



Terms and conditions of hire of  
Europcar Autovermietung GmbH

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# TERMS AND CONDITIONS OF HIRE OF EUROPCAR AUTOVERMIETUNG GMBH

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# TERMS AND CONDITIONS OF HIRE OF EUROPCAR AUTOVERMIETUNG GMBH

## Preamble

Thank you for renting with Europcar!

Europcar Autovermietung GmbH (hereinafter referred as Europcar) is a German company with its registered office at Anckelmannsplatz 1, 20537 Hamburg. It is registered at the registry court of Hamburg under the number 42081.

In accordance with the present general Terms and Conditions of Hire (T&C), Europcar will have the following obligations if a rental agreement is concluded:

- To rent a vehicle (a car or a van) to you (as defined in section 1 below) for the period of time that is specified in the rental agreement (the 'hire period') plus any accessories that you wish to rent which will also be indicated in the rental agreement.
- To provide certain mobility services included in your rental and offer you other services which are available at an extra cost.

The contractual relationship between you and Europcar is governed by the following documents:

- The rental agreement, including, if applicable, its specific conditions (the terms agreed with you at the time of the pick-up or the first day of rental)
- The booking confirmation email (where you have pre-booked your rental online or offline)
- The Europcar Insurance and Protection Provisions
- The recommended Tariff and Cost List
- The present T&C which apply to all aforementioned documents

In case of a contradiction between the documents listed above, the terms of the first document will prevail over the subsequent documents.

## 1) TO WHOM DO THE RENTAL TERMS AND CONDITIONS APPLY?

The T&C will apply to you, the person who is paying for the rental and any associated costs (and you may also be a driver), as well as any (other) driver who is expressly indicated in the rental agreement and therefore being authorized to drive the vehicle.

The renter named in the rental agreement is liable for the payment of sums due under the contract.

## 2) WHO MAY RENT AND WHO MAY DRIVE?

### a) Who may rent?

Any legal entity and physical person:

- who is legally capable of entering into an agreement with Europcar and is prepared to accept responsibility for the vehicle throughout the hire period; and
- who has the means that will be accepted by the relevant local Europcar company (see table below) to pay for the hire of the vehicle and any associated costs; Europcar prefers non-cash payments.

Payment method accepted by Europcar
Credit card (Mastercard, Visa, Amex, Diners, JCB)
Girocard (Maestro, VPay Card) for passenger cars up to the Full Size category for a rental period of maximum four weeks and for vans for a rental period of maximum four weeks
Cash for passenger cars of the categories Mini, Economy, Compact and Lower Middle Class and Middle Class and vans for a rental period of maximum four weeks
Vouchers

- Cheques are not an accepted payment method.

and

- who provides valid documents as indicated in the table below:

Documents required by Europcar
ID or passport
Driving license in Latin characters valid in Germany (European and/or international driving license or certified translation)
Proof of actual place of residence, no PO boxes, possibly with a utility bill (e.g. electricity bill)

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Europcar has full discretion with regard to the decision to conclude a car rental contract with a customer or not.

## b) Who may drive? (The driver)

An authorized driver of a vehicle is any physical person who complies with all of the following requirements:

- The person is expressly mentioned and fully identified on the rental agreement; this is in principle the renter, and this may also be the person who is a registered additional driver.
- The person provides a valid driver license and a valid identification document.
- The person is in possession of a driver's licence for the requested period and meet the minimum-age requirements as follows (the ownership period of accompanied driving program (BF17) is included):

for drivers of the vehicle category	<b>both requirements must be fulfilled</b>	
	minimum age driver	valid driving license for at least
Mini	18 years	1 year
Economy		
Economy Elite		
Compact		
Compact Elite		
Intermediate	21 years	3 years
Intermediate Elite		
Standard		
Standard Elite		
Fullsize		
Premium (incl. minibus of this category)	25 years	3 years
Luxury (incl. minibus of this category)		
Special (incl. minibus of this category)		
Selection		
Minibus	21 years	1 year
Truck Groups 0, 1, 2	18 years	
Truck Groups 3, 4, 5, 6	21 years	2 years

- Company driver with additional agreement "Firmenbestätigung Fahrer" are allowed to drive any Europcar vehicle without age and driving license restrictions

- A special charge is made for drivers less than 23 years of age (Young Driver Fee). The minimum age cannot be overridden by booking an additional Young Driver Fee.

- The renter is obliged at the request of Europcar to provide the names and addresses of all drivers, unless these are already stated in the rental contract itself. The drivers are agents of the renter. If the vehicle will be driven by another person (additional driver), then an additional charge is made for each additional driver.

## c) Who may not drive the vehicle?

Neither person expressly mentioned/identified on the rental agreement is authorized to drive the vehicle. In addition, any person who cannot provide a valid identification document as indicated in the sections 2a and 2b.

If you allow an unauthorized person to drive the vehicle, then this is considered as a breach of the T&C and you will be responsible for any consequences that may arise as a result, including the possibility of having to reimburse Europcar for damage caused by you and/or an unauthorized person.

In such circumstances, the unauthorized driver will not be covered by any insurance or protection products offered through Europcar. Only liability insurance (compulsory protection) will apply.

## 3) WHERE MAY I DRIVE THE VEHICLE (CONTRACTUAL TERRITORY)

The renter and the driver are not allowed to use the vehicle outside the contractual territory. The contractual territory is Europe with the exception of the countries mentioned below for the respective vehicle category.

Prohibited countries for all vehicle categories:

Albania, the Baltic Republics, Bulgaria, Greece, Iceland, Romania, Serbia, Montenegro, Macedonia, Kosovo, Bosnia and Herzegovina, Moldova, Russian Federation, Malta, Ukraine, Belarus and Cyprus.

Prohibited countries for the vehicle category Selection, as well as for vehicle categories Full Size (except minibus of this category) and higher:

Great Britain, Ireland, Italy, Croatia, Poland, Slovakia, Slovenia, Czech Republic and Hungary.

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Should you have questions, please contact Customer Relations on +49 (0)40 520 188 000.

Please be aware that you must comply with the laws – in particular the traffic road regulations and toll payment obligations – of the country where you drive the vehicle. You as renter and driver are liable for all claims resulting from vehicle owner liability during the rental time.

## 4) LIABILITY FOR GOODS TRANSPORTED WITH THE RENTAL VEHICLE

You are informed that Europcar does not cover the goods carried in the vehicles. Similarly, Europcar cannot be held liable for any loss of opportunity and intervening operating loss in the context of the execution of the lease.

