

RENTAL INFORMATION

Location & contact

Country / City: Spain / Alicante.
Office: Alicante Airport – shuttle / off-terminal office.
Office hours: Mon–Sun 08:00–22:00.
Phone: +34 682 852 581 – Email: alicante@carwiz.es

What is needed for vehicle pick-up?

Documents

- Original physical passport or national ID.
- Original physical driving licence.
- IDP or official translation where required.
- Booking confirmation / rental voucher.
- Any documents required by the broker or booking channel.

Terms of payment & deposit

A physical Visa or Mastercard credit card in the main driver’s name is required for the deposit, with a minimum validity of 4 months and sufficient available funds. Debit cards are accepted only for rental and extras payment, not for the deposit.

Not accepted

- American Express is not accepted for the deposit.
- Prepaid, gift, virtual and digital cards are not accepted.
- Apple Pay / Google Pay are not accepted for the deposit.

The customer must present original physical documents and an accepted card at pick-up. Refusal to provide a valid card may be treated as a no-show.

AIRPORT COLLECTION REQUIREMENT — EFFECTIVE FROM 1 SEPTEMBER 2026

To collect the vehicle, the main driver must present a valid boarding pass corresponding to an inbound flight arriving at Alicante Airport on the same day as the vehicle collection. The customer must also provide the inbound and return flight numbers. Failure to provide the required boarding pass and flight information may result in the vehicle not being released.

Driver’s licence & additional drivers

The main driver must hold a valid driving licence for at least 2 years and present the original physical licence at pick-up. Additional drivers must be added to the rental agreement and meet all the same requirements.

Age limitations

- All car groups are available to renters aged 18 to 75.
- Young Driver Fee (18–24 inclusive): 10 EUR/day, max 100 EUR/rental.
- Senior drivers: over 75 subject to confirmation at booking.

Rental period & grace period

Vehicles are rented daily. A strict 59-minute courtesy period applies after the agreed return time. After that, a 50 EUR late fee may apply plus an extra rental day and taxes.

Changes & cancellation

Reservation changes and cancellations are handled according to the booking channel, broker and confirmed rate rules. Early return does not create any right to a refund or credit.

No-show

Failure to appear, or to present the required documents, licence or accepted card, may lead to a cancellation fee of up to 100% and the vehicle may no longer be held.

General terms of coverage

At pick-up the customer may choose a coverage package adjusted to their needs, from a reduced excess to a strongly reduced excess and deposit.

Basic Cover – CDW/TP (included)

Base rental cover with the standard excess and deposit. The customer is liable up to the group excess.

Smart Cover – CDW+ (optional)

Reduces the customer excess and deposit. Minimum billing: 2 rental days.

Premium Cover – SCDW (optional)

Reduces excess and deposit and includes Tyres & Glass (WUG) and Roadside Assistance. Minimum billing: 2 rental days.

Tyres & Glass / WUG (add-on)

Covers tyres and glass only. Included in Premium; on its own it does not reduce the vehicle excess or deposit.

General exclusions

- No product covers negligence, wrong fuel, keys, interior, roof or undercarriage.
- No cover for off-road use, DUI, unauthorized driver, or unauthorized border/ferry use.
- Fines, admin fees, towing/recovery caused by customer fault and contract breaches are excluded.
- Damage must be reported according to company and police procedure.

Coverage matrix by vehicle group

Vehicle group	Basic Excess / Deposit	Smart Day / Excess / Deposit	Premium Day / Excess / Deposit	WUG
Mini / Economy / Eco Crossover	900 / 1000	20€/d 450 / 550	40€/d 100 / 300	15€/d
Compact / Crossover / Wagon	1200 / 1300	20€/d 600 / 700	40€/d 100 / 300	20€/d
Medium SUV / Medium Sedan	1300 / 1400	25€/d 700 / 800	45€/d 150 / 400	20€/d
Standard Sedan / Standard SUV	1400 / 1500	25€/d 750 / 850	45€/d 150 / 400	25€/d
Medium Size Van	2000 / 2100	35€/d 1050 / 1150	55€/d 300 / 500	30€/d
Full Size Van	3000 / 3200	45€/d 1500 / 1700	65€/d 500 / 700	40€/d

All amounts in EUR. Premium includes Tyres & Glass / WUG and Roadside Assistance. Smart and Premium have a minimum billing of 2 rental days. WUG standalone does not reduce the vehicle excess or deposit.

Accident, theft, breakdown or warning light

Accident / damage / theft

- Keep passengers and the vehicle safe; call emergency services if anyone is injured or in danger.
- Notify Carwiz immediately and no later than 2 hours.
- Call Police / Local Police / Guardia Civil and obtain a report where required.
- Complete the European Accident Statement / Friendly Accident Report.
- Collect details of all parties and witnesses.
- Take clear photos/videos of vehicles, damage, documents and surroundings.

Breakdown / warning light

- Stop as soon as it is safe; do not keep driving if damage may worsen.
- Contact Carwiz or authorized roadside assistance and follow Lessor instructions.
- Do not arrange repairs/towing without written authorization except in an absolute emergency.
- Wrong fuel: do not start the engine; contact Carwiz immediately.

Failure to obtain the required report or documentation may trigger a 150 EUR fee, loss of cover benefits and full customer liability.

