



Stornogeühren

Wir erheben keine Gebühren für Reservierungen, die 7 Tage oder länger vor dem Abholtermin storniert oder geändert werden. Wenn Sie Ihre Reservierung nach diesem Zeitpunkt stornieren oder ändern, dann werden die folgenden Gebühren erhoben:

- Wenn Sie Ihre Reservierung weniger als 7 Tage vor dem Abholtermin stornieren oder ändern, dann werden Ihnen entweder die vollen Kosten der Reservierung oder bis zu maximal € 30,00, je nachdem, welches der niedrigere Betrag ist, angerechnet.
- Wenn Sie Ihre Reservierung weniger als 24 Stunden vor dem Abholtermin stornieren oder ändern, dann werden Ihnen entweder die vollen Kosten der Reservierung oder bis zu maximal € 70,00, je nachdem, welches der niedrigere Betrag ist, angerechnet.

Nichterscheinen

Wenn Sie Ihr Fahrzeug nicht am spezifizierten Abholtermin abholen, dann behalten wir uns das Recht vor, Ihnen eine Nichterscheinungsgebühr in Höhe der Kosten der Reservierung oder bis zu maximal € 70,00, je nachdem, welches der niedrigere Betrag ist anzurechnen. Im Falle eines Nichterscheinens wird Ihnen Ihre Kreditkartenzahlung abzüglich der Nichterscheinungsgebühr rückerstattet.

Nicht aufgebrauchte Miettage

Wir weisen darauf hin, dass nicht aufgebrauchte Miettage bei vorausbezahlten Reservierungen nicht rückerstattet werden.

Germany

Additional Driver Policy

Additional driver charge is Euro 6.00 per day (with a maximum charge of Euro 30.00 + tax per rental).

Age Requirements

Minimum rental age is: 19 years for: MBMR (Mini), EBMN (Economy), EBMR (Economy), ECMN (Economy), ECMR (Economy), EWMR (Economy Wagon-Estate), CCMR (Compact), CCAR (Compact), CDMR (Compact), CLMR (Compact), CPMR (Compact Pick-Up), CWMR (Compact Wagon-Estate), EKMN (Economy Commercial Van), CKMN (Compact Commercial Van), IKMN (Intermediate Commercial Van). 21 years for: IDMR (Intermediate), IWMR (Intermediate Wagon-Estate), IVMR (Intermediate Pax Van), SDMR (Standard), SWMR (Standard Wagon-Estate), FDAR (Full Size), FDMR (Full Size), FWMR (Full Size Wagon-Estate), FWAR (Full Size Wagon-Estate), LVMR (Luxury Pax Van), PVMR (Premium Pax Van), SVMR (Standard Pax Van), SKMN (Standard Commercial Van), FKMN (Full Size Commercial Van). 25 years for: LDAR (Luxury), PWAR (Premium Wagon-Estate), PDAR (Premium), LWAR (Luxury Wagon-Estate). 27 years for: XDAR (Special), XWAR (Special). There is a young driver charge of Euro 9.00 + tax per day for drivers aged between 19 and 23 years (inc). There is no maximum age limit.

Cross Border Policy

Vehicles cannot be driven into the following countries: Albania, Armenia, Azerbaijan, Balearic Islands, Baltic States, Bosnia Herzegovina, Belarus, Bulgaria, Croatia, Estonia, Georgia, Greece, Iceland, Kazakhstan, Kirgistan, Latvia, Lithuania, Malta, Macedonia, Moldova, Romania, Russia, Sardinia, Sicily, Serbia & Montenegro, Tadshikistan, Turkmenistan, Turkey, Uzbekistan, Ukraine and any other countries formerly belonging to Yugoslavia (except Slovenia). All vehicles are permitted to enter the following countries: Austria, Belgium, Denmark, Finland, France (excluding Corsica), Holland, Luxembourg, Norway, Portugal, Spain (excluding the Balearics & Canary Islands) and Switzerland. Economy, Compact, Intermediate and Standard vehicles only maybe driven into the following countries: Czech Republic, Hungary, Ireland, Italy (excluding Sicily & Sardinia), UK, Poland, Slovenia, Slovakia. There is no charge for cross border travel.

Delivery / Collection

Delivery and Collection is available for National customers on request. The service is not available for Alamo customers. For deliveries / collections the charge is Euro 15.00 + tax per service. Delivery and Collection is only possible within city limits of servicing station

Insurance Excess

Collision Damage Waiver & Theft Waiver limits the customer's financial responsibility for loss, damage or theft of the rental vehicle. The maximum excess that is payable in the event of one of these incidents is 1050 EUR. The maximum excess will vary depending on the vehicle you are renting, please ask at time of rental for further information on which excess applies. If you would like to reduce or remove your excess responsibility please ask the rental staff when collecting your vehicle about additional products that are on offer .

License Requirements

An original driving license must be presented at the start of the rental. It must be readable and unbroken. The license must have been held for at least one year except for those vehicles requiring a 27 minimum age (see age policy) where the license must be held for 3 years. International driving licenses are required for renters, who present a non-EU driving license that is not understandable or recognisable as a driving license. Non-EU driving license holders are strongly recommended to hold an international Driver License due to German Law NB: International driving licenses are only valid outside the country of origin and when presented along with the original driving license.

