

X'jinkudi l-prezz?

X'tinkludi l-polza tal-assigurazzjoni? X'inhu eżattament kopert mill-polza (responsabbiltà lejn terzi biss jew kopertura shiha)? Il-passigiera huma koperti? Kopert għal serq?

L-eċċess huwa inkluz u fuq liema livell?

Hemm restrizzjonijiet fuq in-numru ta' kilometri?

Hemm restrizzjonijiet fuq in-numru ta' sewwieqa?

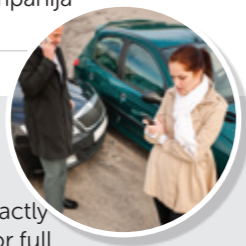
Inti permess li ssuq il-karozza madwar il-fruntiera u fil-partijiet kollha tal-pajjiż?

Trid thallas iktar sabiex tikri ukoll is-sigġu tat-tfal?

Matul il-perjodu tal-kiri

Jekk jigris xi haġa lill-karozza mikrija, għandek tikkuntattja minnufih lill-kumpanija tal-karozzi tal-kiri u ssegwi l-istruzzjonijiet mogħtija minnhom.

Għall-ebda raġuni ma għandek tipprova li tirranġa l-karozza mingħajr il-kunsens minn qabel tal-kumpanija tal-karozzi.



What does the price include?

What cover does the insurance include? What exactly is covered by the policy (only third party liability or full coverage?) Are passengers covered? Are you covered for theft?

Is the excess included and at what level?

Are there restrictions on the number of kilometers?

Are there restrictions on the number of drivers?

Are you allowed to drive the car across the border and in all parts of the country?

Does it cost extra to rent a child seat?

Throughout the rental period

If anything happens to the rented car, you should immediately contact the car rental company and follow the instructions given.

For no reason you should try to fix the car without prior consent from the car rental company.

Jekk jigris xi aċċident, wiehed għandu jikteb id-dettalji kollha tal-persuni nvoluti fl-incident.

Jekk ikun hemm argument fuq min hu responsabbli, innotifika lill-pulizija u immedjatament ikkuntattja l-kumpanija tal-karozzi tal-kiri.

Meta tirritorna l-karozza lura

Meta tiehu l-karozza lura lill-kumpanija tal-karozzi tal-kiri kun ċert li spezzjonajt il-karozza flimkien mar-rappreżentant tal-kumpanija. Il-kundizzjoni li fiha giet irritornata l-karozza għandha tiġi rrekordjata fuq formola apposta u tiġi ffirmata mir-rappreżentant tal-kumpanija flimkien miegħek.

Wara li tiġi spezzjonata l-karozza, huwa importanti li l-kumpanija tal-karozzi tal-kiri tikkancella l-awtorizzazzjoni li tkun saret qabel fuq il-karta tal-kreditu tiegħek sabiex ikunu koperti spejjeż f'każ ta' danni lill-vettura.

Jekk għal xi raġuni ma jkunx hemm rappreżentant, kun żgur li inti pparkjajt il-karozza fiż-żona allokata u iġbor l-evidenza neċessarja bħall-ritratti tal-karozza sabiex iservu bħala konferma li l-vettura rritornajtha lura fl-istess kondizzjoni li kienet mogħtija lilek.

If an accident happens, you should note down all the relevant details of the persons involved.

If there is an argument over who is responsible, notify the police and immediately contact the car rental company.

Delivering the car back to the car rental company

When delivering the car back to the car rental company, make sure that you inspect the car together with a representative of the car rental company.

Its condition should be certified by the representative of the car rental company together with you.

After the car check, it is important that the car rental company cancels the pre-authorization to debit the credit card in case of damages to the rented vehicle.

If for any reason there is no representative, make sure that you park the car in the designated area and to **collect evidence** like photographs of the car as a confirmation that it was returned in the same condition as it was handed over to you.