## 5) WHAT ARE MY OBLIGATIONS WITH REGARD TO THE VEHICLE?

- o You and/or any driver must return the vehicle and its keys, accessories and documentation to Europcar at the agreed place of return at the time and date specified in the rental agreement. Europcar allows a 59-minute grace period at the end of the rental. The vehicle has to be returned in the condition that Europcar provided it to you at the start of the hire period. If you do not return the vehicle as stipulated above, Europcar will take all necessary measures outlined in these terms and article 11 in particular (What procedures apply when returning the vehicle?).
- o If you intend to drive the vehicle outside the contractual territory, you should ensure during pick-up that the vehicle is properly equipped in accordance with local traffic rules for the country that you and/or the driver will drive in or through.
- o You and/or the driver must drive the vehicle responsibly and in accordance with all applicable road traffic laws and regulations and you should ensure you and/or any drivers are familiar with all relevant local driving regulations. You are liable for all charges, duties, tolls, fines and penalties associated with the use of the vehicle and claimed from Europcar to the extent that the renter is responsible for them.
- o You and/or any driver must ensure that any luggage or goods transported in the vehicle are secured to the extent that they will not cause damage to the vehicle or pose a risk

to any passengers. Please bear the current regulations with regard to load safety in mind.

- o You and/or any driver must guard the vehicle with the utmost care and diligence, and in all circumstances, you shall make sure it is locked and protected using the provided anti-theft devices when parked or left unattended.
- o You and/or any driver must never drive the vehicle whilst your ability to drive is impaired, in particular when you are ill or under the influence of alcohol or drugs.
- o You and/or any driver will be provided with a vehicle which is ready to drive and checked and filled with all necessary operating materials. During the rental period, you and/ or any driver should refill the vehicle with the appropriate type of operating materials (e.g. fuel, oil, windscreen fluid, coolants) if necessary. If unsuitable fuel should be added, unless you can demonstrate that the mistake is attributable to a third party, you will be responsible for any expenses incurred by the transfer of the vehicle and/or repair of the damage caused to it calculated according to the rules described in the section below (Damage to the vehicle). This does not apply if you can prove that use of the wrong fuel was the fault of a third party.
- o Smoking is strictly forbidden in all vehicles. Europcar is entitled to claim a set compensation fee in each case of infringement by the renter or a third party appointed by the renter. The renter is entitled to demonstrate that the damage has not occurred or is considerably less than the amount of the set fee.
- o You and/or any driver may not use the vehicle or allow the vehicle to be used in the following ways:
  1. The vehicle may not be re-hired, mortgaged, pawned, sold or used for bonding purposes; this applies not only to the vehicle, but also the rental agreement, keys, documentation, equipment, tools and/or any accessories.
  2. For carrying passengers for hire or payment (for instance, for car-sharing purposes), unless otherwise expressly agreed by Europcar.
  3. For carrying a number of passengers that exceeds that mentioned in the vehicle's registration certificate.
  4. For carrying inflammable and/or dangerous goods; toxic, harmful and/or radioactive products; or those that infringe upon current legal provisions (provided that such exclusion does not prohibit you from satisfying the needs of everyday life which do not infringe upon the applicable laws and whose transportation would correspond to normal use of

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the rented vehicle).

5. For the transport of merchandise with a weight, quantity and/or volume in excess of what is authorized in the vehicle's Traffic Circulation Permit and/or Technical Inspection Sheet.
6. For off-roading, racing (even if racing circuits are open to the public for tests and practice for so-called tourist use), reliability trials, speed testing or to take part in rallies, contests or trials, wherever they are located, official or not.
7. For transporting live animals with the exception of pets and/or domestic animals in appropriate animal transport boxes. Necessary cleaning costs must be borne by the renter. Extraordinary cleaning costs are calculated on a time and materials basis and charged with a minimum set fee. The renter is expressly entitled to demonstrate that no loss has occurred or the loss is considerably less than the set fee.
8. To give driving lessons or for accompanied-driving purposes.
9. To push or tow another vehicle or trailer (except where the vehicle you are renting is already fitted with a tow bar and when the maximum load complies with the applicable law).
10. On gravel roads or roads whose surface, size or state of repair poses a risk to the vehicle, such as beaches, impassable roads, forest roads, mountains, or any roads that are not authorized and paved roads.
11. To commit an intentional offence.
12. For being transported on board any type of aircraft.
13. Inside the no-traffic lanes of ports, airports, and/or aerodromes and/or areas analogous or of a similar nature to those listed above or that are not accessible to public traffic; the same applies to refineries and oil company premises or installations unless Europcar provides its express written authorization. If Europcar gives its consent in accordance with the above, Europcar will inform you of the third-party insurance cover that may be applicable in this case and which will vary depending on the circumstances.
14. For the perpetration of customs offences or other criminal offences, even if these are only penalized under the law at the scene of the offence.
15. For any other use outside those deemed to be in accordance with the contract.

- o During the rental, you must take all necessary protective measures to keep the vehicle in the same condition as that when you took possession of it. In particular you and/or the driver are required to perform customary inspections as to the vehicle condition such as oil and water levels or checking tyre pressure.

You can be held liable to Europcar for any detrimental consequence arising out of any infringement to the above-mentioned obligations. Please be aware that failing to fulfill the above-mentioned obligations may limit any right to compensation for the damage for which you could make a claim.

Likewise, in case of infringement to the above-mentioned obligations, Europcar reserves the right to demand immediate return of the vehicle and to charge damage compensation costs.

## 6) WHAT ARE THE MOBILITY SERVICES INCLUDED IF I ONLY RENT A VEHICLE?

The basic rental charge includes the following mobility services:

<b>Mobility services</b>
Automobile third-party liability
Collision Damage Waiver (CDW) with a deductible depending on the product or depending on different individual agreement.  In some stations the displayed rental price does not include CDW and TW. However, you can add this protection at the time of your booking by choosing our Basic, Medium or Premium protection that reduces or exclude if you purchase the Premium protection your financial liability. If you choose not to add any protection to your rental you will still be covered by the third party liability but you will be personally liable for the financial consequences resulting from the damage culpably caused by you or the authorized driver to the Vehicle by collision, theft or attempted theft of the Vehicle.
Partially comprehensive cover (TW) with a deductible depending on the product or depending on different individual agreement, including a Theft Waiver (TW)
Included mileage selected during the booking
Technical assistance for the vehicle in case of impairment of the vehicle not caused by the renter and/or driver (Emergency Management Service)

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## 7) WHAT ARE THE OTHER MOBILITY SERVICES NOT INCLUDED IN MY RENTAL?

Europcar proposes several additional services as mentioned in the recommended Tariff and Cost List (Annex 2).

## 8) WHAT IS INCLUDED IN THE PRICE YOU PAY?

The information you provide Europcar at the time of booking (such as the duration of the rental, your age or the age(s) of any additional driver(s)) will have an impact on the price you will pay. Any change to that information could therefore mean a change in the price. The price of your rental will be those in force at the time of booking or at the time you make any subsequent changes to the booking.

