



## ALAMO Terms and Conditions

### United Kingdom Important Information

#### **Cancellation Charges**

You do not have a right of withdrawal from the booking under EU law; however, you may cancel your booking at any time for any reason by following the instructions on our website.

You will receive a full refund of the total amount of the booking if you cancel your booking 7 days or more before your specified pick up time.

If you cancel your booking less than 7 days but at least 24 hours before your specified pick up time, you will be charged either the full cost of your booking or up to a maximum of £45 whichever is the lesser.

If you cancel your booking less than 24 hours before your specified pick up time, you will not be entitled to a refund of your booking.

The refund due to you will be made to the credit card you used to make your booking.

#### **No show**

Your vehicle will be held for 2 hours from the specified reserved time. After this time we cannot guarantee a vehicle will be available upon arrival.

For all airport bookings, however, where a flight number has been supplied the vehicle will be held until the flight has landed and cleared. Where a flight delay results in a customer arriving after the station closing time a member of staff will wait for the flight to land and clear. If the delay is in excess of one hour after the station closing time an out of hours fee may apply. Where no flight number has been supplied we will hold the vehicle for a period of up to 2 hours or until station closing time, whichever is the earlier. Staff will not wait beyond closing time where no flight number is supplied.

When booking your vehicle please ensure the dates entered are correct, if your circumstances change and you require the vehicle on different dates/times please amend your reservation online.

Customers who arrive 1 day or more early at our rental stations with a reservation that does not match the current date will not be able to use the reservation reserved online. The branch may be able to offer an alternate reservation but please note the rates will not match the online reservation.

If you fail to collect your car on the specified pick-up date, you will not be entitled to a refund of your booking.

#### **Unused Rental Days**

Please note that any unused rental days on prepaid reservations are non-refundable.

#### **Damage Waiver (DW) - Excess will apply**

Alamo provides Damage Waiver which reduces the costs associated with damage to and/or theft of the Enterprise vehicle subject to the terms and conditions of your rental agreement. Damage and theft responsibility is the full value of the vehicle. Damage Waiver may be mandatory and included in the quote.

#### **Excess Protection (EP)**

In the event of damage and or theft, an excess is applicable which varies depending on vehicle type. Excess protection will cover £1100 of damage, subject to terms and conditions of the rental agreement. The following excess amounts apply:

All Cars - £1200

Mini MPV's and MPV's - £1350

Premium vehicles, SUV's & 4x4's - £1600

Excess protection is an optional coverage that allows the renter to reduce the excess responsible by £1100 for £16.55 per day including VAT and Premium Location fees.

This can be added at our rental counters so please ask our rental agents for more information on arrival.

### **Roadside Assistance (RAP)**

Alamo offers Roadside Assistance Protection (RAP), RAP allows customers to waive all financial responsibility for the following:

- Tyre & Glass repair or replacement (Except when part of a larger repair)
- Replacement Key Costs and all recovery and call out charges imposed by our chosen roadside assistant providers as result of a fault caused by the renters error.

RAP does not exempt you from these charges if there is any breach or our rental agreement. The price of RAP is £5.75

This can be added at our rental counters so please ask our rental agents for more information on arrival.

## **General Information**

### **Additional Driver**

There will be an additional charge of 10.00 GBP per day for each additional authorized driver including spouses and domestic partners.

### **Age requirements**

All drivers must be 25 years of age or older. Drivers aged 25 to 29 may rent up to a Full-size, Mini MPV and all Vans. Drivers must be 30 years of age or older to rent Full-size MPVs, Premiums and 4x4's.

### **Fuel Policy**

#### **Driving License requirement**

Full and Valid Driver's Licence from country of origin, Passport and credit card in renters name.

#### **Identification required for rental**

Must produce a full and valid driving license.

Non-EU license holders are required to have an international driving permit if the license is not in English.

Domestic renters must produce a photo ID - passport or driving license.

International travelers must produce a passport, proof of return travel and residency information whilst in the UK.

Renters who wish to use a debit card are also required to produce two proofs of address such as a bank or credit card statement, which is less than 3 months old and may be subject to additional checks. We reserve the right to request additional ID or conduct further ID checks. These may include ID checks with external partners who may check supplied details against databases to which they have access.

### **One Way rentals**

All one way rentals must be booked in advance and are subject to availability. Drop-off charges may apply and will be quoted at time of reservation, these charges can only be paid at time of rental.

## **Payment Policy**

Unless not required under the terms of your account, renter must pay for the full rental charges plus a deposit of £300 at the time of hire using a major credit or debit card in their own name. Renter then must continue to pay additional rental charges in advance and maintain the deposit of £300 for the duration of hire.

### **Debit/Credit Cards**

All major Credit and Debit cards (excluding Solo, Visa Electron, Diners Club and all un-embossed maestro/debit/credit cards) are accepted.

On collection of the vehicle, a £300.00 security deposit will be charged to your card. On acceptable return of the vehicle, the security deposit will be credited.

Payment is not accepted by either Cash or Cheque.

All Credit and Debit cards used for payment/deposit must be in the name of the renter. Premium and 4x4s can not be rented using a debit card.

Rental terms, conditions and prices are subject to change without notice and may vary by location.