



Insurance

Insurance can be confusing. Here's a breakdown of your options:

Insurance via Booking Platform:

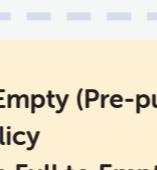
- A deposit equivalent to the excess fee is secured on the consumer's credit card.
- Any damage is charged first, then claimed back through the platform's insurance.
- Make sure that the credit limit covers the deposit.
- Read the policy carefully, as some damages may not be covered.



Insurance via Rental Company:

- The deposit may be lowered or waived depending on the coverage chosen.
- It is usually more expensive but often more secure.
- A small deposit may still be required for traffic fines.
- Check carefully for exclusions.

Always check previous customer reviews to learn about their experiences.



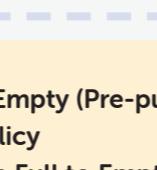
Fuel Policy – know before You Go

Full to Full Fuel Policy

The **full-to-full** policy is the most popular and often the fairest option for renters. The rental car is collected with a full tank of fuel and is expected to be returned full.

Sometimes the car is not full, so make sure the car rental representative marks the correct amount before leaving.

Returning the vehicle with less fuel will result in paying the cost of the missing fuel, together with an administrative fee imposed by the car rental, which is included in the terms and conditions signed.



Full to Empty (Pre-purchase) Fuel Policy

With the **Full to Empty** or Pre-purchase policy, the consumer pays upfront for a full tank of gas when the car is collected.

With this option, the car may be returned with any amount of fuel; however, any remaining fuel will not be refunded.



Collecting Your Vehicle

- Read the Contract:** Pay attention to the small print and ask questions about anything unclear.
- Inspect the Vehicle:** Check the car with the representative whenever possible.
- Report Defects:** Note any scratches, dents, or issues and ensure the representative signs the checklist before you leave with the car.
- Check Equipment:** Ensure all systems work and essentials are included (spare tyre, jack, warning signals).
- Winter Readiness:** Confirm tyre chains if driving in snow.
- Collect Documentation:** Have vehicle registration and insurance papers on hand.
- Emergency Instructions:** Know what to do in case of an accident or breakdown.
- Check Fuel Type:** Confirm the correct fuel, usually indicated on the fuel flap.



During Your Rental

- Report Damage Immediately.** Contact the rental company and follow their instructions.
- Save Emergency Contacts.** Before hitting the road with the rental car, make sure to save the rental company's emergency contact details in your phone and keep a physical copy in the glove compartment.
- In case of a breakdown, accident, or mechanical issue,** the rental company must be contacted immediately for assistance. Most rental companies offer 24/7 roadside support, but be sure to call the emergency number provided.
- No DIY Repairs.** Only approved repairs are covered by insurance.



Returning Your Vehicle

- Inspect Together:** Check the car with the company's representative.
- Record the Condition:** Ensure both parties sign off on the vehicle's condition. Ask for a return confirmation or inspection report stating that the car was returned in good condition.
- Release of Guarantee:** Request the guarantee held on your credit card to be released if no damage is found.
- Return the car on time.** Late return can result in extra charges.
- No Representative Available?** Park in the designated return zone.
- Take Photos or Videos** again upon return, especially if returning outside business hours.





