

- I. **RENTAL TERMS AND CONDITIONS**
- II. **RENTAL POLICIES & REQUIREMENTS**
 - [Vehicle Group Policy](#)
 - [Documents Needed](#)
 - [Age Requirements](#)
 - [Airport Service Charge](#)
 - [Renter Not Driving](#)
 - [Driving abroad](#)
 - [One-Way Rentals \(not available\)](#)
 - [Post-Midnight Service](#)
 - [Out of hours pick-up](#)
 - [Traffic Fines and Penalties](#)
 - [Mileage Policy](#)
- III. **INSURANCE & WAIVERS INFORMATION**
 - [Included In Your Rate](#)
 - [Optional Products](#)
 - [- SuperCover](#)
 - [- All in pack](#)
 - [- Smart Cover](#)
 - [- Glass & Tyres](#)
 - [- Personal Insurance \(PI\)](#)
 - [- PERS \(Premium Emergency Road Service\)](#)
 - [- Total Cover Pack](#)
 - [- Fines Cover](#)
 - [Limitations & Exclusions](#)
 - [Third Party Insurance Products](#)
- IV. **FUEL OPTIONS**
- V. **OPTIONAL EQUIPMENT & SERVICES**
 - [Child Seats / Booster Seats](#)
 - [Thrifty Freedom](#)
 - [Additional Drivers](#)
 - [Thrifty Fast Track](#)
- VI. **ROADSIDE ASSISTANCE**
- VII. **DAMAGE POLICY**
- VIII. **RETURN**
- IX. **PAYMENT**
- X. **CHANGES, CANCELLATIONS & NO SHOWS**
- XI. **CONTACT INFORMATION**
- XII. **PRIVACY POLICY**

I. RENTAL TERMS AND CONDITIONS

Hertz de España S.L. operating as Thrifty Car Rental (herein referred to as “Thrifty”, “we”, “us” or “our”) which rents the vehicle (or where appropriate any replacement vehicle) to you subject to the terms and conditions hereby declared in this rental agreement (“rental agreement”) which incorporates these terms and conditions and the information and conditions contained in the rental record (“rental record”) that you have signed. In making this rental, you agree to accept the terms of the rental agreement and confirm that you will strictly comply with them.

1. Nature of this agreement

The rights and obligations contained in this rental agreement govern your use of our vehicle and are not transferable by you. You acknowledge that the vehicle is owned by us and that any attempted transfer or sub rent of the vehicle by anyone other than us is void. We permit you to use the vehicle on the terms and conditions of this rental agreement only.

2. Who may drive the vehicle

2.1 The vehicle must only be driven by you or any other person who has first been authorised by us and added to the rental record and you agree that you will not allow anyone to drive the vehicle, including yourself:

2.1.1 Who does not fulfil our minimum requirements regarding age and possession of a valid driving license as indicated for the relevant rate or otherwise notified by us; or

2.1.2 Who is over-tired or under the influence of alcohol, drugs, medication or any other legal or illegal substance impairing their consciousness or ability to react.

3. Pick-up, delivery and return

3.1 Thrifty will supply the vehicle to you at the Thrifty office in good overall condition and general operation, with all necessary documentation, parts and accessories.

3.2 You agree to return the vehicle to us in the same condition as you rented it, subject to fair wear and tear, with the same documents, parts and accessories, at the location and on the date and time designated in this rental agreement.

3.3 You and we will check the condition of the vehicle at the start of the rental and on return of the vehicle. A Thrifty representative will provide a record showing any agreed defects. You acknowledge that you will be responsible for any loss or damage to the vehicle, its documents, parts or accessories arising during the rental.

3.4 The vehicle must be returned to the agreed Thrifty location within the normal business hours of the location concerned and cannot be returned to any other hertz office which is not branded Thrifty. If you return the vehicle outside of these hours you must comply with the out of hours return instructions for that location, in which case you will remain fully responsible for the vehicle until the location reopens for business. If you fail to comply with these instructions, you will remain responsible for the vehicle until we are able to access it.

3.5 If at any time, Thrifty has agreed that you may return the vehicle to a place other than to a Thrifty place of rental, you will be fully responsible for the vehicle until it is either collected by us or is returned to us.

3.6 Our rental charges are calculated on the basis of 24-hour periods from commencement of the rental. If you fail to return the vehicle to the agreed return or collection point at or before the vehicle return time stated on the rental record, you will be charged an extra day's rental at the relevant daily rate, including charges for any options taken, for every day or part of a day that the car is overdue. This charge is subject to any additional time (or 'grace period') allowed for return by prior agreement with us or in accordance with our current policy (please ask at the rental location 1 for details).

3.7 You agree that we are entitled to charge you a reasonable additional cost incurred by Thrifty if the vehicle requires more than our standard cleaning on its return to restore it to its pre-rental condition allowing for fair wear and tear. The amount for this justified and additional charge is contained in the document of the current applicable fares, which is at your disposal at the rental location.

4. Your responsibility for loss or damage.

4.1 Subject only to any deductions arising from your acceptance of any of the options specified at paragraph

4.2 You will be liable to us for all reasonable losses and costs incurred by us in the event of loss, damage to or theft of the vehicle, its parts or accessories while on rental. Your liability may include the cost of repairs, loss in value of the vehicle, loss of rental income, towing and storage charges and an management charge, which recovers our costs for handling any claim arising from damage caused to the vehicle unless responsibility for the damage lies with us or has been determined by a third party or their insurers to lie with the third party. If damaged, we will endeavor to repair the vehicle as soon as possible. You will not be liable to us for any charge or excess if the loss or damage is directly due to our negligence or breach of this rental agreement.

4.2 Provided you comply with all the terms of this rental agreement and provided the loss, damage or theft is not caused intentionally, or by the gross negligence of you or an authorised driver, or by any unauthorised driver, your liability may be limited if you accept the optional super cover (sc) by paying the daily charge

specified, in which case your liability for loss of or damage to the vehicle, its parts or accessories will be eliminated.

4.3 You are fully responsible for damage caused by failure to assess the height of the vehicle and striking overhead or overhanging objects. This responsibility is not excluded by any waiver.

4.4 If you provide your own insurance to cover your liability for loss of or damage to the vehicle, you authorise us to negotiate and agree any settlement in respect of such loss or damage direct with your insurers and you agree that any monies in respect of such loss or damage will be paid direct to us or to our order.

5. Prohibited use of the vehicle

5.1 You are authorised to drive the vehicle on the conditions contained in this paragraph 5 and paragraph 2 above including, at all times, to use the vehicle in a responsible manner. If you do not comply with these conditions, you will be liable to us for any liability or loss incurred by us or any damages or reasonable expenses we suffer or incur as a result of your breach. You may additionally lose the benefit of any waivers or coverages selected by you. We reserve the right to take back the vehicle at any time, and at your expense, if you are in breach of this rental agreement.

5.2 You must look after the vehicle, make sure it is locked, secure and parked in a safe place when not in use and set and use any security device provided. You must remove and keep in a safe place any removable device (such as, but not limited to, GPS, child seats, toll payment device, ...) when the vehicle is unoccupied. You must use seat belts, child seats and other child restraints as appropriate.

5.3 You must use the correct fuel. If you experience any problem due to accident or mechanical failure, you must contact us on the number indicated on the rental wallet. No one may service or repair the vehicle without our prior express permission.

