



## General Terms and Conditions

### Rental rates include:

- Unlimited Mileage
- Third-party Liability Insurance (50.000.000€);
- CDW - Collision Damage Waiver;
- TP - Theft Protection (does not cover personal belongings);
- 24-hour Roadside Assistance.
- Local VAT.

### Rental rates do not include:

- Electronic Toll Service;
- Optional Equipment;
- Additional Driver;
- Young Driver;
- One Way Service;
- Cross Border Service (only available for mainland Spain territory);
- Fuel and Refueling Service;
- Out of hours service;
- Parking or Traffic Fine Management Service;
- Accident or Theft Claim Management Service

### Driver Age Requirements:

To rent a car with Tangerine, the maximum allowed age is 80 years old. The minimum age is 23 years old.

Young Driver - depending on the vehicle group rented, drivers between the ages of 19 and 22 may be accepted, subject to an additional cost found in the Extras and Services Price List.

### Driver's License Requirements:

In addition to the age requirements mentioned above, the driver must present a valid driver's license with at least 1 year of driving experience.

### Personal Identification:

The driver must present their valid Citizen Card or passport.

### Additional Driver:

Additional drivers are allowed but are subject to an additional cost per driver, which can be found in the Extras and Services Price List. All additional drivers must meet the same requirements as the primary driver.

### Maximum Rental Period:

The maximum rental period is 28 days.

### Rental Days Different from the Reservation:

There is no refund for unused booking days mentioned in the voucher.

### Unused Extras:

There is no refund for unused extras.

### Credit Card and Security Deposits Policy:

A credit card is mandatory for a security deposit equal to the minimum deductible amount of the rented vehicle and, for a second deposit that covers toll and fuel costs.

If the customer returns the vehicle without refueling it, the cost of refueling service and fuel cost will be charged at the end of the rental.

Toll costs (different from the cost of the Electronic Toll Service) are also charged at the end of the rental. It's common for some toll costs to be communicated to us by the highway concessionaires later, and as a result, they may be billed up to 30 days after the end of the rental.

A valid credit card (Visa or Mastercard) in the driver's name is required for blocking security deposits.

Debit cards, prepaid cards, virtual cards, Amex, Dinners Club, and Union Pay **are not accepted** for security deposits.

Debit, prepaid, and virtual cards are only accepted for in-person payments at the counter and do not exclude the need for a credit card for the security deposits.

The security deposit related to the vehicle's deductible can be reduced or waived by subscribing to one of our additional protections (Medium and Premium Protection).

#### **Security Deposits and Deductibles:**

The security deposit (a real guarantee for potential vehicle damage) starts at a minimum of EUR 1,200 and can go up to a maximum of EUR 6,000, depending on the vehicle group rented.

When renting a vehicle, the customer must provide a security deposit using a credit card. This mandatory security deposit is intended to cover the deductible, which typically represents the maximum liability in case of vehicle damage or a similar event during the rental period.

The customer is responsible for any damage, including tires, windows, electronic devices, loss or damage to keys and documents, that occurs with the rental vehicle up to the amount of the deductible.

In case of driver negligence, the customer is responsible for the full value of the vehicle.

#### **Driver Negligence:**

Additional Coverage Protections are not valid if any damage to the vehicle is caused by driver negligence.

Examples of negligence:

- If the driver is under the influence of alcohol, drugs, or any other substance that affects their perception or reaction.
- If the driver does not obey traffic rules, engages in any type of racing, drives off-road, on unsuitable or unpaved roads, in the opposite direction, or parks the car in places not permitted by law.
- Fuel exchange: if the customer uses the wrong fuel when refueling the car, they will be charged for the cost of roadside assistance, fuel tank cleaning, fuel tank filling, refueling service, and the cost of repairing damages (e.g., engine and catalytic converter). If Premium Protection or SRA has been subscribed, the towing cost will not be billed.
- Lost or broken parts (screens, coat hooks, emergency items, cigarette burns on seats, etc.).
- Loss or damage to vehicle documents or keys.

#### **24-Hour Roadside Assistance:**

In case of breakdown or accident, we provide 24/7 roadside assistance in Portugal. If you have any problems, please call our roadside assistance (dedicated number) for immediate help.

To have Roadside Assistance in mainland Spain, you must choose the Cross Border extra. This additional cost can be found in the Extras and Services Price List.

If you do not inform us of your trip to mainland Spain and do not purchase the Cross Border extra, you are responsible for the cost of roadside assistance and all repatriation costs.

