

Important information!

Cancellation policy

You can amend and cancel your booking up to 24 hours prior to pick up free of charge. For bookings cancelled closer to departure than 24 hrs an administration fee of EUR25 will be charged.

All holiday autos rental rates include

Unlimited mileage except Banff and Jasper in Canada and Australia and certain car types worldwide. Third party insurance. Collision damage waiver liability. This covers you for damage to your hired car in the event of an accident, except where negligence is proved. Theft waiver. Airport surcharges, with the exception of Israel. Bail bonds (where needed). All local taxes except Australia where taxes are paid locally by law.

Damage excess refund including cancellation protection

For just EUR20 per week, holiday autos damage excess refund offers you reimbursement for any excess paid as a result of accidental damages whilst renting your car. Damage excess refund can only be purchased at the time of booking and reclaimed through holiday autos subject to terms & conditions, providing you complete an accident report form from our car rental supplier and then return this with your claim to holiday autos. Cancellation protection insurance is included. Such insurance must be purchased at the time of booking.

It does not cover damage to wheels, tyres, windows, the roof, the underside, the interior of the car, towing charges or damage caused wilfully or recklessly. You may therefore be liable for the cost of this damage. **Insurance does not include cover for taking four wheel drive vehicles 'off road' or on un-tarmacked tracks.**

What's not included

Personal accident insurance (PAI): this is probably covered in your holiday insurance. It is an option, which you will be offered on collection of the car. Additional non-mandatory insurances. Insurance exclusions - see the relevant insurance sections. Fuel: a deposit is often payable for fuel and is usually refunded if the car is returned with a full tank. Fuel policies vary. Please check when you pick up your car. Garaging, tolls, congestion charges, parking and traffic fines. Additional drivers charges where applicable - please check online or with our reservations department at the time of booking. These charges are payable locally. Delivery and collection of your car can be arranged during normal working hours. There may be a charge for this. Out of hours charges. Optional extras. One-way rental charges where applicable. Young drivers charges where applicable. Licence fees in Barbados and Jersey.

Deposits

Deposits vary by destination. All customers will be required to leave a deposit to cover the insurance excess and fuel. To do so, a valid credit card in the name of the lead driver, must be produced upon collection of the car, as a form of deposit. Cash deposits are rarely accepted. Where a deposit for fuel is payable, it will usually be refunded if the car is returned with a full tank. If the tank is not returned full, our local car rental

partner will charge for fuel at its prevailing rate. They may also levy a refuelling charge. Please check the fuel policy when you pick up your car. Deposits against damage are required in some countries. A major credit card can be used for this purpose.

Flight information

For airport pick-ups, it is essential that holiday autos be given the correct flight number and arrival time, before departure. This can be done either online or by phone. If this is not available at the time of booking, please ensure that you inform us of this at least 7 days prior to departure. No responsibility can be accepted or compensation allowed for a failed rental due to the late provision of this information.

Out of hours charges

In most locations flights will be met and cars supplied outside of normal working hours. However, there may be an additional charge for this service payable locally. This will be quoted when your flight timings are given to us. In the event that a flight is delayed, causing the car pick-up to fall outside normal working hours, the additional charge will be made locally, where the out of hours service is available.

Delivery and collection/oneway rentals

Delivery is normally to a local office, with a driver collecting you from your accommodation to pick up the car. A charge for delivery and collection payable locally may apply and will be advised on booking if applicable. Collection is normally at the airport or local office. In some locations deliveries are available during normal working hours. If you would like your car to be delivered to your accommodation, full address and delivery time must be given at the time of booking.

Driving restrictions

Restrictions are applicable when crossing country and state borders. Please consult our reservations department at the time of booking as to whether border crossing is permitted and what, if any, charges apply.

Special requests

Child seats: these are mandatory in most countries and must be requested at the time of booking. Although instructions will be provided you will be required to fit the child seat yourself. For older children, it is recommended that you take your own booster seats. There is usually a charge for them which is payable locally.

Roof racks and ski racks: these are available in some locations and should be specially requested at the time of booking. There is usually a charge for them which is payable locally. No guarantee can be made regarding their availability.

Drivers age & additional drivers

If you are under 25 or over 70 years old please inform our reservations staff at the time of booking. Age restrictions may apply in certain destinations, and in some cases there may be a young drivers charge payable locally. Charges often apply for additional drivers and are payable locally on pick-up. holiday autos cannot be held responsible for any increase in charges. Please check online or with our reservations department at the time of booking.

Car type/suitability

Holiday autos are unable to guarantee a particular make, model or fuel type of car. The car shown on your voucher is for guidance only and may be substituted for an alternative, similar or upgraded car (at no extra cost).

If it becomes impossible to provide your booked car due to breakdown or an accident, a similar or upgraded car will be provided. If you are dissatisfied in any way with the standard of your booked car, you must advise our local car rental partner immediately and holiday autos in writing within 28 days of your return. Failure to do so may result in any claims not being accepted or settled by holiday autos.

Rental documents

The rental voucher must be presented when picking up your rental car. holiday autos cannot be held responsible for rentals rejected if a voucher is not presented. You should retain your rental documents and related receipts for a minimum of 28 days after returning home.

Complaints

Holiday autos aims to resolve complaints within 28 days of receipt. In doing so a situation may arise where customers or travel agents receive a refund, goodwill gesture and/or compensation payment of a duplicated nature, from both holiday autos and our local car rental partner. In such an event holiday autos reserves the right to recover such duplicated payments at any time within two calendar years of such an event. Some complaints may take longer than 28 days owing to the nature of the issue and information provided. holiday autos can only consider complaints that reach them within 60 days of the final day of rental to which the rental voucher refers.

General conditions

All bookings by our customers are subject to our terms and conditions. The customer acknowledges that in making a booking with holiday autos he/she does so only on the basis of the material contained in our brochure, voucher, on our website or information provided on the phone by its employees. holiday autos acts as a car rental broker and agent for various independent rental companies in the countries in which it operates. Bookings made through holiday autos are subject to these terms and conditions. Please note that the rental of the vehicle will be subject to the law of the country in which it is supplied to you and for this reason you will be required to sign a rental contract with the rental company which supplies the vehicle. You should satisfy yourself that you understand (and agree) to its terms and conditions, as you will be subject to, and must comply with these terms, and the local law. holiday autos cannot accept liability for any charges incurred on

documentation signed for and accepted locally. holiday autos will not be held responsible for anyone driving under the influence of alcohol/drugs, causing wilful damage, off road driving or driving without due care and attention. The customer will accept responsibility in respect of such claims.

***Other questions or technical support, please contact:
+46 - 8 5062 1000***