



Car Rental Customer Assistance Guide

Collecting your car - Please refer to voucher for address of location. (At airports, follow the 'Car Rental' signs in the Arrivals area to the rental desks). Present your DriveAway Holidays voucher, a full valid driver's licence (provisional licences are not accepted), a credit card** for the security bond and in some cases, your passport. If renting a speciality or luxury vehicle, two international credit cards may be required. International Driving Licences are compulsory in many countries; please refer to the International Driving Permits (IDP) page on our website for further details. The car rental company will prepare a Rental Agreement (RA) and your voucher will be credited to the Rental Agreement (RA). Please check your voucher as to what is included. It is likely some additional charges not covered by the voucher will apply. It is important you fully understand any of the charges applied to the Rental Agreement (RA). In many cases the Rental Agreement (RA) will be prepared for you before you arrive. Once you have signed and initialled your acceptance on the Rental Agreement (RA), the charges will be debited from your credit card, and are non-refundable.

****Credit Card Security Bond / Deposit** - Car rental companies will require a security deposit 'held' against your credit card. The credit card must be in the name of the renter shown on our booking and must have sufficient funds to cover the required deposit / excess. Usually CASH and DEBIT CARDS (including Travelex Cards) are not accepted and may result in refusal by the supplier to release the vehicle. Deposit amounts vary and will generally equate to the value of the Excess liability. This may affect the credit available to you on your credit card for several days after the vehicle is returned. In some instances, the bond can be paid in cash (check with DriveAway Holidays as this will need to be confirmed in advance).

Late Arrival - Our pre-booked rentals will only be held by a supplier for up to one hour past the agreed collection time. Late arrivals after this time will be treated as a no-show and the car will be released.

Late Return - Any rental returned past the agreed return time will be charged an extra day at the local rental rate plus taxes and fees.

Non Waivable Excess - Rentals include Collision Damage Waiver Insurance (CDW), Third Party Liability and Theft Protection (TP). An Insurance Excess is applicable in the event of any accident or theft to the rental vehicle, regardless of fault. The Excess amount varies between countries and car group. The additional insurance offered by the car rental company is optional. Many travellers have Travel Insurance to cover the Excess applied in the event of an accident or theft. Some insurance companies may not cover the Excess unless you also take out the Excess Reduction Insurance offered by the car rental company. Please check the conditions on your Travel Insurance policy. Note: Lost Keys, damage to glass (incl. side mirrors), tyres, underside and roof of the vehicle are NOT covered by the insurance included in your rental. The depot may offer additional insurances to cover these items.

Excess Reduction Insurance or Super CDW / TP - If you wish to upgrade your vehicle insurance or reduce your obligation for the Excess, you can purchase Super CDW / TP cover directly with the car rental company at an additional cost. When signed for, these are non-refundable. If you are sure you are adequately covered by your Travel Insurance, you can DECLINE this additional cover on the Rental Agreement (RA). Please make this clear to the Rental Agent.



Alternatively, ask DriveAway Holidays for their Excess Refund Protection rate to cover the rental vehicle excess amount up to AUD5,000. See www.driveaway.com.au/driveaway-excess-refund-protection

PAI / PEB (Personal Accident / Personal Effects & Baggage) Insurance - If you have already taken out Travel Insurance that provides adequate cover, you may DECLINE these items on your Rental Agreement (RA).

Pre-Paid Fuel Option - Most car rental companies provide a full tank of fuel and will charge you for refuelling the vehicle if it is not returned with a full tank. By accepting this option, you are agreeing to pay a pre-determined price for fuel regardless of whether you return the vehicle with a full, partially full or empty tank. This alleviates the need to search for a petrol station just prior to return, but there is no refund for any fuel remaining in the tank. If accepted, the amount to be charged will be printed on your Rental Agreement (RA).

Accidents - In the event of an accident or theft, please report it immediately to the car rental company. Refer to your Rental Agreement (RA) for the 24 hour assistance phone number. In all cases obtain registration plates and licence details as well as names and addresses of those involved in the accident. The information should be passed onto the car rental company and a copy kept for your own records. A police report may also be required.



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 www.driveaway.com.au
 1300 363 500



Winter Tyres - For rentals November to April winter tyres may be compulsory for travel to some European countries. We recommend that winter tyres are fitted between November and April when driving to Germany, Switzerland, Austria and the Northern Italian Alps. Not available with all vehicle types or all suppliers. Refer to the Terms & Conditions on your voucher or contact DriveAway Holidays for further details.

Child Safety Seats - May be provided but the seat must be fitted by the client. Rental company staff will not fit the seats on behalf of the client for legal reasons.

No-Show Fee - If a booking is cancelled after collection or is a no-show, a no-show fee of AUD110 plus supplier levied fees (if applicable) will be charged.

Unused Days - Once the rental has commenced, there is no refund for unused rental days if the car is returned earlier than booked. Note: Car rental staff are NOT authorised to amend this contractual condition. We strongly recommend you are covered by adequate Travel Insurance in case of unforeseen circumstances.

Frequent Flyer Points - Unfortunately, Frequent Flyer points do NOT apply on rentals booked through DriveAway Holidays. This is a condition applied by the car rental companies to our contracted rates.

Terms & Conditions - For general conditions, cancellations and no-show fees, see the Terms and Conditions section on www.driveaway.com.au or the DriveAway Holidays' brochure. Conditions apply.

Frequently Asked Questions

Q. Where can I drive my vehicle? Are there any restrictions?

A.

- **Britain** - You may drive throughout mainland Britain and Northern Ireland. Most vehicles can be taken to Republic of Ireland or Europe. Some conditions and supplements apply.
- **Ireland** - Vehicles rented in Ireland may be driven within Northern Ireland and Republic of Ireland. One way rentals are possible between Northern Ireland and Republic of Ireland. Some conditions and supplements apply.
- **Europe** - You may drive your car throughout mainland Western Europe. Vehicles should be returned to the renting country or a one way fee will apply. If the return location is changed once the vehicle is collected, a surcharge locally will apply. Generally cars are NOT permitted into Eastern European countries. Some exceptions apply on rentals from Austria, Germany and Italy with selected car rental companies. Contact DriveAway Holidays for full details.
- **USA/Canada** - Vehicles collected in USA/Canada generally cannot be driven into Mexico. Conditions apply.
- **Australia** - Travel restrictions apply in Australia, depending on car type and car rental operator. Contact DriveAway Holidays for full details.
- **New Zealand** - Minimum hire is 3-5 days on each island, depending on the car type and car rental operator. Travel restrictions apply in New Zealand. Contact DriveAway Holidays for full details.

Q. What do I do if I return the vehicle early?

A. This is possible, however no refund of unused rental days is allowed by the car rental companies

Q. What do I do if I wish to extend my hire whilst overseas?



A. Please contact the car rental company for a quote on the cost of the additional rental days. Be sure to ask for the total cost inclusive of insurance and taxes and make a note of the person who has advised the information. In some instances, the rental company will suggest you contact your Travel Agent or DriveAway Holidays to arrange for a new voucher to cover the extra days. Payment should then be made to DriveAway Holidays and a new voucher is issued and faxed overseas to cover the extension or new rental.

Refer to www.driveaway.com.au/faq for additional Frequently Asked Questions.

Thank you for choosing DriveAway Holidays Australia's No 1 choice for self-drive holidays

All information is correct at time of print & subject to change without notice. Issued 24 October 2018



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