Costs not covered by Carwiz or any coverage

Documents & vehicle

- Personal items, luggage theft or loss.
- Parking tickets, tolls, fines and admin fees.
- Wrong fuel, contamination, AdBlue misuse or ignored warning lights.
- Lost/damaged keys, documents, accessories or vehicle equipment.

Use restrictions

- Interior, roof, undercarriage; tyres/glass without WUG/Premium.
- Off-road use, dirt tracks, beaches, sand, forest paths and non-public roads.
- Racing, towing, VTC/commercial passenger transport or overloaded vehicle.
- Unauthorized driver, DUI, drugs, fatigue or breach of agreement.

Border & procedures

- Unauthorized ferry, inter-island, Balearic or cross-border use.
- Formentera or ferry use unless expressly authorized in writing.
- Towing/recovery or replacement vehicle costs caused by customer fault.
- Damage not reported according to the required procedure.

Premium must not be described as “full insurance” or “zero risk”. Customer-facing term: reduced excess / reduced deposit.

Extras, fees & charges

Extra / fee	Price / rule	Notes
Fuel policy	Full-to-full	Missing fuel at actual cost + 35 EUR refuelling fee.
Additional Driver	11 EUR/day; max 150	Up to 3 additional drivers.
Young Driver Fee	10 EUR/day; max 100	Drivers aged 18–24 inclusive.
Child seats	8–10 EUR/day	Subject to stock; replacement cost if lost/damaged.
Tyres & Glass / WUG	15–40 EUR/day	Included in Premium Cover.
Roadside Assistance	12 EUR/day; max 96	Included in Premium; callout without it: 390 EUR.
Out of Hours	70 EUR/operation	Outside 08:00–22:00 or holidays, on request.
Cross-Border Auth.	150 EUR/rental	PT, FR, Andorra, Gibraltar – written approval only.
Unauthorized border	950 EUR + costs	Cover benefits may be void.

Administrative fees & non-compliance

Event	Charge	Notes
Traffic fine / toll admin	50 EUR / notice	Fine/toll charged separately.
Accident report not completed	150 EUR	May result in loss of cover benefits.
Damage processing fee	75 EUR	Repair costs charged separately.
Off-road / unpaved use	200 EUR + costs	Cover benefits may be void.
Serious speeding / reckless	250 EUR	Termination, recovery, loss of benefits.
Lost / damaged keys	250 EUR + cost	Programming, replacement, delivery, recovery.
Wrong fuel / contamination	Actual cost	Towing, draining, cleaning, filters.
Unauthorized one-way return	200 EUR + recovery	One-way not offered via brokers unless confirmed.
Smoking	300 EUR	Smoke smell, ash, residue or evidence.
Excessive dirt / pet hair	150 / 120 EUR	Cleaning beyond normal use.
Immobilization / loss of use	250 EUR	Downtime caused by customer fault or breach.

Alicante Airport pick-up & drop-off

Pick-up

- After collecting luggage, go down by lift or stairs to level -2.
- Exit to the bus and shuttle parking area.
- Pick-up points are in the second line of the road.
- Go to stands 45–50 and wait for the Carwiz shuttle.

Drop-off / return

- Return directly to the rental office; the shuttle takes you back to the airport.
- Out-of-hours pick-up/return on request only; may be charged 70 EUR per operation.

If unattended return is authorized, the customer stays responsible for the vehicle, keys, fuel, documents and condition until Carwiz inspection during office hours.

Border, ferry & one-way

- Cross-border only with prior written authorization – Portugal, France, Andorra, Gibraltar.
- Ferry, Balearic, inter-island and Formentera prohibited unless expressly authorized.
- Unauthorized return to a different location: 200 EUR + recovery/towing.

Vehicle category & telematics

- Reservation guarantees the category / SIPP code, not the exact model, brand, fuel, engine, colour or equipment.
- If the reserved group is unavailable, an equivalent or higher group may be provided at no extra cost.
- Vehicles may carry GPS, OBD and telematics used to verify fuel, mileage, location, border/ferry use, reckless driving, damage and disputes.

Deposit release & claims

- The deposit is blocked as a pre-authorization and released after return, inspection and settlement of pending charges.
- Bank/card issuer release time is not fully controlled by Carwiz.
- Claims must include the rental agreement number, reservation, registration, dates and evidence.

Fleet / SIPP overview

Group	SIPP examples	Model examples
Mini	NBMR, MDMR, MDAR, MFAR	Kia Picanto, Fiat 500, Hyundai i10, Toyota Aygo X
Economy	ECMR, EDMR, EDAR, EHMR	Yaris, Ibiza, Corsa, Fabia, Fiat 600 Hybrid
Eco Crossover	EFMR, EFAR, EFAH	VW T-Cross, Kia Stonic, Yaris Cross Hybrid
Compact / Wagon	CDMR, CCMR, CWMR, CFAR	Golf, Focus, Corolla, 3008, Puma, Octavia Wagon
Medium / Standard	IFAR, IDMR, SDMR, SFAR	Duster, Arkana, Octavia, Mazda 6, Sportage
Vans	CVAR, SVAR, FVAR	Caddy 6, Combo 7, Traveller 8, Transit 9 seats

Model list is illustrative. The category / SIPP is guaranteed; the exact model, fuel type, engine, colour or equipment is not.