5.4 You must not use the vehicle or allow it to be used:

- 5.4.1 To carry passengers for remuneration.
- 5.4.2 To carry cargo for remuneration (except in the case of trucks and vans).
- 5.4.3 To tow or push any vehicle, trailer or other object (without our express permission).
- 5.4.4 Off road or on roads unsuitable for the vehicle.
- 5.4.5 When it is overloaded or when loads are not properly secured.
- 5.4.6 For carrying any object or any substance, which, because of its condition or smell, may harm the vehicle and/ or delay our ability to rent the vehicle again.
- 5.4.7 To take part in any race, rally, test or other contest.
- 5.4.8 In contravention of any traffic or other regulations.
- 5.4.9 For any illegal purpose.
- 5.4.10 For sub-renting.
- 5.4.11 To drive or be driven in restricted areas including, but not limited to, airport runways, airport service roads and associated areas.
- 5.4.12 For driver training activity; or
- 5.4.13 In contravention of any of the driver requirements contained in paragraph 2 above.

5.5 You will only be authorized to use the vehicle in mainland Spain, Gibraltar, Portugal, France and Andorra. In case want to drive the vehicle in Gibraltar, France, Andorra or Portugal we will be applying a cross border surcharge. The mentioned vehicle circulation is expressly prohibited all throughout any territory other than those listed. In case of breaching the ban, you will be liable to Thrifty for any damage or loss may be caused to our company, including the expenses derived from the repatriation of the vehicle. Also, in case of theft or damage to the vehicle during its transit through a territory not approved will result in the lack of implementation of any coverage you may have contracted.

6. Payment of charges

If you do not pay any of the charges owing to us under this rental agreement within the time indicated on your statement of account, we reserve the right to charge you interest in addition to the outstanding charges, at the legal rate of interest applicable at that moment.

7. Charges

7.1 The charges stated on the rental record reflect your use of the vehicle as agreed between us at the start of your rental and include the basic rental charges; charges for any optional or ancillary services chosen by you; and any applicable taxes at the prevailing rate.

7.2 The basic rental charge is made for a minimum of one rental day (the 24 hour period starting from the date and time the rental begins) and includes a charge for compulsory third party insurance and, if applicable, a vehicle license fee (which passes on your share of any compulsory charges we incur for keeping the vehicle on the road). A location service charge may be made to reflect the higher cost of renting from certain locations such as airports, railway station, ... A young driver or senior driver surcharge may apply if you or any additional driver is under 25 years old or above 70.

7.3 Additional charges may arise from your use of the vehicle during the rental, and may include loss of or damage to the vehicle, a refueling service charge, wrong refueling charge, charge for lost keys, late return charge, additional driver charge, extra cleaning charge, credit card fee, early return fee and any road tolls or fines or charges arising from traffic or parking offences during the rental (including a management charge in accordance with paragraph 13.2).

7.4 All fees are calculated according to our current rates that are available at the site of hire and are subject to a final estimate at the end of the rental period.

8. Currency conversion charge

We may give you the option for your rental charges to be converted by our processing bank from the currency of the country of rental to your home currency (i.e. the billing currency of your credit card). Alternatively, you may choose to be billed by us in local currency, leaving your issuing bank to convert the rental charges into the billing currency of your credit card. If you choose our service, our processing bank will use a wholesale rate of exchange provided by a reputable foreign exchange dealer for the day we bill the charges to your account. Our bank will apply a competitive currency conversion fee for making the conversion. If you choose to have the conversion made by your card issuer, you will pay any currency conversion charge made by them. Your choice will be summarized on your rental record. For further information regarding rates, please ask at the counter for a leaflet.

9. Fuel

Your vehicle will be provided with a full tank of fuel, and depending on the booked fuel policy, a service charge can apply when you pick-up your vehicle. This charge will depend on the vehicle model, fuel tank capacity and official price of fuel at the time of hire. Total amount of fuel charge to be paid along with operational costs may be advised on our website. The amount equivalent to unused fuel cost at the moment of return of the vehicle will be reimbursed to you automatically upon car return. Price of fuel to calculate reimbursement of unused fuel will be one applied at the start of your rental.

10. Third party liability insurance

10.1 We have a legal requirement to provide third party insurance coverage. This coverage is included in the rental charge.

10.2 Our automobile liability insurance policy meets all legal requirements and protects us, you and any authorised driver against legal claims from any other person, for death or personal injury or damage to any other person's property caused when driving the vehicle.

10.3 In the event that any third party suffers death, personal injury or damage to property caused by driving the vehicle which involves a breach by you or any authorised driver of any of the terms and conditions of this rental agreement, you agree to reimburse us if we are obliged to compensate (i) the insurers for any payment they make to a third party on your behalf and/ or (ii) any third party.

11. Accidents, theft and vandalism

11.1 You must, where possible, report any traffic accident, loss, damage or theft involving the vehicle to the police immediately and to us within 24 hours of the incident or discovery of the incident.

11.2 You must not admit any liability, release any party from liability, nor settle any claim nor accept any disclaimer in the event of an accident, but should take the names and addresses of everyone involved, including 1 witness.

11.3 A Thrifty accident or theft report form must always be completed and submitted to us when you return the vehicle. In the event of theft, you must return the keys and any remote-control anti-theft device to us. If you do not comply with the requirements of this paragraph 12, any optional coverage you take to reduce or eliminate your liability will be void.

11.4 You agree to co-operate with us and our insurers in any investigation or subsequent legal proceedings arising out of any loss of, or damage to, the vehicle.

12. Limits on liability

12.1 Subject to paragraph 13.2, we shall not be liable to you or any third party or any loss or damage arising from the rental other than as a result of our negligence or willful misconduct or any other breach by us of this rental agreement. We shall not be liable for any indirect or unforeseeable loss or damages, including loss of profits or loss of opportunity. Under no circumstances will Thrifty be responsible for any objects or belongings left in the vehicle once it is returned to us.

12.2 Nothing in paragraph 13.1 shall exclude or restrict our liability for death or personal injury resulting from our acts or omissions or any other liability, which cannot be excluded as a matter of law.

13. Road tolls, parking fines and traffic violations

13.1 You are fully responsible for all road tolls and any fines or other consequences of the violation of traffic regulations (including congestion charges), parking orders or prohibitions, or any other laws or regulations during the rental.

13.2 If we are required to pay and/ or process such road tolls, fines, charges or associated costs, you agree that we may charge you, in the credit card you provided us with for the signing of the rental agreement, with the amount we are required to pay plus a management charge for dealing with these matters. Said charges are identified in the document containing the applicable fares which is at your disposal at the rental location.

13.3 We shall supply you with a copy of any traffic violation notice we receive, by ordinary or electronic mail. A management charge will be applied directly to your credit card (see the Thrifty rate sheet on our web site).

14. Personal data

14.1 By entering this rental agreement you consent to the computer storage and processing of your personal information by us in connection with this rental agreement for the purposes of our legitimate interests, including statistical analysis, credit control and protection of our assets. Accordingly, if you breach this rental agreement your personal data may be disclosed or passed to third parties to the extent necessary to assist recovery procedures or prevent damage to our assets.

14.2 You acknowledge that your use of a cdp number (price code) linked to a company will necessitate our sharing of your personal information with that company.

14.3 You have the right of access to, correction and/ or deletion of your personal information held by us. For further information, please see our privacy policy, which is available on request at the counter or on our web site.

