

# Goldcar rental - Product Information

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## RENTAL PRICE INCLUDES

- ✔ Collision damage waiver with excess up to 1,100 EUR
- ✔ Theft protection with excess up to 1,100 EUR
- ✔ Supplementary Liability Insurance
- ✔ Unlimited Mileage
- ✔ VAT
- ✔ Location service charge

The prices given are estimates only and subject to changes without prior notice.

Extras such as child seats, GPS, and similar items may be available on request and are not included in the rental price. These extras, along with services payable at the rental desk (such as one-way fees, young driver fees, or senior driver fees) must be paid in the local currency. Please note that all such charges are subject to local taxes and service fees, in accordance with the supplier's regulations.

## PROTECTION AND COVERAGE

Collision damage waiver with excess up to 1,100 EUR

Theft protection with excess up to 1,100 EUR

Any damages up to excess amount which have been caused by you will be claimed by the supplier together with administration fees, which may be applied. Please be aware that you may be held responsible for windows, wheels (tires and rims), undercarriage, rocker panels, roof, interior, hood, keys, dashboard, or antenna, nor does it cover damage caused by driving on unpaved roads or with poor pavement conditions, by refueling with the wrong type of fuel or damage to and/or loss of vehicle accessories (such as warning triangles, hi-vis vests, child seats, etc.) or the hirer's own property or damage due to negligence. Please be aware that supplier generally offer you additional protection to reduce the excess amount. These additional protection products are payable at the car rental desk in the local currency. For some US and Latin American destinations, offers may include Supplementary Liability Insurance. Please be aware that the coverage is sometimes determined by the local law and which then may consider only a minimum coverage amount. In such cases, Additional Liability Insurance may need to be purchased for obtaining a higher coverage.

## LIABILITY INSURANCE

Third party motor insurance is a compulsory insurance that every car in Europe needs in order to be allowed to drive on the road. This insurance is liable for personal injury and property damage that the owner of a car caused with its own vehicle, but this insurance does not cover the damage to the owned vehicle. Third party motor insurance is also compulsory for car rental supplier. The coverage amounts are individually regulated by law but respective discrepancies per country can be high.

### Third Party Insurance

In Europe, the coverage amounts of third party motor insurances differ per country. The included third party motor insurance represents the coverage in your destination country where the car will be picked up.

### Supplementary Liability Insurance

For example the liability coverage amounts for motor insurances in the United States or Latin America or other countries are much lower. Most US States require the rental car company to have third party liability that financially protects whose customers. However car rental suppliers who only require to consider compulsory insurances by state may cover only the legal reimbursement with low compensation to the injured party. It is the driver's responsibility to carry insurance to protect against potential liability for injuries to other people and damage to whose vehicles and property. Customers should confirm that their own insurance meets the minimum limit set by the selected car rental supplier. The selected offer may include a Basic Liability Insurance with legally required coverages by country. A Supplementary Liability Insurance might be offered which is subject to be paid locally at the rental desk. Please be aware, that the information provided in this offer do not, and are not intended to, constitute legal advice; instead, all information, and content available on this offer are for general informational purposes only.

## SECURITY DEPOSIT FOR THE CAR

Estimated deposit amount: 1100.00 EUR

Upon collection of the car a security deposit will be blocked on the driver's credit card. This deposit is determined by supplier considering the applicable excess amount and selected car category. Please be informed that the value of the applicable excess, one tank of fuel and possible traffic fines can be additionally blocked on your credit card. It is recommended to present a credit card with chip, pin code and embossed numbers.

## MEANS OF PAYMENT

At pick-up, a valid personal credit card in the main driver's name is required as a guarantee. Business/corporate cards, cards with dual functionality (debit and credit) and credit cards issued by online-only banks (e.g., Revolut, N26, Wise, etc.) are not accepted. The card must be valid for at least three months after the drop-off date of the rented vehicle.

### Recommended Payment Types

- Visa (personal)
- Mastercard (personal)
- Credit card with a chip
- PIN code
- Embossed letters/numbers

### Standard- Elite, Fullsize, Premium, Luxury, Elite, and Higher Categories

For vehicles in these categories, two personal credit cards in the same driver's name are required. The cards must be issued by different providers, although the full deposit amount must be available on one of the cards.

### Important Notice

If our recommendations are not followed, it becomes the driver's responsibility to ensure in advance that their intended payment method is accepted by the rental supplier. We strongly recommend following the above guidelines to avoid any issues at pick-up. If the driver fails to follow these recommendations and is unable to present a valid and accepted form of payment, the rental company may refuse to release the vehicle. In such cases, the booking will be treated as a no-show, and the applicable no-show fees will apply.

