



International distribution of Car Rental – General Terms & Conditions

In short:

Rates are inclusive of:

- Unlimited Mileage
- CDR - Collision Damage Reduction
- TP – Theft Protection
- 24h Roadside Assistance
- Third party liability insurance
- Value Added Tax

CAR RATES EXCLUDE:

- All other extras, unless mentioned.

More detailed:

Age Requirements and Young Driver Surcharge:

Minimum rental age is 25 years for vehicle groups Mini, Economy and Compact.

A young drivers fee for drivers aged 21 to 24 years is applicable only on vehicle groups Mini, Economy and Compact.

Minimum rental age is 25 for vehicle groups Compact Automatic, Compact Wagon, Intermediate, Intermediate Wagon and Convertible and all Commercial Vans.

Minimum rental age is not Applicable for car group NNL.

Maximum rental age is 80.

License Requirements:

Besides the above age requirements, driver has to be in possession of his own valid driving license for at least 1 year. For top car group (NNL) the driving license must be valid for at least 3 years.

The driving license, besides using own country's language, should also use the international *lingua franca* (English). Otherwise, could be recommended to present an International Driving Permit.

ID and Credit Card:

Customer should present his/her valid ID card or passport.

A credit card, usually from the driver, is also normally mandatory for the security deposit.

(via a specific extra – waiver – there is the possibility of using debit card instead of the credit card for the deposit)

Deposit and Excess:

The security deposits (real guarantee over possible car damage) start in a minimum of *EUR 800,00* (car group A) to maximum of *EUR 4.500,00* (NNL group) and is the same value than the excess (insurance liability). The amount is correlated to car rate.

When renting a car, it will be required customer to make the deposit using a credit card. This compulsory security deposit intends to cover the excess/deductible, which usually constitutes maximum liability in the event of happening car damage or analogous (e.g., loss of documents) during the hiring period. Customer will be required to pay for any damage, including tire and windscreen, occurring to the rental vehicle up to the excess amount (if damage is covered and it is non negligent damage). Extras SLDW and LC subscription reduces excess amount (and some deposit value). Also provides additional protection as well as extras WDW and ACDW.

Cross Border Policy:

Cross border rentals, with a specific additional extra, may be allowed for the following countries: Spain.

Need a pre-authorization – should be requested when car is booked – and need to be mentioned on the rental agreement. Check fee in the price table (fee includes CDW and 24h Road Assistance outside Portugal's

territory).

One Way Rentals:

Domestic one way (return car in a location different from pick-up) may be possible; directly when the reservation is made or after by contacting DRIVALIA to know if the request is possible. There's a cost for the one-way rental. The amounts are variable depending for example on car stations and distances. For instance, one way DRIVALIA Porto-Airport → DRIVALIALisbon-Airport is about €100.

Additional Driver:

Is allowed and subject to a fee per driver (check price table).

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

Maximum 2 additional drivers allowed per rental agreement (total: 3 → 1 (usual) + 2 additional)

Refueling Policy:

Same to same: vehicles are usually hired out with some fuel and expected to be brought back as hired. If not, the lacking fuel will be charged (fuel service also subject to a labor charge). Unused fuel can't be refunded.

Extra Accessories:

There are several optional equipment such as GPS Navigator, different Child Seats [Baby safety seat 0–12 months (0-13 kg, 0-29 lb), Toddler safety seat 1–3 years (9-18 kg, 20-40 lb), Child safety seat 4–7 years (15-30 kg, 33-66 lb), Child booster seat 8–12 years – due booking or information should be provided by customer], eTool appliance/service*, Energy Card + Charging Codes (facilitation pack for electric and plug-in hybrid cars). Check price table.

If a technical problem occurs with extras, DRIVALIA should be immediately informed in order to be proved the day of the occurrence (for possible refunds with right amount if a replacement can't be done).

The optional extras should be requested with car booking and are subject to its local availability (inventory not guaranteed).

All extras and its prices are subject to change by car supplier.

