

Country-specific rental information on Sixt rental cars**Show regulations of another country****Pick-up country**

Portugal (ACO) ▼

Choose vehicle type

Passenger vehicle ▼

Show**Portugal (ACO) - Passenger vehicle****General Rental Information****Important documents****Driving Licence Requirements**

You and all approved drivers must be in possession of a full, valid driving licence for at least one year and present it together with an identity card or passport while receiving delivery of the vehicle. Furthermore, the following conditions apply depending on the issuing country of the driving licence.

EU Driving Licences

Valid driving licences of all EU countries are accepted

All Other Licences

Driving Licences printed with non Roman Alphabet (Arabic, Japanese, Cyrillic etc) must be complemented by an International driving license.

For driving licenses from countries not part of the international driving license treaty, an official translation into Portuguese must be presented with the original license.

Driving licenses from non-EU countries (except Switzerland) are accepted if:

- no visa has been entered in the passport.
- the customer has a visa in his passport and at the time of hire has not been in Europe for longer than 6 months. If he has been in Europe for longer than 6 months, he must present a driving license from an EU country.

Age restrictions

Certain regulations apply related to minimum age and possession of driver's license which can be found during the booking process depending on the booked vehicle. Basically, the minimum age for every driver is 19 years (having held the driving license for at least 1 year). A deviation from the minimum age is possible depending on the vehicle.

In the Azores, the following rules apply for the minimum age and possession of a driver's license:

| Minimum Age | License Requirements | Car Category |
|-------------|-------------------------|------------------------------------|
| 19 | License held for 1 year | M***, E***, C***, IDAR, IFMR, S*** |
| 25 | License held for 1 year | F*** |

A surcharge applies for young drivers under 25 years.

Tariff information**General**

All credit cards of internationally recognised credit card companies (Visa, MasterCard, American Express, Diners Club, Discover, JCB), Airplus and Amex BTA/iBTA are accepted as payment methods, whereas any prepaid or debit cards (Visa Electron) are not accepted. The payment method must have been issued in the name of the lessee. This must be presented at the time of vehicle pick-up and be valid at least one month at this time. The amount that will be debited includes the rental price as well as all additional extras and charges.

Please note, that payments and approvals with credit card will require a PIN of the credit card.

Sixt CarExpress Servicecard (Advantage Circle) is only accepted in combination with a valid Credit Card.

An advance charge approval is obtained for the chosen means of payment as a security. The exact deposit is determined on collection since the amount is dependent on the vehicle.

At Ponta Delgada AP:

Advance Charge Approval

| CRS Code | EUR |
|--|--------|
| MDAR, EDMR, EDAR, CDMR, CFMR, CFAR, CWMR, IDAR, IFMR | 300.00 |
| FVMR | 500.00 |

At all other stations: up to 2,137.45 EUR

Special rental information when booking Prepaid rates**Prepaid tariff - Pay now**

When booking at a prepaid rate, the payment will be charged along with the total rental price (incl. booked extras and charges) prior to the rental. The driver and mode of payment shall be finalised at the time of reservation and cannot be changed. The confirmed credit card should be valid (at least 1 month after the predicted date of the end of the rental) and available for presentation on collection of the vehicle. All extra costs that occur during the car rental will be charged to this credit card.

A refund shall not be issued for non-collection, vehicle being collected late or returned early.

Changing booking

A booking can be changed up to 48 hours before the start of the rental (on availability) in return for an alteration charge of 25.00 EUR. Any payment already made towards the rental will not be refunded; nor shall any differential amount be refunded if this alteration leads to a lesser rental cost.

Cancellation

A booking can be cancelled before the rental begins. In the event of cancellation, the payment in advance already made towards the rental shall be paid back subject to a cancellation charge, which will be withheld and shall be in the amount of the rental charge (including any extras and charges) for a maximum of 3 rental days. Cancellations can be made online or in writing and must be addressed to: Sixt Portugal Mainland, JAP Rent-a-Car, Rua Central de Mouriz, 464 4580-590 Mouriz PRD, Portugal, Fax: +350 255 788 088, E-Mail: reservations@sixt.pt

No-show

In the event that the booked vehicle is not collected or not collected at the agreed time, the rental charge already paid shall be withheld in full.

Protection conditions

Third Party Insurance (TI)

Protection coverage for the vehicle includes Third Party Liability with a maximum cover of 50 EUR Million for personal injuries and material damages and is limited to Europe only. The hirer is liable up to the maximum amount of liability for accidents caused by the hirer, damage caused by parking, theft or any damage caused by an unknown third party.

