



## Canada - Terms & Conditions:

This isn't simply "fine print" our lawyers ask us to include. This information will also prepare you to bring *everything* you'll need to pick up your rental. (We know it seems like a lot to read, but reviewing it now can save you a lot of time later!) Please review before pick up ... because we *really* want you to be happy with your Budget experience. See you soon!

### Prepay Rules

- Your credit or debit card will be charged upon reservation confirmation. Method of prepayment toward your rental may not be changed after confirmation.
- **Debit cards are not accepted at some Budget locations and are not a recommended form of prepayment.**
- **The same credit or debit card used to complete an online Pay Now reservation must be presented at the rental pick-up counter as a form of identification.**
- Generally, at the time of rental, we'll require a credit card hold of total estimated charges or \$200 USD, whichever is greater. If you have prepaid with a debit card the hold is only \$100 USD. A prepaid charge card is not accepted for this required hold.
- Prepaid reservations are only offered at participating locations.
- **Retain your reservation confirmation number as it is necessary for modification, cancellation or no-show refund requests.** Changes to your prepay reservation must be made either on Budget.com, Budget.com.au, Budget.co.nz or at the rental counter. At time of change, current rates, taxes and fees apply.
- There is no fee for making the following changes: car type, options (GPS, protections, etc.), rental period dates/times, adding other drivers, switching between participating prepay pick-up locations within the same country. To change to a non-participating location or one outside of the original pick-up country, you must cancel your original reservation (with applicable cancellation fee) and re-book at then current rates.
- Non-permissible changes include: method of prepayment; name on reservation; changing your pick-up to a non-participating prepay location or one outside of the original pick-up country. If you still wish to make these changes, you must cancel your original prepay reservation with applicable cancellation fee and re-book at then current rates;
- If you need to cancel at least 6 hours prior to your scheduled pick up time, you may cancel and request a refund less a \$10 cancellation fee. To cancel and request a refund, you must submit a request on Budget.com, Budget.com.au or Budget.co.nz at any time before 6 hours of your scheduled pick up time by entering the reservation number and last name into the appropriate fields on the View/Modify/Cancel page. Once the reservation is displayed, click the "cancel" link and continue through the process to submit the refund request. Additionally, you may also cancel and request a refund by calling (800)-331-1212 and providing the reservation number and name on reservation. Refund (prepaid amount minus the cancellation fee) will be issued to the card that you prepaid with.
- If you cancel your reservation within 6 hours of your scheduled pick up time, or if you fail to pick up the rental vehicle, you may request a refund less a \$50 no show fee. To request a refund, you must fulfill a request on Budget.com, Budget.com.au or Budget.co.nz by entering the reservation number and last name into the appropriate fields on the View/Modify/Cancel page. Once the reservation is displayed, click on the "request a refund" link and continue through the process to submit the refund request. Additionally, you may also request a refund by calling (800)-331-1212 and providing the reservation number and name on reservation. Refund (prepaid amount minus the No-Show fee) will be issued to the card that you prepaid with.
- **All refund requests must be submitted within six months of the scheduled rental pick up date. No refunds will be granted after this six month window.**

