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**IMPORTANT: This translated version of the Thrifty Spain Key Facts, Rental Terms and Conditions and Rental Qualifications and Requirements is provided for your convenience. The Spanish language version prevails in the event of any conflict or discrepancy.**

## KEY FACTS

This summary aims to help you understand what is included in your Thrifty Spain rental and the options available to enhance your journey. Please see the [Rental Terms and Conditions](#) and [Rental Qualifications and Requirements \(RQ&Rs\)](#) or ask our counter staff if you need further clarification.

INCLUDED IN YOUR RATE		OPTIONAL EXTRAS
<p><b>THIRD PARTY INSURANCE</b> is included in your rate and protects you or any authorised driver against claims from any other person for death, injury or damage to property if you have an accident.</p>	<b>INSURANCE</b>	<p>You can add an <b>ADDITIONAL DRIVER</b> with our agreement. We will need to see their driving licence. As with your own insurance policy, a charge will apply.</p> <p>You can also buy <b>PERSONAL INSURANCE (PI)</b> to provide additional cover for injury to the driver and loss of or damage to the possessions of you and your passengers.</p>
<p>All Thrifty Spain rates include <b>COLLISION DAMAGE WAIVER (CDW)</b> and <b>THEFT PROTECTION (TP)</b>. These limit your liability to us for damage to or loss of the vehicle to the <b>excess</b> amount stated on your Rental Agreement (and in <a href="#">Insurance &amp; Waivers Information</a> section of the RQ&amp;Rs).</p>	<b>DAMAGE WAIVERS</b>	<p>You can reduce your liability to us for the CDW or TP excess to zero by purchasing <a href="#">SUPERCOVER (SC)</a>.</p> <p>As a cheaper alternative you can take <a href="#">GLASS &amp; TYRES (G&amp;T)</a> to eliminate your liability for the CDW or TP excess for damage incurred to the vehicle's windows and tyres.</p>
<p>Your vehicle is provided with a <b>full tank</b> of fuel for your convenience. You can choose either:</p> <p><b>FULL FULL</b> – you must refuel the vehicle before return and you will have nothing extra to pay to Hertz; or</p> <p><b>FULL EMPTY</b> – pay for a full tank of fuel plus a refuelling service charge at pick up and return the vehicle with any level of fuel. We will check the level upon return and refund you for any unused fuel (the service charge is not refunded in any event).</p> <p>The full fuel tank price will be shown on the Rental Agreement at the time of pick up.</p> <p>See the <a href="#">Fuel Policy</a> section of the RQ&amp;Rs for more information.</p>	<b>FUEL</b>	<p>The cost of fuel is not included in your rental rate.</p>
<p>You must use the toll-free 24-hour breakdown call out number is provided in the event of breakdown.</p>	<b>BREAKDOWN</b>	<p>The cost of breakdown calls out, towing or taxi/ transport costs are not included in the rental rates, unless we were at fault or you have taken <b>SUPERCOVER</b></p>

See the <a href="#">Roadside Assistance</a> section of the RQ&Rs for details.		<b>(SC)/ SMARTCOVER</b> or <b>Premium Emergency Road Service (PERS)</b> , which eliminates your liability for these costs.
Your rate includes all compulsory equipment.	<b>EQUIPMENT</b>	You can choose from our range of additional equipment and services including, amongst others, <b>FAST TRACK, GPS, CHILD SEATS, CROSS BORDER ACCESS</b> and <b>WI-FI</b> . For prices and availability, see <a href="#">Optional Equipment &amp; Services</a> in the RQ&Rs or ask at the counter.

### Helpful Tips

1. **RESERVATION OF CREDIT:** We will reserve (i.e. block) credit on your credit card at pick-up to cover anticipated costs of your rental (see [Payment](#) section of the RQ&Rs). Please ensure you have available credit at pick-up. You can reduce the amount significantly by taking [SuperCover](#) or [SmartCover](#). We will release this amount at the end of your rental after deducting charges owing to us but, depending on your bank, the balance may take up to 30 days to be available to you.
2. **YOUR RESPONSIBILITY:** You are responsible to us if the vehicle is lost or damaged, as well as for traffic fines and other charges that arise during the rental. We may also apply a **management charge** to cover our costs. See the [Charges Explained](#) section of the RQ&Rs for details.
3. **DAMAGE:** You should check the vehicle for damage before you drive away and record any variations on the Vehicle Condition Report. This helps to avoid damage disputes on return. See also our [Damage Policy](#) in the RQ&Rs. A **management charge** will also apply for any new damage discovered in addition to other costs.
4. **INSURANCE & WAIVERS:** Carefully read our [Rental Terms and Conditions](#) to understand your obligations for use of the vehicle and be aware that your insurance and waivers may be void if you are in breach or your negligence. See also [Insurance & Waivers Explained](#) in the RQ&Rs.
5. **RETURN:** You may incur additional charges if you return the vehicle at a different time or place to that agreed or in a particularly dirty or smelly condition. See [Return](#) in the RQ&Rs. If you return the vehicle outside of the location opening hours you will remain responsible and liable for the vehicle (including all damage to it) until the location opens and the vehicle has been inspected by our staff.

### Contacts and Remedies

1. At the time of collection or return you can speak to counter staff or during your rental afterwards please contact: [customerservicessp@thrifty.com](mailto:customerservicessp@thrifty.com).
2. If we are unable to resolve your issue to your satisfaction, and you were renting in another European country, you can contact the **European Car Rental Conciliation Service (ECRCS)**, which is an independent conciliation service, at [www.ecrcs.eu](http://www.ecrcs.eu) or seek **online dispute resolution (ODR)** via <http://ec.europa.eu/odr>.

For full information, please read our [Rental Terms and Conditions](#) and [RQ&Rs](#).

**Thank you for choosing to rent with Thrifty Spain.**

## **I. RENTAL TERMS AND CONDITIONS**

### **LEGAL MATTERS**

The Rental Agreement is the document you sign when you collect the vehicle. It includes a summary of your rental (e.g. dates, location, vehicle registration, estimate of charges) and incorporates these **Rental Terms and Conditions** and the [Rental Qualifications and Requirements \(RQ&Rs\)](#). The Rental Agreement is between Hertz de España S.L. operating as Thrifty Car Rental (“Thrifty”, “we”, “us” or “our”) and the named driver. By signing the Rental Agreement, you 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 the Rental Agreement govern your use of our vehicle (including any replacement that we provide) 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 the Rental Agreement only.

#### **2. Our responsibility and liability**

2.1 Thrifty will supply the vehicle to you at the Thrifty rental location in good overall condition and general operation, with all compulsory documentation, parts and accessories.

