

# EUROPCAR IRELAND TERMS & CONDITIONS

---

These Terms and Conditions apply to all rentals that commence in the Republic of Ireland. If you are booking a car through the .ie website for a rental in a country other than Ireland, please refer to the Terms and Conditions for that country as they are the Terms and Conditions that will apply to your rental. Please note that they may differ from the following terms for Ireland due to local legal requirements.

## What is included in my rate?

Your rate is inclusive of Collision Damage Waiver (CDW), Theft Protection (TP), airport/location surcharge, vehicle licence fee, road tax, unlimited mileage and government tax. An excess will apply to CDW and TP. If you enter a different return location to the pickup location, the one way rental fee will be included in the price displayed to you. If during the quotation process you have stated "I live in United States of America" or "I live in Canada", the rates you will receive are exclusive of Collision Damage Waiver (CDW) and Theft Protection (TP). Your credit card may provide this coverage for you. Please see **CDW Exclusive Rates** for further information.

## Age:

At the commencement of rental, drivers must meet the requirement for licence eligibility. If the number of years is 8, this does not mean that the driver must have held their licence for 8 years - it means they must have been eligible to hold their licence for 8 years.

<b>Car Group</b>	<b>drivers must have been eligible to hold a driving licence for the following number of years</b>
MBMN/EBMN/EDMN/CBMN/CDMN/CDMR/CDMD IDMN>IDMR>IDMD/CWMR/IWMR/IVMR EDAN/CDAN/CDAR>IDAR	8 Years
IFMR/FDMR/SVMR/PVMR IFAR/FDAR/SVAR/PVAR/PDAR	11 Years
FVMR	13 Years
<b>For driving licences issued in USA and Canada</b>	
<b>Car Group</b>	<b>drivers must have been eligible to hold a driving licence for the following number of years</b>
MBMN/EBMN/EDMN/CBMN/CDMN/CDMR/CDMD IDMN>IDMR>IDMD/CWMR/IWMR/IVMR	9 Years

EDAN/CDAN/CDAR/IDAR	
IFMR/FDMR/SVMR/PVMR	12 Years
IFAR/FDAR/SVAR/PVAR/PDAR	
FVMR	14 Years

### Age 75 and over

Drivers aged 75 and over need to provide a PRINTED medical certificate/letter which states that they are fit to drive and a letter from their insurance company stating that they are currently driving and have not had an accident within the last 5 years. This information must be received at least 5 working days in advance of your rental.

### Driving Licence:

Drivers (and additional drivers) must be in possession of a full, unendorsed driving licence which they have held for at least 2 YEARS prior to the commencement of the rental. Licences must be produced in person at the Europcar location at the time of collection. Drivers must be in possession of their licence at all times when driving the vehicle. If a driver has any endorsements on their license, they must contact our Reservations Department prior to booking as there may be restrictions on renting. Failure to inform us of endorsements will result in the driver being refused the vehicle and forfeiting any deposit taken. Licences must be from the country of permanent residence. NON-EU/EEA driving licences cannot be accepted if the holder has been resident in Ireland for more than 12 months. Holders of UK, US, Canadian, Australian and all EU member states are NOT required to supply an International Driving Permit (IDP). International Driving Permits where required, MUST BE accompanied by the original domestic licence of the driver. This is clearly stated on the international permit. An International permit presented without the domestic licence, will not be accepted.

### Attention: UK Driving Licence Holders

From June 8th 2015, the UK paper part of your driving licence will no longer be valid. We will require all UK licence holders to present evidence of your driving record (entitlements/endorsements) before the vehicle can be released. This can be obtained by printing it out from the DVLA's 'Share Driving Licence' section - **click here** (<https://www.gov.uk/view-driving-licence>) - before you collect your vehicle. We reserve the right to ask prequalifying questions on your insurance history. You may be refused a vehicle based on the answers you provide.

### Credit Cards Accepted:

Europcar accept MasterCard, Visa, American Express, Diners Club and Discover Cards. For all 'pre-pay online' bookings, the person in whose name the vehicle is booked MUST be the person whose credit/debit card is used. This card must be presented on arrival. If you made your booking with a debit card, you will need to present the debit card and **one or more credit cards** (depending on the vehicle group) when picking-up the vehicle. On collection of the vehicle, Europcar can only accept credit cards for deposit purposes. At the time of rental there must be sufficient credit on your card to cover *all* charges including the excess/deductible amount. Payment must be made with a credit/debit card as we do not accept cash or the credit card from a third party. Holders of a 'Chip and Pin' card must know their PIN number.

