

Flexible Autos Terms and Conditions

Cancellation policy and fees: Cancellations are free of charge up to 48hrs prior to collection. If your reservation is cancelled within 48 hours of your collection time, charges will apply. Refunds of unused rentals and no shows will incur a 100% cancellation fee.

No show policy and fees: The booking will be considered a 'No Show' for a number of reasons, but not limited to: failure to collect your rental car at the agreed booked time, if the main driver and any named drivers are unable to present the requested documentation, failure to present a valid driver's licence, failure to provide a credit card with enough credit for the deposit, or are found to be incapable of driving the vehicle through, alcohol or drugs.

Driving License: All drivers must produce both parts (if applicable) of their original valid driving licence which must have been held for at least one year. If the driver holds a paper only licence, then some form of photo ID must also be produced. If the licence from the country of origin is not legible in English, then the client will be required to produce an International Driving permit in addition to their driving licence as this is classed as a translation document. Both the permit and the licence must be produced at the time of collection. In certain destinations, drivers must have held a full licence for a minimum of 3 years. Drivers with a US or Canadian licence cannot hire a car in the United States or Canada on a pre-paid voucher. Our reservations department must be advised of any endorsements at the time of booking, failure to do this could result in refusal of the car to the hirer. Please be advised that no refunds will be given for rentals rejected due to non-production of a valid driving licence. Photocopied or faxed licences will not be accepted.

Credit Card: All clients must produce a valid credit card in the lead drivers name as a form of deposit to cover the advised excess when collecting the rental car. Cash deposits are rarely acceptable.

Rental Voucher: The rental voucher must be presented when picking up your rental car. Flexible Autos cannot be held responsible for rentals rejected if a voucher is not presented. You should retain your rental documents for a minimum of 28 days after returning home.

Rental Agreement/Contract: Flexible Autos acts as an agent for the car rental company. A contract will be made with the driver of the vehicle and the car rental company in the form of a rental agreement/contract on collection of the car. Clients will then be subject to the terms and conditions of that contract and the law of the country where the car rental has taken place. Flexible Autos is unable to refund any extra insurance options or local purchases which you have signed as accepted on the rental agreement.

Collision Damage Waiver: When you hire a car through Flexible Autos, your car rental agreement includes Collision Damage Waiver with an excess. The Collision Damage Waiver will not cover damage to tyres, windows, the roof, the underside, the interior of the car, towing charges or damage caused wilfully or recklessly. You may therefore be liable for the cost of this damage. Collision Damage Waiver is not provided for the contents of the car in the event of theft. In the event that keys are lost or damaged you will be liable for reasonable costs for obtaining a replacement.

Excess Refund Policy: On all bookings where applicable you will be required to leave a deposit to the value of the excess. If your rental vehicle is damaged/stolen, the deposit will be retained and treated as payment of the excess. Flexible Autos offers an Excess Refund Policy and if this is purchased you will be



charged the excess locally but can reclaim this by contacting Flexible Autos (subject to the terms and condition) within 28 days of returning your rental vehicle. This Excess Refund Policy does not waive the excess locally whilst in resort.

What's not included?

Personal Accident Insurance: This is probably covered in your holiday insurance. It is an option you will be offered on collecting the car.

Fuel: Most car rental companies will supply the vehicle with a full tank of fuel. Cars must be returned the same otherwise a refuelling charge and cost of petrol will be charged locally. Alternatively, in some locations pre-purchase of fuel is compulsory; please check the fuel policy when you pick up the vehicle.

Additional driver charges where applicable-please check with reservations at time of booking.

Out of Hours Charge, Young drivers surcharge and tax on any extras purchased locally.

One Way Rentals and applicable fees: One-way rentals are available in most countries but must be booked and confirmed in advance and may be subject to a local charge. All one-way fees quoted are in local currency, and where applicable to local taxes and are paid for upon collection.

Delivery and Collection: This service is available at many resorts however a charge may apply for delivery and will be advised at the time of booking and on the car rental voucher.

Winter fees: Winter fees may be applied at certain times of the years mainly in winter destinations. This cost will be advised at the time of booking and will be detailed on the provided car rental voucher.

Mileage Restrictions: Not all suppliers include unlimited mileage and a charge will be made locally by our supplier where applicable. This cost will be advised at the time of booking and will be detailed on the provided car rental voucher.