The price you will pay comprises the following costs:

- o The rental charge for the vehicle for the agreed rental period (this will include the standard mobility services above mentioned)
- o The rental period depending from the agreed tariffs calculated non divisible from the time of pickup of the vehicle
- o Any other mobility services you choose to add at additional cost
- o VAT
- o Any additional fees that are linked to you and additional drivers personally (for example, Young Driver Fees for drivers younger than 23).

By contracting with Europcar, you expressly allow Europcar to charge your means of payment for any unpaid amount related to your rental. In this regard, your express consent will be given at the Europcar station when you will provide our agent with your means of payment before picking up the vehicle.

## 9) WHAT ARE THE OTHER FEES/CHARGES THAT I MAY HAVE TO PAY?

o **The deposit.** In addition to the rental price (that you have prepaid during the booking or that you will pay at the pick-up time or at return), Europcar is requiring you to leave Europcar with some security for any additional charges that may arise during your use of a vehicle over the hire period. This security is in the form of a financial deposit which takes the form of a bank pre-authorization when you are paying with credit card. If you are going to pay via Girocard (Maestro, VPay Card), your bank account will be charged with the deposit amount. Besides this, you are also entitled to pay the deposit in cash for the allowed vehicle

categories. If you have booked your vehicle by remote means of communication (website, mobile application or phone) the deposit amount is recalled in the confirmation email that you will have received following your booking. In any case, the deposit amount will be reminded at the Europcar station. If you are paying by credit card, the deposit takes the form of a bank pre-authorization. Should you need any additional information regarding the deposit, please refer to the paragraph below (article 19 "Must I pay a deposit before picking up the vehicle?")

o Europcar may also charge you for various charges and fees that Europcar will have to apply relating to incidents that may have occurred during the hire period and/ or how you used the vehicle. The prices (inclusive of VAT) of these charges and fees are listed in the recommended Tariff and Cost List (Annex 2) attached to your confirmation email and available from Europcar station and/or on the Europcar website.

Such charges and fees include without limitation:

- o Administration fees for handling fines or tolls. The renter is expressly entitled to demonstrate that no loss has occurred or the loss is considerably less than the set fee. Please note that such administration fees are payable in addition to the fine or toll to which it relates and you are fully liable to pay such fines or tolls. The payment of the trailer supplement is the sole responsibility of the renter of the truck or the keeper of the trailer as appropriate.
- o Cleaning fees for a vehicle returned in an unacceptable and/or dirty state or having a bad odour. Extraordinary cleaning costs are calculated on a time and material basis and charged with. The renter is expressly entitled to demonstrate that no loss has occurred or the loss is considerably less than the set fee.
- o Charges for lost or stolen keys if you are responsible for the loss.
- o Damage management fee per claim.
- o Fee for lost and found properties.
- o Any and all fuel used during the hire period including a refueling service charge.
- o Environmental contribution amount per rental day - the amount of which is graded by the car category

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- o The following additional specific fees and charges: (i) extra charges associated with the rental made at stations located in airports, rail stations or cruise terminals; (ii) the cost to return the vehicle to a Europcar station other than the one from which you picked it up; (iii) the extension of your rental; (iv) charges for additional mileage exceeding the contractual agreed included kilometers.
- o For the execution of the rental agreement it is necessary, that Europcar is authorized to debit all your costs provided by law or contract in connection with the car rental from your means of payment. Moreover you give approval in the Europcar station, if you give to our representative your currency before the car pick up. In particular, you entitle us to collect the contractually owed incidental processing costs relating to administrative offences and fine procedures as well as warnings and fines that Europcar has paid, through your credit card if you are responsible for the underlying traffic offences.

## 10) WHAT SHOULD I PAY ATTENTION TO WHEN PICKING UP THE VEHICLE?

If you notice any apparent defect or damage that is not described on the rental agreement, then you should ensure a note is made on the document and that both you and the Europcar agent sign with regard to the change. This also applies for any apparent defects or damage to the booked accessories.

## 11) WHAT PROCEDURES APPLY WHEN RETURNING THE VEHICLE?

You should return the vehicle to the Europcar station at the latest on the date and at the time shown on the rental agreement.

### a) Return of the vehicle during the Europcar station opening hours

You may return the vehicle to another Europcar station for the cost mentioned on the recommended Tariff and Cost List (Annex 2) attached to your confirmation email if you did not make the reservation on-site. This document may also be consulted on-site at the stations and/or on Europcar website.

The hire period will end when you return the vehicle to the Europcar station and hand the vehicle keys and the registration documents to an Europcar agent or its representative.

Any return of the vehicle at a time earlier than the date and time mentioned on the rental agreement shall not give rise to any reimbursement. You are entitled to demonstrate that no damage has occurred through the earlier return of the vehicle or is considerably less than the retaining part of the

rent.

When you do return the vehicle to Europcar, you must take the opportunity to inspect the vehicle together with the Europcar agent or its representative and countersign a vehicle restitution damage report.

On your request, Europcar shall give you a signed document where Europcar declares that the vehicle was returned to Europcar.

Europcar cannot be held liable for any property and/or objects you may have forgotten in the vehicle, unless you can prove that the property and/or objects went missing in the area of responsibility of Europcar.

### b) Out-of-hours return service

Europcar recommends returning the vehicle during the normal opening hours of its stations. However, to meet the specific needs of some of its clients, Europcar offers an additional out-of-hours service at certain stations. You can find the Europcar stations with 24-hour service and stations with extended opening hours on our website [europcar.de](http://europcar.de).

If you opt for this out-of-hours service, Europcar is entitled to draw up a vehicle condition report without your presence and after you have dropped off the keys.

In particular, you are bound to declare any incident and/or damage that affects the conditions of the vehicle on the document that you can find in the vehicle documents folder in the glove box of the vehicle.

Depending on the available systems and the information that you will have received from Europcar, this document must be left in the vehicle or returned with the keys in the drop-off box provided for that purpose.

Please note that your rental agreement does not automatically end when you drop off the keys: the vehicle will remain in the parking space where you will have parked it until opening of the Europcar station, which will then proceed to inspect the vehicle and conclude your rental agreement. Therefore, Europcar reminds you that you must park the vehicle in the area provided for that purpose and in a manner so that the vehicle is not a danger to others or hamper traffic as stipulated by the Highway Code. The vehicle documents remain in the glove box of the vehicle. Provided that the vehicle is inspected at a later stage – during opening hours of the station – Europcar recommends you to take photographs of the vehicle in order to have evidence of the date and state of return of the vehicle once it is parked and before you



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dropped off of the keys.

Once the inspection has been performed, Europcar will inform you should any damage have been discovered.

Europcar cannot be held liable for property and/or objects you may have forgotten in the vehicle, unless you can prove that the property and/or objects went missing in the area of responsibility of Europcar.