#### **Cross Border (Border Crossing Policy):**

Cross-border trips are only allowed for passenger cars and only to mainland Spain, subject to an additional cost. To request this service, the customer must obtain pre-authorization when booking the vehicle or at the time of rental, and it must be specified in the rental agreement. Please refer to the Extras and Services

Price List to check the cost of this additional service.

#### **One Way National (returning the vehicle to a different Tangerine station):**

We may allow One Way rentals (exclusively between Tangerine stations in mainland national territory). The customer must request this service when making the reservation to verify if the request can be accepted. There is a cost for One Way rentals, which can be found in the Extras and Services Price List.

#### **Vehicle Pickup and Return / Delivery and Collection Service:**

Vehicles are delivered to the customer and returned by the customer at Tangerine stations.

We may agree with the customer on vehicle delivery and collection at a different location upon prior request, availability, and payment of the delivery and collection service.

For leaving the vehicle at a location other than our stations, the customer will be charged the total cost of vehicle recovery and immobilization.

#### **Fuel Policy:**

We provide vehicles with a full tank of fuel and expect them to be returned in the same condition. If the tank is not full, we charge for the missing fuel and for the cost of the refueling service, which can be found in the Extras and Services Price List.

#### **Additional Accessories:**

We offer optional equipment, subject to availability at each Tangerine station (stock not guaranteed). Refer to the Extras and Services Price List for more information.

#### **Mobile and Email Information:**

When booking a vehicle, please provide mobile number and email address to ensure the best service.

**Meet & Greet Service / Transfer Service:**

The Meet & Greet service at airports is provided by a TANGERINE assistant holding a sign identifying Tangerine and waiting for the customer at the 'meeting point' in the arrival's hall. After verifying the reservation details, the assistant escorts the customer to a TANGERINE shuttle, which transports them to our rental facilities. The transfer service is free of charge.

**Flight Information:**

If you require our complimentary airport transportation service, please provide your arrival flight number.

**Out-of-Hours Policy:**

Our services are available according to the opening and closing hours of each station.

Services outside of these hours are subject to prior booking, availability, and an additional cost, which can be found in the Extras and Services Price List.

**Cancellation Policy:**

To cancel a reservation without incurring costs, you must communicate the cancellation at least 24 hours

before the rental start date. If you cancel within less than 24 hours before the agreed check-out time, a fee will be charged, which can be found in the Extras and Services Price List.

**No Show Policy:**

If you do not cancel the reservation (no show), a fee will be charged, which can be found in the Extras and Services Price List.

**Accident or Theft:**

In the event of an accident or theft, the customer must report it to the local authorities and provide us with the police incident report. The customer must also complete the DAAA (friendly motor vehicle accident statement) in detail, obtain the signatures of the parties involved in the incident, and return the vehicle documents. This is mandatory for Tangerine to activate the vehicle's insurance.

In the case of theft, the vehicle key must be returned to Tangerine. If the key is not returned to Tangerine, the customer will be responsible for the full value of the vehicle.

**Accident or Theft Process Management Service:**

We charge the customer an administrative fee for managing accident or theft processes.

We charge an administrative fee for managing the accident or theft report, which can be found in the Extras and Services Price List.

**Fine Management Service:**

We charge the customer an administrative fee for managing the information required by the authorities. Fines are usually billed directly to the customer by the authorities.

**Vehicle Cleaning:**

We deliver vehicles in a clean condition. If the vehicle is returned in an unacceptable state of cleanliness, with the interior or exterior requiring extra cleaning, a "Cleaning fee" will be applied (the amount will depend on the depth of cleaning, time spent, materials used, etc.).

**Inquiries or Complaints after Rental:**

We have a professional team to respond to your inquiries as soon as possible. Any matters should be addressed by the customer via email to: [claims@tangerinerent.com](mailto:claims@tangerinerent.com)

**Additional Important Information:**

- We offer vehicle types (with similar characteristics) and cannot guarantee specific car models or brands, except when choosing a "Guaranteed Model" vehicle during the reservation.
- Rentals are charged for each 24-hour period. We offer a 59-minute grace period regarding the rental contract's opening time.
- Geolocation: for everyone's safety, most of our vehicles are equipped with geolocation.