15. Interpretation

If any provision of this rental agreement shall be held to be invalid, illegal or unenforceable (in whole or in part) under applicable law such provision or part shall to that extent be deemed not to form part of this rental agreement, but the remainder of this rental agreement shall continue in full force and effect.

16. Applicable law

We aim to resolve all disputes amicably. If this is not possible, the law of the Spain will apply and you agree to submit to the city where the rental agreement was signed.

II. RENTAL POLICIES & REQUIREMENTS

Vehicle Group Policy

Although we have a wide variety of vehicles, specific brands, models or fuel cannot be guaranteed. The vehicle images shown on our website are examples of the most representative vehicle model in a certain car group and may be substituted by any other similar vehicle within the same vehicle group. We adhere to ACRISS, which sets worldwide standards for which vehicles can be considered part of each vehicle group.

The groups and ACRISS code are as follows:

Mini	MBMR	Fiat 500, Toyota Aygo, Hyundai i10, Fiat Panda, Kia Picanto or similar
Economy	ECMR	Opel Corsa, Renault Clio, Skoda Fabia, Seat Ibiza, Toyota Yaris or similar
Compact	CDMR	Seat Leon, Hyundai i30, Renault Megane, Opel Astra, Fiat 500L, Citroën C4 Cactus or similar
SUV	CFMR	Opel Mokka or similar
Compact People Carrier	CMMR	Volkswagen Caddy, Fiat Doblo, Renault Partner or similar
Economy Station Wagon	CWMR	Seat Ibiza SW, Renault Clio SW, Skoda Fabia SW or similar
Compact automatic	CDAR	Seat Arona automatic or similar
SUV Intermediate	IFMR	Skoda Karoq or similar
SUV Intermediate automatic	IFAR	Skoda Karoq automatic or similar
Intermediate 5+2	IMMR	Dacia Jogger or similar
Intermediate 5+2 automatic	IMAR	Dacia Jogger automatic or similar

In case of damage or accident we will provide you with a similar vehicle from within the group you booked or, if no similar vehicles are available within that group, a vehicle from a superior group for no extra charge or compensate you if no suitable vehicle is available.

Documents Needed

You will need to present 3 documents at the rental counter:

PASSPORT	Your valid passport or ID card (Roman script) as a proof of identity.
DRIVING LICENSE	<p>A valid European driver's license (Roman script) which you have held for at least 1 year. If you do not have one you must provide an international driving license or we will not be able to rent to you.</p> <p>Please note that we do not accept any responsibility for traffic fines or penalties you may incur for not having a valid driver's license for driving in Spain.</p>
CREDIT CARD	<p>You must provide a Credit Card (VISA, MasterCard or American Express) at the start of the rental so that we can carry out the pre-authorization process explained in Methods of Payment below.</p> <p>Alternatively, if you have taken SuperCover, you can use a Debit Card (VISA or MasterCard, except VISA Electron or those marked "for electronic use only") instead at the start. You can also use a valid Debit Card to settle your invoice at the end of the rental.</p>

Age Requirements

You need to be at least 19 years old the day your rental starts. If you are aged 19 to 24 years (inclusive), we will apply an additional **Young Driver Fee** to cover the higher insurance risk we incur for this category of driver. If applicable, we will automatically apply this fee to your quote once you have told us about your age during the booking process.

There is also a **Senior Driver Fee** for drivers in ages 70 or above to cover the higher insurance risk we incur for this category of driver. If applicable, we will automatically apply this fee to your quote once you have told us about your age during the booking process

	APPLICABLE AGE RANGE	FEE PER DAY	MAX. FEE PER RENT
SPAIN	19-20 years old (inclusive)	9,95.-€	119,4.-€
	21-24 years old (inclusive)	7,95.-€	95,4.-€
	70 or above	7,95 €	95,4 €

If you want an additional driver when you pick up the vehicle, any applicable Young, Senior Driver Fee will be applied at that time.

Airport Service Charge

All rentals served in any of our offices located within the facilities of an airport in Spain, are subject to an additional charge of 16% on the rental rate, extras and fuel tank (VAT not included). The rental rate (which includes insurance for third parties, CDW and TP) has the charge already included in the price you have reserved. On all other concepts, 16% will be applied at the time of formalizing the contract at the office counter. This charge does not apply to offices located outside the airport area.

Renter Not Driving

If the renter (i.e. the person contractually responsible for the vehicle during the rental) is not able or willing to drive the vehicle, Thrifty reserves the right to authorize another person as driver, subject to them meeting our driver requirements and payment of an additional charge to cover our costs of amending the rental agreement of 60€. An [Additional Driver](#) charge will also apply.

Charges are payable at pick up and are subject to change

Driving abroad

It is absolutely forbidden to drive the vehicle outside of the Spanish Mainland (e.g. Balearic Islands, Canary Islands, Ceuta and Melilla). If you do so, you will be in breach of contract and you will be fully responsible for all resulting costs and expenses we incur as a result, including the cost of repatriation of the vehicle. In addition, your insurance and waiver products will be void in these territories.

Exceptionally, Thrifty will authorize your travel to Portugal, Andorra, France and Gibraltar, although the vehicle must be returned to the pick-up location. An additional charge of 40€ will be applied to cover the driver during the rental when driving on the authorized countries.

Charges are payable at pick up and are subject to change

One-Way Rentals (not available)

Thrifty does not provide one-way rentals (where you rent the vehicle in one place and drop it in another). You must return the vehicle to the location you rented it from. If you do not comply with this requirement, you will be charged 200 €.

Post-midnight service

If you pick-up the vehicle within opening hours but after 23:59 (either because this was your original plan or as the result of a late arrival of your flight) an additional fee will be applied to your rental to cover the extra labor costs arising from post-midnight operations.

	LATE PICK-UP FEE
SPAIN	40.00-€

Charges are payable at pick up and are subject to change

If you arrive once the location is closed, your vehicle will be available the next day.

Out of hours pick-up

If your flight arrives late, out of hours pick-up is available if you show at the counter no later than 60 minutes after Rental Office closing hours and have provided your flight details. An additional service fee will apply as follows:

	OUT OF HOURS PICK-UP FEE
SPAIN	40.00-€

Charges are payable at pick up and are subject to change

If you show at the counter later than 60 minutes after Rental Office closing hours and have not provided your flight details, your vehicle will be available for collection during Rental Office opening hours next day.

Traffic Fines and Penalties

You are responsible for payment of any fines and charges (including for traffic violations, speeding fines, parking fines, private parking charges, road tolls, congestion or other charges) imposed on the vehicle during your rental.

If the vehicle you are driving incurs a fine or charge, the relevant authority will contact us to identify the driver of the vehicle at the time of the incident. Our staff process these communications, identify the renter and communicate back to the authorities before informing the renter via email or post.

To recover our fine processing costs, we apply a fine management charge of 40€ to the renter.

Mileage Policy

An additional charge may apply if you exceed the maximum kilometers allowed for your rental, as follows:

Location	Groups	KM incl./day	Extra KM charge*
Málaga, Alicante, Valencia, Murcia, Gerona, Seville, Jerez and Reus	All	120	0.45 € / km
Barcelona	All	150	0.45 € / km

*Applies to every km beyond the limit specified

This extra charge may be eliminated if you take **SuperCover**, **Free KM** or any other product available for this matter.

Free KM

You can purchase Free KM to have applied an unlimited kilometer policy.