## DRIVER

**Minimum age:** 21

**Maximum age:** 80

A young driver surcharge generally applies to drivers up to the age of 30 years. The applicable young driver surcharge and age policy may differ depending on your selected car category and country. Only drivers over 30 years old may rent superior car categories, such as Full Size or Premium/Luxury cars. This mandatory surcharge (as a guideline between EUR 5 - EUR 35 per day) is not included in the rental price and is paid in local currency at rental desk.

A senior driver surcharge or extra insurance applies to drivers over the age of 70 years. When applicable senior driver surcharges or extra insurances are obligatory and mostly payable at the time of pick up in the local currency. Senior driver age rules are different and depend on the dedicated terms of the respective car rental company and location. We strongly recommend you check the individual supplier's requirements as additional documents may be also required. In some locations, for instance, senior drivers must provide a medical certificate to confirm that they are medically fit to drive.

## **COMPULSORY DOCUMENTATION**

Suppliers usually request compulsory documents and they further request a valid credit card with enough funds at time of pick up. Compulsory documents are determined by the supplier and are subject to vary per destination. In worst cases supplier decline the handover of the rental car because of insufficient documentation or the failure to provide a valid credit card with enough credits. In such a scenario your reservation will be treated as a 'No Show' and the cancellation policy according to your relevant rental terms of your reservation will be applied.

### **Compulsory documents for domestic rentals within or Latin America**

Suppliers in Latin America usually accept a valid Passport rather than an ID card. Please be aware in case you fail to bring the respective and compulsory documents suppliers will decline the handover of the reserved and prepaid rent a car.

### **Compulsory documents for domestic rentals or within EU**

Suppliers in France or UK, are used to apply an actual utility bill which represents the customers residential address together with the valid passport . In Italy customers must obligatory bring their Fiscal Code and the ID card. Please be aware in case you fail to bring the respective and compulsory documents suppliers will decline the handover of the reserved and prepaid rent a car.

### **Compulsory documents for pick up at a glance**

At time of pick-up, the following physical documentation issued in the main driver's name must be presented at the rental desk referring to the suppliers reservation confirmation reference number

- Voucher where applicable
- Valid Passport/or ID card (For domestic rentals ID card may be mandatory)
- Valid Driving License
- Valid Credit Card with PIN CODE in the same name as the driver license
- Fiscal Code (applicable for Italian customers with destination Italy)
- Local renters may also require a round-trip ticket or require a verification process which may include verifying personal information by providing at least 2 documents showing proof of residency. Please check with the supplier before Pick Up

## **DRIVING LICENSE**

### **Driving License Minimum Period**

When picking up the car, all drivers need to present valid driver's license typically held for at least 12 month(s) with no major endorsements. Driver needs to provide physical driving license, digital or electronic format is not accepted. The required years of driving experience may vary according to the car category, country or car rental supplier. Some occupations such as professional sports people, entertainers, Taxi/delivery drivers or foreign service and military personnel might be excluded from the car rental insurance policy. Foreign service and military personnel may be excepted if used for social and domestic. Students under the age of 25 might be excluded from the insurance policy

### **Driving License Requirements domestic rentals**

When renting a vehicle, some suppliers additionally require an extra form of identification (e.g. utility bill or bank statement), especially in the UK, France, or Italy. This extra identification should be less than three months old and must confirm your last name, first name, and address as indicated during the reservation process.

### **International Rentals Requirements**

International rentals may have different requirements. We strongly advise you to check individual country or car rental supplier requirements as you may be asked to provide additional documentation or/and an international driving license. If an International Driving License is required, you will need to present both your international driver's license and your domestic license for pick-up. It is possible that drivers renting a car in their home country, but residing in a different country, may be required by the car rental company to present a driver's license from the country where the car is being rented. Failure to present this license may result in the car not being delivered. For holders of a UK driving license please visit DVLA for an update on recent changes to the paper counterpart effective from 8th June 2015. When renting in the United States the legal terms for 12-17 passenger van rentals may differ as per rental destination. Please check the local requirements for driving license policy.