## **c) Return of the vehicle without your presence and during the Europcar station opening hours**

If you are unable and/or refuse to inspect the vehicle together with the Europcar agent or its representative, Europcar is authorized to inspect the vehicle itself without your presence and to register your refusal in the vehicle report.

The same procedure as the one described above will apply (see 11b).

## **d) Late return of the vehicle**

In the event that the vehicle is not returned on the date shown on the rental agreement, and if you have not informed Europcar immediately about the delay in its return, Europcar shall regard the vehicle as having been unlawfully appropriated and will be entitled to report this to the competent local authorities.

In such a case, Europcar will be entitled to charge you an additional day for each rental day at the rental tariff in effect, unless you can demonstrate that the vehicle is no longer at your disposal through no fault of your own or that the non-restitution of the vehicle resulted through no fault of your own. Europcar may assert a claim against you for all damage and losses suffered by Europcar and all the fines, tolls, penalties or sanctions that apply to the vehicle as a result of demands issued by public administrations for the purpose of identifying the perpetrator or clarifying other circumstances relating to a breach or criminal offence.

Europcar will also be entitled to start legal proceedings in order to claim the immediate return of the vehicle. In such case, protections and additional contractual services would have no effect.

## **12) DAMAGE TO THE VEHICLE**

In case of differences between the state of the vehicle as described upon pick-up and the one identified upon return, you may pay the amount as defined below if you or the driver have caused the damage culpably.

### **a) Damages identified upon return of the vehicle and in your presence**

If damage to the vehicle is identified in your presence upon the return of the vehicle and if you confirm that you caused the damage by signing the return inspection report then the following provisions shall apply depending on the scope of the damage:

- For damage according to the price list for direct claim settlement: If the damage is listed in the price list and there are no other reasons to proceed in a different way (e.g. gross negligence, deliberate action, vehicle change over during the rental period, special charging structures) then the damage will be billed on the basis of the price list for direct claim settlement if you pay it directly on site upon return of the vehicle. This price list is available in every Europcar station and on the Europcar website. If direct damage settlement is falsely utilized on the basis of the information you provide (e.g. accident with third parties involved, gross negligence, breach of duty) Europcar reserves the right to assert damage compensation claims beyond this after the fact.

If you request proof of damage after the fact then we will charge you a flat-rate fee.

If you do not pay for the damage directly on site then it will be billed on the basis of a cost proposal or an expert report plus a flat-rate fee for the processing of the claim.

Insofar as we charge you on the basis of the above subsections with a flat-rate fee you are entitled to demonstrate that a damage in the amount of the flat-rate fee has not occurred or is considerably less.

For all other damages: Damage which is not listed in the aforementioned price list for direct claim settlement will be calculated on the basis of a cost proposal or an expert report plus a flat-rate fee for the processing of the claim. Also for this flat-rate fee you are entitled to demonstrate that damage in the amount of the flat-rate fee has not occurred or is considerably less.

If you do not sign the return inspection report the procedure described in 12 b) shall apply.

### **b) Damage identified in your absence upon return of the vehicle outside opening hours**

If damage to the vehicle is identified by an Europcar representative in your absence after the return of the vehicle the following shall apply:

1. If you rented the vehicle from Europcar as a consumer Europcar will send you the following documents:
  - return inspection report for the vehicle with a description of the identified damages

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- photos of the damages
- a cost proposal or an expert report of the required repair costs

If you have objections to the identified damages and billing, you can notify us of this by sending an email or a letter within 14 days of the sending of the documents.

If you do not raise any objections at all or if you only raise unreasonable objections within the 14-day period Europcar reserves the right to bill you for the required repair costs plus a flat-rate fee for the processing of the claim.

2. If you rented the vehicle as entrepreneur Europcar will bill you for the required repair costs plus a flat-rate fee for the processing of the claim. Europcar will send you the following documents with the invoice:

- a cost proposal or an expert report of the required repair costs
- photos of the damages
- the return inspection report for the vehicle with a description of the identified damages

Europcar reserves the right to exclude customers with conspicuous damage event behaviour from future rentals.

## c) Common rules

Please note that depending upon the damage sustained by the vehicle and the type of protection you have subscribed to with Europcar (see the Europcar Insurance and Protections Provisions attached to your confirmation email or available from all Europcar stations and/or on Europcar's websites), you may or may not be charged for the full or for the partial amount of the cost of repair.

In any case, you will be able to challenge damage and their invoicing by acting pursuant to provisions of article 26.

## 13) WHAT IS EXPECTED OF ME REGARDING VEHICLE MAINTENANCE?

During your rental, you must take all necessary protective measures to keep the vehicle in the same condition as that when you took possession of it.

You should remain alert to any signal from the warning lights on the vehicle's dashboard and take any necessary protective actions according to the instruction manual. Should you have any doubts, please contact our Emergency Management Service at +49 (0)40 520 188 100.

Any modification to or mechanical interventions on the vehicle are forbidden without Europcar's prior written authorization. Should this rule be breached, you must bear the duly justified

costs of restoring the vehicle to the same state as when you took possession of it.

The renter may have repairs which are necessary in order to ensure the operating and road safety of the vehicle, and these may be carried out up to maximum €50 without further implications. Larger repairs may only be carried out with the agreement of Europcar. Europcar will bear repair costs if the relevant receipts are produced, unless the renter is liable for the damage (see 23).

You will be liable to Europcar for any detrimental consequence arising out of any infringement to the above-mentioned maintenance obligations.

## 14) WHAT SHOULD I DO IN CASE OF AN ACCIDENT, MECHANICAL BREAKDOWN OR THEFT OF THE VEHICLE?

In case of an accident or impairment to the vehicle's working order due to a technical defect which prevents you from continuing your travel and/or obliges you to stop the vehicle to prevent a breakdown, you are entitled to use the Emergency Management Service, which is included in the price of your rental.

The terms of the Emergency Management Service are set out in Annex 1 of the present T&C. In the mentioned cases, you should contact our Emergency Management Service on +49 (0)40 520 188 100.

You shall inform the police and Europcar immediately after any accident, fire, theft or damage caused by an animal or other incident. Claims by opposing parties may not be acknowledged. The renter shall, even if the damage is slight, produce a written report with a sketch without delay. The accident report must include the name and address of the persons involved, any witnesses and the registration numbers of the vehicles involved.

In case of theft of the vehicle, you shall provide Europcar with a copy of the report of theft filed with the local police authorities immediately along with the keys and official papers of the vehicle if those have not been stolen.

## 15) WHEN WILL I RECEIVE MY INVOICE AND PAY FOR THE RENTAL?

You will receive a final invoice once all elements of your rental have been settled and no earlier than the day after the vehicle return date.