**Is mandatory a credit card (deposit and possible deferred toll costs). This service should be compulsorily requested before the start of the rental. Tolls costs (which are different from the eToll appliance/service) will depend on the vehicle, highways and travelled distances.*

Toll Service:

All the cars are equipped with a Via Verde identifier installed in the wind shield which Customer is liable for paying in full the amount of all toll fees charged for the use of the car during the rental. The price does not include the tolls. For payment, the renter/client must provide a valid credit card, ensuring sufficient funds in the corresponding bank account to cover the payments due, assuming that the debits can occur after the end of the contract, since the transposition of any electronic toll barrier occurred during the rental period

Extra waivers/Insurances:

It is already included in rates the CDW Collision Damage Waiver – covers own damage caused to the vehicle in the event of a collision, accident, and rollover, with customer being subject to payment of excess/deductible depending on the type of vehicle.

Customer may also choose to request the following complementary coverage in the form of additional daily rate – check price list:

-PAI Personal Accident Insurance – covers personal accidents, with maximum amounts of 1500 Euros in the case of illness or hospitalization and 15000 Euros in the case of death or disability;

-WDW Windows Damage Waiver – coverage for glass damage (including breakage).

-SLDW Super Loss Damage Waiver – super reduction of the excess/deductible to 10% of the normal amount (called reduced excess/deductible) which depends on the car group (includes TW – covers the theft and/or loss of the vehicle usually not included except for international customers);

-ACDW Additional Collision Damage Waiver – protection up to the reduced excess amount covering minor damage (dents/scratches), locks in normal use of the vehicle.

-LC Large Cover – zero deductible with benefits from SLDW, ACDW and SLDW coverage.

With the extras SLDW or LC extras there is the possibility of reducing the amount of the security deposit (in a proportion different from the reduction of the excess/deductible). Also provides the possibility of using the debit card instead of the credit card.

Should be bear in mind that SLDW, ACDW and LC may not be applied over some few expensive car groups. (note: there's a car rate called Max Relax MAXimum RELAXation with features near the inclusion of the extra Large Cover over the normal rate)

Cancellation Policy:

Cancellations, to be without costs, should happen (be communicated) within a minimum of 24 hours notice in advance of the start date of the rental. If cancellation happens less than 24h prior to car pick up, customer is

subject to a debit of one day rental of the requested car group.

Delivery / Collection:

Delivery/pick up in locations different from the addresses of our chain of car stations is unusual in the current operations and needs specific request/consultation for DRIVALIA to see if is possible and the respective price.

Possible Refunds:

Possible justified refunds to customers whose respective payments were made to the entity where the reservation was made, should be dealt by customers directly with those third parties (international distributors of the car rental service also known as brokers).

Flight Information and telephone:

When booking a car for collection at an airport location, customer should provide a flight number for his/her arrival as well a mobile phone number. Is mostly useful when there are delays and for out of hours services.

Late customers

If at the airports' locations customer become only available after DRIVALIA's opening hours, will be subject to the out of hours fee.

For possible late customers, DRIVALIA usually holds the car up to the next day. After that, the vehicle becomes free to another reservation (unless customer contacts DRIVALIA with due justification to hold the car). Even if not using the car, but the vehicle was hold accordingly to the reservation, customer is charged for that/those day(s).

Rental different from the reservation

There is no refund of days, or other associated costs, if, differently to the reserved days/dates, customer pick up later or drop off earlier the vehicle or even don't drive the car most of the days.

Out of Hours Policy:

There is the possibility of out of hours services – after hours, weekends all day long, holidays all day long. Usually is possible in the airport locations (a staff's element to be available after/before opening/closing hours). Out of hours services in other locations needs previous consultation.

The out of hours service is subject to an additional charge. Is applicable for car pick-up and for car drop-off (two fees). Check price table.

On holidays, if a DRIVALIA's car station provides out of hours service (more common in the airport's locations), the out of hours charge may be applied all day long on the following dates and locations:

Also in the airports' locations, on the 24 and 31 December, is applied all day long an out of hours charge.

Accidents / Roadside Assistance:

24/7 Roadside Assistance is available for customer. A call center will receive his phone call and will be immediately focusing on trying to help customer in the best way.