Groups	Per rental
All	29 €

Charges are payable at pick up and are subject to change

III. INSURANCE & WAIVERS INFORMATION

Introduction

Thrifty provides insurance and waiver products to cover the principal risks you incur when driving the vehicle. These may be included in your rate or available as optional extra products. Key benefits, limitations and exclusions for these products are summarized below:

Included In Your Rate

- Third Party Insurance

Car rental rate automatically includes third party liability insurance which provides driver with coverage on:

- Bodily injury to persons other than the driver; and
- On property damage to anything other than the Thrifty vehicle.

- Collision Damage Waiver (CDW) & Theft Protection (TP)

These two waivers reduce your financial liability to us for damage to, or loss of, the vehicle, its parts and accessories to the applicable **Non-Waivable Excess ('NWE')**, as follows.

VEHICLE GROUP	NWE (maximum liability in case of Theft or Damage)
Mini MBMR Economy ECMR	EUR 1300
Compact CDMR Suv CFMR Compact People Carrier CMMR Economy Station Wagon CWMMR Compact automatic CDAR	EUR 1500
SUV Intermediate IFMR SUV Intermediate automática IFAR 5+2 Intermediate IMMR 5+2 Intermediate automática IMAR	EUR 1700

The NWE is the maximum amount we will charge you for loss or damage (even if the vehicle is stolen or cannot even be repaired) unless one of the [Limitations & Exclusions](#) apply (such as if you are in breach of our Rental Terms), in which case your liability will be up to the full value of the vehicle.

DAMAGE COVERED BY CDW (examples)	INCIDENTS COVERED BY TP (examples)
<ul style="list-style-type: none"> • Impact with a fixed or moving object (e.g. damage caused if you have an accident). • Loss of control of the vehicle. • Natural events, such as snow, hail, flood or rock fall. • Fire caused by vehicle defect, including electrical fault, or from adjacent fire or explosion, criminal or terrorism acts. • Tyres and window damage caused by objects on or thrown up from the road. 	<ul style="list-style-type: none"> • Damage caused by breaking and entering the vehicle. • Attempted theft of the vehicle or its accessories (e.g. radio). • Vandalism (e.g. bent aerial, broken mirror). • Theft of the vehicle.

You can reduce your maximum liability to us to zero by taking [SuperCover](#) (see below).

Optional Products

- SuperCover

This option reduces your maximum liability to us for damage to or loss of the vehicle to €0 (zero). So, if you want to avoid any bad surprise during your rental and would like to completely forget about the maximum NWE liability for CDW and TP, you should take SuperCover. In addition:

ADDITIONAL BENEFITS - SUPERCOVER	<ul style="list-style-type: none"> • Completely waives any excess KM cost in locations where limited KMs applies. • Covers all costs which are not included in our basic breakdown service (see Roadside Assistance Policy for details). • Limits the amount of credit card pre-authorization we will take at the start of the rental (see Payment). As you will not be liable for damage to the vehicle, you will not need to have funds available on your card to cover the Non-Waivable Excess (NWE) for CDW or TP (see above). • Waives your responsibility to us for any damage management charge that would otherwise be payable.
----------------------------------	---

Please note that if any of the [Limitations & Exclusions](#) apply (such as if you are in breach of our Rental Terms), Supercover will be void.

SuperCover is available at all Thrifty locations and can be purchased at the time of pick-up or pre-booked on this website at the following prices:

CAR GROUP	1-3 days, price per rental	4-7 days, price per day	8+ days, price per day	Maximum per rental
Mini MBMR Economy ECMR	82.00 €	25.50 €	23.50 €	305.50 €
Compact CDMR Suv CFMR Compact People Carrier CMMR Economy Station Wagon CWMR Compact automatic CDAR	88.00 €	27.50 €	24.50 €	318.50 €
SUV Intermediate IFMR SUV Intermediate aut. IFAR 5+2 Intermediate IMMR 5+3 Intermediate IMAR	94.00 €	28.50 €	25.50 €	331.50 €

Charges are payable at pick up and are subject to change.

- All In Pack

This option includes **SuperCover** and eliminates the kilometer limitation in those rates where applicable. It also includes the Service Charge in full to empty products:

CAR GROUP	1-3 days, price per rental	4-7 days, price per day	8+ days, price per day	Maximum per rental
Mini MBMR Economy ECMR	92.00 €	27.50 €	25.50 €	331.50 €
Compact CDMR SUV CFMR Compact People Carrier CMMR Economy Station Wagon CWMMR Compact automatic CDAR	98.00 €	29.50 €	26.50 €	344.50 €
SUV Intermediate IFMR SUV Intermediate automatic IFAR Intermediate 5+2 IMMR	104.00 €	30.50 €	27.50 €	357.50 €

Charges are payable at pick up and are subject to change.

- Smart Cover

If you have already purchased insurance from a third party to cover your liability to us for the excess applicable for damage to or loss of the vehicle, you can purchase Smart Cover, which includes:

- Eliminates the credit authorization held on your credit card up to the amount described under [Reservation of Credit](#) below
- Waives your liability for all charges arising from road assistance service in case of breakdown (regardless of fault); and
- Enables you to drive unlimited kilometers (no charge for KMs driven beyond the number agreed in the rate)

To purchase Smart Cover, you will need to provide us with your third-party cover or insurance details.

Note: your non-waivable excesses for CDW and TP will not be eliminated, so you will still be responsible to Thrifty up to these amounts for any damage when you return the car as stated in our terms and conditions and then claiming these amounts back from your third-party excess insurance provider. Please see [Third Party Insurance Products](#).

CAR GROUP	1-3 days, price per rental	4-7 days, price per day	8+ days, price per day	Maximum per rental
Mini MBMR Economy ECMR	35,85 €	10,95 €	9,95 €	129,35 €
Compact CDMR Suv CFMR Compact People Carrier CMMR Compact Station Wagon CWMR Compact automatic CDAR	38,85 €	11,95 €	10,95 €	142,35 €
Intermediate SUV IFMR Intermediate SUV automatic IFAR Intermediate 5+2 IMMR Intermediate 5+2 aut. IMAR	41,85 €	12,95 €	11,95 €	155,35 €

Smart Cover is available at all Thrifty locations and can be purchased at the time of pick-up or pre-booked on this website.

Charges are payable at pick up and are subject to change

- Glass & Tyres

Glass & Tyres is a good option for cost conscious customers who want to eliminate at least partially their potential liability for damage:

- Eliminates your responsibility for the non-waivable Excess otherwise applicable for damage to the windows (including sunroof) and tyres (including flat tyres) – some of the most frequently damaged parts of the vehicle
- Eliminates the credit authorization held on your credit card up to the amount described under [Reservation of Credit](#) below; and
- Waives your liability for all charges arising from road assistance service in case of breakdown (regardless of fault).

1-3 days, price per rental	4-7 days, price per day	Maximum per rental
45 €	15 €	180 €

Glass & Tyres is available at all Thrifty locations and can be purchased at the time of pick-up or pre-booked on this website

Charges are payable at pick up and are subject to change

- Personal Insurance (PI)

This is an optional insurance product which provides cover for all occupants of the vehicle for death, injury and medical expenses arising from an accident and damage to or loss of personal possessions in the vehicle.

