

All rates include

- Third Party Liability (TPL)
- Collision Damage Waiver (CDW) with excess
- Theft Waiver (TW) with excess
- VAT and taxes
- Airport surcharge
- Breakdown assistance on Payment
- Road licencing fee
- Unlimited mileage

Rates do not include

- Additional insurances - to be paid locally
- Additional extras - to be paid locally
- One way hire - to be paid locally
- Cross border - to be paid locally
- Young driver/senior driver surcharge - to be paid locally
- Full road assistance - to be paid locally

Driver's requirement

The renter must hold a valid passport and European or International Driving License, issued at least one year before the rental. The vehicle will not be provided to renters without a European or International Driving License. UK license holders need to present the photo card.

If drivers license is not in the Roman alphabet (i.e. if it is in Arabic, Greek, Russian or Chinese) it is required to bring an International Driving Permit and is domestic license.

For driving licenses from countries not part of the international driving license treaty, an official translation of the license must be presented with the original license (issued until 7 days prior to pick up).

When renting within the EU, customers from non-EU countries must also present an International Driving Permit along with their domestic license.

	COST		
	Per day	Per rental	Max per rental
DRIVER'S REQUIREMENT			
Young driver surcharge	22 EUR	-	396 EUR
Senior driver surcharge	-	-	-
Minimum age with surcharge	-	19	-
Minimum age with no surcharge	-	25	-
Maximum age with no surcharge	-	80	-
Maximum age with surcharge	-	-	-
Minimum rental day	-	1	-
Maximum rental day	-	30	-

Mileage policy

	Yes	No
MILEAGE POLICY		
Kilometre	Yes	No
Mileage		No
Unlimited	Yes	No
Limitation per day	-	-
Limitation per rental	-	-
Cost of additional km	-	-
Policy in case of cross border	Same	-

Fuel policy

The vehicle will be provided with fuel and all customers are required to return the car with the same amount of fuel.

Failure to return the vehicle with the same amount of fuel will attract the following charges

See Terms and Conditions - Fuel policy

An administration fee will apply. No refund for unused fuel will be due.

	COST	
	Per litre	
FUEL POLICY		
Charge for missing petrol	2.70 EUR	-
Charge for missing diesel	2.80 EUR	-
Administration fee	30 EUR	-

Third Party Liability (TPL)

Third Party Liability is included in the rates.

Maximum amount of coverage for physical damages

1,000,000 EUR

Maximum amount of coverage for property damages

1,000,000 EUR

Collision Damage Waiver (CDW)

Collision Damage Waiver is included in the rates.

Police reports are mandatory in the event of an accident, in order to satisfy the insurance company requirements for coverage qualification.

Damage by weather conditions due to customer's negligence is not covered by the insurance and the renter will be responsible for all damage and associated costs.

There is an excess that applies in the event of damage, see Fleet and Insurance

Theft Protection (TP)

Theft Protection is included in the rates.

Renter must present the key to the insurance company to qualify for coverage, otherwise the insurance will be invalidated and the renter will be liable for the full amount due to the loss of vehicle.

In the event of any damage to the vehicle for theft reasons, the insurance does not cover the renter.

There is an excess that applies in the event of theft, see Fleet and Insurance

Full Damage Waiver (FDW)

The Full Damage Waiver option reduces the excess amount to zero. Customers are still required to leave a deposit. See Fleet and Insurance

A pre-authorized deposit amount may be required on FDW insurance, as deposit for the uninsured parts of the vehicle.

Full Damage Waiver insurance will be voided if the customer is found to have been driving under the influence of alcohol, drugs, or using the car for transportation of illegal materials.

Local taxes

22%

Included in the rates

Roadside assistance

Roadside assistance is not included in the rate. Please call the number on your rental agreement if you need assistance. Alternatively, Surprise's central customer service team will be able to offer assistance.

General insurance conditions

Glasses and mirrors are not covered.

Tires and wheels are not covered.

Interior damages are not covered if caused by customer's negligence.

Damage to tires, tire rims, all glasses, clutch, vehicle interior, flat tires, vehicle underside are not included.

