

company employee has. Do not leave with the car before the company employee signs the information;

- Check that the vehicle has everything working, including the necessary equipment in case you need a tyre change and the signals in case the car stops working;
- If you drive the vehicle where it is likely to snow, you should check that the car is equipped with tyre chains;
- See that you have all the documentation related to the vehicle and the insurance policy;
- Ask the representative what to do in case of an emergency or traffic accident;
- Check what fuel the vehicle takes; many vehicles have this indicated on the fuel tank door.

During the rental period

- If you find any damage in the vehicle, you should contact the company you rented from immediately and follow their instructions.
- Do not attempt to repair the car without the prior consent of the rental company. Remember that in many circumstances, you will be covered by the insurance policy.
- If you have a traffic accident while driving the rented vehicle, contact the company immediately and follow their instructions. In addition, report to the police and get all the relevant details of the people involved.

When you return the vehicle

- When returning the vehicle to the rental company, inspect the vehicle together with the representative of the company.
- Make sure that the condition in which you have returned the vehicle is recorded on the special list provided by the rental company. This document should be signed by both the company representative and you.
- Once no damage is found in the vehicle, you can ask the rental company to release the amount held as a guarantee from your credit card.

If no company employee is available when you return the vehicle, park the car in the zone indicated to you. Ideally, take photos of the vehicle with the time and date as evidence that you had returned the rented vehicle in the same condition as when you picked it up.

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Are you planning TO RENT A CAR IN EUROPE?

Renting a car could be a very convenient way to travel to another EU Member State, especially where public transport is not that practical or accessible. Nowadays, we find several companies around Europe that offer this service online. Consumers may be confused about which company to choose, for various reasons, including the price. Sometimes the chosen company may not be the best of the options available. It would be best to consider several factors before deciding which company to choose, to avoid disappointments during or after the vehicle rental.

It would be best if you also considered the vehicle suitable for your specific use. Nowadays, we find several types of vehicles for hire, which can vary from motorcycles, family cars, and vans that accommodate seven passengers or more to electric vehicles such as cars, motorcycles, and e-scooters.

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When you book a vehicle from an online platform, the platform will have a complete list of companies that offer this service. The prices quoted online are often the basic ones, and they do not include other costs such as fuel service charges, airport fees, fees for additional drivers, or drivers under a certain age (usually under twenty-five).

Insurance Policy

There are differences between the insurance you book through the platform and the insurance you book directly with the car rental company.

- When acquiring the insurance from the platform, remember that you must leave the deposit requested by the company you have chosen according to its terms and conditions. Thus, in case you have done any damage to the vehicle, the company will deduct the amount for the damage from your credit card and provide you with a receipt. Afterwards, you will need to request a refund from the platform's insurance to reimburse the amount you have paid. It is essential to make sure your credit card's limit covers the amount requested as a deposit.



The company can refuse to rent you the vehicle without obligation of compensation in case you do not have the requested amount on your credit card.

- You can buy the additional insurance offered by the company where the vehicle is located. Usually, when you acquire this type of insurance, you will not have to leave a substantial amount on the credit card, and you will be covered for any eventuality according to the terms and conditions of the company.

Note: Before booking, it is best to read through comments left by other consumers who have already had an experience with the particular company. Keep in mind that this type of contract is not covered by the withdrawal period, so you will not be able to cancel the lease automatically if you change your mind. In this case, the terms and conditions of the company you booked apply.



Fuel Policy

Usually, we find three types of fuel policy:

- **Collect the vehicle full and return it full** – This is one of the most common fuel policies used, and you will have to fill the vehicle before returning it. If the vehicle is short of fuel, you will be required to pay for the missing fuel together with an administrative fee per the terms and conditions.
- **Collect the vehicle full and return it empty** – This policy is not the most convenient one as you will not be refunded for the unused fuel when returning the vehicle.
- **Paying for the fuel used** – If you choose this type of policy, you pay in advance for a full tank, and upon returning the vehicle, you are given back the difference left in the vehicle's tank. Remember that you may be paying a higher price than what you pay at a fuel station and that administrative charges may apply.

Note: You must ensure that the representative marks the amount of fuel on the special list correctly before you leave with the vehicle to start your holiday.



Other important points to know:

- Check that you can drive the vehicle you intend to rent, especially if there are any age restrictions;
- See that you have a valid driving license. Remember that without this license, the rental company will not be able to give you the rented vehicle;
- Check the traffic regulations of the country where you will drive the vehicle, especially if you travel from one country to another. Ignorance of the law can never be used as an excuse for breaking any regulation;
- If you travel from one country to another, check any fees you must pay to cross the border. You must notify the rental company beforehand that you intend to drive the vehicle outside the country;

- Check the times carefully when the vehicle will be collected and if the company has any restrictions. The rental company may cancel your booking if you have a flight delay, and it is best to inform the rental company of the flight number.

When collecting the vehicle:

- Take your time to read the contract carefully, especially those conditions that are written in small print. Ask for explanations of those points you do not understand. Remember that this is the document you must use if there is a problem during or after the lease period;
- Where possible, check the rented vehicle with the company representative;
- If the vehicle has any defect, make sure that that defect is marked on the special list or diagram the