Smart Booking Tips

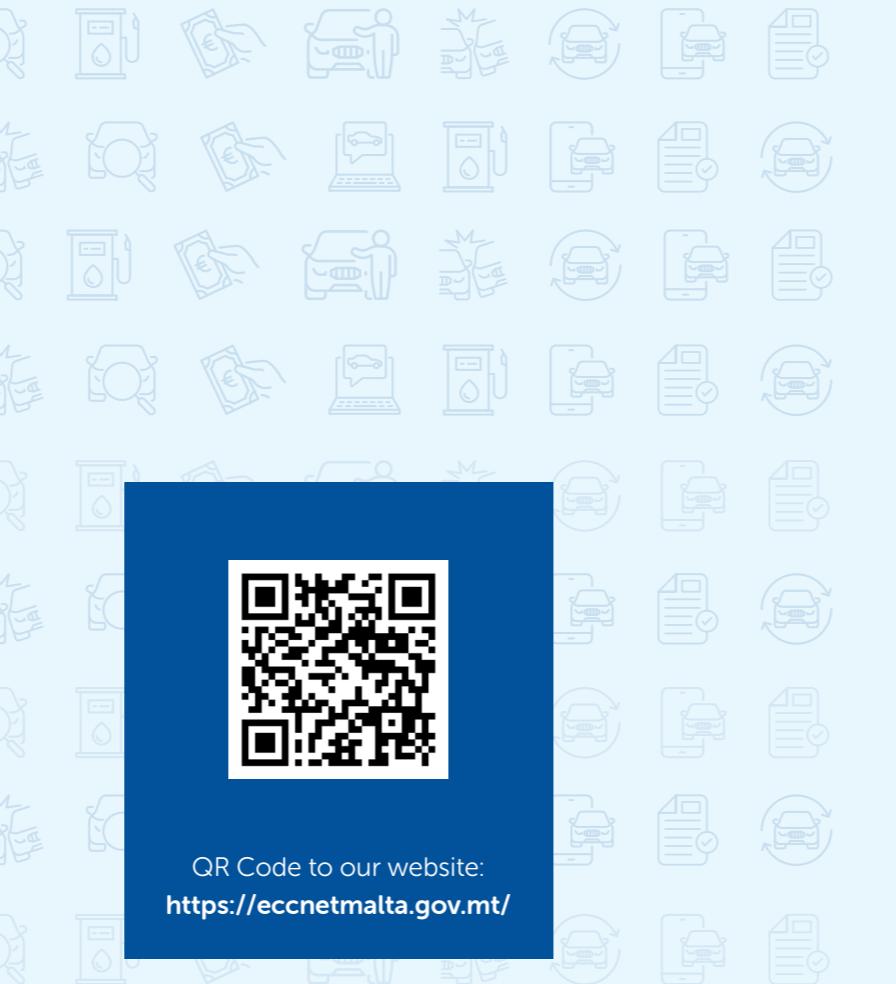
- Compare Options:** Look at multiple companies and vehicle types before deciding.
- Check Terms & Coverage:** Pay attention to insurance, mileage limits, and extra fees.
- Keep Documents Handy:** Always keep the rental agreement and relevant papers with you.

A well-planned rental gives freedom, flexibility, and peace of mind so one can explore a destination without worry.



Documents & Legal Requirements

- Verify requirements for a valid driving licence, especially when driving in a non-EU country.
- Always carry the physical copy of your licence.
- Check minimum driver age and any company restrictions.
- Familiarise yourself with local traffic laws, including speed limits, tolls, and road signs. Ignorance of the law is not an excuse.
- Confirm with the rental provider whether crossing borders is allowed.
- Keep all necessary documents like the insurance papers, registration, and rental contract inside the vehicle.



QR Code to our website:
<https://eccnetmalta.gov.mt/>

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Renting a Vehicle in Europe

Planning Your Rental

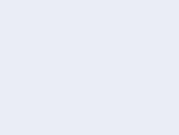


Help and advice
for consumers
in Europe
ECC-Net

European Consumer Centre: Malta



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Renting a vehicle can be a convenient way to travel within or to another EU Member State, especially where public transport is limited or impractical. With many companies offering online bookings, there are plenty of options to choose from. However, prices and conditions vary, so it's important to compare before making a decision. Following this guide before, during, and after a rental will assist in avoiding surprises and enjoying a smooth trip.

Choose a vehicle that meets your needs. Options range from motorcycles to family cars, including seven-seater vans or electric vehicles such as electric cars, motorcycles, and e-scooters.

When booking online, remember that listed prices are often base rates and may not include additional costs such as fuel, service charges, airport fees, or fees for extra drivers or drivers under a certain age (usually under 25).

