

# TANGERINE RENT A CAR

## Official Terms and Conditions

*Document revised: October 13, 2023*

## 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 surcharge
- One Way Service
- Cross Border Service (only mainland Spain)
- Fuel and Refueling Service
- Out of hours service
- Fine Management Service
- Accident or Theft Claim Management Service

## **Driver Requirements**

### **Age Requirements**

Maximum age: 80 years old. Minimum age: 23 years old.

Young Driver: drivers between 19 and 22 may be accepted depending on vehicle group, subject to additional cost.

### **Driver's License Requirements**

Valid driver's license with at least 1 year of driving experience required.

### **Personal Identification**

Valid Citizen Card or passport required.

### **Additional Driver**

Additional drivers allowed subject to additional cost. All additional drivers must meet the same requirements as the primary driver.

### **Maximum Rental Period**

Maximum rental period: 28 days.

## 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 a second deposit for toll and fuel costs.

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

Toll costs may be billed up to 30 days after the end of the rental.

**ACCEPTED:** Valid credit card (Visa or Mastercard) in the driver's name.

**NOT ACCEPTED:** Debit cards, prepaid cards, virtual cards, Amex, Diners Club, Union Pay for security deposits.

Debit, prepaid, and virtual cards only accepted for in-person payments at counter (does not replace credit card for deposits).

Security deposit can be reduced or waived with Medium or Premium Protection.

### Security Deposits and Deductibles

Security deposit starts at minimum €1,200 and can go up to maximum €6,000 depending on vehicle group.

Customer is responsible for any damage including tires, windows, electronic devices, loss or damage to keys and documents up to the deductible amount.

**In case of driver negligence, customer is responsible for FULL value of vehicle.**

## Driver Negligence

**Additional Coverage Protections are NOT valid if damage is caused by driver negligence.**

### Examples of negligence:

- Driver under influence of alcohol, drugs, or any substance affecting perception
- Not obeying traffic rules, racing, driving off-road, unpaved roads, wrong direction
- Parking in prohibited places
- Wrong fuel: customer charged for roadside assistance, tank cleaning, filling, service, and repair damages
- Lost or broken parts (screens, coat hooks, emergency items, cigarette burns, etc.)
- Loss or damage to vehicle documents or keys

## 24-Hour Roadside Assistance

24/7 roadside assistance provided in Portugal.

For roadside assistance in mainland Spain, Cross Border extra is required.

**If Cross Border not purchased, customer is responsible for all roadside assistance and repatriation costs.**

## Cross Border (Border Crossing Policy)

Cross-border trips only allowed for passenger cars to mainland Spain only, subject to additional cost.

Pre-authorization required when booking or at rental time. Must be specified in rental agreement.

## One Way National

One Way rentals allowed exclusively between Tangerine stations in mainland Portugal.

Must be requested at booking to verify availability.

## Vehicle Pickup and Return

Vehicles delivered and returned at Tangerine stations.

Delivery/collection at different location available upon request, availability, and payment.

**Leaving vehicle at unauthorized location: customer charged full cost of recovery and immobilization.**

## Fuel Policy

Vehicles provided with full tank. Must be returned full.

If tank not full: charged for missing fuel + refueling service fee.

## Out-of-Hours Policy

Services available according to station opening hours.

Services outside hours subject to prior booking, availability, and additional cost.

## Cancellation Policy

Free cancellation: at least 24 hours before rental start date.

Cancellation within 24 hours: fee charged.

## No Show Policy

If reservation not cancelled (no show): fee charged.