	PRICE PER DAY
SPAIN	6,80 €

Charges are payable at pick up and are subject to change

Please see below for a summary of our insurance policy:

Section A - Personal Accident:

COVERAGE	DRIVER	PER PASSENGER
Death	40.000.-€	20.000.-€
Permanent total disablement	75.000.-€	37.500.-€
Loss of sight of one or both eyes	30.000.-€	15.000.-€
Loss of one or more limbs	30.000.-€	15.000.-€

Please note that no excess applies to Section A.

Section B – Medical and Emergency Expenses:

COVERAGE	LIMIT PER PERSON
Emergency Expenses	250.-€
Medical Expenses	600.-€

Please note that an excess of EUR 50.00 per insured person will apply for Medical Expenses.

Section C – Additional Hospital Benefit:

COVERAGE	LIMIT PER PERSON
20.-€ for each full 24 hours that an insured person is an in-patient in a hospital.	1.000.-€

Please note that no excess applies to Section C.

Section D – Personal Effects:

COVERAGE	Per Person
Collision or fire	2.000.-€
Theft	1.000.-€

Please note that an excess of EUR 75.00 per insured person will apply for every claim in respect of Section D.

As with any insurance policy, there are exclusions which affect the cover provided. Full details of the cover and conditions are contained in a leaflet that is available from each rental location.

- PERS (Premium Emergency Road Service)

A basic break down service is included in your rental to cover call outs for mechanical faults and accidents (it does not include the call out costs for services such as towing or transportation to the closest location for vehicle replacement).

PERS covers call outs relating to breakdowns that are your fault, including flat batteries, lost keys, use of the wrong fuel or keys locked in the vehicle. All call out costs related to the incident such as towing or transportation to the closest location for vehicle replacement are also covered.

1-3 days, price per rental	4-7 days, price per day	Maximum per rental
27 €	9 €	99 €

Prices subject to change without notice.

- Total Cover Pack

Total Cover Pack offers Personal Insurance and Premium Road Service (PERS) at a lower price when purchased altogether with SuperCover, available at the counter and on our website.

CAR GROUP	1-3 days, price per rental	4-7 days, price per day	8+ days, price per day	Maximum per rental
Mini MBMR Economy ECMR	107.00 €	36.00 €	34.00 €	442.00 €
Compact CDMR Suv CFMR Compact People Carrier CMMR Economy Station Wagon CWMR Compact automatic CDAR	114.00 €	38.00 €	35.00 €	455.00 €
SUV Intermediate IFMR SUV Intermediate automàtic IFAR Intermediate 5+2 IMMR Intermediate 5+2 aut. IMAR	117.00 €	39.00 €	36.00 €	468.00 €

Prices subject to change without notice.

- Fines Cover

Complete, fast and easy management of your traffic fines before any Spanish Government Administration from €4,63/day.

By signing up, you will waive the fine management fee that we will charge you in case of a violation as stated in the Terms and Conditions of our contract, and you will have free access to the payment platform. If you commit a violation, we will inform you by SMS or email of its existence. In addition, we provide you with a customer support service to answer legal queries about the offence or its handling.

Limitations & Exclusions

All insurance & waiver products:

To the extent allowed under applicable law your insurance and waiver products will be **void** and no longer protect you if:

- You are **in breach** of your obligations under the Rental Agreement – see the **Rental Restrictions** section of the Rental Terms.
- The loss or damage is caused **intentionally**.
- The **driver** was **not authorised** by Thrifty as the main or additional driver.

Waiver products only (CDW, TP, SC, Glass & Tyres etc):

In addition to the limitations listed above, your waiver products will be **void** – meaning that your liability to us for damage or loss will not be reduced or eliminated - where you or an authorised driver are **grossly negligent** (e.g. act in a way they know or should know is likely to cause harm or damage) including in particular in the following circumstances (NB: these are illustrative and non-exhaustive examples):

Failure to assess the vehicle's height	<ul style="list-style-type: none"> • Striking overhead or overhanging objects. • Driving into a barrier that is too low for the vehicle to pass beneath. • Driving into a barrier in a car park before it fully opens.
Driving on unsuitable road conditions	<ul style="list-style-type: none"> • Driving on a road in bad condition without due care resulting in damage to the undercarriage. • Driving on a beach causing damage by salt water and/ or sand. • Driving through flooded roads causing damage to the engine.
Improper use of the vehicle	<ul style="list-style-type: none"> • Putting wrong fuel in the vehicle or otherwise contaminating the fuel. <ul style="list-style-type: none"> • Damage occurring as a result of ignoring a warning light. • Burning a clutch (which requires persistent ill use) or using the hand brake incorrectly. <ul style="list-style-type: none"> • Damage to the wheel rim caused by driving with a flat tyre. • Fitting unauthorised objects to the interior or exterior of the vehicle. • Carrying especially dirty or smelly materials that require extra cleaning costs or that damage or burn the interior.
Contribution to damage to/ theft of the vehicle	<ul style="list-style-type: none"> • Damage resulting from locking the keys in the vehicle or losing the keys. <ul style="list-style-type: none"> • Damage resulting from leaving the windows open. • Loss of the vehicle caused by failure to use the anti-theft system (if provided). • Loss of the vehicle when you are unable to return the keys.

Additional limitations:

Accessories	Our waivers do not extend to any accessories (e.g. GPS units, Wi-Fi and child seats) you rent. You will be charged for replacement of these items if they are lost or damaged for any reason
Damage Management Charges	CDW, TP, Smart Cover and Glass & Tyres do not reduce or eliminate the damage management fee that may be applied in case of each event of damage during the rental.
Theft of your possessions	Damage to or theft of personal and work-related effects and goods transported in the vehicle are not covered by our waivers. You can buy cover for personal effects that you own by taking Personal Insurance (PI) .

Personal Insurance (PI) only

Cover is provided as **fixed lump sum payments** subject to small applicable excesses and may be **void** if you are in breach of your obligations under the Rental Agreement unless you can show the incident was totally unconnected with the breach. **Exclusions** include:

- Loss of or damage to certain items, including jewelry, cash, animals, work related items and cargo.
- Stolen items where the vehicle was not locked, or they were left in plain sight or overnight in the vehicle.
 - Pre-existing illnesses or medical conditions.

Third Party Insurance Products

Please note that if you purchase damage insurance (e.g. **excess waiver insurance**) from a third party, you will remain contractually responsible to us for any damage arising from your rental. You will need to pay us for the amount of damage charged (plus an management charge) and then claim this amount back from your third-party insurer to the extent you can under the terms of the policy. If, however, you take our optional [SuperCover](#) you will not have any liability to us for damage, including for any damage management charge. In Spain, you can also avoid any liability to us for damage or any management charge by taking **All Included**.

IV. FUEL OPTIONS

Your Thrifty vehicle is provided with a **full tank** of fuel which is not included in your rental rate. These are the option you have to manage your fuel needs:

Full Full policy	Return with full tank	If you return with a full tank, you have no fuel charges to pay. Important: Fuel gauges may still indicate that the tank is "full" many miles after it was last re-filled. To deal with this practically, we ask you to refill the tank within 10 miles/ 15 km of the return location and bring your fuel receipt with you when returning the vehicle. If you do not do so, we reserve the right to apply a charge of 10€.
	Return with tank not full	If you do not refill the tank, we will charge you for amount of fuel consumed plus an additional charge of 50 € to offset the costs (transportation, personnel and loss of rental opportunity) incurred as a result of the full full policy breach.
Full Empty policy	Return with tank not full	If you don't want to spend your time refilling the fuel tank, this is the perfect option. You can pay the fuel tank in advance and the refueling service (see prices below). At the end of the rental, the unconsumed fuel will be reimbursed.