### Excess Amounts and Coverages:

Vehicles are subject to the following vehicle excesses/deductibles:

MBMN/EBMN/EDMN/CBMN/CDMN/CDMD/CDMR	EUR1200
IDMN/IDMD/IDMR/IDAR/CWMR/IWMR/EDAN/CDAR/CDAN	EUR1600
IVMR/IFMR/IFAR/FDMR/FDAR/SVMR/SVAR/PVMR/PVAR	EUR1800
PDAR/ FVMR	EUR2000

Super Damage Waiver Cover (SDW) can be purchased for EUR18.16 to EUR24.40 per day depending on vehicle size. Purchase of SDW Cover reduces the excess/deductible to zero.

### CDW Exclusive Rates:

Declining Europcar CDW and TP - To decline our Collision Damage Waiver and Theft Protection, the driver must have a US issued World MasterCard or Canadian issued Gold/Platinum Visa/MasterCard and provide proof that the card has relevant coverage for the Republic of Ireland. If a **relevant credit card and cover letter** are not produced at the time of commencement of rental then our CDW and TP cover must be purchased at the local daily rates (E21 - E28 per day plus tax depending on vehicle size). The letter from your credit card company must be dated within 21 days of your pickup date and contain the credit card number (partly masked is acceptable). These cards will only be accepted for coverage for a maximum of 28 days in any one calendar year. We do not accept European cards for coverage. Please note that you must pay for your full rental with the eligible credit card in order for your card company to provide CDW and TP coverage.

**\*\*We DO NOT accept any form of CDW/PDW purchased through a third party OR Fully Comprehensive Irish Insurance Policies.\*\*\***

If using your credit card to waive our CDW cover, for security reasons 2,000Euro will be pre-authorized on your card in case there is damage. If a letter confirming CDW coverage is not provided on collection of the vehicle, 10,000Euro will be pre-authorized on your card. If there is a damage charge, this amount can be claimed back through your credit card company. We cannot be held responsible for any exchange rate charges as a result.

This coverage is a service provided by US MasterCard OR Visa/MasterCard Canada to the cardholder and therefore it is the **cardholder's responsibility** to ensure that they are adequately covered for the entire duration of the rental period. We reserve the right to refuse third party insurance.

In order to establish if your US MasterCard or Canadian VisaCard/MasterCard includes Auto Rental Cover in the Republic of Ireland please call your credit card issuer and/or US MasterCard/Canadian VisaCard/MasterCard before making your reservation. It is important to confirm to your credit card issuer that the Republic of Ireland as your place of rental.

Contact details for MasterCard 1-800-MC-ASSIST (1-800-622-7747).

Contact details for Visa Canada 416.367.8472.

Please note that we do not accept cover from Travel Guard or any other independent coverage provider.

### Fuel Policy:

We offer two fuel options:

#### 1. PREPAID FUEL

Customers can choose our prepaid fuel option at the beginning of their rental at our special discounted rates. For the driver's convenience, there is no need to refill the car. With this option, no refunds will be given for unused fuel. Prices for this option are set locally.

## 2. STANDARD REFUELLING

Customers can return the car as they wish. Should the car return less than full, the customer will be charged our standard refuelling price per litre.

*No compensation will be given for fuel charges if an upgrade to a larger car is given*

### **Flight Information:**

For all rentals commencing at an airport location we ask you provide us with the correct flight number and arrival time when booking your vehicle. Flights should be scheduled to land within our opening hours. This is to ensure that if your flight is delayed, your car will be held and staff will be in place to greet you when you arrive. If this information is not available to you at the time of booking, we ask you provide us with it at least 5 days before your arrival date. Where flight information is not provided in time, or incorrect information is provided, we cannot be held responsible for a failed rental and no refund will be due.

### **Meet Late Arrival:**

Where a flight is delayed (and we have been advised of the flight number at the time of original reservation) and the customer arrives at our desk 30 minutes or less after our closing time, no additional fee to the customer applies. If the customer arrives at our desk 30 minutes or more after our closing time, out of hours charges of €40 will apply. Please contact the branch directly for further information.

### **Vehicle Hold:**

Vehicles will only be held for 1 hour after the booked pickup time/landing time within our opening hours if no payment information is provided at the time of reservation. Vehicles will be held until the location closes once credit card details and Driver ID are provided at the time of reservation. After this time, the vehicle may not be available.

Non prepaid reservations may be cancelled or amended up to 2 hours before the due pick up time at no extra charge to the customer. Failing to cancel the non-prepaid reservation and failure to collect the vehicle before the closing time of the reserved location station will incur a no show fee of €30 plus tax.

### **Maximum Length of Rental:**

The maximum length of rental allowed on one booking is **35 days**. For rentals of a longer duration, please make 2 reservations. Customers, who rent from us for more than 35 days in a 6 month rolling period, will be subject to the higher rate of vat at 23%. This will be recalculated locally.

### **Car Types:**

Europcar Car Rental operates a fleet with many different makes and models of cars. Whilst every effort will be made to supply the reserved model, we reserve the right to supply a suitable alternative. Please note that we cannot guarantee a particular make or model.

