



RENTAL INFORMATION

What is needed for vehicle pick-up?

When picking up the vehicle you need a valid credit card in the main drivers name, identification card or passport and a valid driver's license.

The credit card needs to have enough available funds to cover the deposit amount. The height of the deposit (authorization) depends on the price of the rental, the vehicle type, and category, as well as the chosen coverage.

The credit card can be charged for any extra costs that can appear during the rental period.

Terms of payment

For the authorization process, we accept credit cards such as Visa/MasterCard. We do not accept prepaid or electron cards (Visa Electron, Maestro, American Express Card, Diners.) for the authorization process.

The lessee must be the owner of the credit card.
The rental can be paid with a credit card.

Bear in mind that payment with a credit card may require your pin code.

Driver's License

The client, as well as any additional drivers, need to be in possession of a valid driver's license for at least two years.

Driver's licenses that are not printed in the Roman alphabet (Arabian, Japanese, Cyrillic) need to be accompanied by an international driver's license.

At vehicle pick-up please present a valid identification card or passport alongside a valid driver's license.

Rental period, and grace period

Vehicles are rented daily. There is a 59-minute grace period, that is not charged. After 60 minutes, late charges of 50 £ as a base rate plus any additional products purchased will be added.

Changes in the reservation

Reservations can be changed up to 48 hours before the rental period.

Reservation cancellation

Reservations can be canceled before the rental period.

The cancellation should be made online or in written form via e-mail to reservations@carwizrent.co.uk

No-show

In the case that the client did not pick up the reserved vehicle for some reason or did not pick it up in the agreed time, if CARWIZ is not informed CARWIZ extra charges can be applied.

Age limitations

In UK, the following minimum lessee age required, and driver's license-possession are followed:

- (a) A – C group cars are available to renters aged 23
- (b) A fee of £42.00 per day applies for all car groups for renters aged 23 and 25

General terms of coverage

At vehicle pick up it is important to choose some type of extra coverage, there are different coverage packages which are adjusted to your needs and abilities, from decreased damage excess to no excess at all.

CDW

Collision Damage Waiver limits the driver's responsibility for damages done to the vehicle. The customer is only responsible for the following amounts:

(a) 1.500,00 £ (MCMR, MCAR, EDMR, EBMR, EDAR, EBAR, CDMR, CBMR, CDAR, CBAR, CWMR,CMAR,)

(b) 2.500,00 £ (FVMR, FVAR, UDAR, CGMR, IGAR, SDMR, SBMR, SDAR, SBAR, SWMR, SWAR, IDMR, SFMR, SFAR)

(c) 3.000,00 £ (PDAR)

The damage done to the vehicle will be charged according to the repair price list available in our offices.

Theft protection (TP)

Theft protection (TP) limits the driver's responsibility in cases of vehicle theft or damages done due to theft or attempted theft to the excess amount, which is subject to the terms of the rental agreement. TP does not cover personal belongings:

(a) 1.500,00 £ (MCMR, MCAR, EDMR, EBMR, EDAR, EBAR, CDMR, CBMR, CDAR, CBAR, CWMR,CMAR,)

(b) 2.500,00 £ (FVMR, FVAR, UDAR, CGMR, IGAR, SDMR, SBMR, SDAR, SBAR, SWMR, SWAR, IDMR, SFMR, SFAR)

(c) 3.000,00 £ (PDAR)

Super Collision Damage Waiver (SCDW)

is coverage that reduces or eliminate responsibility in case of damage to the vehicle body.

WG

Wheels and glass protection is complete coverage for damage done to the glass, and wheels of the vehicle.

In case of a traffic accident, theft, engine breakdown or similar

The client is obliged to:

- (1.) keep the vehicle safe until the time it is picked up by the lessor
- (2.) take the names and addresses of every witness and participant
- (3.) call the police and procure their record except in the case of motor breakdown
- (4.) give a statement as soon as possible in the nearest office of the lessor
- (5.) In the case that the user does not procure a police report, all accepted coverages such as are considered invalid due to the client's failure to comply with the provisions of the rental agreement and general terms and conditions

Costs that are not covered by CARWIZ and cannot be covered by any additional coverage