Terminologija Utli

Meta tiffirma l-kuntratt sabiex tiġbor il-karozza inti tista' ssib l-abbrevjazzjonijiet li ġejjin:

ALI	Additional Liability Insurance
ASC	Airport Service Charge
CDW	Collision Damage Waiver
VLF/RFL	Vehicle License Fee/Road Fund License
LDW	Loss Damage Waiver
LSC	Location Service Charge
PAE	Personal Accident & Effects Insurance
PAI	Personal Accident Insurance
PEP/PEC	Personal Effects Protection/Coverage
SLI/EP	Supplementary Liability Insurance/Extended Protection
TP	Theft Protection
YDS	Young Driver Surcharge
ID	Car Rental Membership Program
UMP	Uninsured Motorist Protection

Some Useful Terminology

You may find the following abbreviations in car hire contracts:

ALI	Additional Liability Insurance
ASC	Airport Service Charge
CDW	Collision Damage Waiver
VLF/RFL	Vehicle License Fee/Road Fund License
LDW	Loss Damage Waiver
LSC	Location Service Charge
PAE	Personal Accident & Effects Insurance
PAI	Personal Accident Insurance
PEP/PEC	Personal Effects Protection/Coverage
SLI/EP	Supplementary Liability Insurance/Extended Protection
TP	Theft Protection
YDS	Young Driver Surcharge
ID	Car Rental Membership Program
UMP	Uninsured Motorist Protection

Se tikri karozza fl-Ewropa?

KUN INFURMAT!



Renting a car in Europe?

BE INFORMED!



European Consumer Centre (MALTA)
47A South Street, Valletta VLT 1101 - Malta
Tel: +356 2122 1901 **Fax:** +356 21221902
Email: ecc.malta@mccaa.org.mt;
www.eccnetmalta.gov.mt



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Li tikri karozza sabiex tivjaġġa fi Stat Membru ieħor tal-UE jista' jkun l-iktar mod prattiku u konvenjenti. L-użu tal-internet joffri l-oppurtunità lill-konsumaturi li jqabblu u jfittxu l-aħjar prezz possibbli meta jiġu biex jikru vettura. Madankollu, minbarra l-prezz, wiehed għandu janalizza sew id-dettalji kollha fil-kuntratt tal-kiri, dan sabiex jiġu evitati diżappunti aktar tard.

Dawn huma xi punti biex tikkonsidra meta tikri karozza.

Dan il-fulett huwa parti mill-azzjoni 670694 – ECC-Net MT FPA li rċieva fondi mill-Unjoni Ewropeja fil-qafas tal-Programm ta' azzjoni tal-Komunita' fil-qasam tal-Politika tal-Konsumatur (2014-2020). Il-fulett jista' jkollu opinjonijiet li mhux necessarjament jirriflettu dawk tal-Kummissjoni Ewropeja/CHAFAE jew korp ieħor tal-Unjoni Ewropeja. Il-Kummissjoni Ewropeja jew CHAFAE ma jaccettaw ebda responsabilita' għall-użu li jista' jsir mill-informazzjoni kontenuta f'din il-pubblikazzjoni.

Renting a car to travel around in another EU Member State could be the most practical and convenient way. Through the use of the internet consumers are more likely to shop around and book a car for the cheapest price possible. However one should analyse all the details available in order to avoid disappointments at a later stage.

Here are some useful tips to consider when renting a car.

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Stadju inizjali

Hafna drabi l-prezzijiet jew l-offerti kkwoati *online* juru biss il-prezz bażiku u ma jkunux jinkludu spejjeż addizzjonali. Għaldaqstant wiehed għandu jara bir-reqqa dak li huwa inkorporat fil-kuntratt tal-kiri u dak li mhux qabel ma jibbukja. Il-konsumatur għandu jkun infurmat ukoll dwar soprataxi li jista' jkun hemm minhabba li l-vettura tkun ser tingabar mill-ajruport jew minn postijiet oħra indikati mill-kummerċjant.

Kun żgur ukoll li tkun taf b'liema tip ta' polza ta' assigurazzjoni inti kopert.

Ikkonferma l-ispejjeż ta' kwalunkwe affarijiet addizzjonali bħal GPS, sedil tat-tfal, sewwieq addizzjonali jew kull assigurazzjoni żejda li inti tista' tehtieg.