Extras & Services Price List (VAT not included)				
Extras	Per day	Per rental	Maximum	Observations
Additional Driver	-	35.00 €	-	Per rental and per additional driver; not available for all vehicle groups
Young Driver Surcharge (<23)	6.50 €	-	65.00 €	Maximum charge 10 days; per day and per driver; applicable for drivers with ages between 19 and 22 years old with at least 1 year of driver's license
Baby seat (0-2 years old)	8.50 €	-	85.00 €	Maximum charge 10 days
Child seat (2-6 years old)	8.50 €	-	85.00 €	Maximum charge 10 days
Booster Seat (+ 6 years old)	5.50 €	-	55.00 €	Maximum charge 10 days
One Way	-	125.00 €	-	Pick up and drop off at different stations
Cross Border	-	120.00 €	-	Only available for mainland Spain territory
Services	Per day	Per rental	Maximum	Observations
Electronic Toll Service	2.00 €	-	20.00 €	Maximum charge 10 days; adds the cost of tolls

<b>Out of Hours</b>	-	<b>45.00 €</b>	-	
<b>Refueling Service</b>	-	<b>25.00 €</b>	-	<b>Adds the value of the missing fuel</b>
<b>Parking or traffic Fines management</b>	-	<b>30.00 €</b>	-	<b>Driver identification service to authorities</b>
<b>Accident or Theft Claim Management</b>	-	<b>35.00 €</b>	-	<b>Accident and theft process management</b>