2.2 We shall not be liable to you or any third party or any loss or damage arising from the rental other than as a direct result of our negligence or wilful misconduct or any other breach by us of the Rental Agreement. We are not liable for any indirect or unforeseeable loss or damages, including loss of profits or loss of opportunity.

**IMPORTANT:** Under no circumstances will Thrifty be responsible for any objects or belongings left in the vehicle once it is returned to us.

2.3 Nothing in the Rental Agreement excludes or restricts our liability for death or personal injury resulting from our negligent acts or omissions or any other liability, which cannot be excluded as a matter of applicable law.

### **RESTRICTIONS**

#### **3. Who may drive the vehicle**

3.1 The vehicle must only be driven by you or any other person who has first been authorised by us and named on the Rental Agreement and you agree that you will not allow anyone to drive the vehicle, including yourself:

- (a) who does not fulfil our minimum requirements regarding age and possession of a valid driving licence for the vehicle selected; or
- (b) 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.

#### 4. Prohibited use of the vehicle

4.1 You are authorised to drive the vehicle only on the conditions contained in the Rental Agreement and must 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 the Rental Agreement.

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

- (a) to carry passengers for remuneration;
- (b) to carry cargo for remuneration (except in the case of trucks and vans);
- (c) to tow or push any vehicle, trailer or other object (without our express permission);
- (d) off road or on roads unsuitable for the vehicle;
- (e) when it is overloaded or when loads are not properly secured;
- (f) 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;
- (g) to take part in any race, rally, test or other contest;
- (h) in contravention of any traffic or other regulations;
- (i) for any illegal purpose;
- (j) for sub-renting;
- (k) to drive or be driven in restricted areas including, but not limited to, airport runways, airport service roads and associated areas; or
- (l) for driver training activity.

4.3 You are only authorized to use the vehicle in mainland Spain. If you wish to drive the vehicle in Gibraltar, France, Andorra or Portugal you must inform us in advance and a cross border surcharge will apply. If you breach these terms, you will be liable to Thrifty for any damage or loss we may suffer (including the vehicle repatriation expenses) and Collision Damage Waiver and Theft Protection and any additional optional coverage will also be void meaning you will be liable for the full cost of any damage to or theft of the vehicle.

**IMPORTANT:** If you do not comply with these Restrictions:

- you will be responsible for any damage, losses and expenses we suffer as a result (including the cost of repatriation of the vehicle);
- you may lose the benefit of any insurance or waivers of liability you have taken; and
- we may terminate the Rental Agreement and take the vehicle back at any time at your expense

#### 5. Vehicle Care

5.1 When you collect the vehicle a Thrifty representative will provide a record showing any existing damage to the vehicle (these will be minor and cosmetic issues only and will not affect its operation). It is important that you check the condition of the vehicle and compare it with the record provided. Any differences must be reported to location staff and the record must be updated before you leave the rental location. Failure to do so will mean that any unrecorded damage or missing parts will be attributed to you when you return the vehicle at the end of your rental. You acknowledge that you will be responsible for any loss or damage to the vehicle, its documents, parts or accessories arising during the rental. Please see the [Damage](#) section for more information.

5.2 You must return the vehicle to us in the same condition as you rented it, with the same documents, parts and accessories, at the location and on the date and time designated in the Rental Agreement. Failure to do so will result in additional charges being applied. Please see the [Charges Explained](#) section for more information.

5.3 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.

5.4 You must use the correct fuel.

5.5 If you experience any problem due to accident or mechanical failure, you must contact our Roadside Assistance service using the number indicated in the vehicle and your documentation. No one may service or repair the vehicle without our prior express permission. See the [Roadside Assistance](#) section for more information.

## 6. Fuel

6.1 For your convenience, the vehicle will be provided with a full tank of fuel which you may use during your rental but fuel is not included in the rental rates. At the time of booking you can choose either:

- **FULL FULL Fuel Policy** – you must refuel the vehicle before return. No additional charges are payable to Thrifty (unless the vehicle is not returned with a full tank of fuel); or
- **FULL EMPTY Fuel Policy** – at pick up you will pay for a full tank of fuel plus a refuelling service charge. You can return the vehicle with any level of fuel. We will refund you for any unused fuel (the refuelling service charge is never refunded).

6.2 The price used to calculate reimbursement of unused fuel will be the one applied at the start of your rental and recorded on the Rental Agreement. Please see the [Fuel Policy](#) for more information.

## **DURING YOUR RENTAL**

### 7. Accidents, theft and vandalism

7.1 You must 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.

7.2 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 any witnesses.

7.3 A Thrifty accident or theft report form must always be completed and submitted to us when you return the vehicle – the forms are available in the glove box or at the Thrifty rental location. In the event of theft, you must return the keys and any remote-control anti-theft device to us and if you do not have Theft Protection and any optional coverage you take to reduce or eliminate your liability for theft will be void.

7.4 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.

## 8. Breakdown

8.1 If you experience any problem with the vehicle due to mechanical failure or accident you must call the toll free Roadside Assistance number available on your documentation. Please note that the call out charge, towing and taxis for your onward journey may not be covered in your rental rate and you may have to cover these costs yourself. Please see the [Roadside Assistance](#) section for more information.

## 9. Road tolls, parking fines and traffic violations

9.1 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 your rental.

9.2 If you incur any road tolls or fines or notice of traffic violation we will provide your contact details to the relevant authority and you will be responsible for payment of the relevant charge directly. Please see [Traffic Fines and Penalties](#) section for more information.

**IMPORTANT:** In addition to any fine or charge you incur, we may also apply a **Management Charge** to reimburse us for the time and costs we incur in dealing with these matters.

## 10. Your responsibility for loss or damage.

10.1 You will be liable to us for all losses and costs incurred by us in the event of loss, damage to or theft of the vehicle, its parts or accessories during your rental. Your liability will include the cost of repairs (up to the full value of the vehicle), loss in value of the vehicle, loss of rental income, towing and storage charges and a **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 endeavour to repair the vehicle as soon as reasonably possible. You will not be liable to us for any additional charge or excess if the loss or damage is directly due to our negligence or our breach of the Rental Agreement.

10.2 Provided you comply with all the terms of the Rental Agreement and provided the loss, damage or theft is not caused intentionally, or by the gross negligence of you or an authorised driver, your liability will be limited to the excess amount provided by Collision Damage Waiver or Theft Protection or, if you have purchased the optional [Super Cover \(SC\)](#) by paying the daily charge specified, your liability for loss of or damage to the vehicle, its parts or accessories will be eliminated. See [Collision Damage Waiver & Theft Protection](#) section below.