You will pay or be charged the full amount in one or in several parts, or Europcar will make a direct debit via the agreed

# TERMS AND CONDITIONS OF HIRE OF EUROPCAR AUTOVERMIETUNG GMBH

method of payment depending on the product and payment method.

You may decide to prepay (prepayment of your booking made online, via our call centre or at the Europcar station) your rental which will include the daily rental charge of the vehicle and accessories for the hire period and for any additional mobility services. Your means of payment will be debited by the agreed amount. You will receive a booking reservation confirmation including the prepayment. With the hire the same credit card must be presented by the renter as a currency like on the prepayment of your booking. In addition, the prepaid amount will be mentioned on the final invoice and deducted from the resulting total amount (still) to be paid.

If you decide not to prepay your rental at booking time, the amount of the deposit plus the rental charges for the vehicle and any accessories, any additional services or drivers or protections you decide to take out before you take the vehicle away will be shown on the rental agreement that you will have to agree to and sign before picking up the vehicle. The final and total cost of your rental will be charged and invoiced at the time of return of the vehicle at the end of the rental period. Any additional fees or charges will be charged when you return the vehicle (if they can be calculated at that time).

If you have incurred extra costs, such as fines, or caused damage to the vehicle identified without your presence, Europcar will charge you these costs and the applicable administration fees (damage management fees, fines administrative fees) at a later date when Europcar becomes aware of them.

In this respect, you will have a fourteen (14) day period starting from the date the billing notification is sent (by email or regular post) to challenge and justify not being the person responsible of the fees. In case of no objection or justification from you within the aforementioned period, the amount of these fees will be charged.

The renter agrees to receive the invoice in digital format at the listed e-mail address if he has provided his e-mail address to Europcar and not to receive the invoice in paper format any longer. It is the responsibility of the renter to ensure that the e-mail address provided from the renter is valid and the receipt of e-mails is possible at the listed e-mail address.

The renter has the right to object the receipt of invoices in electronic format at any time. Europcar will then provide the renter with an invoice in paper format. The renter is liable for additional costs incurred thereby for the sending of the invoice in paper format and the mailing costs.

If payment is by direct debit, a pre-notification of one day is agreed which is fulfilled with the sending of the debit notification.

In addition, if the due date of the payment shown on the

invoice has expired and if you do not pay after having received a written warning, you have to pay a default interest of 5% above the relevant base rate if you are a consumer. The default interest is 9% above the relevant base rate if you are a business customer. The renter can demonstrate that the actual loss due to default is less.

If the default of a renter makes the appointment of a debt collection agency necessary, then the renter has to bear the resulting costs if he was not evidently unable or unwilling to pay and has also not raised any other objections to the grounds for the claim.

If the invoice amount is not paid in due time, you have to pay the default interest in addition to the non-paid invoice amount.

## 16) WHAT IF I WANT TO CANCEL OR MODIFY MY BOOKING?

### a) Modifications

You can modify your prepaid booking free of charge, provided You let Europcar know **at least 48 hours before** the rental is due to start.

Please be aware that new rental prices may apply and a new mileage rate may apply if you modify Your booking and you should always use the same communication channel that You used when booking the vehicle in the first place to modify Your booking.

Modifications of your booking can be done via Europcar website [europcar.de](http://europcar.de) using the login function (Anmelden). Alternatively, you can also call our call center at +49 (0)40 520 188 000.

### b) Cancellation and No Show

o **Cancellation** - You can cancel Your booking free of charge provided that You have given Europcar **at least 48 hours' notice before the rental is due to start.**

o **Late cancellation** - If You cancel giving Europcar less than 48 hours' notice a **penalty of up to € 50 might be applied. The amount of this fee shall not exceed the price of Your rental if it is lower.** In case of prepaid booking, the prepaid amount will be refunded less a late-cancellation fee. In the event of a non-prepaid-reservation, the penalty will be deducted from the mean of payment You have provided. In case of a non-prepaid reservation and in the absence of any payment details provided, You remain liable for the late cancellation fee. You are entitled to demonstrate that the damage has not occurred or is considerably less than the No Show fee.

o **No show** - If you have not cancelled and fail to come to the Europcar station to pick up the vehicle at the time scheduled, a **No show fee of up to € 95 might be**

# TERMS AND CONDITIONS OF HIRE OF EUROPCAR AUTOVERMIETUNG GMBH

applied. If the price of your rental is lower than the No show fee, the No show fees 'amount will be equal to the price of Your rental. In case of prepaid booking, the prepaid amount will be refunded less a no-show fee. In the event of a non-prepaid reservation, the penalty will be deducted from the mean of payment You have provided. In case of a non-prepaid reservation and in the absence of any payment details provided, You remain liable for the "No show" fee. You are entitled to demonstrate that the damage has not occurred or is considerably less than the No Show fee.

## 17) WHAT IF I WANT TO EXTEND MY RENTAL AGREEMENT?

In case you want to extend the hire period shown on your rental agreement, you should take the following steps:  
For any extension of less than 24 hours, call Europcar Customer Service on +49 (0)40 520 188 000.

For any extension greater than 24 hours, you shall:

- Carry out a check of the vehicle together with a Europcar agent.
- Pay the rental as well as any additional charges.
- Sign a new rental agreement or an addendum to the initial rental agreement.
- Present a means of payment for the extension of the rental period.

If you don't comply with the above-mentioned conditions, the terms of the section 'What procedures apply when returning the vehicle?' above will apply.

## 18) WHAT IS THE FUEL POLICY?

Please review carefully the regulations that apply for fueling because they apply to each of your rentals.

All vehicles will be handed over to you with a full tank. Three options can then be offered to you:

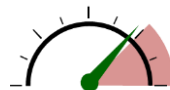
### FULL TANK OPTION/LAST TANK OPTION

- At pick-up you can pay for the price of a full tank of fuel in advance. The price for the full tank of fuel depends on the vehicle category that you are driving.
- When renting the vehicle you pay in advance for the tank to be refuelled at the usual market price and thereby save a lot of time because you do not have to refuel the vehicle before returning it.
- You return the vehicle with whatever fuel is left in the tank.

- Europcar will not charge you anything for the refuelling of the vehicle after it is returned. You will not be reimbursed for the fuel that has not been used.