The prices for the refueling Service on the full empty policy depend on the vehicle driven as follows:

Vehicle type	Refueling Service Price (per rental)
MBMR/ECMR	49.95 €
CDMR/ CFMR/ CMMR /CWMR/ CDAR	54.95 €
IFMR/IFAR	59.95 €

Please note that fuel will be charged according to the prices applicable at the time the rental starts. Due to the high fluctuations in fuel prices, check the prices applicable with our staff at the collection office when you pick up your vehicle.

V. OPTIONAL EQUIPMENT & SERVICES

Child Seats / Booster Seats

Child safety seats are **mandatory** in the following cases: Children under 1,35 meters tall.

We provide **Toddler** (suitable for 0 months – 6 years old children) and **Booster** (suitable for 6 – 11 years old children) child seats for an additional charge as below. Please book your child seats in advance on our website.

	PRICE PER DAY	MAXIMUM PER RENT
SPAIN	11,95 €	119,50€

Charges are payable at pick up and are subject to change.

Please note:

1. Due to security regulations Thrifty is not allowed to install child seats on your behalf, so you will be responsible for installation in accordance with the instructions provided.
2. If a child seat is damaged during your rental, you will be charged a **replacement fee** of 75.-€ (in addition to the child seat rental fee). This charge is not covered by SuperCover.

THRIFTY FREEDOM

This device can be rented on two different levels:

Freedom Navigation:

- Offline navigation (works without mobile data).

Freedom Mifi:

- All the service included in Freedom Navigation.
- High speed Internet + Hotspot (up to 6 devices) + Unlimited calls.

	Price per day	Max. per rental
Freedom Navi	20 €	200 €
Freedom WIFI	22 €	220 €

This device is subject to availability and may be not available in all locations.

You will have liability over any damage or loss of the device or any of its parts and accessories. This liability is not covered by SuperCover.

Charges are payable at pick up and are subject to change.

Additional Drivers

Additional drivers can be added to your Rental Agreement when you collect your vehicle. They need to be present at pick-up time and we will need to review their driving licenses. As with your own vehicle insurance policy, an additional charge will apply per driver. We may authorize a maximum of 4 additional drivers for each Rental Agreement.

	PRICE PER DRIVER PER DAY	MAXIMUM PER DRIVER PER RENT
SPAIN	10.00 €	120.00 €

Charges are payable at pick up and are subject to change.

Thrifty Fast Track

We are proud to offer this **Priority Check-in** service online at selected airports (*). If you choose to purchase Fast Track, you will collect your vehicle at a dedicated area, skipping the queue. Fast Track, however, is much more than just jumping the queue, as it intends to get you on your way in a fraction of the standard time. To enjoy the full benefits of Fast Track you should:

- Fully **pre-register** your details online - our booking process will take you to the web form where you can input all required information in advance.
- Purchase **SuperCover or All included** - so we don't need to take time to tell you about your liability for damages and our damage inspection policy.

	FAST TRACK FEE*
SPAIN	30-€

*Available today in Barcelona, Alicante and Malaga airports.

Charges are payable at pick up and are subject to change.

VI. ROADSIDE ASSISTANCE POLICY

Inclusions & Exclusions

If your vehicle breaks down or you have an accident, Thrifty provides a free, but basic, Roadside Assistance service to all customers, as follows:

INCLUDED	<ul style="list-style-type: none"> • A toll-free line available 24/7 • Unlimited change-over of vehicles at the closest Thrifty location
EXCLUDED	<ul style="list-style-type: none"> • Cost of taxis (or any other type of transport) or towing to reach the closest Thrifty location if Thrifty is not vehicle break down liable. Our Road Assistance partner will assist you to find the most convenient and affordable option. • Costs relating to call outs arising from items that are under your control: <ul style="list-style-type: none"> • Wrong fuel - you are responsible for using the correct fuel • Low battery - you are responsible for checking and maintaining the energy level of the battery • Flat tyre - you are responsible for changing the tyre by yourself using the spare tire kit

provided • Key loss - you are responsible to keep the keys in a safe place to avoid loss and theft

If you do not purchase **Super Cover** or **All Included**, and in case breakdown is caused by an incorrect use of the vehicle or due to a cause beyond our responsibility, you will be liable for:

Taxis or any other type of transport supplied to reach closest Thrifty location:

Towing:	Service delivered in the same province the vehicle was rented:	109 €
	Service delivered outside the province in which the vehicle was rented: (Charges based on distance to the closest Thrifty location)	
	- Distance < 50 Kms	139 €
	- Distance >49 kms / < 200 kms	260 €
	- Distance >199 kms / < 400 kms	303 €
	- Distance >399 Kms	424 €

Charges are payable at pick up and are subject to change.

Procedure

When you pick-up your Thrifty vehicle, we will provide you with our Roadside Assistance **phone number**, which will be available to you 24 hours a day during your rental. This number will also be present in the car documents wallet and displayed in the vehicle, for your convenience.

If you have a breakdown or accident, you should promptly call Roadside Assistance, who will evaluate the situation and, if necessary, arrange for the vehicle to be **repaired** on the spot or **towed** to an approved garage as close as possible to your location. If we are unable to repair the vehicle on the spot a **substitute vehicle** will be provided at the closest Thrifty rental location.

Requirements

Please note:

1. If the vehicle is **stolen or vandalized**, you must immediately inform respective authorities about this incident (for example, local police). You must also provide a signed copy of the incident report within 48 hours.
2. It is forbidden to attempt to **repair the vehicle yourself** or arrange for repair other than through the Roadside Assistance service or the Thrifty location. If you repair the vehicle at your own expense without our consent, Thrifty will not refund any repair cost to you and, more importantly, you will be in breach of the terms and conditions of our Rental Agreement and will be liable to us for any costs we incur as a result of your action.

VII. DAMAGE POLICY

Your responsibility for damage to the vehicle is set out at the **Vehicle Care** section of the Rental Terms. This policy covers how we assess and charge for damage and how we deal with any disputes relating to damage assessed.

Vehicle Inspection

We will provide a summary of any damage on the **Vehicle Condition Report (VCR)** at the start of the rental. Please check to make sure it is correct. We will also inspect the vehicle on your return and provide a VCR to record any new damage.

At peak times you should allow **20 to 30 minutes** to complete the inspection with our staff and agree any damage. If you don't have time to do this any new damage will be assessed in your absence.

Note:

1. We will not charge for **fair wear and tear**, which means "ordinary wear due to reasonable use" and includes minor scratches and chips, small dents and normal wear on tyre treads and wiper blades. Exact criteria can vary from country to country – **check the back of your VCR for details**.

2. **Hidden damage:** some damage will not be apparent on post-rental inspection, such as damage caused to inaccessible parts of the vehicle (e.g. the engine, fuel tank or clutch) or hidden by adverse light or weather conditions. If we find any such damage, we will notify you, with evidence, before we charge you.