## **INSURANCE AND WAIVERS**

### 11. Included in your rate

(a) Third party liability insurance - We have a legal requirement to provide third party insurance coverage. This coverage is included in the rental charge and 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.

(b) Collision Damage Waiver (CDW) and Theft Protection (TP) – These limit your liability to us in the event of loss, damage or theft of the vehicle, its parts or accessories (except keys) to the excess stated on the Rental Agreement provided you have not breached the terms of the Rental Agreement. To find out the applicable excess see [here](#).

**IMPORTANT** 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 the 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.

## 12. Optional products

12.1 We have a number of optional products that you may select to reduce or eliminate the excess amount for damage to or loss of the vehicle. Please see the [Insurance & Waivers Information](#) section for more information.

## 13. Excess Liability Insurance from third parties

13.1 If you have purchased excess liability insurance or a similar product from a third party please be aware that you will remain liable to us for the damage/theft amount due up to the applicable Thrifty excess. You must pay us and then seek reimbursement from your third party insurer. Please see the [Third Party Insurance Products](#) section for more information.

## **RETURN**

### 14. Return Procedure

14.1 The vehicle must be returned to the agreed Thrifty rental location within the business hours of the location concerned at the time stated on the Rental Agreement and cannot be returned to any other location which is not branded Thrifty.

14.2 We will check the condition of the vehicle with you following return of the vehicle to identify any new damage.

**IMPORTANT** – it may take up to **30 minutes** to complete the inspection so please ensure that you allow sufficient time, especially if you have a flight to catch. If you do not stay for the vehicle return inspection it will be performed by a Thrifty representative in your absence because we must prepare the vehicle for the next customer. You will be sent an invoice by email for all new damage found and charged 7 days later.

### 15. Out of Hours Returns

15.1 You are only permitted to return the vehicle outside of location opening hours with our prior agreement and you must comply with the out of hours return instructions for that location.

**IMPORTANT** You will remain fully responsible for the vehicle if it is returned outside of business hours (please check at the rental location at pick up) until the location reopens for business. If you fail to comply with return instructions, you will remain responsible for the vehicle until we are able to access it.

## 16. Changes

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

16.2 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 Agreement, you will be charged an extra day's rental at the relevant daily rate (see [Late Return](#) section below), including charges for any options taken, for every day or part of a day that the vehicle is overdue. For your convenience we allow a 'grace period' of 29 minutes before charging the Late Return Fee.

16.3 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. Please see [Charges and Payment](#) section below for details.

## **CHARGES & PAYMENT**

### 17. Reservation of Credit

**IMPORTANT** When you collect the vehicle, we will reserve an amount on your credit card to cover:

- (i) any charges that have not been prepaid;
- (ii) an amount to cover any other likely costs that may be incurred e.g. refuelling, late return costs; and
- (iii) an amount to cover part of the applicable damage excess.

This will be released by us on return of the vehicle following payment of the rental charges. It may take up to 30 days for any unused reserve/deposit to be released by your bank. Please see [here](#) for more information.

**PLEASE NOTE – the reservation of credit may exceed €1000** please see [Reservation of Credit](#) section below for more information. This can be reduced by purchasing SuperCover. If you have purchased insurance from a third party, you may be able to purchase SmartCover to reduce the amount of credit reserved.

### 18. Estimated Charges

18.1 The charges stated on the Rental Agreement 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. By signing the Rental Agreement you agree to pay these and any other charges that may arise by return without further authorisation from you.

18.2 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 stations etc. A young driver or senior driver surcharge may apply if you or any additional driver is under 25 years

old or above 70. The rate stated includes all compulsory charges. Please see the [Charges Explained](#) section for more information.

## 19. Additional Charges

19.1 Your use of the vehicle during your rental may result in additional charges such as damage, refuelling service charge, wrong fuel charge, lost keys charge, late return charge, extra cleaning charge, credit card fee Management Charge for dealing with fines, traffic offences or damage).

19.2 All charges are calculated according to our current rates that are available at the rental location and are subject to a final calculation at the end of the rental period and we will provide you with a Statement of Account detailing these charges. Please see the [Charges & Payment](#) section below.

**IMPORTANT** Some charges cannot be finally determined on return, such as for major damage or any fines we receive relating to your rental (including an administration charge). We will notify you of any such charges by email with a new Statement of Account before, where possible, taking payment from your credit card seven days later. If we are unable to take payment we will contact you for payment.

## 20. Payment of Charges

**IMPORTANT** As agreed in your Rental Agreement, we may take any charges owed by you from the credit or debit card taken at the rental location, without any further authorisation from you.

20.1 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 current legal rate of interest.

## 21. Dynamic Currency Conversion Service

21.1 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. 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. A currency conversion fee will be charged for making the conversion – this amount will be disclosed to you before you make your choice. 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 Agreement. For further information see the [Dynamic Currency Conversion](#) section.

## **OTHER MATTERS**

### 22. Disputes

22.1 We aim to resolve all disputes amicably. At the time of collection or return you can speak to counter staff or during your rental of afterwards please contact: [customerservicessp@thrifty.com](mailto:customerservicessp@thrifty.com).

22.2 If we are unable to resolve your issue to your satisfaction, and you were renting in another European country, you can contact the **European Car Rental Conciliation Service (ECRCS)**, which is an independent conciliation service, at [www.ecrcs.eu](http://www.ecrcs.eu) or seek **online dispute resolution (ODR)** via <http://ec.europa.eu/odr>. Please see the **Contact** section for more information.

### 23. Personal Data

23.1 We process your personal data in accordance with our privacy policy. Please see [here](#) for more information about processing and your data subject rights.

### 24. Interpretation and Applicable Law

**IMPORTANT:** This translated version of the Thrifty Spain Key Facts, Rental Terms and Conditions and Rental Qualifications and Requirements is provided for your convenience. The Spanish language version prevails in the event of any conflict or discrepancy.

24.1 If any provision of the 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 the Rental Agreement, but the remainder of the Rental Agreement shall continue in full force and effect.

24.2 We aim to resolve all disputes amicably. If this is not possible, Spanish law will apply and you agree to submit to the jurisdiction of the city where the Rental Agreement was signed.