Engine damage and oil /gasoline pump damage due to incorrect fuelling are not covered by the insurance. Negligent damage to the clutch kit, (manual or automatic), damages on the gear box etc are not covered by the insurance.

Company reserves the right to invalidate the acquired insurance coverage if:

Gross negligence on behalf of the customer is determined

The customer drives the vehicle off road.

The customer is found to be driving under the influence of drugs, alcohol or any other controlled substance.

The vehicle is found to have been driven by unauthorized person.

If the car's bodywork gets damaged, you're covered by the Collision Damage Waiver (Terms apply)

This means that the most you'll pay towards repairs is the damage excess. (Terms apply)

US Source rates

Not available

Payment methods

	Yes	No
PAYMENT METHODS		
Credit card (Visa/Mastercard)	Accepted for payment	Yes
Debit card (Visa/Mastercard)		No
American Express		NO
Maestro		No
Electron		No
Dinners		No
Cash		No
Non embossed card		No
Prepaid card		No
Chinese Union pay credit card		No
Credit card (Visa/Mastercard)	Accepted for deposit	Yes
Debit card (Visa/Mastercard)		No
American Express		NO
Maestro		No
Electron		No
Dinners		No
Cash		No
Non embossed card		No
Prepaid card		No
Chinese Union pay credit card		No

The main driver needs to provide a card under his name to pickup the car. Failure to comply with the mandatory requirements to rent, will result in the cancellation of the reservation at the desk, with no refund due.

A deposit amount in the form of a pre-authorization on a credit is required for the excess amount of the vehicle.

If the driver is unable to provide sufficient means for pre-authorization deposit, then the purchase of additional insurances may be mandatory to reduce the excess on the vehicle to zero.

If the excess is not reduced to zero, a pre-authorization deposit will be required for the reduced excess amount.

The pre-authorized deposit will be blocked for the duration of the hire and automatically released at the end of it. Dependent on the chosen bank, customers may experience a delay in seeing the pre-authorized funds show as cleared.

Extras

All extras are on request and depends on availability at the time of pick-up

	COST		
	Per day	Per rental	Max per rental
EXTRAS			
Additional driver	9 EUR	-	No maximum
Baby seat	9 EUR	-	No maximum
Child seat	9 EUR	-	No maximum
Booster seat	9 EUR	-	No maximum
Navigation system	10 EUR	-	No maximum
Wi-Fi	-	-	-
Snow chain	Included in the rate (15 November - 15 April)	-	-
Road assistance	€5 per day	-	-
Winter tyres	-	-	-
Other	-	-	-

Cross border

Customers may cross the border only to the authorized countries, this service is provided On Request only.

In the event customers cross the border to a non-authorized country, a fine will apply and the insurance will also be invalidated

Please check the applicable mileage policy for cross border travel, found under the mileage policy section

	COST		
	Per day	Per rental	Max per rental
CROSS BORDER			
Cross border		61 EUR	-
List of countries allowed	Austria, Belgium, Cyprus, Czech Republic, Germany, Denmark, Spain, Estonia, France, Finland, Greece, UK, Hungary, Croatia, Italy, Ireland, Iceland, Luxembourg, Lithuania, Latvia, Malta, Norway, Holland, Portugal, Sweden, Slovakia, Slovenia, Switzerland, Andorra, Poland		
List of countries not allowed	Bulgaria, Romania, Albania, Azerbaijan, Bosnia and Herzegovina, Belarus, Israel, Iran, Morocco, Moldova, North Macedonia, Montenegro, Russia, Serbia, Tunisia, Turkey, Ukraine		

Penalty fee	1500
Additional notes	-

One way
 One way hire are strictly on request
 Any requests must be sent by email in advance of the hire start date to Surprice's central reservations team
 A confirmation should be expected within 24 hours of the request.
 Any applicable fees related to the One- way hire will be due locally when the customer is picking up the vehicle.

One-way rentals in the same region 50 EUR
 One-way rentals in a different region 120 EUR
 One-way rentals in the islands are 500 EUR
 International one-way rentals are not allowed.

