

Full terms and conditions:

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[www.europcar-abudhabi.com/pages/terms-conditions](http://www.europcar-abudhabi.com/pages/terms-conditions)

**Tax:**

5%

**Additional driver:**

25 AED PER DAY & 125 AED PER WEEK - UPTO A MAXIMUM AMOUNT OF 200 PER RENTAL.

**Additional charges:**

GPS @ 50/- per day, baby seat @ 25/day , refueling charges & other extras are @ cost.

**Additional services to pay locally:**

Cross Border :- allowed to Oman only @ AED750/- for 1-7 days then AED100 per extra day . / Mileage :- Km excess than the allowed (250/day) will be charged, at different rates as per Vehicle's SIPP Code, by the end of Rental contract.

Salik Toll Gate:- charged @AED 5 per one way pass per each gate

**After your rent:**

Traffic fine charges, fees for releasing vehicle confiscated due to red light jumping, improper parking and others, plus 10% Administration Fees.

**Age:**

21years old for vehicle SIPP codes (MDAR-ECAR-EDAR-CCAR-CDAR-IDAR-SDAR-FDAR-FCAR) & 23years old for ( FLAR-UDAR-IVAR-SVAR-PVAR-FFAR-SGAR-FGAR) & 25years old for (PDAR-WXAR-XDAR-PFAR-LFAR).

Young drivers of [19-21] & [21-23] & [23-25] years old are subject to a young driver fee that varies from AED (500-750) per Rental + taxes, (subject to the rented vehicle's SIPP code/s) .

**Airport surcharge:**

AED25/ - per rental starting at Airport office located at the Sky Park Plaza - Opposite Terminal 3 - (Level 4)

**Cash rental deposit:**

Estimated rental charges + [AED1500/-(normal vehicles) or AED3500/-(Luxury & 4WD vehicles)]. The deposit amount will be fully/partially released in (8 weeks) time after deducting the due charge/s of clien's made Traffic Fine/s (if any).

**Accepted Credit cards & other means of payment :-**

American Express

MasterCard

Visa Card

Europcar charge cards or Europcar vouchers as well as partner vouchers

Debit cards & Cash will not be accepted .

**Delivery / Collection:**

Free within a distance of 10 km from the booking station & chargeable for a longer distance with fees vary from AED(250-700).

**Driving licence:**

Valid & Held for at least one year old, and should be **in Arabic or in English** language.

UAE driving license is a must for all Residents of UAE no matter of their nationality .

Visitors to the UAE that are Residents of Gulf Countries (GCC) can drive with their GCC Driving License.

**National Driving Licence** is accepted from Visitors of (UK, USA, FRANCE, JAPAN, BELGIUM, HOLLAND, SWITZERLAND, DENMARK, GERMANY, ITALY, SWEDEN, GREECE, AUSTRIA, IRELAND, SPAIN, NORWAY, TURKEY, CANADA, POLAND, SOUTH KOREA, FINLAND, SOUTH AFRICA, AUSTRALIA, NEWZEALAND, ROMANIA, SINGAPORE, HONG KONG, PORTUGAL, LUXEMBOURG, SLOVENIA, LATVIA, LITHUANIA, CHINA & HUNGARY).

**International Driving licence** is a must for Visitors who are citizens of **other countries** that are not-listed above.

**Documentation:**

Passport or identity card of each driver

Driving license ( Local or International ) as requested by AE Traffic Regulations .

1 or 2 Credit cards ( in the name of the main driver )

Reservation copy if any as well as contact details of main driver

**Fuel:**

Full to Full, or partially full. Vehicle must be returned with the same level of fuel at the time of check out otherwise a refueling charge + 10% admin fees will be applied .

**Grace period:**

59 minutes, otherwise a full day/s charge will be applied.

**Insurances:**

**Insurance Policy Limit for bodily injury** : Maximum insurable sum for damages **to persons**: is unlimited & as defined by court decision.

For **property** damage: Max insurable sum for damages to things and animals: 500,000.00 AED.

For **Both** : is not limited - as defined by court decision .

Full Comprehensive insurance is provided subject to current U.A.E Law. The Hirer is liable for the first **AED [900-3500]** varies per car category - against claims resulting from each and every accident reporting you at fault including (hit-and-run) cases & as evidenced by a Police report. The said Fees can be waived by buying the super collision damage waiver (SCDW), but obtaining **police report** is always a must and has to be **obtained by the hirer** himself.

**NO Insurance coverage** for, vehicle misuse, vehicle been left unattended, Hirer didn't return vehicle keys, vehicle used for transporting prohibited items or unauthorized pax, vehicle with missing parts or damages with no police report.

The purchase of "Oman Insurance" (X-BORD4) from Europcar Head Office is mandatory, for UAE vehicles driving into Oman, where vehicles can't be left there and should be driven back to UAE, as we offer NO oneway to Oman .

**Cross-border Insurance coverage / fees** :- ( Available only for Oman ) ( not allowable for other countries), its fees / per rental = AED.750/- for 1-7days & AED.100/- for each extra day upto a maximum amount of AED.1500/- .

