



## Rental Agreement Terms and Conditions Europcar Malta

Dear Europcar esteemed client please note that by signing the Rental Agreement (RA) and hiring a vehicle from us you are entering into a legal contract with Europcar Malta and confirming that you accept these Terms and Conditions.

### Renting and returning the vehicle

It is mandatory that the customer presents a valid unrestricted driving licence upon collection of the vehicle. The customer acknowledges that he/she received the said vehicle in good technical condition and ready for normal usage. In case of damage to any of the wheels during the course of the rental, the customer is obliged to replace it with a new one, having exactly the same technical parameters as the damaged one.

During the checkout customer is always informed to check the condition of the vehicle before leaving the rental location and to inform the Europcar employee stationed at the checkout location immediately of any damage which does not result on the check out damage form.

When pre-existing damage to the vehicle and accessories cannot be checked in advanced customer must notify of such damage to us within 1 hour of the start of the rental period; if this is in daylight hours or by 8.30am the following morning if the vehicle was collected during hours of darkness or bad lighting.

The hirer is obliged to return the vehicle to Europcar designated parking area on the agreed date and time stipulated in the Rental Agreement, Europcar Malta allows 30 minutes grace period. Failure to do this will result in €50 unauthorised extension penalty fee plus the daily rate charge and any additional parking fee.

Vehicle must be returned, normal wear & tear expected, in the same condition as when rented. If special cleaning is required (soiled/stained/burnt seats etc) a separate charge of €75-250 will apply.

If the hired vehicle is returned before the of the Rental Period Europcar Malta will not refund customer for any unused prepaid rental days or extras.

### Return of the vehicle Out of Office Hours

Depositing/returning the key outside the normal opening hours does not constitute the end of the rental. The customer remains liable for any damages or fines until a Europcar Vehicle Inspector takes possession of the vehicle and carries out the final check -in inspection when Europcar location opens.

### Rental Charges

The customer will pay all the charges listed on the rental agreement.

### Cross –Border

Not permitted, penalty charges up to €2500 will apply.

### Smoking in the car

Prohibited, additional cleaning charges up to €150 will apply

### Fuel Policy for Full to Full

Vehicle is supplied with full tank of fuel. If you do not return the vehicle with a full tank of fuel then you will be charged for the cost of fuel plus 75% refuelling surcharge.

### Preauthorisation/Deposit

Upon collection of the vehicle the customer must nominate a major credit card for security deposit purposes. (Europcar Malta accepts the following cards: Visa, MasterCard, and Amex which has to be under the main driver's name). Preauthorisation amount equals to the cost of car hire in addition to Euro 500. The issuing bank (the bank of the card holder/hirer) will release the amount after certain days that are stipulated by the Issuing bank. Any costs arising for insurance excess amount, repair charges, road traffic offence, contraventions, CVA charges, fuel difference, unauthorised extension and parking fees will be directly deducted from your preauthorisation amount.

### Protection

If you have purchased any of Europcar Malta excess reduction products. We will provide cover for damage or theft to the vehicle depending on the type of excess reduction you have purchased. You still have to pay an amount up to the reduced excess amount for each incident in case you have damaged the vehicle. Claim charges and administration fees will apply in case damages were only caused to a 3<sup>rd</sup> party vehicle or property unless Europcar Malta insurance covers has been purchased. It is required that you notify Europcar Malta on +356 25761000 for any new damages. Otherwise the Premium, Medium, or Flexi insurance cover will be rendered null and void.

Flexi insurance cover does not cover; unless additional insurance cover has been purchased from us, the undercarriage, tyres (unless wear & tear), wheel rims and punctures which may occur due to the hirer hitting a kerb or pot holes.

Punctures may be repaired at any petrol station or you may call on +356 79476145 where we will send an independent repair company at a charge of €45.

Should customer opt to decline additional Insurance cover at the time of rental and accept financial responsibility up to indicated excess amount for each accident will be liable to indemnify Europcar Malta the estimated repair cost including administration charge of €50, claim administration fee and loss of use charges LOU(daily fixed rate charge for number of days repairs took to be completed) in case of theft/accidents or any new damages..

When purchasing your insurance cover through a broker/third party you still will be liable to Europcar Malta for the excess amount and it's your responsibility to seek reimbursement directly from your insurer.

Neither our cover nor any of our excess amounts will apply if loss or damage caused by unauthorised driver, the driver abuse, error, negligence, or willful act including damage to the vehicle or accessories, improper use of clutch, if vehicle was used for any illegal purposes, broken/stolen or lost key or using the incorrect fuel type. The customer will be held responsible for the actual repair cost up to the vehicle value. In addition, penalty of €150 will apply if a hired vehicle was driven by unauthorised driver at any time during the car hire duration.

### Accident/Breakdowns &Repair

If the vehicle is involved in an accident during the rental period you must inform us on +356 2576100 as a complete accident report: front to rear, warden report or police report would be requested. In case of breakdowns and emergency please call on +356 79476145. Europcar Malta insurance claims department email address: [claims@europcar.com.mt](mailto:claims@europcar.com.mt)(opening hours form Mon-Fri from 08.30 am: 17:30 pm)

You may also contact our Customer Service department at the following email address: [customercaremt@europcar.com.mt](mailto:customercaremt@europcar.com.mt) and phone number +356 25761014

(Opening hours form Mon-Fri from 08.30 am: 17:30 pm)

**Traffic fines and CVA (Controlled Vehicular Access Zone) charges.**

Traffic fines that you receive throughout your rental are direct responsibility of the customer.

Vehicles are to be parked legally once rental has finished, as any traffic fines, speeding traffic fines or contraventions received from the time your rental has finished till Europcar collect the vehicle will be your responsibility. Europcar Malta will pay traffic fines on you behalf and €40 administration charge will be added to the total cost of each traffic fine unless you supply us with a copy of the receipt within your car hire period. We strongly recommend observing speed limit regulations and signs.

Failure of this will not allow you to seek reimbursement of administration charge even if the payment of traffic has been processed by your good self.

Please be informed that all vehicles that enter into Valletta, will incur a CVA (Controlled Vehicular Access) charge on a per hour basis. Kindly be advised that there will be an administration charge of €15.00 over and above this CVA charge. This can be prevented by parking the vehicle outside Valletta and/or the CVA zones.