### FULL/FULL REFUELLING ARRANGEMENT

- We provide you with a vehicle with a full tank
- You return the vehicle with a full tank
- You do not pay for the refueling nor for the fuel under the following conditions:
  - a) **You have travelled less than 100 km during your rental period and can provide proof of refueling:** The distance driven is determined on the basis of the difference between the kilometers readings at the time the rental of the vehicle and its return. Depending on the manufacturer, the fuel gauge rarely changes after driving 100 km. You are therefore required to provide a valid receipt from the fuelling station proving that the vehicle was refueled with the quantity of fuel that the vehicle consumes on average per 100 km in proportion to the distance travelled during your rental period. In addition to the fuel price, you will pay a flat-rate refueling fee per refueled liter of fuel. The current valid price per liter including the flat rate refueling fee is available in Europcar stations. The renter is entitled to demonstrate that no costs or considerably lower costs for refueling occur. Please ask the employee at the Europcar Station for additional information about the average consumption of the vehicle model that you have rented.
  - b) **You have travelled more than 100 km during your rental period and the fuel gauge shows a full tank:** The distance driven is determined on the basis of the difference between the kilometers readings at the time the rental of the vehicle and its return. The tank is considered full if the fuel gauge shows the maximum fuel level (8/8). The tank is not considered full if the tank gauge shows a fuel level that is less than the maximum fuel level. The 1/8th method is applied as the basis for calculation. For this, the tank capacity of the driven vehicle is divided into 1/8ths and the resulting missing quantity of fuel is converted into liter and stated on the invoice. If the tank gauge lies between two 1/8th values then you will be charged for the missing 1/8ths by means of rounding to the next 1/8th.



Example: If the vehicle is returned with a fuel level of 5.8 then you will be charged for 2/8ths of the tank.

The employee at the Europcar Station can inform you about the fuel price per liter including the fueling fee when the vehicle is returned.

## 19) MUST I PAY A DEPOSIT BEFORE PICKING UP THE VEHICLE?

When you pick up the vehicle, you have to pay a deposit.

If you pay with a credit card, an authorization is made for the deposit. If you pay the deposit via Girocard (Maestro, VPay Card) the amount for the deposit will be debited from

# TERMS AND CONDITIONS OF HIRE OF EUROPCAR AUTOVERMIETUNG GMBH

your bank account. You can also pay the deposit in cash for certain vehicle categories approved by Europcar. If you have prepaid your booking, the same credit card is to be presented with the hire for the amount for the deposit, like you used for the prepayment of your booking.

The deposit is intended to cover additional rental costs. You will find further information on the Europcar website under "deposit guideline".

If you have paid for your hire in advance, the amount of the deposit is 300 EUR (or the equivalent in local currency).

If you have not already paid for your rental when you made the reservation, the rental cost will also be blocked to your credit card. In this case the amount blocked to your credit card will be the rental cost plus 300 EUR (or the equivalent in local currency).

In some stations the displayed rental price does not include basic protection that limits your liability in case of damage of the Vehicle caused by collision ( CDW), theft or attempted theft (TW) caused culpably by you. However, you can add this protection at the time of your booking. If you choose not to add any protection to your rental the deposit amount will be increased from 300 EUR to 800 EUR ( or equivalent on your destination country currency).

In any case, the final amount is stated on the confirmation email which is sent to you when you make your reservation and in the hire agreement. Please note that for prepaid booking, if you subsequently make additional purchases at the desk, the amount of these additional sales shall be added to the sum of the deposit. The deposit shall be released at the end of your hire agreement if no other costs are payable. If the deposit is paid on cash or by Girocard, you shall be reimbursed within 8 working days.

## **20) CAN I PAY MY RENTAL WITH A FOREIGN CREDIT CARD?**

If you are a foreign hirer holding a Visa or MasterCard credit card (with a base currency other than euro), you can benefit from the currency conversion facility into the card's base currency when paying for your rental. The Europcar agent offering this facility to you will enter your reply into the system and the rental agreement will specify the option chosen. In that case, Europcar will take care of the currency conversion, using an exchange rate based on the Reuters index, including an exchange fee of 3.25%.

If you wish to change your mind, you can do so by making the appropriate declaration when returning the vehicle to the Europcar counter and will be forwarded your final invoice in Euros.

If Europcar for technical reasons is not in the situation to make available this service, or if a currency conversion in the base currency according to your Credit card terms is

excluded, the Conversion is done on basis of the conditions of your bank. To make available this service, or if a currency conversion in the base currency according to your Credit card terms is excluded, the Conversion is done on basis of the conditions of your bank.

## **21) WHAT IS EUROPCAR DOING TO PROTECT MY PERSONAL DATA?**

Europcar may use any information you have given Europcar, including the details of any named driver, for the purposes of your rental to verify identity, collect payment, monitor fraud and deal with any issues before, during and after the hire period.

Our data protection policy is available here: [Europcar Privacy Policy](#).

Europcar collects and processes data in order to provide you with vehicle rental services and for its own marketing purposes such as special promotions and loyalty programs. You will be informed of any information that must be collected by Europcar whether at a station or via an asterisk online. The recipients of such data are Europcar station agencies and all Europcar Group franchisees.

Some of the recipients of the collected data may be located in countries where legislation concerning personal data does not provide a sufficient level of protection equivalent to the standards of German law. However, this transfer of data to a country with an insufficient level of protection is made only if you rent a vehicle in a country operated by a Europcar Group franchisees located outside of the European Union. As it is required for the performance of your rental agreement, this transfer is authorized in accordance with the General Data Protection Regulation (Datenschutz-Grundverordnung).

Based on this, you have a right to access, correct and delete any data concerning you. You may assert this right by sending Europcar a letter to the following address: Europcar Autovermietung GmbH, att. Data Protection Officer, Anckelmannsplatz 1, 20537 Hamburg.

You are made aware of the existence of data processing aimed at preventing risk.

You are made aware that your personal data may be provided to the police authorities at their request in case of any traffic or road offence and/or any crime committed during your rental.

## **22) ARE VEHICLES EQUIPPED WITH TRACKING DEVICES AND DATA IN NAVIGATION AND MOBILE PHONE SYSTEMS?**

All vehicles of Europcar are equipped with technology that makes it possible to determine the vehicle's position.

You agree that Europcar will collect, store and use GPS-coordinates and speed measurements if you will not return

# TERMS AND CONDITIONS OF HIRE OF EUROPCAR AUTOVERMIETUNG GMBH

the vehicle within the agreed time period, use the car outside

the agreed contract territory, border areas and harbor areas. The purpose of collection, storage and use of your personal data are exclusively protection of our vehicles and the contractual rights of Europcar. Please note that we can be obliged to hand over personal data on the basis of official orders.

Most of the vehicles of the Europcar fleet are as far as possible equipped with information- and communication systems as for example with navigation devices and mobile telephone systems. The purpose of the information- and communication systems is not to collect personal data of the renter and driver. You as renter respectively driver are obliged before you return the vehicle at the end of the rental to reset all data in the information- and communication systems to the works setting and to delete all collected personal data out of the navigation devices and mobile telephone systems. You can find in every vehicle in the Europcar fleet an operating instruction which includes an instruction for the resetting of the information- and communication systems to the works setting.

