



AVIS CAR RENTAL GUIDE

Check-in:

• The customer is required to present the following documents at the rental office:

- original identity document (preferably passport),
- valid driver's license,
- car reservation confirmation,
- return flight ticket,
- depending on the method of payment:
 - fixed value voucher + credit card
 - full credit voucher
 - credit or debit card
- proof of accommodation may also be required.

• Accepted credit or debit cards: Visa, Mastercard, American Express, Discover, Diners Club*. For certain car groups, two credit cards may be necessary (one of which must be American Express or Diners). The card used must be issued in the same country as all the other documents of the renter, otherwise the customer won't be able to collect the vehicle.

*In Italy are accepted only credit cards.

• **The rental agreement must to be read thoroughly before being signed. If it includes other charges than those mentioned and confirmed by booking, the customer should ask the rental agent for more details and explanations, before signing the agreement.**

• **The price confirmed by booking is an estimate and will modify in case the customer accepts additional services (extra insurance, special equipment: GPS, baby seats, etc.), or if the dates of the reserved rental change (different rental period, date, time or rental location, car group).**

• **In case the customer doesn't agree with the estimated rate nor to the terms and conditions, the rental agreement should not be signed. After signing the agreement, complaints will not be taken into consideration.**

Car pick-up:

- The customer should thoroughly check the vehicle and the rental vehicle condition report.
- If the customer becomes aware of any additional damage not mentioned in the records, the customer should inform the car rental agent at pick-up or the agent from the rental office. Any ulterior complaints will not be taken into consideration.

During the rental:

• In case of an event (damage, technical issues, car accident, etc.), the customer needs to contact the rental office or the road assistance service, in order to find out the most suitable course of action.

• To extend a car rental, the customer must call the rental office.

• The contact data of the rental office and the roadside assistance number are always mentioned in clear on the rental agreement.

• In some countries, AVIS applies an administration fee for every traffic fine got during the rental.

Returning the car:

• The minimum rental length charged is 24 hours. If the car is returned later than the pick-up hour mentioned in the rental agreement, an extra rental day will be charged. The pick-up/return hours mentioned in the rental booking cannot be guaranteed.

• If you return the car later than the hour agreed in the rental agreement, without informing the rental office in advance, a late return fee will apply for every day after the agreed return date (variable depending on the country of rental) and additional days will be charged (depending on the pick-up time).

• A rental agent will check the vehicle again on its return. In case new damages are visible, the customer will be charged for the repair costs.

• If the rental vehicle is returned outside office working hours, the renter's liability for damage and theft shall extend to the earlier of midday of the first working day following the requested collection time or the time of re-inspection of the vehicle performed by a member of AVIS staff.

• The invoices corresponding to rentals where the customer disputes extra services and/or damage related charges, will be paid in full. In case of a positive complaint resolution, the incorrectly charged amount will be refunded.

Additional information:

• The vehicle is picked-up with a full tank and should be returned likewise. If not, the missing fuel will be charged in accordance with the AVIS established fuel price/liter; also, a refueling surcharge might apply.

• The refueling receipts must be kept, in case proof is needed for disputing incorrect charges (e.g. those caused by a technical malfunction), as well as the boarding pass when the car is returned outside office working hours.

For more information, please contact us at:

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