Toll and Traffic Violations: An administration charge will be applicable for a handling fee for traffic/toll fine notification requests may be made after the rental, this possible charge and agreed costs are accepted by the signing of the local rental agreement on collection of the vehicle.

Child Seats: Due to new European laws child seats are compulsory in most countries and should be requested at the time of booking. Instructions will be provided by the supplier; however, seats must be fitted by the customer. For older children, it is recommended that you take your own booster seats. All extras are paid for locally and cannot be guaranteed in advance.

Delayed Flights: Delayed flights may lead to additional local out of hours charges and delays of over 1 hour may lead to the booked car no longer being available. Flexible Autos will not be held responsible for any delayed or cancelled flights. Flexible Autos will not accept responsibility for any additional charges incurred locally due to delays or cancellations. A full refund of the unused rental cannot be guaranteed.



Driving Areas: If you plan to drive outside the country of hire, please check with reservations as some local charges may apply for this service.

Drivers Age: Drivers under the age of 25 may be liable for a 'young drivers' surcharge (payable locally). In certain destinations some age restrictions may apply to drivers over 65 years old. Please refer to the supplier's terms and conditions.

Additional Drivers: Charges often apply for additional drivers. Flexible Autos cannot be held responsible for any increase in charges. Please check with our reservations department at the time of booking.

Number of Passengers: Our rental cars are insured for a maximum number of passengers. Flexible Autos cannot accept responsibility if the vehicle is not large enough to fit all passengers and luggage on arrival if details were not supplied at the time of booking.

Car Type/Suitability: Flexible Autos are unable to guarantee a particular make or model of car. The car shown on your voucher is for guidance only and may be substituted for an alternative/similar vehicle. All cars are booked by group and whilst the car rental company will try to provide a car within the car group booked, if the car group is not available a larger vehicle will be supplied to the clients, no extra charges for this service will apply. If you are dissatisfied in any way with the standard of the car supplied, you must advise the local supplier immediately. Flexible Autos cannot accept liability where this procedure is not followed.

Flight Information: For all "on airport" and "meet and greet" collections, it is essential that Flexible Autos are given the correct flight number and arrival time before departure. If the information is not given in time, Flexible Autos will do its best to ensure that the car is available, but no responsibility can be accepted or compensation allowed for a failed rental due to the customer providing the information late or not at all.

Mechanical Difficulties: In case of breakdown or mechanical difficulties you must call the car rental company within 24 hours using the number, which appears on your rental agreement.

In Case of an Accident: An accident report form must be completed by the end of the hire. The local Police should be notified in the case of accidents and a signed Police report obtained. Full details of third parties should also be taken. All rental documents should be retained in the event of an insurance company becoming involved. Any compensation cannot be considered when this procedure is not followed. Upon returning the vehicle a checkout form must be signed. Failure to do this may delay the investigation of disputes regarding insurance excess charges.

Force Majeure: Flexible Autos accepts no responsibility for and shall not be liable in respect of any loss, damage, delays or changes arising from circumstances outside its control.

Period of Hire: The duration of your rental starts and finishes according to the pick-up and drop-off dates and times detailed on your voucher, the price of which will be confirmed at time of booking and is calculated on the basis of 24-hour units. On returns after this time a full day's rental may be charged locally



at a rate higher than that charged in the UK. All extensions to the hire or upgrades must be paid for at the time of rental locally, unless previously advised before leaving the UK.

No refunds are payable on cars returned early.

Customer Satisfaction: Flexible Autos strongly recommend that upon collection of the rental vehicle all documentation is read prior to signing the rental agreement. If after signing the agreement you have any further queries relating to your hire, please contact or return to the location and speak with the station manager. If you are still dissatisfied please contact the Flexible Autos Customer Services department within 28 days of your return. Flexible Autos aim to resolve all complaints within 28 days of receipt; however, some complaints may take longer due to the nature of the complaint and information provided. Flexible Autos can only consider complaints that reach us within 180 days of the final day of rental to which the rental voucher refers.

Terms and Conditions Amendments: Flexible Autos makes every effort to ensure that all the information provided is correct at the time of booking. The terms and conditions presented in the rental voucher are reviewed and updated by the supplier on a regular basis. Flexible cars are not responsible for the updates if made after the booking has been made.