Payment Policy:

Acceptable methods of payment are:

- credit cards (MasterCard, Visa, American Express, Diners club, Discover, JCB, Visa Electron);
- debit cards allowed (Multibanco, Visa Electron);

Some Other Fees and Taxes:

Customer will be charged if damages or loses vehicle documents or car keys (amounts will depend for example on car model).

Driver negligence - Any damage to the vehicle done by driver's negligence (burnt clutch, damage due the driving on unsealed roads, parking the car on high sidewalk curbs, etc.) client will be charged for the full amount of the repair cost.

Wrong fuel - If client used the wrong fuel when filling the car, will be charged the full amount of repair cost.

Parking, tolls and speeding fines – Parking, tolls (without the electronic device) and speeding fines will be charged the full amount to the client plus possible administrative costs.

Condition of vehicle interior - If the vehicle is returned in an unacceptable state, and the interior of the vehicle is unacceptably dirty and in need of extra cleaning or repair costs (cigarette burns on seating etc.) will be applied an 'Extra cleaning' charge (amount will depend of how deep will be the cleaning – time, materials,...).

Mileage Policy:

The general policy in the company is to provide free kilometers per day and then charge extra kilometer

(varies per number of days and car group) however in the specificities of the inbound tourism or foreign business executives (international markets) that is not applied as stated in the T&C's summary (inclusions/exclusions) at the beginning of this document.

Additional Information:

At our car stations swift touristic elucidations can be provided as well as itineraries/roads and weather forecasts.

Car rental activity works with vehicle types (grouped characteristics). No specific car models and brands can be assured by DRIVALIA.

The Meet&Greet Service at the airports – can be available in the traditional busy seasons – is a DRIVALIA's assistant holding a small billboard identifying the company that waits for the customer at the Airport Halls and/or at the Meeting Point within the same area and then, after preliminary reservations checking, is lead to a DRIVALIA vehicle (rental facilities are in the airport perimeter).

Rental periods are accounted per each 24 hours periods (minimum charged).

All monetary values include VAT that may legally change.

EXTRAS - Price table

Extra	Price	Accounting	Maximum	Observations
Additional driver	25,00 €	Per rental and additional driver	2 additional drivers	Is allowed and subject to a fee per driver (check price table). Additional drivers must meet the same requirements as the primary driver. Maximum 2 additional drivers allowed per rental agreement (total: 3 → 1 (usual) + 2 additional)
Young driver (<25)	25,00 €	Per rental and driver	-	Ages of 20-24 or 23-24 depending on car group; Young driver fee not applied on car group NNL.
eTool	2,00 €	Per day	20 €	All the cars are equipped with a Via Verde identifier installed in the wind shield which Customer is liable for paying in full the amount of all toll fees charged for the use of the car during the rental. The price does not include the tolls
Cross Border	80,00 € (up to €200)	Per rental	-	Vehicles are not allowed to travel outside the Portuguese border without permission. The cost will apply. €200 are applied over car groups G1, G2, MV, MVP, MVP2, NN, NN2, NN3, NNL, BB2, O, O2, OO.
Out of hours	35,00 €	Per service	2 per rental	For deliveries and collections outside the normal opening hours of the locations
Child Seat	3,5 € up to 6,5 €	Per day	40 € up to 70 €	Depending on the child (age, weight) there's 4 types of seats (code ASEAT, BSEAT, CSEAT, DSEAT). Can be retrieved via web (reservations site), asked by email or asked at car pick up.
One way	Vary from the different locations	-	-	Pick up or drop off the car in a different location
Energy card	€10	Per rental	-	For electric and hybrid plug-in cars.
Energy codes / coupons	€20	-	-	For electric and plug-in hybrid cars.
WDW	2,50 €	Per day	-	Coverage for glass damage (including breakage). Not applicable for OO car Group
PAI	5,00 €	Per day	-	Covers personal accidents, with maximum amounts of 1500 Euros in the case of illness or hospitalization and 15000 Euros in the case of death or disability:
ACDW	Too many prices	Per day	-	Protection up to the reduced excess amount covering minor damage (dents/scratches), locks in normal use of the vehicle.
SLDW	Too many prices	Per day	-	Super reduction of the excess/deductible to 10% of the normal amount (called reduced excess/deductible) which depends on the car group (includes TW – covers the theft and/or loss of the vehicle usually not included except for international customers);
LC	Too many prices	Per day	-	Zero deductible with benefits from SLDW, ACDW and SLDW coverage.