## II. RENTAL QUALIFICATIONS & REQUIREMENTS (RQ&R)

### Vehicle Group Policy

Although we have a wide variety of vehicles, specific brands, models or fuel type cannot be guaranteed. The vehicle images shown on our website are examples of the most representative vehicle model in a certain vehicle 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:

<b>Mini</b>	<b>MBMR</b>	Fiat 500, Toyota Aygo, Hyundai i10, Fiat Panda, Kia Picanto or similar
<b>Economy</b>	<b>ECMR</b>	Opel Corsa, Renault Clio, Skoda Fabia, Seat Ibiza, Toyota Yaris or similar
<b>Compact</b>	<b>CDMR</b>	Seat Leon, Hyundai i30, Renault Megane, Opel Astra, Fiat 500L, Citroën C4 Cactus or similar
<b>SUV</b>	<b>CFMR</b>	Opel Mokka or similar
<b>Compact People Carrier</b>	<b>CMMR</b>	Volkswagen Caddy, Fiat Doblo, Renault Partner or similar

<b>Economy Station Wagon</b>	<b>CWMR</b>	Seat Ibiza SW, Renault Clio SW, Skoda Fabia SW or similar
<b>Compact automatic</b>	<b>CDAR</b>	Seat Arona automatic or similar
<b>SUV Intermediate</b>	<b>IFMR</b>	Skoda Karoq or similar
<b>SUV Intermediate automatic</b>	<b>IFAR</b>	Skoda Karoq automatic or similar
<b>Intermediate 5+2</b>	<b>IMMR</b>	Dacia Jogger or similar
<b>Intermediate 5+2 automatic</b>	<b>IMAR</b>	Dacia Jogger automatic or similar

In case of damage or accident requiring a replacement vehicle 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) a vehicle from a superior group for no extra charge or (b) compensate you if no suitable vehicle is available.

### **Documents Needed**

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

<b>PASSPORT</b>	Your valid passport or ID card (Roman script) as a proof of identity.
<b>DRIVING LICENCE</b>	A valid European driver's licence (Roman script) which you have held for at least 1 year. If you do not have one you must provide an international driving licence or we will not be able to rent to you.  Please note that we do not accept any responsibility for traffic fines or penalties you may incur for not having a valid driver's licence for driving in Spain.
<b>CREDIT OR DEBIT CARD</b>	You must provide a <b>Credit Card</b> (VISA, MasterCard or American Express) at the start of the rental so that we can carry out the pre-authorization process explained in <a href="#">Charges &amp; Payment</a> section below.  Alternatively, if you have taken <b>SuperCover</b> , you can use a <b>Debit Card</b> (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.

### **Age Requirements**

You need to be at least 19 years old on 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.

A **Senior Driver Fee** applies for drivers aged 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.

	<b>APPLICABLE AGE RANGE</b>	<b>FEE PER DAY</b>	<b>MAX. FEE PER RENT</b>
<b>SPAIN</b>	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 add an additional driver when you pick up the vehicle, any applicable Young or 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. For any additional options selected at the rental location an additional 16% will be applied. 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 Renter Not Driving Charge of 60€. An [Additional Driver](#) charge will also apply.

### **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 Cross Border Fee of 40€ will be applied.

### **One-Way Rentals (not available)**

Thrifty does not allow 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 €.

### **Out of hours pick-up**

If your flight arrives late, out of hours pick-up is available if you arrive 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:

<b>OUT OF HOURS PICK-UP FEE</b>
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40.00-€
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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.

### **Night Pick Up Fee**

In order to cover the additional costs of our night shifts in locations where we open later than 23:00 the Night Pick Up Fee will apply as follows:

- (a) The Night Pick Up Fee of **20€** will be included in your rental rate where your scheduled pick up time is after 23:00; or
- (b) The Night Pick Up Fee of **€20** will be charged separately at the counter at the time of collection if you are delayed in picking up the vehicle and arrive after 23:00.

### **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 Management Charge of 40€ per fine/charge.

### **Mileage Policy**

Your rental rate includes a mileage allowance. An additional charge may apply if you exceed the maximum kilometres allowed for your rental, as follows:

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

\*Applies to every km beyond the limit specified

This extra charge can 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 €

## **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 Liability Insurance**

The car rental rate automatically includes third party liability insurance which provides the driver with coverage for:

- Bodily injury to persons other than the driver; and
- 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 CWMR Compact automatic CDAR	EUR 1500

SUV Intermediate IFMR SUV Intermediate automàtic IFAR 5+2 Intermediate IMMR 5+2 Intermediate automatic IMAR	EUR 1700
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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 COLLISION DAMAGE WAIVER (examples)	INCIDENTS COVERED BY THEFT PROTECTION (examples)
<ul style="list-style-type: none"> <li>• Impact with a fixed or moving object (e.g. damage caused if you have an accident).</li> <li>• Loss of control of the vehicle.</li> <li>• Natural events, such as snow, hail, flood or rock fall.</li> <li>• Fire caused by vehicle defect, including electrical fault, or from adjacent fire or explosion, criminal or terrorism acts.</li> <li>• Tyres and window damage caused by objects on or thrown up from the road.</li> </ul>	<ul style="list-style-type: none"> <li>• Damage caused by breaking and entering the vehicle.</li> <li>• Attempted theft of the vehicle or its accessories (e.g. radio).</li> <li>• Vandalism (e.g. bent aerial, broken mirror).</li> <li>• Theft of the vehicle.</li> </ul>

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

### Optional Products

#### - SuperCover

This option reduces the Non-Waivable Excess for damage to or loss of the vehicle during your rental to €0 (zero). In addition:

ADDITIONAL BENEFITS - SUPERCOVER	<ul style="list-style-type: none"> <li>• Completely waives any <b>excess KM</b> cost in locations where limited KMs applies.</li> <li>• Covers all breakdown call out charges and towing costs plus reimbursement of taxi cost to nearest Thrifty location (see <a href="#">Roadside Assistance Policy</a> for details).</li> <li>• Limits the amount of the <b>reservation of credit</b> we will block on your credit card at the start of the rental (see <a href="#">Payment</a>). 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).</li> <li>• Enables you to use your debit card for the reservation of credit (please note this will be a deposit deducted from our debit card and refunded rather than credit blocked as with a credit card)</li> <li>• Waives your responsibility to us for any damage <b>Management Charge</b> that would otherwise be payable.</li> </ul>
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Please note that if any of the [Limitations & Exclusions](#) apply (such as if you are in breach of our Rental Terms and Conditions), 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 the 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 CWMMR 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 €

- 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 Empty fuel option:

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 Intermediate aut. 5+2 IMAR	104.00 €	30.50 €	27.50 €	357.50 €

### - SmartCover

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 SmartCover, which:

- Eliminates the +€850 element of the credit authorization held on your credit card up to the amount described under [Reservation of Credit](#) below
- Waives your liability for call out and towing charges arising from road assistance service in case of breakdown plus reimbursement for taxi cost to nearest Thrifty location (regardless of fault); and
- Enables you to drive unlimited kilometers (no charge for KMs driven beyond the number agreed in the rate)

To purchase SmartCover, you will need to provide us with your third-party cover or insurance details at the pick up counter.