Huwa mportanti li qabel tiġbor il-karozza tkun taf x'inhi l-*fuel policy* tal-kummerċjant. Prinċipalment hemm żewġ tipi ta' *fuel policies*:



Initial Stage

When searching for the best deal, you have to take into account that very often online quoted prices display only the basic price and do not include extras.

Double-check what is incorporated in the booking list and what is not.

Be aware also that there might be airport and other location related surcharges.

Make sure that you know what type of insurance policy you are covered with.

Clarify the costs of any extras such as GPS, child seat, additional driver or any extra insurance that you may require.

Make sure which fuel policy applies. Mainly there are two types of fuel policy:

✓ **Tiġbor il-vettura mimlija u tirritornaha vojta** – dan ifisser li jekk meta tirritorna l-karozza jkun għad hemm karburant fit-tank tal-karburant tal-karozza, il-konsumatur ma jiġix rimborsat għall-karburant li jibqqa'.

✓ **Tiġbor il-vettura mimlija u tirritornaha mimlija** – dan ifisser li l-kumpanija tal-karozza tal-kiri ser ittik il-karozza b'tank mimli bil-*fuel* u fi tmiem il-kirja għandek tirritorna l-vettura b'tank mimli. Inti ser tiġi ċċarġjat miżata mill-kumpanija li tkun krejt il-karozza minghandha kemm-il darba inti tagħzel li ma tonorax dan il-ftehim.

Meta tiddeċiedi li tikri karozza kun żgur li taf ir-restrizzjonijiet tal-età dwar is-sewqan ta' dak il-pajjiż partikolari fejn tkun ser issuq.

lċekkja wkoll ir-regoli tat-traffiku tal-pajjiż partikolari fejn ser tkun qed tikri l-karozza. Dan għaliex injoranza tal-liġi mhix skuza għal ksur tar-regolamenti .



✓ **Collect full return empty policy** – means that if there is still fuel in the car's fuel tank, the consumer will not be reimbursed for the remaining fuel.

✓ **Collect full return full policy** – means that the car rental company will give you the car with a full tank of fuel and you should return the car with a full tank of fuel. You will be charged a fee by the car rental company if you do not comply.

Make sure that you are within the age driving restrictions of that particular country.

Check the traffic rules of the particular country that you are going to rent the car in as ignorance of the law is not an excuse.

Meta tiġbor il-karozza

Hu l-hin tiegħek biex taqra l-kuntratt propost b'attenzjoni. Dan huwa d-dokument li inti ser ikollok tistieh fuqu jekk ikun hemm xi problemi.

Itlob għal spjegazzjonijiet tal-punti li ma tifhimx. Jekk ikun hemm bżonn, itlob li jinbidlu xi termini u kundizzjonijiet. Aqra l-kundizzjonijiet miktubin b'tipa żghira ukoll.

Kun żgur li tiċċekkja l-karozza mikrija għal xi hsarat eżistenti fuq il-karozza flimkien mar-rappreżentant tal-kumpanija tal-kiri.

Jekk il-karozza għandha xi difett, kun żgur li d-difett partikolari huwa mmarkat fuq lista speċjali jew dijagramma li jkollu r-rappreżentant.

Titlaqx bil-vettura qabel ma dik l-informazzjoni tiġi ffirmata mir-rappreżentant tal-kumpanija.

lċekkja wkoll it-tagħmir mehtieg bħal rota żejda, tagħmir mehtieg biex jinbidel *tyre* flimkien mad-dokumentazzjoni obbligatorja relatata mat-titolu tal-vettura u mal-assigurazzjoni.

When Collecting the car

Take your time to read the proposed contract carefully. This is the document you will have to fall back on if there are problems.

Ask for explanations of the points you do not understand. If need be, ask to change certain terms and conditions. Read the small print as well.

Make sure that you check the rented car with a representative of the company.

If the car has any defect, make sure that the particular defect is marked on a special check list or diagram.

Do not leave the premises before it is signed.

Check also necessary equipment such as spare wheel, equipment to change the tyre etc. together with the compulsory documentation relating to the vehicle title and insurance tag.