VAT incl.

Normal rental

Ref.Brok.&Validados

CATEGORIES	Car group	Acrriss/SIPP Code	Fuel (car group)	Transmission	Normal age to drive / minimum	Daily rate		Legal responsibility & guarantee	Daily rate		Legal responsibility	Real guarantee	Daily rate		Legal responsibility	Real guarantee	Daily rate		Legal responsibility	Real guarantee
						WDW	PAI	Excess and deposit	ACDW	Reduced excess	Security deposit	Super LDW*	Reduced excess	Security deposit	Large Cover*	Reduced excess	Security deposit			
Mini	A	MBAR	PETROL or DIESEL (non specified)	Auto	25	2.50 €	5.00 €	800.00 €	7.00 €	80.00 €	80.00 €	800.00 €	12.00 €	80.00 €	350.00 €	21.50 €	0.00 €	350.00 €		
	AA	MTAR	PETROL or DIESEL (non specified)	Auto	25	2.50 €	5.00 €	850.00 €	7.00 €	85.00 €	85.00 €	850.00 €	12.00 €	85.00 €	350.00 €	21.50 €	0.00 €	350.00 €		
Economy	B	MDMR	PETROL or DIESEL (non specified)	Manual	25	2.50 €	5.00 €	800.00 €	7.00 €	80.00 €	80.00 €	800.00 €	12.00 €	80.00 €	350.00 €	21.50 €	0.00 €	350.00 €		
	B1	NBAR	PETROL or DIESEL (non specified)	Auto	25	2.50 €	5.00 €	1,100.00 €	7.00 €	110.00 €	110.00 €	1,100.00 €	14.00 €	110.00 €	350.00 €	23.50 €	0.00 €	350.00 €		
	BB	NTMR	PETROL or DIESEL (non specified)	Manual	25	2.50 €	5.00 €	1,100.00 €	7.00 €	110.00 €	110.00 €	1,100.00 €	14.00 €	110.00 €	350.00 €	23.50 €	0.00 €	350.00 €		
	BB2	XTAR	PETROL or DIESEL (non specified)	Auto	25	2.50 €	5.00 €	1,200.00 €	7.00 €	120.00 €	120.00 €	1,200.00 €	16.00 €	120.00 €	500.00 €	25.50 €	0.00 €	500.00 €		
	C	EDMR	PETROL or DIESEL (non specified)	Manual	25	2.50 €	5.00 €	850.00 €	7.00 €	85.00 €	85.00 €	850.00 €	12.00 €	85.00 €	350.00 €	21.50 €	0.00 €	350.00 €		
	D	HDMR	PETROL or DIESEL (non specified)	Manual	25	2.50 €	5.00 €	1,000.00 €	7.00 €	100.00 €	100.00 €	1,000.00 €	14.00 €	100.00 €	350.00 €	23.50 €	0.00 €	350.00 €		
	DD	MDAR	PETROL or DIESEL (non specified)	Auto	25	2.50 €	5.00 €	1,100.00 €	7.00 €	110.00 €	110.00 €	1,100.00 €	14.00 €	110.00 €	350.00 €	23.50 €	0.00 €	350.00 €		
Compacts	E	EDMD	DIESEL	Manual	25	2.50 €	5.00 €	1,100.00 €	7.00 €	110.00 €	110.00 €	1,100.00 €	14.00 €	110.00 €	350.00 €	23.50 €	0.00 €	350.00 €		
	D SW	EWMR	PETROL or DIESEL (non specified)	Manual	25	2.50 €	5.00 €	1,100.00 €	8.00 €	110.00 €	110.00 €	1,100.00 €	14.00 €	110.00 €	350.00 €	24.50 €	0.00 €	350.00 €		