**IMPORTANT NOTE:** If you purchase SmartCover, you remain liable to Thrifty for the non-waivable excesses applicable under Collision Damage Waiver and Theft Protection if the vehicle is damaged or stolen during your rental. You will still have to pay these amounts to us, where applicable, at the end of your rental and then you are responsible for 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 €

SmartCover is available at all Thrifty Spain locations and can be purchased at the time of pick-up or pre-booked on our website.

### - Glass & Tyres

Glass & Tyres is a good option for cost conscious customers who want to eliminate their potential liability for certain 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; and
- Waives your liability for all call out and towing charges and reimbursement for taxi cost to nearest Thrifty location where arising from road assistance service in case of breakdown relating to glass or tyres (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 our website

#### - 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 €

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	PER PERSON

20.-€ for each full 24 hours that an insured person is an in-patient in a hospital.	1.000.-€
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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)

PERS is an optional extra which covers the cost of 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. Other costs related to the incident such as towing or transportation to the closest Thrifty 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 €

- Total Cover Pack

Total Cover Pack offers Personal Insurance and Premium Emergency 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 automática IFAR	117.00 €	39.00 €	36.00 €	468.00 €

Intermediate 5+2 IMMR				
Intermediate 5+2 aut. IMAR				

- Fines Cover

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

By signing up, we 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 connect you with a third party 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 the Rental Agreement.
- The loss or damage is caused **intentionally**.
- The **driver** was **not authorised** by Thrifty as the main or additional driver and named on the Rental Agreement.

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):

<b>Failure to assess the vehicle's height</b>	<ul style="list-style-type: none"> <li>• Striking overhead or overhanging objects.</li> <li>• Driving into a barrier that is too low for the vehicle to pass beneath.</li> <li>• Driving into a barrier in a car park before it fully opens.</li> </ul>
<b>Driving on unsuitable road conditions</b>	<ul style="list-style-type: none"> <li>• Driving on a road in bad condition without due care resulting in damage to the undercarriage.</li> <li>• Driving on a beach causing damage by salt water and/ or sand.</li> <li>• Driving through flooded roads causing damage to the engine.</li> </ul>
<b>Improper use of the vehicle</b>	<ul style="list-style-type: none"> <li>• Putting wrong fuel in the vehicle or otherwise contaminating the fuel.</li> <li>• Damage occurring as a result of ignoring a warning light.</li> <li>• Burning a clutch (which requires persistent ill use) or using</li> </ul>

	<p>the hand brake incorrectly.</p> <ul style="list-style-type: none"> <li>• Damage to the wheel rim caused by driving with a flat tyre.</li> <li>• Fitting unauthorised objects to the interior or exterior of the vehicle.</li> <li>• Carrying especially dirty or smelly materials that require extra cleaning costs or that damage or burn the interior.</li> </ul>
<b>Contribution to damage to/ theft of the vehicle</b>	<ul style="list-style-type: none"> <li>• Damage resulting from locking the keys in the vehicle or losing the keys.</li> <li>• Damage resulting from leaving the windows open.</li> <li>• Loss of the vehicle caused by failure to use the anti-theft system (if provided).</li> <li>• Loss of the vehicle when you are unable to return the keys.</li> </ul>

**Additional limitations:**

<b>Accessories</b>	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
<b>Damage Management Charges</b>	CDW, TP, Smart Cover and Glass & Tyres do not reduce or eliminate the damage <b>Management Charge</b> that may be applied in case of each event of damage during the rental.
<b>Theft of your possessions</b>	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 <b>Personal Insurance (PI)</b> .

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 jewellery, 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.

Excess Insurance Products from Third Parties

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 a **Management Charge**) and then claim this amount back from your third-party insurer to the extent you can under the terms of the policy. We will still block the full reservation of credit amount on your card at the start of the rental (see [here](#)).

If you have purchased coverage from third parties you may be interested to consider [SmartCover](#) to reduce the reservation of credit amount, waive breakdown call out and towing fees and any mileage cap.

#### IV. FUEL OPTIONS

Fuel is not included in your rental rate. For your convenience the vehicle is provided with a **full tank** of fuel which you may use but must either pay for or replace. During your booking, select one of the following options to manage your fuel needs:

<b>Full Full policy</b>	Return with full tank	If you return with a full tank, you have no fuel charges to pay to Thrifty. 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 selected Full Full Policy but do not refill the tank before returning the vehicle, we will charge you for amount of fuel consumed plus an additional charge of 65 € to offset the costs (transportation, personnel and loss of rental opportunity) incurred as a result of the Full Full Policy breach.
<b>Full Empty policy</b>	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 for a tank of fuel in advance plus a refuelling service charge. At the end of the rental, any unconsumed fuel will be reimbursed. The refuelling service charge is non-refundable.

The amount of the Full Empty Refuelling Service Charge depends on the vehicle type as follows:

<b>Vehicle type</b>	<b>Refueling Service Price (per rental)</b>
Mini (MBMR)/Economy(ECMR)	49.95 €
Compact(CDMR) / SUV(CFMR) / Compact People Carrier (CMMR) / Economy Station Wagon (CWMR) / Compact Automatic (CDAR)	54.95 €
SUV Intermediate (IFMR) / SUV Intermediate automatic (IFAR)/ SUV 5+2 (IMMR) / SUV 5+2 aut (IMAR)	59.95 €

Please note that fuel will be charged according to the prices applicable at the time the rental starts and stated on the Rental Agreement. Due to the high fluctuations in fuel prices we are unable to advise you of this price before the pick up date.

## V. OPTIONAL EQUIPMENT & SERVICES

### Child Seats / Booster Seats

Child safety seats are **mandatory** in mainland Spain in the following cases: Children under 1,35 meters tall. If you are driving outside of mainland Spain you must check local restrictions and ensure that you comply with them.

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
<b>SPAIN</b>	11,95 €	119,50€

Charges are payable at pick up.

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 or SmartCover.

### 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
<b>Freedom Navi</b>	20 €	200 €
<b>Freedom WIFI</b>	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 or SmartCover.