### **Toll Information:**

Drivers are responsible for the payment of their tolls (on both barriered and barrier-free toll roads) directly with the Toll Operator. Further information regarding toll rates and payment methods will be given on collection of your vehicle.

### **Additional Drivers:**

Additional drivers can be added for a daily fee of €9.08. Additional drivers can be added on collection of the vehicle only. Please note unauthorised drivers are not covered by us and are prohibited from driving the rental car. The additional driver must be present at time of pickup and must fulfil the same age/licence criteria as the principle driver.

**Baby Seats:**

Baby seats are available at a cost of €6.81 per day to maximum cost of €47.67 per rental.

**Booster Cushions:**

Booster cushions are available at a cost of €6.81 per day to maximum cost of €47.67 per rental.

**The law in Ireland states that an appropriate child restraint MUST be used.**

**New EU Child Safety Protection Laws have come into force** making it compulsory for all children to travel in the correct child seat, booster seat or booster cushion. Where safety belts have been fitted they must be worn. Children under 3 years of age must not travel in a car unless restrained in the correct child seat. Children aged 3 years or over who are under 150cms in height and weighing less than 36 kilograms (i.e. generally children up to 11/12 years old) must use the correct child seat, booster seat or booster cushion when travelling in cars. Child car seats must be in accordance with EU or United Nations- Economic Commission for Europe (UN-ECE) standards. Drivers have a legal responsibility to ensure passengers aged under 17 use the correct seat, booster seat, booster cushion or seatbelt.

**GPS Units:**

Garmin Nuvi GPS units are available to rent at a cost of €10.00 per day to a maximum of €90.00 per rental.

The non-return or loss of a GPS unit will be charged to the renter at a cost of €200.

**Personal Benefits Membership:**

PBM covers the driver for personal injuries or fatalities up to €31,750 in the event of an accident whilst in the vehicle and costs €6.81 per day.

**Roadside Assistance:**

RSA is available at a cost of €4-€6 per day and covers the driver against potential breakdown recovery costs such as use of incorrect fuel in the vehicle, assistance with the retrieval of keys locked inside a vehicle, delivery of replacement for lost keys etc. Further information will be available on collection of the vehicle.

**Carbon Offset:**

At the time of booking you can donate €3.00 which covers the cost of planting 2 trees in the Burkina Faso Desert.

**Travel to Northern Ireland:**

If you wish to drive in Northern Ireland, you must inform us on collection of your vehicle. There is a nominal €34.05 fee when taking a car into Northern Ireland. **Cars cannot be taken off the island of Ireland at any stage and must be returned in the Republic.** Failure to purchase the required cover will result in the renter accepting full responsibility for any recovery fees, should the car breakdown.

**One Way Rentals:**

One way rentals are permitted between branches at a cost of between €34.05 and €85.12. If you enter a different return location to the pickup location, the one way rental fee will be included in the price displayed to you.

**Grace Period:**

Drivers are allowed a **one-hour period of grace** provided that the vehicle is returned within our hours of operation. Drivers exceeding this will pay any extra charges directly at the local rate.

**Early Returns:**

We do not issue refunds for unused days nor for charges paid directly on arrival in the event of the vehicle returning earlier than booked.

**Car Returns:**

Cars may be returned outside our location hours by prior arrangement only. Cars that are returned outside the above location opening times will be charged for any damage or any loss incurred until the car is returned to the car rental company.

**Traffic Fines:**

Speeding, parking and other endorsements/fines are the responsibility of the hirer in full. Europcar Car Rental accepts no responsibility for any fine or payment. The renter is obliged to inform Europcar Car Rental of any fines or parking tickets issued whilst the vehicle is being used by the renter. Where Europcar receive a fine that was not settled when issued, the total cost of the fine, plus an administration fee of €20.00, will be charged to the main driver's credit card.

**Upgrades:**

If on arrival the client feels that the car they have booked is not suitable for their requirements, we will be happy to provide a larger vehicle if available. Upgrade charges are payable on arrival at the local daily rate. If a customer is given a free upgrade on arrival, we cannot accept any customer service queries regarding fuel or coverage costs.

**Customer Service:**

Our Customer Service Department can deal with any issues you may have. Please send an email to [customerservicesie@europcar.ie](mailto:customerservicesie@europcar.ie) within 28 days of the termination of your rental.

Europcar Ireland accepts no responsibility for delays which may occur at the start of hire due to circumstances beyond our control.

**Chauffeur Drive Service:**

Not available in Republic of Ireland.

**Delivery/Collection:**

Not available in Republic of Ireland.

**Tax:**

All of the above charges are inclusive of Government Tax (VAT) @ 13.5% which is subject to change.