.00 |

Collision Damage Waiver reduces the driver's financial responsibility for damage from the full value of the Vehicle to the standard CDW excess amount.

Theft Waiver reduces the driver's financial responsibility for theft and/or damage arising from theft/attempted theft from the full value of the Vehicle to the standard CDW excess amount.

Protection Plus covers the driver against any charges that their credit card does not protect against (e.g. towing charges).

In addition to the CDW and THW products, customers can also purchase the excess reduction products below.

Excluding the excess, all rates are per day in €uro.

Excess reduction products

| | Excess with CDW & THW | Super Collision Damage Waiver | Roadside Assistance | Personal Benefits Membership | Complete Car Cover | Premium Cover |
|------|-----------------------|-------------------------------|---------------------|------------------------------|--------------------|-------------------|
| | | (SCDW) | (RSA) | (PBM) | (SCDW & RSA) | (SCDW, RSA & PBM) |
| | | 0% vat | 0% vat | 0% vat | 0% vat | 0% vat |
| SIPP | | | | | | |
| MBMN | 1500 | 21.00 | 4.54 | 7.00 | 24.00 | 30.00 |
| EBMN | 1500 | 21.00 | 4.54 | 7.00 | 24.00 | 30.00 |
| EDMN | 1500 | 21.00 | 4.54 | 7.00 | 24.00 | 30.00 |
| CDMN | 1500 | 21.00 | 4.54 | 7.00 | 24.00 | 30.00 |
| CDMR | 1500 | 21.00 | 4.54 | 7.00 | 24.00 | 30.00 |
| CDMD | 1500 | 21.00 | 4.54 | 7.00 | 24.00 | 30.00 |
| EDAN | 1600 | 24.00 | 4.54 | 7.00 | 27.00 | 33.50 |
| CDAN | 1600 | 24.00 | 4.54 | 7.00 | 27.00 | 33.50 |
| CDAR | 1600 | 24.00 | 4.54 | 7.00 | 27.00 | 33.50 |
| IDMN | 1800 | 24.00 | 4.54 | 7.00 | 27.00 | 33.50 |
| IDMR | 1800 | 24.00 | 4.54 | 7.00 | 27.00 | 33.50 |
| IDMD | 1800 | 24.00 | 4.54 | 7.00 | 27.00 | 33.50 |
| CWMR | 1800 | 24.00 | 4.54 | 7.00 | 27.00 | 33.50 |
| IWMR | 1800 | 24.00 | 4.54 | 7.00 | 27.00 | 33.50 |
| IDAN | 1800 | 24.00 | 4.54 | 7.00 | 27.00 | 33.50 |
| IDAR | 1800 | 24.00 | 4.54 | 7.00 | 27.00 | 33.50 |
| IDAD | 1800 | 24.00 | 4.54 | 7.00 | 27.00 | 33.50 |
| IFAR | 2000 | 28.00 | 4.54 | 7.00 | 32.00 | 38.00 |
| IFMR | 2000 | 28.00 | 4.54 | 7.00 | 32.00 | 38.00 |
| IFMD | 2000 | 28.00 | 4.54 | 7.00 | 32.00 | 38.00 |
| FDMR | 2000 | 28.00 | 4.54 | 7.00 | 32.00 | 38.00 |
| FDAR | 2000 | 28.00 | 4.54 | 7.00 | 32.00 | 38.00 |
| SVMN | 2500 | 28.00 | 4.54 | 7.00 | 32.00 | 38.00 |
| SVMR | 2500 | 28.00 | 4.54 | 7.00 | 32.00 | 38.00 |
| PVMR | 2500 | 28.00 | 4.54 | 7.00 | 32.00 | 38.00 |
| PDAR | 2500 | 28.00 | 4.54 | 7.00 | 32.00 | 38.00 |
| SVAN | 2500 | 28.00 | 4.54 | 7.00 | 32.00 | 38.00 |
| SVAR | 2500 | 28.00 | 4.54 | 7.00 | 32.00 | 38.00 |
| PVAR | 2500 | 28.00 | 4.54 | 7.00 | 32.00 | 38.00 |

Super Collision Damage Waiver (SCDW) reduces the driver's financial responsibility for damage from the standard CDW excess amount to zero.

Roadside Assistance (RSA) protects the driver against recovery charges for non-mechanical breakdown or driver error incidents (e.g. worn clutch, keys locked in vehicle) which would normally be chargeable.

Personal Benefits Membership (PBM) covers the driver for personal injuries or fatalities up to €31,750 in the event of an accident whilst in the Vehicle.

Complete Car Cover (CCC) is an optional protection package which combines SCDW and RSA giving you full cover on the rental vehicle.

Premium Cover (PC) is an optional protection package which combines SCDW, RSA and PBM giving you full cover on the rental vehicle as well as personal injury cover for the driver.

Excluding the excess, all rates are per day in Euro.