### 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 licences. 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
<b>SPAIN</b>	10.00 €	120.00 €

### 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 webform 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*
<b>SPAIN</b> Available today in Barcelona, Alicante and Malaga airports.	30€

## VI. ROADSIDE ASSISTANCE POLICY

### Inclusions & Exclusions

If your vehicle breaks down or you have an accident you must use the Roadside Assistance service as follows:

<b>INCLUDED</b>	<ul style="list-style-type: none"> <li>• A toll-free line available 24/7</li> <li>• Change-over of vehicles at the closest Thrifty location (subject to availability)</li> </ul>
<b>EXCLUDED</b>	<ul style="list-style-type: none"> <li>• Cost of <b>taxis</b> (or any other type of transport) or <b>towing</b> to reach the closest Thrifty location (unless the breakdown is due to Thrifty's negligence or failure to provide the vehicle in overall good operating condition).</li> <li>• Costs relating to call outs arising where you are at fault, including but not limited to:               <ul style="list-style-type: none"> <li>- Wrong fuel - you are responsible for using the correct fuel</li> <li>- Low battery - you are responsible for checking and maintaining the energy level of the battery</li> <li>- Flat tyre - you are responsible for changing the tyre by yourself using the spare tire kit provided</li> <li>- Key loss - you are responsible to keep the keys in a safe place to avoid loss and theft</li> </ul> </li> </ul>

If you do not purchase **SuperCover** or **All Included**, and breakdown is caused by any 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;

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

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Charges are payable at return.

In no event may an alternative breakdown and recovery service be used.

If the breakdown was due to Thrifty's negligence or Thrifty's breach of the Rental Terms and Conditions we will refund your reasonable costs for the call out, towing and taxis to the nearest Thrifty location. If the breakdown was due to a third party's fault we will refund the reasonable direct costs that you have incurred for the call out, towing and taxis subject to the third party first admitting fault and making payment to Thrifty to cover these sums.

#### 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 vehicle documents wallet and displayed in the vehicle.

If you have a breakdown or accident, you must call Roadside Assistance promptly. They 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 (subject to availability).

#### Requirements

Please note:

1. If the vehicle is **stolen or vandalized**, you must immediately inform the local police. You must also provide Thrifty with a copy of criminal complaint or other equivalent document provided by the police relating to the incident 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 and Conditions. 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 and inform staff of any discrepancies so that the VCR can be updated. 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 return 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 and you will be sent an invoice by email.

**Chargeable damage:** When new damage is detected on return of the vehicle we will charge you for this in accordance with the description below. If a measurement is given below, any damage smaller than the measurement will not be charged.

#### **Vehicle bodywork:**

- **Scratches:** Greater than 10mm
- **Scuffs:** Greater than 10mm
- **Dents:** Diameter greater than 10mm

**Glass:** Any chips or cracks

**Tyres:** Any damage to the tyre, including damage to the sidewall of the tyre, punctures and where the vehicle has been driven on a flat tyre.

#### **Vehicle interior:**

- **Trim:** Any damage to the internal trim
- **Upholstery:** Any stains or burns to seats or carpets

#### **Additional items:**

- **Mirrors:** Any cracks to mirror
- **Alloy Wheels:** Any damage
- **Wheel Trims:** Any damage
- **Parts:** Any broken or missing original equipment
- **Light Clusters:** Any cracks to light clusters
- **Locks:** Any damage
- **Fuel contamination**
- Any damage that is caused intentionally or by gross negligence of you or an authorised driver.

**Hidden damage:** some damage may 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 scratches to the bodywork if the vehicle is dirty or returned in the dark or rain (for example). This damage will be

identified during our turnaround procedures and if we find any such damage, we will notify you, with evidence (see below), before we charge you seven days after notification.

### Damage assessment and charging

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

<b>Simple damage – agreed on return</b>	For simple damage agreed with you on return, we will charge you in line with our <b>damage matrix</b> (see below) and include the cost in your final invoice.
<b>Simple damage – not agreed because you are not present</b>	If you are not present on return, but the damage is simple, our counter staff will evaluate the charge using the <b>damage matrix</b> , 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. If possible we will charge your credit card you otherwise we will contact you to make payment.
<b>Significant damage</b>	If the damage is <b>significant</b> and is not covered by the damage matrix we will refer it to our <b>damage assessors</b> for evaluation. They will write to you identifying the damage and the charge, with evidence, <b>seven days</b> before charging your credit card where possible, or contacting you to make payment. 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 cost of repairing or replacing the most common and minor damage based on the costs of local body repair shops for parts and labour and loss of use (i.e. the time the vehicle will be unusable whilst undergoing repair). The damage matrix is prepared by an impartial third party auditor and updated to reflect current costs at least 4 times per year.

### **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.

You are legally obliged to return the vehicle in the same condition in which it was delivered to you at the beginning of the rental. When you cause damage to our vehicle, we have to take certain actions, with external companies and internal employees, to collect the damage caused, which entails an expense for us.

You will pay the sum of €60, which corresponds to the costs incurred by us which includes the following actions (internally or via any external service provider): identifying, assessing and documenting the damage and providing you with sufficient evidence. This is the **Damage Management Charge**.

You can avoid paying these amounts if you purchase SuperCover.

### 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 [Contact Information](#) section 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 and we have inspected the vehicle. 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 Agreement.

### 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 29 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.

		<b>Extra Rental Day Charges (Price per day)</b>			
		1 day	2 days	3-6 days	7+ days
<b>Mini</b>	<b>MBMR</b>	82.96 €	46.09 €	41.48 €	34.57 €
<b>Economy</b>	<b>ECMR</b>	88.77 €	49.32 €	44.38 €	36.99 €
<b>Compact</b>	<b>CDMR</b>	94.98 €	52.77 €	47.49 €	39.58 €

<b>SUV</b>	<b>CFMR</b>	94.98 €	52.77 €	47.49 €	39.58 €
<b>Compact People Carrier</b>	<b>CMMR</b>	101.63 €	56.46 €	50.81 €	42.35 €
<b>Economy Station Wagon</b>	<b>CWMR</b>	108.74 €	60.41 €	54.37 €	45.31 €
<b>Intermediate 5+2</b>	<b>IMMR</b>	116.36 €	64.64 €	58.18 €	48.48 €
<b>Intermediate 5+2 automatic</b>	<b>IMAR</b>	124.50 €	69.17 €	62.25 €	51.88 €
<b>Compact Automatic</b>	<b>CDAR</b>	94.98 €	52.77 €	47.49 €	39.58 €
<b>SUV Intermediate</b>	<b>IFMR</b>	116.36 €	64.64 €	58.18 €	48.48 €
<b>SUV Intermediate Automatic</b>	<b>IFAR</b>	124.50 €	69.17 €	62.25 €	51.88 €

Unless the renting location has agreed that you can extend your rental term you will also be charged a **Late Return Charge** of 40.00€ on top of the Extra Rental Day Charge 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.