## Accident or Theft

### MANDATORY STEPS:

- Report to local authorities
- Provide police incident report
- Complete DAAA (friendly motor vehicle accident statement) in detail
- Obtain signatures of all parties involved
- Return vehicle documents

**In case of theft: vehicle key MUST be returned. If not returned, customer responsible for FULL vehicle value.**

## Additional Important Information

- Vehicle types offered (similar characteristics) - specific models/brands not guaranteed except "Guaranteed Model" selection
- Rentals charged per 24-hour period with 59-minute grace period
- Geolocation: most vehicles equipped with GPS for safety
- No refund for unused booking days or extras
- Cleaning fee applied if vehicle returned in unacceptable condition
- Inquiries/complaints: [claims@tangerinerent.com](mailto:claims@tangerinerent.com)

## Fleet Specifications

SIPP	Segment	Brand	Model	Fuel	Type	Seats	Doors	Luggage	Min Age	Basic Excess
MBMR	Mini	FIAT	500	Petrol	Similar	4	3	2 Small	19	€1,100
EDMR	Economy	OPEL	Corsa 5P	Petrol	Similar	5	5	1M+1S	19	€1,500
EDAR	Economy Auto	OPEL	Corsa 5P AUT	Petrol	Similar	5	5	1M+1S	19	€1,900
CDMR	Compact	FORD	Focus	Petrol	Similar	5	5	2M+1S	19	€2,200
CWMR	Compact SW	FORD	Focus SW	Petrol	Similar	5	5	2M+1S	19	€2,500
CDAR	Compact Auto	FORD	Focus Auto	Petrol	Similar	5	5	2M+1S	19	€2,900
CWAR	Compact SW Auto	FORD	Focus SW Auto	Petrol	Similar	5	5	2M+2S	19	€3,000
CFMR	SUV Compact	VW	T-Cross	Petrol	Similar	5	5	2M+2S	19	€2,500
IFMR	SUV Medium	VW	T-Roc	Petrol	Similar	5	5	2M+2S	19	€2,500
JFMR	SUV Standard	VW	Tiguan	Petrol	Similar	5	5	2M+2S	25	€3,700
JFMD	SUV Premium	CUPRA	Formentor	Diesel	Similar	5	5	2M+2S	25	€3,700
CFAR	SUV Compact Auto	VW	T-Cross AUT	Petrol	Similar	5	5	2M+2S	19	€2,900
IFAR	SUV Medium Auto	VW	T-Roc AUT	Petrol	Similar	5	5	2M+2S	19	€2,900
IFAD	SUV Large Auto	OPEL	Grandland AUT	Diesel	Similar	5	5	2M+2S	19	€3,600
RFAD	SUV Luxury	MERCEDES	GLB Auto	Diesel	Guaranteed	5	5	2M+2S	25	€4,200
IDAR	Intermediate	MERCEDES	A 200	Petrol	Similar	5	5	2M+1S	19	€3,200
JDAD	Int. Elite	BMW	Serie 2 GC	Diesel	Similar	5	4	2M+1S	25	€4,200
RDAD	Premium Coupe	MERCEDES	CLA Coupe	Diesel	Guaranteed	5	4	2M+2S	25	€4,200
RWAD	Premium SW	MERCEDES	CLA Shooting	Diesel	Guaranteed	5	5	2M+2S	25	€4,200
NTMR	Cabrio	FIAT	500 Open Roof	Petrol	Guaranteed	4	2	2 Small	19	€1,700
PWAD	Premium SW	BMW	3 Series SW	Diesel	Similar	5	5	2L+1M+2S	25	€4,900
UWAD	Luxury SW	MERCEDES	C220 SW	Diesel	Guaranteed	5	5	2L+1M+2S	25	€4,900
UFAI	Luxury SUV	MERCEDES	GLC	Diesel	Guaranteed	5	5	1L+2M+1S	25	€5,900
SVAD	7-Seater	FORD	Tourneo Grand	Petrol	Similar	7	5	1L+2M+1S	25	€3,600
RVAD	9-Seater	MERCEDES	Vito 9 Lug	Diesel	Similar	9	4	3L+2M+2S	23	€4,500

\* VAT is not applicable to excess waiver

Minimum Deposit: €150 above excess waiver (for tolls and fuel)