- (1.) Loss or theft of luggage and or personal items from the vehicle
- (2.) Parking tickets or fines, traffic violations and such
- (3.) Costs due to the wrong fuel type usage
- (4.) Expenses for lost, stolen or damaged car keys
- (5.) Expenses for lost, stolen or damaged car documents
- (6.) Expenses due to negligence – empty battery
- (7.) Expenses due to damage to the car's interior
- (8.) Costs of lost equipment (spare tire, tire repair kit, bunker shelves, document etui, driver's manual) (9.) Expenses due to damage to additional equipment
- (10.) Expenses due to car misuse
- (11.) Expenses due to ignoring instruction for car maintenance stated in the cars service book
- (12.) Expenses to the vehicle under the influence of alcohol or drugs
- (13.) Costs of car extraction from inaccessible areas (e.g. extraction from mud due to traveling outside regular road infrastructure)
- (14.) Expenses incurred by using dirt roads
- (15.) Expenses incurred by car racing or cars participation in sport events (16.) Expenses due to overburdening the car with people or cargo
- (17.) Damage costs caused by a person not stated in the contract as the main or additional driver
- (18.) Costs created in cases when the main driver or additional driver stated in the rental contract does not have a valid driver's license or has a ban on driving motor vehicles
- (19.) Other: damaged windscreen wipers or locks, loss or theft of outside parts of the vehicle without a police record, damage costs incurred by usage of roof carriers or luggage on carriers, damage caused by improper handling of luggage and or putting cargo or luggage on the roof, hood etc., as well as expenses caused by ignoring sound and visual warnings of the vehicle.



CARWIZ
RENT A CAR

CREATING EXPERIENCES

Collection

Collection must be arranged during the reservation process.

Call on arrival +44 (0)3301188341. Whatsapp +44 (0)7534179119 Terminal 2: Follow signs to Short Stay Car Park Level 4, Please wait by the lift area near Row H. Our shuttle service runs every 35-45 minutes and our driver will meet you there in a shuttle bus with rental square logo on the van. Terminal 3: Follow signs to Short Stay Car Park Level 3, Please wait by the lift area near Row A. Our shuttle service runs every 35-45 minutes and our driver will meet you there in a shuttle bus with rental square logo on the van. Terminal 4: Follow signs to Short Stay Car Park Level 2, Please wait by the lift area near Row E. Our shuttle service runs every 35-45 minutes and our driver will meet you there in a shuttle bus with rental square logo on the van. Terminal 5: Follow the signs to Short Stay Car Park Level 1, Please wait by the lift area near Row R. Our shuttle service runs every 35-45 minutes and our driver will meet you there in a shuttle bus with rental square logo on the van.

During Opening Hours

Collection is an on-request service. Please contact the nearest CARWIZ office. Monday to Sunday 07:00 – 22:00

Additional equipment and services

Fuel options

All vehicles are coming with a "same to same" fuel policy and need to be returned with same line how client received it .
If the client returns the vehicle with less fuel, he will be charged according to a valid price list.
Refilling service will be applied.

Additional Driver

The fee for an additional driver is 12 £ per day.

Child Seat

A child seat is a legal obligation and needs to be used for children up to 12 years of age and 135 cm of height, Choose the seat that best fits child age:

- (a) Infant safety seat – 12.99 £ per day
- (b) Child safety seat – 12.99 £ per day
- (c) Child booster seat – 10.99 £ per day
- (d) Toddler safety seat - 12.99 £ per day
- (e) ISOFIX baby seat - 12.99 £ per day

GPS

If you decide to rent a navigation system with your vehicle, the fee of 15 £ per day will apply.

Damage handling fee - administration fee

If the lessee does not have any additional coverage package, and vehicle damage occurs, alongside the damage itself, an additional fee of £50 + VAT will be applied.

Lost key

In the case that the lessee has lost the car key, a fee of £700 and more (depends on a vehicle model) will be applied.

Lost documentation or registration plates

In the case of lost or stolen vehicle documentation/ registration plates, a fee of up to £100 will be applied.

The police report is mandatory.

Vehicle Cleaning

In case the vehicle requires a special cleaning procedure after drop-off (i.e. smell removal, animal hair, spillage of liquids), a minimum fee of 150 £ will be charged.

Don't smoke in vehicles

The penalty for smoking in the vehicle is 150 £

Traffic violation administration fee

Fee applies for processing traffic violation and parking fine is £60

Out of Hours Late Drop

It is possible to return the vehicle outside of regular office hours; however, this service is limited to one hour before the office opens and one hour after the office closes. Any return made during this time frame is subject to an Out of Hours fee of £60.

Extended Roadside protection

This optional service provides extra peace of mind in situations not covered by the standard manufacturer's warranty, such as a flat tire. The service is available at a cost of £12 per day.

**All prices include 20 %
Tax.**

The prices mentioned in this document are not valid for customers with special contracts and corporate clients.