Charges are payable at pick up.

#### Out of Hours Return

You may only return the vehicle outside of location opening hours with our prior permission, in which case you must:

- Park in our car park and lock the vehicle
- Leave all rental documents (such as parking access ticket, European Accident Statement, fuel receipt (if returning the vehicle full), receipts for any other fluids refilled) on the driver's seat (unless you are specifically instructed otherwise).
- Post the keys (with clean instructions where to find the vehicle) into the location's secure key box which will be clearly marked.

You must not post the keys through the normal office letterbox, leave them in the vehicle or give them to anybody (even if they appear to be our employee).

**IMPORTANT: Please note that although we will not charge you an extra fee for this service, you will remain fully responsible for the vehicle, including any damage, until the location reopens and we have located and inspected 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 fee is € 40.00, plus any parking costs and additional transport expenses we may incur.

## **IX. CHARGES, PAYMENT & RESERVATION OF CREDIT/DEPOSIT**

#### Methods of Payment

Although we identify anticipated charges at the start of the rental and reserve credit on your credit card to cover these we do not take payment of the rental charges from you until the end of the rental. 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 [Charges Explained](#) below).

Your payment options are as follows:

<b>CREDIT CARD</b>	We accept VISA, MasterCard and American Express. Note: A <b>Credit Card Fee</b> may apply (see below) *.
<b>DEBIT CARD</b>	We accept embossed VISA or MasterCard but <b>do not accept</b> Electron cards or those authorized for electronic use only. Note: No credit card fee payable.
<b>CASH</b>	Is accepted for payment of the invoice within the legal limits.

* <b>CREDIT CARD FEE</b> to cover the costs imposed on us by the credit card company for processing the payment
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€4
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(unless the credit card is issued by European bank – in which case no charge is made)
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#### **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 be blocked and will not be available for your use). The total amount of the authorization is as follows:

<b>CUSTOMERS WITH SUPERCOVER/SMARTCOVER</b>	Rental charges to be paid at the counter* (including additional services) + € 150.00 (to cover potential extra charges such as late return fee)
<b>CUSTOMERS WITHOUT SUPERCOVER/SMARTCOVER</b>	Rental charges to be paid at the counter* (including additional services) + € 150.00 (to cover potential extra charges such as late return fee) + € 850.00 (to partially cover the excess payable for damage)

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

If you have purchased SuperCover you may use a debit card for the reservation of credit. If a debit card is used the reservation of credit amount will be deducted from your account balance (rather than blocked) and will be refunded at the end of your rental (less any sums owing to us). The refund may take up to 30 days to show back in your account due to your banks processes.

**Please note:** At the end of your rental the statement of charges will be calculated and invoice processed by deducting the sums owing to Thrifty from the reserved amount. Once this has been done the balance of the reserved amount (if any) will be released. However, due to your banks processes, it may take up to 30 days for the amount to be available in your account. From the time we submit the release request, we are not responsible under any circumstances for reservation and we encourage you to contact your bank for any related queries.

## X. Charges Explained

Various compulsory, optional and potential charges may apply to your rental. These are explained below.

### **(A) YOUR ESTIMATE OF CHARGES (SEE YOUR RENTAL AGREEMENT)**

Your Rental Agreement provides an estimate of the charges applicable to your rental. These charges typically include the following:

<b>COMPULSORY CHARGES</b>	
<b>Rental Rate</b>	The agreed rental rate is shown as a per week or per day amount and includes third party insurance. The rental rate includes Collision Damage Waiver (CDW) and/or Theft Protection (TP).
<b>Excess Mileage</b>	A mileage allowance is included in your rental rate. A per km fee will apply for every km driven above this allowance unless you selected an optional extra giving unlimited mileage. See <a href="#">here</a> for amounts and details.

<b>Airport Service Charge</b>	Charged at airport locations to reflect the higher cost of providing services from there. See <a href="#">here</a> for amounts and details.
<b>Young Driver Fee</b>	Will apply if you or any additional driver is aged 19-24 (inclusive). See <a href="#">here</a> for amounts and details.
<b>Senior Driver Fee</b>	Will apply if you or any additional driver is aged 70 or over. See <a href="#">here</a> for amounts and details.
<b>Cross-Border Fee</b>	Applies if you drive the vehicle outside the country of rental. Grants you full roadside assistance and unlimited vehicle exchange if needed while you are abroad. Please note that you must seek our prior permission to drive the vehicle across country borders and failure to obtain our permission may result in additional fees and charges being applied and/or insurance and/or waiver products being invalidated. See <a href="#">here</a> for amounts and details.
<b>OPTIONAL PRODUCTS AND SERVICES</b>	
<b>Additional Driver</b>	We apply a standard fee for each additional driver added to your rental to cover our additional insurance costs. See <a href="#">here</a> for amounts and details.
<b>Renter Not Driving</b>	Applies if the renter is not able or willing to drive the vehicle and Thrifty agrees that another person may be authorised to drive. See <a href="#">here</a> for amounts and details.
<b>Thrifty Fast Track</b>	Applies if you have selected our priority check in option. See <a href="#">here</a> for amounts and details.
<b>Insurance &amp; Waiver Options</b>	The Rental Agreement will show if our insurance and waiver options have been accepted or declined by you or are otherwise included in your rate. We also show the per incident excess applicable to Collision Damage Waiver (CDW) and Theft Protection (TP) and the full charge for the agreed rental period, inclusive of tax. See <a href="#">here</a> for amounts and details.
<b>Free KM</b>	An optional extra which provides unlimited mileage. See <a href="#">here</a> for amounts and details.
<b>Optional equipment</b>	The Rental Agreement lists any optional equipment you have selected, such as baby/child seats, winter tyres, GPS unit, showing the full charge for the agreed rental period. See <a href="#">here</a> for amounts and details.
<b>Premium Emergency Response Service</b>	Applies if you have selected this optional enhanced breakdown service. See <a href="#">here</a> for amounts and details.
<b>Post-Midnight Service</b>	Applies if you collect within opening hours but after 23.59. See <a href="#">here</a> for amounts and details.

<b>Out of Hours Pick Up</b>	Applies if your flight is late and you arrive at the pick up location no later than 60 minutes after it closed and you provided your flight details when booking. See <a href="#">here</a> for amounts and details.
<b>TOTAL</b>	
<b>Estimated Rental Charges</b>	Your total estimated charges at the start of the rental including tax. Charges are 'estimated' because they exclude any potential refuelling or other charges you may incur through your use of the vehicle during your rental.
<b>Total Estimated Rental Charges</b>	The Estimated Rental Charges plus the maximum fuel charge you could incur if you return the vehicle empty (i.e. a full tank of fuel with a refuelling service charge at current rates).