Out of hours
 Reservations that fall outside of the location' stated opening hours are treated as On Request and will attract an additional charge.
 The fees shown below may also apply to any reservation made for a pick up or drop off during national holidays dates.

	COST
	Per event
OUT OF HOURS	
Out of hours	70 EUR

The pick-up time can be delayed within the standard opening hours of the selected station, if a valid flight number is provided in advance. Without a valid flight number, a grace period of one hour will be applied from the allotted pick-up time of the original reservation.

Delivery/collection

	COST
	Per event
DELIVERY/COLLECTION	
Distance	Not allowed

Early return/Unused rental days (Grace period)
 If the customer decides to terminate the hire contract in advance of the agreed return date, no refund for unused rental days will be due.

Vehicle conditions & Cleaning Policy
 Vehicle must be returned, normal wear and tear expected in the same condition as when delivered, especially about the same level of **Fuel and Cleaning**
 If the exterior or interior damage of the vehicle is a consequence of negligence or due to being under the influence of drugs and alcohol, the renter will be liable for the total value of the damage, regardless the excess amount stated. In the event that the renter is not satisfied with the vehicle condition, they must inform the station immediately.

	COST
	Per event
Cleaning	
Cleaning fee	22 EUR

Smoking policy
 It is strictly prohibited to smoke in any of our vehicles.

	COST
	Per rental
SMOKING POLICY	
Penalty fee	120 EUR

Valeting fee
 The renter must return the vehicle in the same condition as it was in when it was received.
 If the vehicle requires more than the standard basic cleaning, the renter may be subject to an additional deep cleaning fee (This is applicable when a vehicle is returned in an unacceptable condition. Photographic evidence shall be provided as proof to uphold the charge).

	COST
	Per rental
VALETING FEE	
Cleaning fee	120 EUR

Lost keys
 In the event of loss of keys, fees will be applied, in accordance to the amount communicated by the official car dealership, along with the cost of the delivery and an administrative fee.

	COST
	Per rental
LOST KEYS	
Administration fee	50 EUR

Administration fee
 In case of accidents, tickets, fines and/or police removal of the vehicle's license plate, the customer will be charged an administration fee that applies per event.

	COST
	Per rental
Administration fee	
Tickets/fine	61 EUR
Police removal of the vehicle's license plate	7 days rental

No show
 If the client does not arrive within 2 hours after the confirmed pick-up time and does not inform Surprice Car Rentals by phone of any delay, Surprice Car Rentals reserves the right to classify the reservation as a no-show and may not provide a vehicle to the customer in the event they will arrive at the location after the 2 hours grace period. There may be an exception made for bookings with flight details provided in advance.

Vehicle tracking
 The renter acknowledges that the vehicle has active GPS security which can track and record the movement of the car.

Transporting animals
 Not allowed

Vehicle Group/Model
 We are unable to guarantee a particular make, model or fuel type of car.
 The car shown on your voucher is for guidance only and may be substituted for an alternative, similar or upgraded car (at no extra cost) at our option.
 If, at time of pickup, it becomes impossible to provide your booked car as shown on your rental voucher due to breakdown or an accident, a similar or upgraded car will be provided.

General information
 Your contract for the reservation and rental of a vehicle is made with the Surprice Car Rentals location named on your reservation confirmation email (if you have booked in advance) and the rental agreement that you will sign when you pick-up the vehicle.
 It is formed of your reservation confirmation email (if you have booked in advance), the rental agreement and these terms and conditions. By providing us with your email address you agree to be provided with a copy of these terms and conditions and the rental agreement electronically using that email address.
 When we refer to "vehicle", this is the vehicle that you have agreed to rent as set out in your rental agreement (including its keys and all parts and any accessories present within the vehicle at the commencement of your hire).
 All references to "we", "us" and "our" in these terms and conditions are to Surprice Car Rentals from which you hire the vehicle.
 All references to "you" and "your" in these terms and conditions are to the person named on the rental agreement who has been approved by us to use the vehicle and who is designated to receive and pay all fees, charges and other costs associated with the rental of the vehicle as indicated in the reservation confirmation email (if this applies), the rental agreement and these terms and conditions.