**PAI ( personal accident insurance):-**

AED ( 10 -30 ) per day (unless included in the rate), PAI varies per vehicle category

**One-way rentals:**

**1) Domestic:**

Allowed only within UAE Emirates & Fees Vary per distance from Abu Dhabi.

**2) International:**

Not Available . Not allowed.

**Limited mileage:**

Kilometers are limited to 250km/day, 1250km/week & 5000kms/month where additional kilometers will be charged @ AED (0.30 - 2.0) per km varies by vehicle's SIPP code. These mileage restriction & charges are also applicable to cross borders to OMAN.

**Free mileage:**

Not allowed; unless contractually stated for some corporate clients, tour operators or others.

**Excess Insurance:-**

[ SCDW = 1200-3500 & STHW = 1200-3500 & SLDW=1200-3500 ] varies per vehicle's category

**Promotions**

Periodical Promotions are available on our website:- [www.europcar-abudhabi.com](http://www.europcar-abudhabi.com)

**Speed**

Driver should stick to the speeding limits of the roads in the UAE otherwise he will be fined according to the overspeeding margin above the limit .

**Parking / Mawaqif / Salik**

Parking / Mawaqif:- the parking in the cities of UAE is a paid parking (excluding Fridays), where the hourly charge for the standard parking = AED.2/hour and for the premium parking = AED3/ hour. There are some Tollgates between UAE cities where you have to pay AED.5 /- per each oneway crossing .

**Rental & Reservation :-**

The rental payment will be made in advance. A Rental Deposit of estimated rental charge plus Dhs.1500 (to cover extra charges that might appear) will be taken per each rental .

The rental will be invoiced for the days established in the contract ; if the client returns vehicle at earlier time, then the partial or total rent is not reimbursed. Should the client fail to show up for the collection of his booked vehicle or turned down or cancell his booking then certain fees will apply as follows:- No show fees = AED400.00 / EURO95.00 and the Turn Down Fees = 1 day rental charge & Cancellation fees = AED200.00 / EUR50.00 .

**Prepaid:**

If the passenger returns the car before the agreed rental period for any reason, he will not be entitled to a refund for the unused days . No refund will be granted to customers who failed to pick up their vehicles and hadn't cancelled their reservation before the allowed timeframe of 24 hours .

#### Services outside opening hours:

The cost of this service is AED150/- excluding tax. Applicable ONLY for Rentals at Head Office station (AUHC02) for Rentals between 20:00-07:00 on both check ins & check outs.

#### Terms and conditions of additional services:

All additional equipment or services are subject to local taxes and sales taxes as well as to availability .

#### Vehicle replacement

Replacement vehicle at the time of accident, breakdown or maintenance is provided with a similar vehicle's category subject to availability. 24 hours Emergency telephone Nos. are : **00971506210795** or **0097125998959**

#### Traffic fines:

The hirer is fully responsible for the charges of the penalties, traffic fines & violations of the municipal or any competent authority laws, and has to pay the incurred expenses on the owner's vehicle during his renting period .

Europcar has the right to charge the Hirer's credit card for the due Rental charges, and for the charges correspondant to the traffic fines made and for the damage charges incurred on his rented vehicle or to a third party during his rental period. In cases where the payment was not made by a credit card, then the charges on the indicated items will be reflected on the direct bill of the company or person renting the said vehicle as they are held responsible for the final payment of the rental.

#### Condition of the vehicle:

The vehicle must be returned, normal expected wear, in the same conditions as when it is rented. If special cleaning is required, a separate charge of AED 200/- will apply depending on the return status of the vehicle cleaning. It is forbidden to smoke inside the vehicle otherwise a fine of AED 300/- will apply . It is not allowed to handle animals or spill liquids that stain the upholstery, with a charge of additional rental days, for the time the vehicle is kept out of service for special cleaning.

#### Local charges:

This section does not include additional charges that will be applied at the rental office for fuel, child seats or other additional services. Consult the terms and conditions of your reservation if you wish to obtain information on other possible applicable charges. Some of the local charges that client should pay are :- 5% TAX / VAT + 10% Admin Fees + AED 25/- for rentals starting at Airport + AED 150/- for after hours booking + Young/Senior Drivers Fees + Traffic Fines charges and penalties, including toll charges (if Outside UAE i.e.Oman).

#### Use of tires:

If you drive asphalt tires on gravel, then you will be charged Dhs.200/- fine plus the cost of the replacement of tires if they are damaged.

#### Use of vehicles:

The Renter agrees not to misuse the vehicle. In addition, not to use it in racing and fun driving, roads in poor condition, teach driving, rent the Hirer must inform Europcar of his intention to return the vehicle at another premise or other Emirate, and must define the date and time otherwise excess days would be charged to him

Desert Safari Driving is not allowed.

Int'l oneway rental is not allowed

Smoking inside our vehicles is not allowed and would be fined @AED300/-

Towing objects or Transporting illegal products/passengers or using the vehicle for illegal acts as well as other vehicle misuses are also prohibited .

Some driving restrictions may apply to drive in certain areas which are marked as restricted & unauthorized .

The Hirer must keep the hired vehicle in a clean, safe, and sound condition. Otherwise charges may be applied

**Failure to comply with all above will make you liable for paying costs of resulting damages and fines.**