## Extras & Services Price List (VAT not included)

Extra/Service	Per Day	Per Rental	Maximum	Observations
Additional Driver	-	€35	-	Per rental and per driver
Young Driver (<23)	€6.50	-	€65	Ages 19-22 with min 1 year license
Baby Seat (0-2 years)	€8.50	-	€85	Max charge 10 days
Child Seat (2-6 years)	€8.50	-	€85	Max charge 10 days
Booster Seat (6+ years)	€5.50	-	€55	Max charge 10 days
One Way	-	€125	-	Different station return
Cross Border	-	€120	-	Mainland Spain only
Electronic Toll Service	€2	-	€20	Plus toll costs
Out of Hours	-	€45	-	Outside station hours
Refueling Service	-	€25	-	Plus missing fuel cost
Fine Management	-	€30	-	Driver identification service
Accident/Theft Management	-	€35	-	Claims process

## Protection Pricing by Vehicle Group (prices per day, VAT not included)

SIPP	Segment	Basic Excess	Medium Excess	Medium 1-3d	Medium 4-7d	Medium 8-13d	Medium 14-28d	Premium 1-3d	Premium 4-7d	Premium 8-13d	Premium 14-28d
MBMR	Mini	€1,100	€290	€15	€12	€10.50	€9	€20.50	€16.50	€14.50	€11
EDMR/EDAR	Economy	€1,500-€1,900	€350	€19.50	€15.50	€13.50	€9	€26	€21	€18.50	€12.50
CDMR-CWAR	Compact	€2,200-€3,000	€400	€22.50	€18	€16.50	€11	€30.50	€24.50	€22	€15.50
CFMR/IFMR	SUV Compact	€2,500	€500-€580	€22.50-€24	€18-€19.50	€16.50-€17.50	€11-€12	€30.50-€32.50	€24.50-€26	€22-€23.40	€15.50-€16.50
JFMR/JFMD/IFAD	SUV Std	€3,600-€3,700	€720-€740	€24	€19.50	€17.50	€12	€32.50	€26	€23.40	€16.50
RFAD	SUV Luxury	€4,200	€1,260	€28	€22.50	€20	€18	€37.50	€30	€27	€25.50
IDAR	Intermediate	€3,200	€960	€28	€22.50	€20	€18	€37.50	€30	€27	€25.50
JDAD/RDAD/RWAD	Int. Elite	€4,200	€1,260	€28	€22.50	€20	€18	€37.50	€30	€27	€25.50
NTMR	Cabrio	€1,700	€350	€19.50	€15.50	€14	€12.50	€26	€21	€18.90	€17
PWAD/UWAD	Premium SW	€4,900	€1,470	€30	€26	€23.50	€21	€40.50	€35	€31.50	€29
UFAI	Luxury SUV	€5,900	€1,690	€39	€33.80	€30.55	€27.30	N/A	N/A	N/A	N/A
SVAD	7-Seater	€3,600	€720	€24	€19.50	€17.50	€12	€32.50	€26	€23.40	€16.50
RVAD	9-Seater	€4,500	€1,350	€29	€23.50	€21	€19	€38.50	€31	€28	€26.50

## Tangerine Stations

### Lisbon Airport Station (LX1)

- Opening Hours: Everyday 08:00-20:00 (24/7 availability)
- Phone: (+351) 935 741 201
- Address: Avenida da Boa Esperança, 51, Parque das Nações, 1990-044 Lisboa
- Pick Up: Meet & Greet at arrivals near Vodafone Shop, shuttle to rental office (~10 min)
- Drop Off: Return to station, free shuttle to airport

### Oporto Airport Station (PO1)

- Opening Hours: Everyday 08:00-20:00 (24/7 availability)
- Phone: (+351) 939 705 337
- Address: Rua Vilar do Senhor, 52, Loja D, Vila Nova da Telha, 4470-826 Maia
- Pick Up: Meet & Greet near AVIS desk/Deli&Cia coffee shop, shuttle to office (~12 min)
- Drop Off: Return to station, free shuttle to airport

### Oporto City Center Station (PO3)

- Opening Hours: Mon-Fri 08:00-20:00, Sat 09:00-13:00
- Phone: (+351) 939 635 381
- Address: Rua Pedro Hispano, 1371, 4250-365 Porto

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[www.tangerinerent.com](http://www.tangerinerent.com)

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