## 23) WHAT IS MY LIABILITY IN CASE OF DAMAGE?

a) The renter is liable for repair costs for accident damage, loss, theft or improper operation of the vehicle or impairment of contractual obligations according to clauses 2, 3, 5 and 14 of these conditions in case of a write-off for the replacement value of the vehicle less the residual value unless the renter is not responsible for the occurrence of the damage.

b) The renter is also liable for any consequential damage, particularly reduced value, towing costs and fees for technical experts and a fee for administration costs. The renter is not liable if neither the renter nor the driver is responsible for the damage.

If an exemption of liability is agreed against payment of an additional sum, then Europcar exempts the renter with

regard to damage to the rental vehicle in accordance with the principles of vehicle damage (collision) insurance based on the relevant valid sample conditions of the AKB (general conditions for vehicle insurance in Germany) with subsequent deductible excess plus a flat-rate fee per incidence of damage.

The renter is entitled to demonstrate that the damage has not occurred or is considerably less than the flat-rate fee. The liability exemption covers accident damage; that is, through a sudden external incident involving mechanical force; brake damage, operational damage and pure

breakage do not count as accidental damage. The exemption of liability does not therefore cover damage which occurs due to improper treatment and/or operation, for example through incorrect gear changes, use of the wrong fuel or loaded goods. The deductible excess for each instance of damage

depend on the vehicle category.

Vehicle category	Deductible excess
High-end to upper-mid range	€ 950
Upper-mid range and particularly valuable vehicles (e.g. Audi A4), luxury class vehicles (e.g. Audi A6) and minibuses (e.g. VW Sharan)	€ 1.150
Selection	Depending on vehicle category up to € 4.000
Vans, up to group 3	€ 900
Vans, group 4 and 5	€ 1.200
Vans, groups 6 and 7	€ 1.500

A list of the deductible excess applicable for the relevant vehicle is available at the place of conclusion of the contract. These deductible excesses only apply when no different individual agreement has been made.

c) The exemption of liability does not release the renter from the contractual obligations under clauses 2, 3, 5 and 14 of these conditions. The renter is fully liable in case of intentional infringement of the contractual obligations, particularly for damage, which occurs due to an unauthorized driver (clause 2) or due to a forbidden use (clause 5). If the renter has intentionally fled the scene of an accident or infringed obligations under clause 14, the renter is also fully liable, unless the infringement has no effect on the assessment of the damage incident. In case of grossly negligent infringement of a contractual obligation, the renter is liable in the proportion of the extent of the fault of the renter. The renter is also fully liable for intentionally caused damage. If damage is caused through gross negligence, liability is in proportion to the fault of the renter.

d) If cover for fire and theft is concluded, the renter is liable particularly for damage to glass, damage caused by game animals, fire, the elements and marten damages with the deductible excess mentioned in clause 23 per claim plus

# TERMS AND CONDITIONS OF HIRE OF EUROPCAR AUTOVERMIETUNG GMBH

set fee, if no different individual agreement has been made. The renter is expressly entitled, with regard to the set fee, to demonstrate that there has been no cost or the cost is considerably less than the set fee.

e) In other cases, the statutory regulations apply.

## 24) LIMITATION

If an accident has been recorded by the police, compensation claims by Europcar against the renter will only be due after Europcar has had the opportunity to inspect the investigation file. The period of limitation begins at the latest six months after return of the vehicle. In case files are to be inspected, Europcar will notify the renter without delay of the date of inspecting the file.

## 25) LIABILITY OF EUROPCAR

Any liability of Europcar due to the infringement of their contractually regulated duties is restricted to cases of intentional or gross negligence, including the intentional or gross negligence of representatives and employees.

Europcar is liable in accordance with the statutory provisions for infringement of essential contractual duties (Kardinalspflichten). In this case liability is limited to the extent of compensation for typical contractual losses. Liability for culpable violation of life, body or health remains unaffected; the same applies for compulsory liability under the terms of the product liability law.

## 26) WHAT HAPPENS IN CASE OF A DISPUTE WITH REGARD TO MY RENTAL?

### a) Applicable law

In case of a dispute between you and Europcar regarding your rental, German law is applicable.

### b) Customer Relations Service

Please contact the Customer Relations Service of the Europcar country where you made your reservation. This country may be different from the one which is renting the vehicle to you or from the country of your place of residence.

For bookings you have made via Europcar Germany, you can contact the Customer Relations Service at the following addresses and telephone:

Europcar Autovermietung GmbH  
Anckelmannsplatz 1  
20537 Hamburg

Telephone: +49 (0)40 520 188 000  
Internet: europcar.de

### c) Notifications

All notifications directed to you from Europcar pursuant to your rental agreement shall be sent to the addresses indicated in the latter, and which you and Europcar shall recognize as the elected domicile for all purposes. Any modifications must be communicated to the other party.

### d) Mediation

If you have not received an answer or a not satisfying answer from Europcar to your complaint you can raise your complaint to the following institution:

Allgemeine Verbraucherschlichtungsstelle des  
Zentrums für Schlichtung e.V. Straßburger Str. 8  
77694 Kehl am Rhein

Phone : + 49(0)7851/7957940

Fax: + 49(0)7851/7957941

E-Mail: mail@verbraucher-schlichter.de

### e) Jurisdiction for rentals made on a professional basis

In case both parties are businesspeople in the sense of the German Commercial Code or if the party against which a claim has been made has no place of general jurisdiction in Germany, Hamburg is the applicable place of jurisdiction.

### f) Contractual documents

The binding documents between you and Europcar are, by order of priority, the following:

- The rental agreement and its specific conditions (the document signed by you at the moment of the pick-up or the first day of rental)
- The confirmation email (where you have pre-booked your rental)
- The Europcar Insurance and Protection Provisions
- The recommended Tariff and Cost List
- The present T&C which apply to all aforementioned documents

## 27) IS THERE A CODE OF CONDUCT APPLICABLE TO THE CAR RENTAL INDUSTRY?

Europcar views itself as being obliged to the code of conduct for the car rental industry. You may obtain more details on the website leaseurope.org. You can find the German version under: www.bav.de.

## 28) WHO OWNS THE VEHICLES RENTED BY EUROPCAR AUTOVERMIETUNG GMBH?

## TERMS AND CONDITIONS OF HIRE OF EUROPCAR AUTOVERMIETUNG GMBH

The companies Securitifleet SAS, SecuritiFleet GmbH, Securitifleet SL and Securitifleet S.p.A own a substantial part of the fleet rented out by Europcar Autovermietung GmbH to its customers in accordance with these T&C and have granted a pledge over their vehicles in favor of, among others, Crédit Agricole Corporate and Investment Bank and its successors and assignees. For the purposes of these pledges, Europcar France SAS has been designated as a third-party holder in accordance with Article 2337 of the French Civil Code. As a result, if the company Securitifleet SAS, SecuritiFleet GmbH, Securitifleet SL or Securitifleet

S.p.A is designated as owner of the leased vehicle on the registration certificate, a copy of which was given to you, any return of the vehicle by a customer of Europcar France SAS must be strictly made to Europcar France SAS in its capacity as third-party holder or, if the need arises, to any other entity that may replace Europcar France SAS in that capacity and under no circumstances to Securitifleet SAS, Securitifleet GmbH, Securitifleet SL or Securitifleet S.p.A. For further information, please contact the legal department of Europcar Autovermietung GmbH at the following address: Anckelmannsplatz 1, 20537 Hamburg.