One Way Rentals

Domestic One-way rentals are available, free of charge between German cities. International One Ways - please refer to the the IOWP grid (only available for National). The following car groups are not allowed for International one ways into Italy: FDAR (Fullsize), FDMR (Fullsize), FWAR (Fullsize Wagon-Estate), FWMR (Fullsize Wagon-Estate), LDAR (Luxury), LVMR (Luxury Passenger Van), LWAR (Luxury Wagon-Estate), PDAR (Premium), PWAR (Premium Wagon-Estate), XDAR (Special) and XWAR (Special Wagon-Estate).

Out of Hours Policy

All out of hours reservations on a request basis only with a fee of Euro 25.00 + tax.

Payment Policy

Acceptable credit cards are: Visa, MasterCard, Diners Club and American Express as well as all National Credentials. No Debit cards or Electron cards are accepted. No cash payment is accepted. Deposit is Estimated rental charges + Extras + 1 Tank - No Cash Deposit is accepted and these charges will be authorised (not charged) on clients credit card

Refuelling Policy

The vehicle is supplied with a full tank of fuel. Return full or refuelling charges will apply. These prices will vary depending on current fuel prices and include a service portion, so are higher than at a gas station. A pre-purchase fuel option is available when collecting the vehicle at the branch, these prices will vary depending on current fuel prices.

Roadside Assistance

For rentals starting in Germany only contact +49 180 5022044 for full roadside support (multilanguage service)

Special Equipment

Child/baby seat (0 - 9 months) CSI (CSI in GW) = Euro 9.00 + tax per day - with a maximum charge of EUR 54.00 + tax per rental. Replacement Amount is EUR 250.00. On Request. Child Seat (9 months - 3.5 yrs) CST (CSB in GW) = Euro 9.00 + tax per day - with a maximum charge of EUR 54.00 + tax per rental. Replacement Amount is EUR 250.00. On Request. Child Seat (3.5 yrs - 12 yrs) BST (CST in GW) = Euro 9.00 + tax per day - with a maximum charge of EUR 54.00 + tax per rental. Replacement Amount is EUR 250.00. On Request. Child Seat (up to 12 yrs) BST (CBS in GW) = Euro 9.00 + tax per day - with a maximum charge of EUR 54.00 + tax per rental. Replacement Amount is EUR 250.00. On Request. Ski rack SKR = Euro 7.00 + tax per day - maximum charge is EUR 45.00 + tax. Replacement Amount is EUR 300.00. On request. Snow tyres/Winter tyres STR = Euro 15.00 + tax per day - maximum charge is EUR 105.00 + tax per rental. No Replacement Amount. On Request. Please note, Snow/Winter Tyres are automatically included as part of the Winter Surcharge for rentals from 1st November to 31st March, so they do not need to be booked as a separate item during these dates. Snow Chains SNO = Euro 7.00 + tax per day - Maximum Euro 45.00. Replacement Amount is EUR 300.00. On Request. Satellite Navigation (GPS) is available on-request at a charge of EUR 5.04 + tax per day, with a maximum charge of EUR 75.63 + tax per rental. Replacement Amount is EUR 250.00. Security Life Jacket - EUR 3.15 + tax per day. Replacement Amount is EUR 50.00. On request. This item is not loaded in the system, but if required, please add to the remarks on the reservation. Mobile telephones are not available Please note: It is important that when requesting any child seats, the age of the child/ren MUST also be specified in order for the correct seat to be supplied. Child seats are not permitted for international one ways - otherwise a local penalty charge of Euro 250.00 applies. For Info: German Law states that it is the drivers responsibility to ensure the car is equipped correctly for the weather conditions. This country does not provide reflective jackets and is not required by law to do so.

Surcharges

Service surcharge is 20% plus tax - applicable on the basic rental and insurances (applies to all Airports and Railway Stations). Vehicle licence Fee is Euro 0.97 per day + tax, (no maximum charge) - (VLF is always included in our rates). Winter Surcharge (includes Winter Tyres) - mandatory from 1st November to 31st March and costs as follows: For Consumer & Tour Rentals - EUR 12.60 per day + tax, with a maximum charge of EUR 113.40 + tax. For National Corporate rentals, the Winter Surcharge costs EUR 4.90 + tax per day for 1-24 days and EUR 2.00 + tax per day for 25+ days. Corporate charges are applicable unless a separate agreement is in place. Please note: odyssey will quote the consumer costs however the correct amount will be applied at the counter. Fine handling fee - EUR 9.50 + tax is payable if traffic fines have been incurred during the rental (paid locally if applicable). A mileage charge applies to all customers who exceed 200 kilometers a day. Every Kilometer over 200 will be charged between EUR 0.25 per km and EUR 0.44 per km depending on car group. This is applicable to everyone except Tour and large Corporate customers where their contract states this is not applicable.

Tax

19% For more information about driving abroad, visit: www.nationaldrivesafe.com

Die Mietbedingungen der einzelnen Länder finden Sie unter: <http://www.nationalcar.de/RentalPolicies/631/de>