## (B) POTENTIAL ADDITIONAL CHARGES

You may incur additional charges as a result of your use of the vehicle or other incidents that occur during the rental. These include the following:

<b>FUEL</b>	
<b>Full Full Policy</b>	If having chosen to refuel the vehicle before return you fail to do so we will charge you for the cost of the fuel you have used plus a refuelling service charge. See <a href="#">here</a> for amounts and details.
<b>Full Empty Policy</b>	You choose at the start of your rental not to refuel the vehicle before return and instead pay for a full tank upfront plus a refuelling service charge. See <a href="#">here</a> for amounts and details. If you return with fuel we will refund unconsumed fuel but not the refuelling service charge.
<b>Missing Receipt Fee</b>	If you selected the Full Full Policy but failed to supply the receipt to show that you refuelled within 10km of the return location. See <a href="#">here</a> for details. Applies on top of the amount charged for refuelling if we fill the tank for you on return and you have not taken Full Empty Policy. The Refuelling Service Fee may alternatively be built into the per litre price. See <a href="#">here</a> for amounts and details.
<b>VEHICLE CONDITION</b>	
<b>Damage/Loss Charges</b>	(i) If you have <b>not</b> purchased our waiver products (e.g. CDW & TP) and the vehicle is stolen, lost or damaged you are liable up to the full value of the vehicle (ii) If you have taken our waiver products and the vehicle is stolen, lost or damaged, you are liable for each incident only up to the excess amount (unless the waiver products have been invalidated). The excess may be reduced or waived if you have purchased SuperCover or other optional coverage.

<b>Wrong Fuel</b>	If you misfuelled then a fee of will be charged. See <b>here</b> for details.
<b>Lost Key</b>	If all keys are not returned then a per missing key charge will be applied for replacement(s). See <b>here</b> for details.
<b>Missing Accessories/parts Charges</b>	Applies if any parts or accessories (including any optional extras you have rented, such as car seats or GPS units etc) are not returned with the vehicle or are damaged and need to be replaced.
<b>Damage Management Charge</b>	Fixed charge to recover our costs for dealing with damage caused to the vehicle. Not applicable if you take SuperCover. See <b>here</b> for details.
<b>Extra Cleaning Charge</b>	Applies if you return the vehicle and it requires needing more than our standard cleaning to make it ready for its next rental. See <b>cleaning</b> for details.
<b>Smoking Charge</b>	Smoking is prohibited in all vehicles. If you breach this a cleaning fee will be applied. This covers our costs of preparing the vehicle for the next rental if the vehicle smells of smoke upon return. See <b>cleaning</b> for details.
<b>VEHICLE USE</b>	
<b>Local Road and Toll Charges</b>	You are responsible for paying all local road and toll charges applicable to your rental.
<b>Traffic Fines and Penalties</b>	You are responsible for paying the full penalty for any parking fine or charge, traffic fine or other penalty you incur during your rental.
<b>Fines Management Charge</b>	Standard charge to recover our costs of dealing with any road charge, parking fine or charge, traffic fine or other penalty you incur during your rental. See <b>here</b> for details.
<b>Breakdown</b>	You are responsible for charges incurred as a result of breakdowns which are your fault or are otherwise not covered by our breakdown policy. See <a href="#">here</a> for amounts and details.
<b>Wrong Parking Fee</b>	If you do not return the vehicle in accordance with the return instructions and we must locate the vehicle a fee will apply. See <a href="#">here</a> for amounts and details.
<b>One Way Fee</b>	You must return the vehicle to the pick up location. If you do not do this then a one way fee will apply to compensate us for the costs of recovering the vehicle. See <a href="#">here</a> for amounts and details.
<b>LATE RETURN</b>	

<b>Additional Rental Days</b>	You may be charged an extra day's rental for the vehicle and any optional equipment for each 24 hour period entered into following the return time at then current rental rates, although you are allowed a 'grace period' of 29 minutes to return the vehicle after the agreed return time. See <b>here</b> for details.
<b>Late Return Charge</b>	In addition to charging Additional Rental Days for late return, we reserve the right to make a Late Return Charge to compensate us in part for the costs we incur in finding an alternative vehicle to satisfy our next booking for your vehicle plus our administration costs in contacting you to return the vehicle. See <a href="#">here</a> for amounts and details.
<p>All charges are calculated in accordance with our current rates and subject to final calculation at the end of the rental.</p> <p>In addition to the charges arising from your Rental Agreement, you will reimburse us for our reasonable management and recovery costs which we may incur in collecting payment of outstanding charges, including the use of third parties and litigation.</p>	

#### 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 – this will be disclosed to you at the point of sale. 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**:

<b>HOME CURRENCY</b>	<b>LOCAL CURRENCY</b>
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.
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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.

## **XI. CHANGES, CANCELLATIONS & NO SHOWS**

### Changes to Reservation

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

We do not charge for making changes to a booking. 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.

<b>PER RENTAL</b>	<b>40€</b>
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### **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 vehicle available for you, we reserve the right to apply a non-show fee which will be equivalent to the total rental period or two days rental charges (whichever is less).

## XII. 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](mailto:complaint@ecrcs.eu) or visit their website at [www.ecrcs.eu](http://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.

### **XIII. PRIVACY POLICY**

We need to collect and store personal information about you to provide the services you request. When you rent with us, we process your personal information in accordance with our Privacy Policy. The key points about our use of personal information are set out below. For full details see our [Privacy Policy](#).

**OPERATIONAL USES** - We use your personal information for our legitimate interests, including statistical analysis, credit control and protection of our assets. This may include disclosing your personal information to insurers and other organisations to assist in recovery procedures and counter fraudulent claims. If you use a CDP number (price discount or other benefits) linked to a company we may share your personal information with that company in relation to your rental to process the discount and credit any membership points. We track the location of certain vehicles via GPS technology for security reasons and may retain such information as necessary for those purposes.

**MARKETING USES** - We will only use your personal information for marketing purposes with your consent and where you have been given the opportunity to decline. You can unsubscribe at any time by clicking the unsubscribe link in any email or by emailing [euprivacy@hertz.com](mailto:euprivacy@hertz.com).

**ACCESS TO YOUR PERSONAL DATA** - You have the right to access, correct and/or request deletion of the personal information we hold about you – see our Privacy Policy for details.