# TERMS AND CONDITIONS OF HIRE OF EUROPCAR AUTOVERMIETUNG GMBH

## ANNEX 1

### EMERGENCY MANAGEMENT SERVICE TERMS AND CONDITIONS

For the duration of the hire period as agreed with Europcar you have the benefit within Germany at no extra cost of our Emergency Management Service. You can take up the Emergency Management Service also abroad against payment of an additional fee.

Europcar reserves the right to charge the renter with these costs in case the renter and/or the driver have prompted the use of this service without any reason or by themselves.

The Emergency Management Service comprises, amongst other benefits, the following:

#### **o Technical support for the rental vehicle**

- o Sending out a breakdown vehicle.
- o Arranging and paying for the costs of towing a vehicle which has been involved in an accident or has broken down and cannot be repaired on the spot.
- o Locating a replacement vehicle within a radius of 50 kilometers if the vehicle cannot be repaired on the spot.
- o Transportation of the beneficiaries to the rental station where the replacement vehicle is to be made available.

If no replacement vehicle can be provided:

- Either a hotel room with breakfast for one night.
- Or transportation by taxi or train to the domicile or destination in Germany or to the point of departure from Germany for non-residents. This benefit is provided up to €150 for passenger vehicles and €120 for utility vehicles.

#### **o Exclusions**

##### o Support for the rental vehicle

- Any incidents or damage resulting from taking part in sporting events, rallies or any type of competition.
- Vans rented in Germany which have been taken abroad

# TERMS AND CONDITIONS OF HIRE OF EUROPCAR AUTOVERMIETUNG GMBH

## ANNEX 2

### – RECOMMENDED TARIFF AND COST LIST – EUROPCAR GERMANY

Thank you for choosing Europcar.

“If you add any additional services that you did not already selected during your booking, please note that the price list may evolve between the booking date and the starting date of your rental. For all these additional services, only the applicable rates on the date you rental will apply.”

#### Equipment Tariffs 2016

Europcar				
Equipment Tariffs incl. VAT	Price per day	Price max.	Liability	Additional information
ADDITIONAL DRIVER	€ 9,00	€ 50,00		
AIR CUSHION FOIL	€ 6,00			to buy
BABY SEAT	€ 12,00	€ 60,00	€ 250,00	
BICYCLE RACK	€ 8,00	€ 40,00	€ 250,00	not available in all stations
CARRY BELT	€ 5,00			to buy
DIESEL GUARANTEED	€ 6,00	€ 84,00		
LUGGAGE RACK	€ 10,00	€ 60,00	€ 100,00	not available in all stations
NAVIGATION SYSTEM	€ 9,00	€ 60,00	€ 250,00	
PACKING CASE	€ 2,40			to buy
PROTECTIVE COVERING	€ 3,50			to buy
TROLLEY	€ 14,00	€ 42,00	€ 80,00	to rent
SNOW CHAINS	€ 15,00	€ 90,00	€ 300,00	
SNOW TYRES	€ 17,00	€ 125,00		weekend price: € 10,00 per day, max. € 84,00
TIE BELT	€ 3,50			to buy
TRAILER HITCH	€ 15,00	€ 165,00	€ 200,00	not available in all stations and for all categories
YOUNG DRIVER SURCHARGE	€ 10,00	€ 50,00		mandatory for Young Drivers (18-22 years)
SAFETY VEST	€ 3,15			to buy

#### ANNEX 2 – Services

Services Tariffs incl. VAT	Price per day	Price max.	Liability	Additional information
AFTER HOUR		€ 32,00		Rentals outside the opening hours at selected stations
EMERGENCY MANAGEMENT SERVICE ABROAD		€ 15,00		
DELIVERY / COLLECTION INTOWN		€ 25,00		incl. 20 kilometre, additional km: € 0,65
DELIVERY / COLLECTION OUTTOWN		€ 35,00		incl. 30 kilometre, additional km: € 0,65
ONE WAY RENTAL CARS		€ 32,00		one way in another town in Germany (for Sylt: 150€ one way charge)
ONE WAY RENTAL CARS		€ 22,00		within a city from or to airport-railway-station
ONE WAY RENTAL CARS		€ 16,00		one way within the same city to another rental station
ONE WAY RENTAL VANS AND TRUCKS				price depends on check-in station (for Sylt: 200€ one way charge)
ONE WAY RENTAL TO ANOTHER COUNTRY				Return at station in another country, price depends on check-in station
REFUELLING COST incl. Service				Price is available in Europcar stations

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ANNEX 2 – Costs				
Costs		Price		Additional information
FINES ADMINISTRATION FEE		€ 30,00		
HANDLING FEE LOST PROPERTIES		€ 20,00		
HANDLING FEE DAMAGES		€ 95,00		
CLEANING COST		€ 200,00		heavy soiling
LOST/THEFT OF CAR KEY		€ 500,00		
LATE CANCELLATION FEE < 48 h		€ 50,00		per booking
NO SHOW FEE		€ 95,00		per booking
FOR PASSENGER CARS: ENVIRONMENTAL CONTRIBUTION PER RENTAL DAY		€ 0,60 € 0,71 € 0,83		Car category Economy/Compact Car category Intermediate/Standard Car category Fullsize/Busses

ANNEX 2 – Personal Accident Protection	
Tariffs incl. VAT	
Duration	Price per day
1-6 days	€ 10,00
7 days	€ 8,57
8 days	€ 7,50
9 days	€ 6,67
10 days	€ 6,00
11 days	€ 5,45
12 days	€ 5,00
13 days	€ 4,62
14 days	€ 4,29
15 days	€ 4,00
16 days	€ 3,75
17 days	€ 3,53
18 days	€ 3,33
19 days	€ 3,16
20 days	€ 3,00
21 days	€ 2,86
22 days	€ 2,73
23 days	€ 2,61
24 days	€ 2,50
25 days	€ 2,40
26 days	€ 2,31
27 days	€ 2,22
>28 days	€ 2,14

Price in Euro and incl. VAT.

If additional equipment is rented or bought at airports, train stations or cruise ship terminals, we currently charge a service fee of 24, 9 % of the total net rental, except fuel.

Subject to change.