### **Domestic Driving Licence, issue in non-Latin Characters**

If your domestic driving license is issued in non-Latin characters (e.g. Arabic, Chinese, Cyrillic...etc.), you will need to present an International Driving Permit in addition to your domestic driving license. Please remember that you must carry both documents also when driving your rental car. If the International Driver's Permits cannot be issued by your home Country (e.g. drivers from People's Republic of China), you may be allowed to present your domestic driving license accompanied by a Notarised Translation instead. We strongly recommend verifying the international driving license regulations applicable for your Country of pick-up, or to contact your Embassy for more information. Please keep in mind, however, that while a certain Country's regulations may not require an International Driver's Permit, some car rental suppliers located in that Country may require to present the International Driver's Permit anyway.

### **Driving Licence Requirements for destination Japan**

The drivers age must be at least 18. Please be advised that only drivers with driving licences from the IDP countries listed in 1949 Geneva convention are acceptable. International Driving permissions which are issued in the countries Belgium, Estonia, France, Germany, Monaco, Slovenia, Switzerland, Taiwan are only accepted in combination with a translation of the driver's license issued from Japan Automobile Federation (JAF), more information is available here: <http://www.jaf.or.jp/e/translation/with.htm>. Chinese driving licenses are not accepted in Japan at all also not in combination with official translations.

### **Important Notice**

If any of the mandatory documents listed on this voucher do not meet the specified requirements, we strongly recommend contacting your booking source. For urgent matters, especially if your pick-up is scheduled within the next 48 hours, please reach out to our helplines for immediate support.

## **CANCELLATION POLICY**

Cancellation is free of charge until 10 Jun 2018 09:00. A cancellation fee of 100 percent will be charged from 10 Jun 2018 09:00 until 12 Jun 2018 09:00. A no show fee of 100 percent will be charged.

## **FUEL INFORMATION**

Full to Empty: Vehicle pickup with full tank, the 1st tank is payable locally (depending on vehicle model and tank volume). A NON-refundable refueling fee of approx. 15€ to 50€ (depending on vehicle model and pick-up location) is additionally payable upon pick-up. Return can be made with any amount of fuel, credit for residual gasoline is in eighths according to fuel gauge.

## RENTAL LOCATION DETAILS

**Pick-Up:** Majorca - Promenade  
Avda. Ingeniero Gabriel Roca, 29  
07014 PALMA DE MAJORCA  
Telephone: 918 341 400 / 918 340 353

The location is in a Resort /Hotel.

**Drop-Off:** Same as Pick up

## OPENING HOURS

**Monday** 08:00 - 13:00  
16:30 - 18:30

**Tuesday** 08:00 - 13:00  
16:30 - 18:30

**Wednesday** 08:00 - 13:00  
16:30 - 18:30

**Thursday** 08:00 - 13:00  
16:30 - 18:30

**Friday** 08:00 - 13:00  
16:30 - 18:30

**Saturday** 08:00 - 13:00

**Sunday** Closed

■ Your pick up day

## GRACE PERIOD

Suppliers offer a grace period of 2 hours between the booked pick up time and the actual time the vehicle is picked up. After this period has lapsed, a "no show" fee may apply. Keep in mind that the grace period is not applicable outside the opening hours of the local station. If you are likely to be late, we advise that you contact the local car rental branch directly. When returning your rental, suppliers typically offer a grace period of 29 minutes between the agreed drop off time and the actual time the vehicle is returned to the car rental branch. After this period has lapsed, an additional rental day may be charged.

## AFTER HOUR FEE

Please note: Pick ups or drop offs outside of general opening hours maybe subject to an out of hours fee, payable locally at the rental desk.

## CROSS BORDER TRAVEL

Cross-border travel is not usually permitted. Cross-border may or may not be available if you intend to drive to different islands within the same country or outside the country/state (for example, US/CAN). Charges may apply if available. It is MANDATORY to notify the rental agent of your plan to cross borders PRIOR TO THE PICK-UP DAY (it is usually recommended to do this at least 48 hours in advance). Please include the name of the country, state, or island you would like to visit. In this manner, the rental agent will confirm whether the car you have reserved is appropriate and fully insured for any potential cross-border travel.

## **ON THE SPOT ASSISTANCE**

### **We are happy to assist you**

In cases you need our support when you arrive at your pick-up location or during the rental please contact the following emergency telephone numbers:

### **Emergency Telephone numbers**

Your telephone number for English (UK): +442038850130

Your telephone number for English (US): 01-855 47 85 048

Your telephone number for Spanish: +34871 180639

Your telephone number for German: +493031197084

Your telephone number for French: +33186657629

Your telephone number for Italian : +390282956923

### **Service times**

Our customer service team is happy to help you 24/7 in English. For German and Spanish, the serviced language will be English outside of our office hours after 18h CET.