Excluded from the protection is the use of the vehicle for the transport of dangerous goods. All protection as part of the rental contract will become void, in particular, if an unauthorized driver has used the vehicle or if the driver of the vehicle does not possess the required driver's license at the time of the event giving rise to claim.

Loss Damage Waiver (LDW) / EXCESS Values

Loss damage waiver (incl. theft protection) removes the drivers responsibility to a part of the vehicle in case of damage or theft.

If loss damage waiver (incl. theft protection) is accepted, the customer is only responsible for the following amounts:

1,200.00 EUR (MBMR, MDMR)
 1,300.00 EUR (EDMR)
 1,500.00 EUR (EDMN, EWMR, CFMR)
 1,600.00 EUR (EDAR)
 1,900.00 EUR (CDMN)
 2,100.00 EUR (CDMR, CFAR)
 3,900.00 EUR (IVMR, FVMR)

Except Ponta Delgada AP:

1,450.00 EUR (EDMR, EDAR, MDAR)
 2,600.00 EUR (CDMR, CFMR, CFAR, CWMR, IDAR, IFMR)
 3,500.00 EUR (FVMR)

If loss damage waiver (incl. theft protection) is not accepted the customer will be held liable for the full value of the car.

Top Cover LDW

If LDW is already included in the rates, the renter can choose Top Cover LDW to reduce the Non-Waiverable Responsibility.

If Top Cover LDW is accepted, customer is only responsible for the following amounts:

400.00 EUR (MBMR, MDMR)
 450.00 EUR (EDMR)
 600.00 EUR (EDMN, EDAR, EWMR, CFMR)
 800.00 EUR (CDMN)
 900.00 EUR (CDMR, CFAR)
 1,400.00 EUR (IVMR, FVMR)

Except Ponta Delgada AP:

700.00 EUR (EDMR, EDAR, MDAR)
 950.00 EUR (CDMR, CFMR, CFAR, CWMR, IDAR, IFMR)
 1,500.00 EUR (FVMR)

Super Top Cover LDW

If LDW is already included in the rates, the renter can choose Super Top Cover LDW to eliminate the Non-Waiverable Responsibility.

If Super Top Cover LDW is accepted, customer is only responsible for the following amounts: 0,00 EUR

Tyre and Windscreen Coverage (TG)

The tire and glass coverage provides protection for damages on tires, windscreen, side windows and the rear window with a deductible of EUR 0.00.

If the protection is not accepted, the customer will be held liable for the full extent of the damage.

Personal Accident Protection (PAP)

Personal Accident Protection will cover the consequences arising from a car accident, namely EUR14.963,94 for disability/death and up to EUR1.496.39 medical expenses.

Exception at Ponta Delgada AP, the limit of liability is: EUR10,000.00 for invalidity/decease, EUR1,000.00 for medical costs. Additionally, this protection includes extras coverage in case COVID-19 infection during your rental period. Further details and information are available for your review upon request at the counter.

Roadside Assistance

In case of breakdown/malfunction or accident, the customer may call Roadside assistance that is provided 24/7 (365 days). Roadside assistance contacts can be found in the rental agreement.

Roadside Protection (BC) (valid only for Ponta Delgada AP)

Our Roadside Protection is an extended breakdown protection during the car rental in Portugal and protects the contract holder against high service and repair costs for the following incidents:

- 1) Key locked inside the vehicle: In the event of the key being locked inside the vehicle, Sixt will assume the costs to open the vehicle and for the vehicle to be towed away and for a replacement vehicle.
- 2) Breakdown caused by lack of fuel: In the event of a breakdown due to having run out of fuel, Sixt will assume the costs for the breakdown assistance and fuel required for the onward journey.
- 3) Assistance due to flat battery: In the event of assistance with starting being needed, Sixt will assume the costs for assistance (by the vehicle manufacturer or one of its partners).
- 4) Loss of key: In the event of a lost key, Sixt shall assume the costs for providing a spare key, the transport/shipping of the spare key, for the vehicle to be towed away and for a replacement vehicle.
- 5) Immobilization of the Vehicle: In the event that it is not possible to move the vehicle (eg due to wintery road conditions). Sixt will assume the costs for the vehicle to be towed away and for a replacement vehicle.
- 6) Misfuelled vehicle: Sixt will assume the costs for the vehicle to be towed away, for the cleaning of the fuel tank and its refuelling.

All services may only be ordered by a direct claim with Sixt Portugal. We will determine the type and extent of service required to ensure the client can continue the journey. If any damage on the rental vehicle occurs, which is not covered by Sixt within the scope of the Roadside Protection, the renter is liable for such damage.