Damage assessment and charging

There are three common scenarios for damage incurred during a rental:

Simple damage – agreed on return	For simple damage agreed with you on return, we will charge you in line with our damage matrix (see below) and include the cost in your final invoice.
Simple damage – not agreed because you are not present	If you are not present on return, but the damage is simple, our counter staff will evaluate the charge using the damage matrix , notify you by mail/ email and charge you through the final invoice. We aim to complete this within 24 hours of the end of the rental. We will shortly amend this process to ensure that you are notified of the damage at least seven days before we charge your credit card.
Significant damage	If the damage is significant and is not covered by the damage matrix we will refer it to our damage assessors for evaluation. They will write to you identifying the damage and the charge, with evidence, seven days before charging your credit card. We aim to complete this assessment in 30 to 90 days.

Damage matrix

We aim to deal with simple damage in a quick and practical way by using our damage matrix. This contains the average cost of repairing the most common and minor damage based on the costs of body repair shops for parts and labor.

Notification, evidence and charging

We will provide **evidence** of any damage charge we make, which should include: (i) the Rental Agreement number, date and return location, (ii) a damage appraisal from a repair body shop and/ or the invoice for the repairs, and (iii) a signed VCR, any Accident Report Form, photographs of the damage in situ and of the odometer.

We will also add a damage management charge of €60 to the damage assessment to cover our costs for identifying, assessing and documenting the damage and providing you with sufficient evidence.

Disputes

Please note the following options available to you if you dispute the damage charges assessed by us:

1. If you dispute a damage charge, we will send full information, including any arguments and supporting evidence you provide, to our **Collections Department**, who will re-evaluate the case. If they agree with you, no charge will be made, or you will be refunded in whole or in part. If they do not agree, they will proceed to collect the sum invoiced.
2. If you are not satisfied with our assessment, you can contact our **Customer Relations Department**, who will review the matter in full, refunding you as appropriate if they disagree with any charge made. They aim to deal with all customer contacts within 14 days.
3. If we are still unable to resolve the matter to your satisfaction we will refer you, where possible, to an independent adjudicator such as the Transport Arbitration Board (see section X below), whose decision will be binding on us.

VIII. RETURN

Instructions for return

You must return the rental vehicle during normal opening hours of rental location. If you return the vehicle outside business hours, you must comply with our instructions for returning out of hours and you will remain fully responsible for the vehicle the rental location reopens. In case you fail to follow these instructions, you will remain responsible for the vehicle until we can have access to it.

Early Return

Please note that we cannot give you a refund if you return the vehicle before the date and time specified in your rental.

Late Return

Our rental rates are calculated based on 24-hour periods starting from the beginning of the rental.

We allow you to return your vehicle up to 30 minutes (our “**grace period**”) after the agreed time specified in your Rental Agreement without incurring an extra fee. If you exceed this grace period, you will be charged an **extra day’s rental** at the current daily rate for each additional 24 hour period you have the vehicle. This applies to your rental rate and any other optional coverage, service or fee included in your Rental Agreement.

If you fail to agree with the renting location that you can extend your rental term you will be charged an additional **Late Return Charge** of 40.00€ on top of the daily rate mentioned above to compensate us in part for the costs we incur in finding an alternative vehicle to satisfy the next booking for your vehicle plus our management costs in contacting you to return the vehicle.

	Days (Price per day)			
	1	2	3-6	7-89
MBMR	82.96 €	46.09 €	41.48 €	34.57 €
ECMR	88.77 €	49.32 €	44.38 €	36.99 €
CDMR	94.98 €	52.77 €	47.49 €	39.58 €
CFMR	94.98 €	52.77 €	47.49 €	39.58 €
CMMR	101.63 €	56.46 €	50.81 €	42.35 €
CWMR	108.74 €	60.41 €	54.37 €	45.31 €
IMMR	116.36 €	64.64 €	58.18 €	48.48 €
IMAR	124.50 €	69.17 €	62.25 €	51.88 €
MBAR	94.98 €	52.77 €	47.49 €	39.58 €
EGMR	94.98 €	52.77 €	47.49 €	39.58 €
EXMR	94.98 €	52.77 €	47.49 €	39.58 €
CDAR	94.98 €	52.77 €	47.49 €	39.58 €
IFMR	116.36 €	64.64 €	58.18 €	48.48 €
IFAR	124.50 €	69.17 €	62.25 €	51.88 €

Important: dates and rates may vary due to fleet constrains and seasonality

Charges are payable at pick up and are subject to change.

Out of Hours Return

All of our locations allow you to return the vehicle outside opening hours – with their permission - provided you comply with their instructions on how to return the vehicle, rental documents and keys.

Please note that although we will not charge you an extra fee for this service, you will remain fully responsible for the vehicle until the location reopens and we locate the vehicle.

Wrong Parking Fee

This fee is applicable for rentals where the vehicle is not returned as per Thrifty return instructions, and therefore our employees must locate the vehicle and bring it back to our facilities. The minimum fee is € 40.00, plus any parking costs and additional transport expenses we may incur.

IX. PAYMENT

Methods of Payment

Although we identify anticipated charges at the start of the rental and reserve credit on your credit card to cover these (see below) we do not take payment from you until the end. This is because there are a number of uncertain or unexpected costs that may arise during the course of the rental that we are unable to estimate on pick-up (see Potential Additional Charges below). Your payment options are as follows:

CREDIT CARD	We accept VISA, MasterCard and American Express. Note: A Credit Card Fee may apply (see below) *.
DEBIT CARD	We accept embossed VISA or MasterCard but do not accept Electron cards or those authorized for electronic use only.
CASH	Is accepted for payment of the invoice within the legal limits.

IMPORTANT: Payment by debit card is only allowed for customers who have contracted the Supercover option.

*If you use your **credit card** to pay your rental charges a small fee will be added to cover the costs imposed on us by the credit card company for processing the payment, as follows:

	CREDIT CARD FEE
SPAIN	€4 (unless the credit card is issued by European bank – in which case no charge is made)

If you choose to use a **debit card** (see above) to pay, no charge will apply.

Reservation of Credit

At pick-up, you will be asked to present a valid **credit card** in the renter's name. An authorization is obtained in that card (this amount will not be available for your use). The total amount of the authorization is based on these two conditions:

1. Damage and theft: € 850.00 to cover possible damages and/or theft of the rented vehicle. Please be advised this amount is lower than the non-waivable excess applicable in the event of damage or theft, unless SuperCover is purchased to reduce your financial liability for damage or theft.
2. An amount based on additional services and products not included in the booking, plus € 150.00 for fuel and/or other additional charges such as late return or one-way rental.

Please find below a summary of these conditions:

WITH SUPERCOVER	Rental charges to be paid at the counter* (including additional services) + € 150.00
WITHOUT SUPERCOVER	Rental charges to be paid at the counter* (including additional services) + € 850.00 + € 150.00

* For prepaid rates, the deposit will not include the amount paid at the time of booking. For non-prepaid rates, the deposit will include the daily rate.

Please note: As soon as the invoice is processed and the rental charges paid at the end of the rental, the authorization will be released, however this process can take up to 15 days, depending on your bank. From the time we submit the release request, we are not responsible under any circumstances for the time that this amount will remain unavailable for you, and we encourage you to contact your bank for any query related. Regardless, please do not hesitate to contact us if there is any information we could provide to help you to speed up the process.