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Segment	Transmission	SPP Code	Brand	Model/Or Similar	Fuel	Model Similar or Guaranteed	Basic Protection	Seats	Doors	Luggage	Minimum age	Medium Protection					Premium Protection				
												*Excess Waiver	1-3 Days	4-7 Days	8-13 Days	14-28 Days	*Excess Waiver	1-3 Days	4-7 Days	8-13 Days	14-28 Days
<b>Mini</b>	Manual	MBMR	FIAT	500	Petrol	Similar	1,100.00 €	4	3	2 Small	19	15.00 €	12.00 €	10.50 €	9.00 €	290.00 €	20.50 €	16.50 €	14.50 €	11.00 €	0.00 €
<b>Economy</b>	Manual	EDMR	OPEL	Corsa SP	Petrol	Similar	1,500.00 €	5	5	1 Medium + 1 Small	19	19.50 €	15.50 €	13.50 €	9.00 €	350.00 €	26.00 €	21.00 €	18.50 €	12.50 €	0.00 €
	Automatic	EDMR	OPEL	Corsa SP AUT.	Petrol	Similar	1,900.00 €	5	5	1 Medium + 1 Small	19	19.50 €	15.50 €	13.50 €	9.00 €	350.00 €	26.00 €	21.00 €	18.50 €	12.50 €	0.00 €
<b>Compacts</b>	Manual	CDMR	FORD	Focus	Petrol	Similar	2,200.00 €	5	5	2 Medium + 1 Small	19	22.50 €	18.00 €	16.50 €	11.00 €	400.00 €	30.50 €	24.50 €	22.00 €	15.50 €	0.00 €
		CWMR	FORD	Focus Station Wagon	Petrol	Similar	2,500.00 €	5	5	2 Medium + 1 Small	19	22.50 €	18.00 €	16.50 €	11.00 €	400.00 €	30.50 €	24.50 €	22.00 €	15.50 €	0.00 €
	Automatic	CDAR	FORD	Focus	Petrol	Similar	2,900.00 €	5	5	2 Medium + 1 Small	19	22.50 €	18.00 €	16.50 €	11.00 €	400.00 €	30.50 €	24.50 €	22.00 €	15.50 €	0.00 €
		CWAR	FORD	Focus Station Wagon	Petrol	Similar	3,000.00 €	5	5	2 Medium + 2 Small	19	22.50 €	18.00 €	16.50 €	11.00 €	400.00 €	30.50 €	24.50 €	22.00 €	15.50 €	0.00 €
<b>SUV's</b>	Manual	CFMR	VW	T-Cross	Petrol	Similar	2,500.00 €	5	5	2 Medium + 2 Small	19	22.50 €	18.00 €	16.50 €	11.00 €	500.00 €	30.50 €	24.50 €	22.00 €	15.50 €	0.00 €
		IFMR	VW	T-Roc	Petrol	Similar	2,500.00 €	5	5	2 Medium + 2 Small	19	24.00 €	19.50 €	17.50 €	12.00 €	500.00 €	32.50 €	26.00 €	23.40 €	16.50 €	0.00 €
		JFMR	VW	Tiguan	Petrol	Similar	3,700.00 €	5	5	2 Medium + 2 Small	25	24.00 €	19.50 €	17.50 €	12.00 €	740.00 €	32.50 €	26.00 €	23.40 €	16.50 €	0.00 €
		JFMD	CUPRA	Formentor	Diesel	Similar	3,700.00 €	5	5	2 Medium + 2 Small	25	24.00 €	19.50 €	17.50 €	12.00 €	740.00 €	32.50 €	26.00 €	23.40 €	16.50 €	0.00 €
		CFAR	VW	T-Cross AUT.	Petrol	Similar	2,900.00 €	5	5	2 Medium + 2 Small	19	24.00 €	19.50 €	17.50 €	12.00 €	580.00 €	32.50 €	26.00 €	23.40 €	16.50 €	0.00 €
	Automatic	IFAR	VW	T-Roc AUT.	Petrol	Similar	2,900.00 €	5	5	2 Medium + 2 Small	19	24.00 €	19.50 €	17.50 €	12.00 €	580.00 €	32.50 €	26.00 €	23.40 €	16.50 €	0.00 €
		IFAD	OPEL	Grandland AUT.	Diesel	Similar	3,600.00 €	5	5	2 Medium + 2 Small	19	24.00 €	19.50 €	17.50 €	12.00 €	720.00 €	32.50 €	26.00 €	23.40 €	16.50 €	0.00 €
		RFAD	MERCEDES	GLB Auto	Diesel	Guaranteed	4,200.00 €	5	5	2 Medium + 2 Small	25	28.00 €	22.50 €	20.00 €	16.00 €	1,260.00 €	37.50 €	30.00 €	27.00 €	25.50 €	0.00 €
		IDAR	MERCEDES	A 200	Petrol	Similar	3,200.00 €	5	5	2 Medium + 1 Small	19	28.00 €	22.50 €	20.00 €	16.00 €	860.00 €	37.50 €	30.00 €	27.00 €	25.50 €	0.00 €
		JDAD	BMW	Series 2 Grand Coupe	Diesel	Similar	4,200.00 €	5	4	2 Medium + 1 Small	25	28.00 €	22.50 €	20.00 €	16.00 €	1,260.00 €	37.50 €	30.00 €	27.00 €	25.50 €	0.00 €
<b>Intermediate Elite</b>	Automatic	RDAD	MERCEDES	CLA Coupe Auto	Diesel	Guaranteed	4,200.00 €	5	4	2 Medium + 2 Small	25	28.00 €	22.50 €	20.00 €	16.00 €	1,260.00 €	37.50 €	30.00 €	27.00 €	25.50 €	0.00 €
		RWAD	MERCEDES	CLA Shooting Brake Auto	Diesel	Guaranteed	4,200.00 €	5	5	2 Medium + 2 Small	25	28.00 €	22.50 €	20.00 €	16.00 €	1,260.00 €	37.50 €	30.00 €	27.00 €	25.50 €	0.00 €
<b>Premium</b>	Manual	NTMR	FIAT	500 Open Roof	Petrol	Guaranteed	1,700.00 €	4	2	2 Small	19	19.50 €	15.50 €	14.00 €	12.50 €	360.00 €	26.00 €	21.00 €	18.90 €	17.00 €	0.00 €
		PWAD	BMW	3 Series SW	Diesel	Similar	4,900.00 €	5	5	2 Large + 1 Medium + 2 Small	25	30.00 €	26.00 €	23.50 €	21.00 €	1,470.00 €	40.50 €	35.00 €	31.50 €	29.00 €	0.00 €
	Automatic	UWAD	MERCEDES	C220 SW	Diesel	Guaranteed	4,900.00 €	5	5	2 Large + 1 Medium + 2 Small	25	30.00 €	26.00 €	23.50 €	21.00 €	1,470.00 €	40.50 €	35.00 €	31.50 €	29.00 €	0.00 €
		UFAD	MERCEDES	GLC	Diesel	Guaranteed	5,900.00 €	5	5	1 Large + 2 Medium + 1 Small	25	38.00 €	33.80 €	30.55 €	27.30 €	1,680.00 €	N/A	N/A	N/A	N/A	N/A
<b>7-Seaters</b>	Automatic	SVAD	FORD	Tourneo Grand Connect	Petrol	Similar	3,600.00 €	7	5	1 Large + 2 Medium + 1 Small	25	24.00 €	19.50 €	17.50 €	12.00 €	720.00 €	32.50 €	26.00 €	23.40 €	16.50 €	0.00 €
<b>9-Seaters</b>	Automatic	RVAD	MERCEDES	Vito 9 Lug. Auto	Diesel	Similar	4,500.00 €	9	4	3 Large + 2 Medium + 2 Small	23	29.00 €	23.50 €	21.00 €	19.00 €	1,350.00 €	38.50 €	31.00 €	28.00 €	26.50 €	0.00 €

\*VAT is not applicable to excess waiver  
 Minimum Deposit (Tolls and Petrol): 150€ above excess waiver