- Your quoted rental rate is based on the exact parameters (locations, dates, etc.) of your particular rental - changing your confirmed reservation parameters could result in a different rate.
- At time of rental pick-up, location rental qualification rules apply. The name on all rental credentials (license and credit or debit card) must match the name on the reservation. If the names do not match, it is deemed a non-permissible change to your prepay reservation and must follow procedures to cancel and re-book at then current rates (with applicable cancellation or no-show fees).
- At the time of pick up, driver must present a valid driver's license and credit card (or debit card at participating locations) in the driver's name. A prepaid charge card is not an acceptable credential. All drivers must have a safe driving record.
- **While a debit or prepaid charge card is an acceptable form of rental prepayment online, they may not be accepted for the credit hold required when you pick up your car.**
- Please review the terms and conditions on our confirmation page regarding credit or debit card acceptance at the location. To release the car to you at time of pick-up all rental terms and conditions must be met, regardless of your original prepayment.
- The card presented at pickup will be the card of record for the rental.
- If you use a debit card at a location that accepts them, we will perform a credit check to ensure worthiness before releasing the car and you must also present a second form of current identification.
- Your total rental rate is calculated based on the information provided at time of reservation.
- Vehicles are rented on a daily (24-hour) basis. There is a 29-minute grace period for returns. After 30 minutes late, a 3/4-day late charge + \$.01 + taxes apply. After 90 minutes late, full-day late charges + taxes apply. There is no grace period for rental fees, surcharges and optional equipment or protections charges, so full-day late charges will apply for these items.
- If you selected Fuel Service Option, fuel price isn't included in your reservation total, but prevailing market rate will be added when you return your car.
- Budget accepts most major credit cards as credit identification at the time of rental. Accepted credit cards: American express, AT&T Capital, Diner's Club Intl, Discover, China Union Pay, GE Capital, JCB, Master Card, PHH, Sears, and Visa. Some locations may not accept each of the referenced cards.
- Coupons may be applied to prepay rentals. Vouchers or Budget rental certificates cannot be used in conjunction with a prepay reservation.
- Gift Cards (Budget or any other) are not allowed on prepay reservations.
- Most U.S. locations also accept bank debit cards with the Visa or MasterCard logo as credit identification at the time of rental if you are at least 25 years of age. Canada locations do not accept bank debit cards as a form of credit identification. In most cases, U.S. locations will perform a credit check for debit card renters to determine credit worthiness at the time of rental. The renter must meet Budget' minimum criteria in order to rent.
- Upon paying your rental with a Debit Card, Budget will generally request an authorization hold against your account for the estimated charges of the rental but reserves the right in its sole discretion, to request extra value based on certain factors as we deem appropriate. Some exceptions may apply. **THESE FUNDS WILL NOT BE AVAILABLE FOR YOUR USE.**
- When the rental is over we will process the reversal but the bank may take time to post it back to the account - unless you already paid toward your rental, in which case the hold will be only \$100 USD. While this hold is in place, the funds will not be available for your use.
- Underpayments will be handled at the counter at time of rental return, and overpayments will be refunded after the rental agreement is closed. Unfortunately, we can't promise that your prepaid daily car rate will apply if you change car types, lengthen or shorten your rental period or change your pick up location.
- Upon returning the vehicle, Budget will process a release of the unused portion of the hold subject to your bank's procedure. This hold may take up to two weeks to be released by your bank.
- If you have already paid toward your rental using a debit card we will reverse any hold when the rental is over. The bank, however, may take time to post it back to your account. While this hold is in place, the funds will not be available for your use.
- Budget is not responsible for any returned checks or overdrafts based on this policy.
- In the US, debit, cash or check cards may be used at the end for payment of rental charges.
- Prepaid Debit/Gift cards are not acceptable methods of credit identification to pick up a car at any location. One of the above mentioned cards must be presented. Prepaid Debit/Gift cards are accepted at time of return only.
- At time of pick up, driver must present a valid, driver's license and credit or debit card in the driver's name. If the driver's license is not U.S.-issued, you must present your driver's license and either a passport or a Canadian enhanced license in the driver's name.

- Positive identification in addition to your driver's license may be required.
- At the time of rental, the renter or authorized driver may be subject to an electronic DMV check from the issuing state of the driver's license, or may be asked to sign a declaration attesting to specific criteria.
- Extensions or late returns result in additional charges.
- Rather than requiring customers to be 25 to rent, Budget now rents to customers between the ages of 21-24 with a valid credit card and driver's license. At time of rental, we we'll automatically apply an additional underage surcharge for these drivers.
- Additionally, the following restrictions also will apply for renters between the ages of 21-24: Renters of luxury cars, mini-vans, 12-passenger vans, specialty cars, full-size SUVs and premium SUVs will not be permitted.
- **In New York State**, the minimum age to rent is 18 with a \$52-per-day USD surcharge for renters age 18-20 and a \$35-per-day USD underage surcharge for renters age 21-24. In **Michigan** the minimum age is 18 with a \$41-per-day USD surcharge for customers between the ages of 18-20 and \$28-per-day USD surcharge for customers between the ages of 21-24. In **Quebec**, the minimum age to rent car groups A, B, C, D & E is 21 with an underage fee of \$20-per-day CAD for renters age 21-24. For all other car groups, the minimum age is 25. In **Saskatchewan**, the minimum age is 18. No underage fee applies.
- In all states other than CA, NV and NY, the charge for additional drivers is \$13-per-day USD per additional driver, with a maximum charge of \$65-per-rental USD per driver. The additional driver fee in New York is \$3-per-day USD per additional driver. The additional driver fee in Nevada is \$10-per-day USD per additional driver, with a maximum charge of \$50 USD. There is no additional driver fee in California. The following are exempt from additional driver charges: renter's employer or regular fellow employee when on company business; renter's spouse or domestic partner; disabled renters who have completed the non-licensed renter form

## Optional Coverages

Acceptance of the **Loss Damage Waiver (LDW)** reduces the renters and authorized additional drivers financial responsibility to \$300.00 CAD or \$500.00 CAD, dependent upon the vehicle group rented, if the car is damaged or stolen while under rental contract. . Using the vehicle in violation of any of the use restrictions listed on the rental agreement could void **LDW** and leave the renter fully responsible for any damage to the vehicle.