	E SW	EWMD	DIESEL	Manual	25	2.50 €	5.00 €	1,100.00 €	8.00 €	110.00 €	110.00 €	1,100.00 €	14.00 €	110.00 €	350.00 €	24.50 €	0.00 €	350.00 €		
	EV	DDAE	ELECTRICITY	Auto	25	2.50 €	5.00 €	2,200.00 €	10.00 €	220.00 €	220.00 €	2,200.00 €	22.00 €	220.00 €	900.00 €	34.50 €	0.00 €	900.00 €		
	F	DDMR	PETROL or DIESEL (non specified)	Manual	25	2.50 €	5.00 €	1,200.00 €	8.00 €	120.00 €	120.00 €	1,200.00 €	16.00 €	120.00 €	400.00 €	26.50 €	0.00 €	400.00 €		
	F SW	CFMR	PETROL or DIESEL (non specified)	Manual	25	2.50 €	5.00 €	1,200.00 €	8.00 €	120.00 €	120.00 €	1,200.00 €	16.00 €	120.00 €	400.00 €	26.50 €	0.00 €	400.00 €		
	F2	EDAR	PETROL or DIESEL (non specified)	Auto	25	2.50 €	5.00 €	1,200.00 €	8.00 €	120.00 €	120.00 €	1,200.00 €	16.00 €	120.00 €	400.00 €	26.50 €	0.00 €	400.00 €		
	FUN	CGMR	PETROL or DIESEL (non specified)	Manual	25	2.50 €	5.00 €	1,200.00 €	8.00 €	120.00 €	120.00 €	1,200.00 €	16.00 €	120.00 €	400.00 €	26.50 €	0.00 €	400.00 €		
	H	CDMR	PETROL or DIESEL (non specified)	Manual	25	2.50 €	5.00 €	1,900.00 €	8.00 €	190.00 €	190.00 €	1,900.00 €	17.00 €	190.00 €	400.00 €	27.50 €	0.00 €	400.00 €		
	H SW	CWMD	DIESEL	Manual	25	2.50 €	5.00 €	1,900.00 €	8.00 €	190.00 €	190.00 €	1,900.00 €	17.00 €	190.00 €	400.00 €	27.50 €	0.00 €	400.00 €		
Intermediate/ Superior	I	IDMR	PETROL or DIESEL (non specified)	Manual	25	2.50 €	5.00 €	2,100.00 €	10.00 €	210.00 €	210.00 €	2,100.00 €	18.00 €	210.00 €	800.00 €	30.50 €	0.00 €	800.00 €		
	I SW	IWMR	PETROL or DIESEL (non specified)	Manual	25	2.50 €	5.00 €	2,100.00 €	10.00 €	210.00 €	210.00 €	2,100.00 €	18.00 €	210.00 €	900.00 €	30.50 €	0.00 €	900.00 €		
	II	IDAR	PETROL or DIESEL (non specified)	Auto	25	2.50 €	5.00 €	2,200.00 €	10.00 €	220.00 €	220.00 €	2,200.00 €	22.00 €	220.00 €	900.00 €	34.50 €	0.00 €	900.00 €		
	II SW (II 2)	JMAR	L or PETROL and/or ELECTRICITY (non spe	Auto	25	2.50 €	5.00 €	2,200.00 €	10.00 €	220.00 €	220.00 €	2,200.00 €	22.00 €	220.00 €	900.00 €	34.50 €	0.00 €	900.00 €		
	J	PFND	DIESEL	Manual	25	2.50 €	5.00 €	2,800.00 €	10.00 €	280.00 €	280.00 €	2,800.00 €	22.00 €	280.00 €	1,500.00 €	34.50 €	0.00 €	1,500.00 €		
	L	FDAD	DIESEL	Auto	25	2.50 €	5.00 €	2,200.00 €	10.00 €	220.00 €	220.00 €	2,200.00 €	22.00 €	220.00 €	1,000.00 €	34.50 €	0.00 €	1,000.00 €		
	L SW	FFAD	DIESEL	Auto	25	2.50 €	5.00 €	2,500.00 €	10.00 €	250.00 €	250.00 €	2,500.00 €	24.00 €	250.00 €	1,000.00 €	36.50 €	0.00 €	1,000.00 €		