Potential Additional Charges

Typical additional charges that may arise as a result of your use of the vehicle, and which cannot be estimated in advance, include the following items (each explained in full elsewhere in these terms):

FUEL	Did you refuel the car in full or not? If not, we will charge you for the amount of fuel used plus a refueling service charge between 30€-50€ (depending on car group) for our service of refueling for you.
EXTRAS DAYS	Did you return the car within the time stated on your Rental Agreement? If you were late, extras days may be charged, plus a Late Return Charge to cover our management costs Late Return Charge (40 €) + daily rate per extra day.
EXTRA KILOMETERS	Did you drive more kilometers than the maximum included in your rate? If so, additional kilometer charges may apply if you took a limited KM rate (all groups – 0.45 €/per extra km).
DAMAGE	Did the vehicle suffer any damage during the course of the rental? You are responsible for damage incurred (subject to any applicable waiver of your liability and a damage management charge of 60 €).
BREAKDOWN	Did you incur any towing or taxi costs as a result of a breakdown which are not covered in our basic breakdown service? If so please see potential charges in Roadside Assistance Policy .
FINES	Did the vehicle incur a fine or other charge by any traffic or parking authorities while in your possession? If so, we will pass on the charge plus a management charge to cover our costs (40 €)
WRONG FUEL	Did you refill the tank correctly? In the event of refueling the vehicle with incorrect fuel a wrong fuel fee will be incurred (302.50 €)
SPECIAL CLEANING	If you return the vehicle dirty (outside or inside) and our standard cleaning is not enough to get it clean and ready for the next customer, you will have to pay a fee to cover the extra cleaning cost that can be up to 200€ plus VAT. By way of example and not limitation: liquids spilt, extensive stains, smoking smell, animal hair, garbage, etc
KEY LOSS	Did you lose vehicle keys? If so, a lost keys fee will be incurred (302.50 €)
ONE WAY FEE	Did you return the vehicle in a different location? If you fail to return the vehicle to the same location that it was collected from, a one-way fee will be incurred (200 €)
SMOKING CHARGE	As part of our "smoke-free" policy, we have a firm commitment to provide our customers with a clean and safe fleet. In order to meet our objectives, we have established that all Thrifty vehicles strictly comply with this policy and as a consequence, smoking is not allowed inside. A cleaning fee of € 50 will apply in the event that the vehicle is returned with tobacco remains

Charges are payable at pick up and are subject to change.

Dynamic Currency Conversion (DCC)

DCC is an **optional service** that provides foreign rental charges in your home currency. All Thrifty locations offer this convenient service.

When you use your credit card to pay for transactions abroad you generally pay in local (i.e. foreign) currency. Your credit card company then converts the charges you paid into your home currency, if different, and shows them on your credit card statement.

DCC replaces the currency conversion normally carried out by your credit card company with a service provided by our acquiring bank, who convert the charges using a competitive rate of exchange for the day you receive your rental receipt and applying a currency conversion charge of 3% of the transaction. The charges for your rental will then appear on your rental invoice in your home currency rather than in the local currency of the rental location.

We will ask you at the start of the rental if you wish to see your rental charges in your **home currency** (through DCC) or in **local currency**:

HOME CURRENCY	LOCAL CURRENCY
DCC will apply and we will make the conversion at the rental location. Your invoice will show your rental charges in your home currency, the exchange rate used (including a conversion fee) and the original charges in local (i.e. foreign) currency. The home currency charges will then be sent to your credit card company and will appear on your credit card statement.	If you choose to receive your rental charges in local (i.e. foreign) currency, your invoice will show your rental charges in the currency of the rental location. These charges will be sent to your credit card company which will convert them into your home currency and post them to your credit card statement indicating the rate of exchange used. Many credit card companies charge a fee for this service.

Your choice will be recorded on your Rental Agreement. We will ask you to confirm your choice when you return the vehicle, and your final selection will be recorded in your Statement of Charges.

X. CHANGES, CANCELLATIONS & NO SHOWS

Changes to Reservation

You can change your booking on our website through the "**Modify/ Cancel Reservation**" link.

Changing a booking is completely free of charge however if you change any of the elements that drive our rental rate calculations, namely pick-up location, date and time of pick-up, date and time of return and category of vehicle, a new rate will be calculated and applied to your booking according to these changes. Also, we cannot guarantee availability as a result of these changes.

Note: the name of the customer in the original booking cannot be changed. If you need to do so, please cancel your original booking and create a new one.

Changes at Pick Up

If at the time of pick-up, you wish to rent a larger vehicle or want to modify any element of your booking, you may do so. Our rental agent will re-quote your original booking based on the changes you want to make. This is obviously subject to availability and may result in higher charges than those previously calculated and communicated when you booked.

Flight Route Change

If a flight lands in a different airport than initially booked you may take your rental from that airport (subject to availability and to Thrifty being present) for a flat fee per rental.

PER RENTAL	40€
------------	-----

Charges are payable at pick up and are subject to change.

Cancellations

You may cancel your reservation without charge.

Rental Not Taken (No Show Fee)

The vehicle will be available for you at the time agreed in your reservation. If you do not pick it up within an hour of the agreed time, or in the case of airport rentals, within 2 hours after the scheduled arrival time of your flight (provided you have told us your flight number), your reservation status will be changed to "No Show". As we have incurred into operating costs to have the car available for you, we reserve the right to apply a non-show fee.

XI. CONTACT INFORMATION

Contact Us

If you have any questions or problems during your rental (e.g. to change the return time or place) you can email the location at any time using the email address provided on the **Rental Agreement** or alternatively fill in our [Customer Query Form](#) present in the **Customer Support** section of our website. You can also raise any issues arising from the rental with our **location staff** on return.

Independent Advice

ECRCS

If we are unable to resolve an issue to your satisfaction, you can contact the **European Car Rental Conciliation Service** (ECRCS) *provided* you are an EU resident and you were renting in a different EU country.

The ECRCS is an independent conciliation service staffed by people who understand the car rental industry. They review any complaints against a **Code of Conduct** for car rental companies, prepared by Leaseurope on behalf of the industry, which we have signed up to. If a company has acted outside the requirements of the Code, the ECRCS will automatically find against them. Otherwise, they will decide on the merits of the case. **We will comply with the decision of the ECRCS.**

You can contact the ECRCS at complaint@ecrcs.eu or visit their website at www.ecrcs.eu.

Other Options

Alternatively, if your issue is not eligible for the ECRCS, but concerns a European country, you can seek online dispute resolution (ODR) through <http://ec.europa.eu/odr> or contact the [European Consumer Centres Network](#) to get more information about your rights.

You can also take your complaint to the Arbitration Board of Transportation, whose resolution will be binding for our company, (<https://www.fomento.gob.es/transporte-terrestre/servicios-al-transportista/juntas-arbitrales/juntas-arbitrales-del-transporte-funcionamiento>).

You are, of course, free to continue to seek redress through any other means, such as through the courts, if you remain unsatisfied.

CODE OF CONDUCT

All our practices are developed in accordance with the provisions of the legislation and the Code of Conduct of the National Federation of Business Rental Car without Driver (FENEVAL). See this code at your rental location.

XII. PRIVACY POLICY

Basic information on Data Protection	
CONTROLLER	Hertz de España, S.L.
PURPOSE	Car rental agreement
LEGITIMATION	Performance of a contract
RECIPIENTS	No data will be transferred to third parties, except us necessary to perform rental contract, and unless in cases of legal obligation
RIGHTS	Access, rectify and delete the data, and other rights, as explained in the additional information.
ADDITIONAL INFORMATION	You can find the additional, detailed information about Data Protection on our website: https://www.hertz.es/rentacar/navigation/templates/privacyPolicyView.jsp .