Roadside protection is provided 24/7 (365 days).

Cross border rentals and territorial restrictions

Cross Border Rentals are not allowed.

Cross Border Rentals between the mainland, the island of Madeira and Azores are not allowed.

In case of offence against Cross Border & Territorial Restrictions all protections lose their validity.

Extras

Accessories are bookable without obligation and subject to availability.

One-way rentals

All One-Way Rentals are on request. Please contact the local rental station.

One-way-Rentals between the mainland and the island of Madeira and Azores are not allowed.

International One-Way Rentals are not allowed.

In the case of unannounced and unauthorised one-way rentals, we reserve the right to charge an additional fee.

Navigation system

Navigation systems are available subject to a fee.

Additional Driver

A charge is levied for the additional driver, whose details are noted in the lease only if the additional driver presents a valid driver's license.

Baby and child seats

Baby seats, child seats and booster seats are available subject to a fee.

Refuelling Charge

All vehicles are supplied with a full tank of fuel and should be refilled prior to return to Sixt, otherwise the current prices per litre of petrol or diesel will be charged in addition to a refuelling fee.

If desired, the vehicle will be refueled according to currently available conditions after returning it to the station.

Alternatively, you may purchase a tankful of fuel at the time of rental at a price that is competitive with local fuel stations and return the tank empty. No refunds will be given for unused fuel.

Alternatively, you may book a tanking service for a fee and return the tank empty. The refueled liters will be charged at a price that is competitive with local fuel stations additionally to the prior noted tanking service fee.

Delivery and collection

Delivery/Collection Service is on request. Please contact the local rental station.

Deliveries and collections are available at the local rental station subject to a fee.

This service is available on request for an additional commitment fee outside opening times at selected locations.

Personal Travel Assistant - Sixt Connect (valid only for Ponta Delgada AP)

Sixt Connects are available subject to a fee.

The Sixt Connect NAVI includes GPS.

The Sixt Connect WIFI includes GPS, a tourist guide and a WIFI access point (up to 5 devices) with mobile internet.

The Sixt Connect PLUS includes GPS, a city guide, a WIFI access point (up to 5 devices), mobile internet and unlimited free calls all over the world.

Other Fees and Taxes

Premium location fee

A premium location fee occurs for rentals at airport and train stations.

Out of opening hours

Out of opening hours service is available at selected stations. In this case, an additional charge applies for the provision of the service.

Local rental surcharge (only for Ponta Delgada AP)

A local rental surcharge occurs.

Registration Fee/Road Tax

A Road Tax occurs (not valid with pick up at Ponta Delgada AP).

Fine Handling Fee (valid only for Ponta Delgada AP)

The renter is liable for payment of all traffic/parking fines occurring during the rental.

If the renter has a traffic/parking fine during the rental the renter will be charged an Administration Fee of EUR 35,00. Additionally, the renter will be contacted by the respective authority to pay the fine.

Vehicle Cleaning (valid only for Ponta Delgada AP)

In case the car requires a special cleaning procedure (i.e. smell removal, animal pollution, spill of liquids etc.) after returning, a cleaning charge will apply.

Flexi Return Guarantee

Plans can change. As a flexible mobility partner, we are happy to adapt to your plans. Thanks to our Flexi Return guarantee, you have the freedom to return the vehicle at any time to an authorised Sixt station, regardless of the rental agreement.

If your plans change during your hire period, let us know by telephone on +351 255788199 or in person at any of our numerous stations, and our employees will amend your rental contract. By doing this, we can adapt to your changed plans. This service is, of course, free of charge for you.

Flexi Return Guarantee in the tariff Pay now

When booking at a prepaid rate, a refund shall not be issued for returned early. For further information please refer to the section Prepaid Tariff - Pay now.

Flexi Late Return in both tariffs (Pay later & Pay now)

If you return the vehicle later, without notifying us, we will bill you EUR 11.80 service fee for the Flexi Return Service. This fee applies in addition to any extra days which might incur due to the rental extension.

Flexi Return Location in both tariffs (Pay later & Pay now)

If you return the vehicle to a station other than that agreed in the rental contract, the Flexi Return location will incur a service fee of EUR18.88 if we have not been informed of the changes to the rental contract in advance.

With our Flexi Return guarantee, you will always have maximum flexibility and cost-efficiency when driving.

VAT

16%

All rates include tax/VAT (if incurred).
For corporate customers with individual agreements alternative prices and regulations can apply.

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