	N	PDAR	L or PETROL and/or ELECTRICITY (non spe	Auto	25	2.50 €	5.00 €	2,800.00 €	10.00 €	280.00 €	280.00 €	2,800.00 €	24.00 €	280.00 €	1,000.00 €	36.50 €	0.00 €	1,000.00 €		
	N SW	PWAD	DIESEL	Auto	25	2.50 €	5.00 €	2,800.00 €	10.00 €	280.00 €	280.00 €	2,800.00 €	24.00 €	280.00 €	1,000.00 €	36.50 €	0.00 €	1,000.00 €		
	NN	LDAD	DIESEL	Auto	25	2.50 €	5.00 €	3,000.00 €	10.00 €	300.00 €	300.00 €	3,000.00 €	27.00 €	300.00 €	1,500.00 €	39.50 €	0.00 €	1,500.00 €		
	NN2	WFBR	DIESEL	Auto	25	2.50 €	5.00 €	3,500.00 €	N/A	350.00 €	350.00 €	3,500.00 €	N/A	350.00 €	3,500.00 €	N/A	N/A	3,500.00 €		
	NN SW (NN3)	LWAD	DIESEL	Auto	25	2.50 €	5.00 €	3,000.00 €	10.00 €	300.00 €	300.00 €	3,000.00 €	27.00 €	300.00 €	1,500.00 €	39.50 €	0.00 €	1,500.00 €		
NN4	WFBH	mild HYBRID (petrol)	Auto	25	2.50 €	5.00 €	3,500.00 €	N/A	350.00 €	350.00 €	3,500.00 €	N/A	350.00 €	3,500.00 €	N/A	N/A	3,500.00 €			
NNL	WXAD	DIESEL	Auto	30	2.50 €	5.00 €	4,500.00 €	N/A	450.00 €	450.00 €	4,500.00 €	N/A	450.00 €	4,500.00 €	N/A	N/A	4,500.00 €			
Convertible	O	STAR	PETROL or DIESEL (non specified)	Auto	25	2.50 €	5.00 €	2,500.00 €	12.00 €	250.00 €	250.00 €	2,500.00 €	22.00 €	250.00 €	1,000.00 €	36.50 €	0.00 €	1,000.00 €		
	O2	UTMR	PETROL or DIESEL (non specified)	Manual	25	2.50 €	5.00 €	2,500.00 €	12.00 €	250.00 €	250.00 €	2,500.00 €	27.00 €	250.00 €	1,000.00 €	36.50 €	0.00 €	1,000.00 €		
	OO	LXDE	ELECTRICITY	Auto	25	2.50 €	5.00 €	2,800.00 €	12.00 €	280.00 €	280.00 €	2,800.00 €	27.00 €	280.00 €	2,000.00 €	41.50 €	0.00 €	2,000.00 €		
MPV	MV	SVMD	DIESEL	Manual	25	2.50 €	5.00 €	2,500.00 €	15.00 €	250.00 €	250.00 €	2,500.00 €	24.00 €	250.00 €	1,000.00 €	41.50 €	0.00 €	1,000.00 €		
	MVP	RVAR	PETROL or DIESEL (non specified)	Auto	25	2.50 €	5.00 €	3,000.00 €	15.00 €	300.00 €	300.00 €	3,000.00 €	27.00 €	300.00 €	1,500.00 €	44.50 €	0.00 €	1,500.00 €		
	MVP2	LVAD	DIESEL	Auto	25	2.50 €	5.00 €	3,500.00 €	15.00 €	350.00 €	350.00 €	3,500.00 €	30.00 €	350.00 €	2,000.00 €	47.50 €	0.00 €	2,000.00 €		
Minibus	G1	LVMD	DIESEL	Manual	25	2.50 €	5.00 €	2,000.00 €	15.00 €	200.00 €	200.00 €	2,000.00 €	22.00 €	200.00 €	1,500.00 €	39.50 €	0.00 €	1,500.00 €		
	G2	VVMD	DIESEL	Manual	25	2.50 €	5.00 €	2,500.00 €	15.00 €	250.00 €	250.00 €	2,500.00 €	24.00 €	250.00 €	1,500.00 €	41.50 €	0.00 €	1,500.00 €		

Note: the usual security deposit is via credit card.

N/A = Not Applicable