

## Terms & Conditions Austria

**Supplier: Hertz**

**Type of car rental: optional airport/airport**

**Season: winter 2018/2019**

### **INCLUDED IN THE RENTAL RATE**

- UNLIMITED MILEAGE
- AIRPORT SERVICE CHARGES
- REFUND OF THE ACCIDENT PROCESSING FEE
- LIABILITY INSURANCE
- EXCESS LIABILITY COVER (EXTENDED PROTECTION) UP TO 7,5 MILLION EUR: included, because the local amount covered is not high enough according to our standard.
- CDW INSURANCE (damage to the rental car)
- TP INSURANCE (theft protection)
- REFUND EXCESS: In case of damage and / or theft, the rental company can charge a deductible. You pay this amount on the spot and you will be reimbursed by Sunny Cars after returning home. It is therefore not necessary to purchase an extra insurance locally.
- WINDOW-TYRE-UNDERCARRIAGE-ROOF COVERAGE: In case of damage you will pay the amount locally to the rental company and Sunny Cars will refund this after returning home. It is therefore not necessary to purchase an extra insurance locally.
- WINTER TYRES: mandatory between 01.11 and 15.04

### **IMPORTANT RENTAL INFORMATION:**

- PICK UP OUT OF WORKING HOURS: on request only possible for € 30
- DEPOSIT: Credit card (with pin code) in driver's name mandatory. American Express is not accepted. For cat. JC you need to have 2 credit cards in driver's name. The excess will be blocked on the credit card.
- DRIVERS LICENSES: Each driver must have been in possession of valid drivers license for at least 2 years
- FUEL POLICY: At pick up you can arrange how to return the vehicle. If the vehicle is not returned the same as received, the rental company can charge you for the missing fuel + service charges.
- MINIMUM/MAXIMUM AGE: Minimum age is 25 years.

- **UNDERAGE SUPPLEMENT:** 19-24 years possible for € 6 per day; from 19 years only possible for cat. YB, Y, AB, DB; from 21 years only possible for cat. DBA, DC, FB, DF, WB, VB, FF, FI, DBE, JG. Not possible for cat. JC
- **ADDITIONAL DRIVER:** € 6 per day per driver Driving of the rental vehicle by persons not registered at the rental agreement is strictly prohibited; otherwise the insurance expires.
- **MAXIMUM RENTAL PERIOD:** 30 days per voucher. If the rental is longer than 30 days, 2 bookings are needed. Please arrange the signing of the second contract at pick up.
- **EXTENSIONS:** NOT possible! customer has to arrange and pay this locally!

### **HOTEL DELIVERY/ ONE WAY/ CROSS BORDER**

- **HOTEL DELIVERY:** on request only possible with extra charges, within city limits of the rental station free of charge; outside the city limits € 0,60 per km with a minimum of € 30 per way, the exact charges will be provided upon confirmation.
- **NATIONAL ONE WAY RENTALS:** on request only possible with charges, the charges will be provided upon confirmation
- **INTERNATIONAL ONE WAY RENTALS:** not allowed
- **CROSSING BORDERS:** only on request possible with to countries in Western Europe free of charge (to Italy not allowed with Mercedes models). For € 8 per day it's possible to the following countries: to Czech Republic, Croatia, Hungary, Slovakia and Slovenia (not possible with cat. DY, JB and not allowed for Volkswagen and Mercedes Models) and to Poland (not allowed for cat. DY, FB, FC, JB and Volkswagen and Mercedes models).

### **ACCESSORIES**

- **BABYSEAT UNTILL 11 MONTH (10 kg):** on request only possible for € 30 per rental period
- **CHILDSEAT UNTILL 4 YEARS (18 kg) :** on request only possible for € 30 per rental period
- **GPS:** on request only possible for € 15 per day, € 75 per week, € 150 per month
- **SNOW CHAINS:** on request only available for € 30 per rental period
- All mentioned charges are to be paid locally and excluding the local taxes and fees. The costs are charged by the local rental companies, charges are subject to changes and can't be refunded afterwards by Sunny Cars.

**\*INFORMATION ABOUT THE VALUE OF CDW & TP EXCESS THE GLASS/TYRE/ROOF/UNDERSIDE OF CAR DAMAGE, WHICH YOU CAN RECLAIM FROM SUNNY CARS**

- CDW - COLLISION DAMAGE WAIVER: € 500 for cat. YB, Y, AB, DB, DY; € 700 for cat. DBA, DC, DF, FBB, FF, DV; € 900 for cat. FB, FC, JB, WB, FV, VB. In case of damage you will be charged by the rental company. Upon return you can get the full amount refunded by Sunny Cars, if you have applied the conditions. You can find this information in our Terms & Conditions on our website and included with the voucher you will receive with your booking. In the event of gross negligence, you may be held liable. Please read the terms & conditions to reclaim the excess.

- TP - THEFT PROTECTION: € 500 for cat. YB, Y, AB, DB, DY; € 700 for cat. DBA, DC, DF, FBB, FF, DV; € 900 for cat. FB, FC, JB, WB, FV, VB Please read the terms & conditions to reclaim the excess.

- It is not necessary to buy any additional insurance (DVW, Super CDW, EXW) for the excess waiver coverage and damages to windscreens, tyres, the underside or roof of the car. Should you decide to take these optional insurances, Sunny Cars will not refund the charge.

EMERGENCY NUMBER : In case of an emergency you can contact Sunny Cars on the following number: +49 (0)89/ 82 99 33 10 on Monday - Friday from 09.00 - 20:00 hrs, Saturday - Sunday from 10.00 - 18.00 hrs.

- PLEASE NOTE: COMPLAINTS THAT HAVE NOT BEEN REPORTED TO SUNNY CARS ON THE DAY OF OCCURRENCE CAN NOT BE DEALT WITH AFTERWARDS