

Europcar - Product Information

RENTAL PRICE INCLUDES

- ✔ Collision damage waiver with excess up to 900 USD
- ✔ Theft protection with excess up to 900 USD
- ✔ Airport Service Charge
- ✔ Unlimited Mileage
- ✔ VAT
- ✔ Vehicle Licence Fee / Road Fund Licence 0.00 EUR per rental
- ✔ Airport Service Charge

ADDITIONAL FEATURES/EXTRAS

Additional Driver 81.20 USD per rental

Rate Option Disclaimer

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

Extras such as child seats, GPS, etc. are on a request basis and are not included in the rental price. They are paid in the local currency at the rental desk according to the supplier.

PROTECTION AND COVERAGE

Collision damage waiver with excess up to 900 USD

Theft protection with excess up to 900 USD

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. 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.

FULL PROTECTION

Get Full Protection for - 7.30 EUR per zi

With the Full Protection from our third party insurance provider RentalCover.com you gain peace of mind, since the policy fully reimburses any excess and gives additional cover. The main driver will still be required to present his/her credit card at the rental desk in order for the car rental agent to authorize the deposit. In case of an accident, damage or theft, the expenses charged by the car rental supplier will be refunded, including costs which are usually not covered by the insurances offered by the car rental supplier, such as road side assistance and repairs to tyres, mirrors or glass. Please refer to the Policy Terms of the Full Protection insurance for applicable details.

SECURITY DEPOSIT FOR THE CAR

Estimated deposit amount: 1800.00 USD

Upon collection of the car a security deposit will be blocked on the driver's credit card. This deposit is determined by supplier considering your selected car category. Please be informed that the value of 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 credit card in main driver's name is required as a guarantee. It is recommended to present a credit card with chip, pin code and embossed numbers and it must be valid at least 3 months after the drop-off date of the rented car

Most welcomed payment types

Visa or Mastercard

Some suppliers may not accept

American Express, Union Pay, Visa Premier or Diners/ Discover Club, Carte Bleue (Dual Cards), Debit Cards

Most Declined Payment Types

Prepaid Debit Cards, Prepaid Credit Cards, Virtual Credit Cards (Apple Pay, Corporatepay and Comparable), and Cash

Premium, Luxury, Elite and higher categories

For cars in Premium, Luxury, Elite and higher categories, two credit cards in the same driver's name are required for all rentals. The credit cards must not be from the same issuer but the required deposit amount must be available on only one of the cards.

Please Note

If the main driver does not provide a valid credit card or does not have sufficient funds, the rental company reserves the right to charge additional fees or refuse to release the vehicle. In this case, your reservation will be charged in accordance with the agreed no-show policy.

DRIVER

Minimum age: 18

Maximum age: 69

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

When picking up the car, all drivers need to present valid driver's license typically held for at least one year 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.

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. 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.

ADDITIONAL DRIVER

Additional Driver surcharges are usually not included in the rental price and are to be paid in the local currency at the rental desk. However there are special offers or promotions where the additional driver surcharge for a minimum of one driver is included in the rental price. In this case it is clearly stated under the listed price inclusions.

CANCELLATION POLICY

Cancellation is free of charge until 29 Dec 2024 09:30. A cancellation fee of 100 percent will be charged from 29 Dec 2024 09:30 until 31 Dec 2024 09:30. A no show fee of 100 percent will be charged.

FUEL INFORMATION

Full to Full: Pick up and drop off with a full tank. If the car is not returned with a full tank, suppliers will charge fuel plus refueling charges.

RENTAL LOCATION DETAILS

Pick-Up: Cancun International Airport
CARRETERA CANCUN - CHETUMAL KM 22 COL.AEROPUERTO INTERNACIONAL
77500 CANCUN
Telephone: +52 998 8860063

Airport Location, please follow the signs to the car rental stations.

Drop-Off: Same as Pick up

OPENING HOURS

Monday	00:01 - 23:59
Tuesday	00:01 - 23:59
Wednesday	00:01 - 23:59
Thursday	00:01 - 23:59
Friday	00:01 - 23:59
Saturday	00:01 - 23:59
Sunday	00:01 - 23:59

■ Your pick up day

GRACE PERIOD

Suppliers offer a grace period of two 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.