At the time of rental, the customer must initial whether he/she accepts or declines the **LDW** and/or other optional services. **LDW** and other optional services must be signed for at the rental counter.

If **LDW** is not accepted, customer's may be responsible for up to the full fair market value of the car if it is damaged, vandalized or stolen during the rental. Customer's may also be responsible for reimbursing Budget for the revenue lost by not being able to use the car while it is being repaired or not recovered due to theft (loss of use).

**Partial Loss Damage Waiver (PDW)** is available at certain rental locations to relieve the renter of the first \$1,000 CAD of the loss of, or damage to, the Budget car.

All inquiries regarding **PDW** availability and cost should be referred to the rental location.

### Canceling LDW/PDW

Once LDW/PDW has been purchased, it must remain on the contract. The customer has the option to return the car & close the rental agreement; however, this could change the rate for the rental agreement and a different, possibly higher, rate could apply for a new rental.

### Loss of Use

The customer may also be responsible for reimbursing Budget for the revenue lost by not being able to use the car while it is being repaired or not recovered due to theft (referred to as Loss of Use).

All Budget cars are not to be driven on unpaved roads (like gravel, dirt, etc.)

**Global insurance coverages are always subject to change. Please verify at time of rental.**

## **Age Requirements**

Budget at this location rents to customers between the ages of 21-24 with a valid credit card and driver's license. At time of rental, we will automatically apply an additional \$25.00 CAD per day underage surcharge for these drivers.

Additionally, the following restrictions also will apply for renters between the ages of 21-24: Rentals of luxury cars, mini-vans, 12-passenger vans, specialty cars, and SUVs will not be permitted.

## **Credit Card Policies**

Budget accepts most major credit cards as credit identification at the time of rental. Accepted credit card list: Budget Charge Card, Budget International, American Express, Carte Blanche, Diner's Club, Diner's Club Int'l, Discover, GE Capital, JCB, MasterCard, Optima, Peterson, Howell and Heather (PHH) and Visa. Some locations may not accept each of the referenced cards.

## **Debit Card Policies**

Debit cards are not accepted at time of rental at this location. A debit card can be used to pay for the rental at the time of car return.

## **Driver's License Requirements**

At the time of rental, the driver must present a valid drivers license in the drivers name.

**NOTE:** Customers presenting a drivers license in a non-roman alphabet must also present an International Driving Permit (IDP) in addition to their valid drivers license.

## **Additional Driver Policy**

Additional drivers must meet the same requirements as the primary driver.

## **Additional Fees**

- Optional services, special equipment and one way fees are subject to tax in certain locations. The tax may not be reflected in the approximate total.  
Frequent Flyer surcharges may be applied at time of rental.  
Extensions or late returns may result in additional charges.

## **Fuel Policy**

The car must be returned with a full tank of gas or there will be a charge for refueling.

Most locations offer a prepaid gas option which you can accept at the rental location.

**If the car is driven less than 125 kilometers there may be an additional refueling fee, unless a gas receipt is presented at time of return. The customer can check at the time of rental for complete details.**

## **Location Exceptions**

International renters must have a valid driver's license and a major credit card.

## **Travel Into Other Countries**

Vehicles at this location can be driven throughout the Canadian Provinces with no restrictions. Based on availability; One-way rentals **may** be allowed to a some Canadian cities. Vehicles at this location can be driven throughout the continental US with no restrictions. Based on availability; One-way rentals **may** be allowed to a some US cities.

Vehicles at this location are not allowed to travel into Alaska. One-way rentals are also not permitted.

Vehicles at this location are not allowed to travel into Mexico. One-way rentals are also not permitted.

## **e-Tolls**

Please be aware of roads that maybe "cashless tolls" and drivers on these roads are not able to pay cash once they have entered these roads. You automatically opt into our e-Toll service program and will be charged \$17.00 plus GST/HST per rental, plus incurred tolls at the maximum prevailing rates posted by the toll authority. The charges may take 4-8 weeks after the rental to be billed to your credit card/debit card on file