



CARWIZ
RENT A CAR

CREATING EXPERIENCES

RENTAL INFORMATION

What is needed for vehicle pick-up?

When picking up the vehicle you need a valid credit card, physical passport or national ID, physical driving licence and IDP or official translation where required.

The credit card must have sufficient available funds. A deposit will be pre-authorized at pick-up if you have not purchased our coverage package.

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 Visa and MasterCard only. The card must be a physical card presented at the time of vehicle pick-up. Other card types (including American Express, Diners, prepaid cards, or virtual/digital cards) are not accepted.

The lessee must be the owner of the credit card. Please note that payment by credit card may require your PIN code or a signature.

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 one years.

The driver's licence requirements must be clarified to avoid misunderstanding. Correct policy should read as follows: If the driver's licence is not printed in English, an International Driving Permit (IDP) is mandatory. The driver must present a physical (original) driver's licence. Digital or electronic licences are not accepted. The licence must be a full and unrestricted licence. Learner licences Restricted / probationary licences are not accepted.

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 1 hour late, full-day late charges + taxes apply.

Changes in the reservation

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

Reservation cancellation

Reservations may be cancelled before the rental period. Cancellations can be made: Online In writing via email or by phone call to our office This allows customers a clear and reasonable way to cancel their reservation.

The cancellation should be made online or in written form via e-mail to reservations@carwiz.es

No-show

In the event that the client does not collect the reserved vehicle for any reason, or fails to collect it at the agreed time without informing CARWIZ, extra charges may apply, and we may no longer hold the vehicle for you.

Age limitations

In the Spain car rental industry, the following minimum lessee age and driver's licence holding requirements apply:

- All Car Groups are available to renters aged 18
- A fee of 10 EUR per day applies for all car groups for renters aged 18 and 24

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.

BASIC COVERAGE PACKAGE

Basic Coverage Package includes CDW/TP (Collision Damage Waiver/Theft) is basic insurance coverage included in the rental rate that reduces client responsibility from the full value of the leased vehicle to the excess in case of damage. Basic Protect does not cover any damage resulting from off-road driving, driving on unnamed, unsealed, or non-public roads, or on roads not officially recognized as public roads. The customer is only responsible for the following amounts:

Excess amount depends on the category group of the vehicle being booked.

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: Excess amount depends on the category group of the vehicle being booked.

MEDIUM PROTECT PACKAGE

Medium Protect reduces both the security deposit and the renter's financial liability excess by 50%. The exact excess amount depends on the vehicle category booked. In the event of damage to the vehicle caused by collision, theft, or attempted theft, the renter remains liable only up to the reduced excess amount applicable to the booked vehicle category. Medium Protect does not cover damage to the interior of the vehicle, loss of car keys or vehicle documents, misfuelling (wrong fuel), parking or speeding fines, driver negligence, a burned clutch, water damage, damage caused by animals, or damage to the door structure (frame, hinges, etc.) caused by wind gusts. The Medium Protect package also does not cover any damage resulting from off-road driving, driving on unnamed, unsealed, or non-public roads, or on roads not officially recognized as public roads.

TOTAL PROTECT PACKAGE

Total Protect includes SCDW (Super Collision Damage Waiver), a coverage that reduces your excess to zero only in the event of damage to the vehicle caused by collision, theft, or attempted theft, but it does not cover damage to the interior of the vehicle, loss of car keys or vehicle documents, misfuelling (wrong fuel), parking or speeding tickets, driver negligence or a burned clutch, water damage, damage caused by animals, damage to the door structure (frame, hinges, etc.) caused by wind gusts. Total Protect package does not cover any damage resulting from off-road driving, driving on unnamed, unsealed, or non-public roads, or on roads not officially recognized as public roads.

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 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, theft, or damage of personal belongings and luggage.

(2.) Parking tickets, toll charges, traffic fines, penalties, administrative fees, and any related costs.

(3.) Costs resulting from the use of incorrect fuel, fuel contamination, AdBlue misuse, or ignoring vehicle warning indicators.

(4.) Loss, theft, or damage of vehicle keys, documents, accessories, or any vehicle equipment.

(5.) Damage to the vehicle interior, roof, undercarriage, tyres, or glass, unless specifically covered under an applicable WUG or Premium Protection package.

(6.) Damage resulting from off-road driving or use of dirt tracks, beaches, sand, forest paths, unsealed roads, or any roads not officially recognized as public roads.

(7.) Damage or costs arising from racing, participation in sporting events, towing activities, commercial passenger transportation (including VTC services), or overloading the vehicle with passengers or cargo.

(8.) Damage caused by an unauthorized driver, driving under the influence of alcohol or drugs, driver fatigue, or any breach of the rental agreement.

(9.) Costs arising from unauthorized ferry transport, inter-island travel, travel to or from the Balearic Islands, cross-border use, or use of the vehicle on Formentera without prior written authorization from CARWIZ.

(10.) Towing, recovery, roadside assistance, replacement vehicle, or relocation costs resulting from customer fault, negligence, or misuse of the vehicle.

(11.) Any damage, incident, or loss that is not reported and documented in accordance with the procedures specified in the rental agreement.



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Additional equipment and services

Fuel options

All vehicles are coming with a “full to full” fuel policy and need to be returned with same line how client received it .
If the vehicle is returned with less fuel, the client will be charged according to the valid price list, including a per-liter charge and a refueling service fee.

Additional Driver

The fee for an additional driver is 11 EUR per day.

Child Seat

A child seat is a legal obligation. Choose the seat that best fits child age:

- a. Infant safety seat – 10 EUR per day
- b. Child safety seat – 10 EUR per day
- c. Toddler safety seat - 10 EUR per day
- d. Child booster seat – 8 EUR per day

Damage handling fee - administration fee

In the event of any vehicle damage, a fixed administration fee of 75 EUR will automatically apply,

Lost key

In the event of loss of the car key by the lessee, the cost of a replacement key, depending on the 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 75 EUR 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 fee of 60-300 EUR will be charged.

Don't smoke in vehicles

The penalty for smoking in the vehicle is 300 EUR

Traffic violation administration fee

The fee that applies for processing traffic violation and parking fine is 50 EUR per fine ticket

Out of Hours Pick up / Drop off

It is possible to return the vehicle outside regular office hours; however, any pick-up or return made during this time is subject to an Out-of-Hours fee of EUR 50.

Replacement vehicle delivery costs in case of accident

In the event of an accident without appropriate coverage, the cost of delivering a replacement vehicle within the territory of Spain will be charged 390 EUR per rental.

Extended Roadside protection

The road assistance fee covers assistance in cases of breakdown or damage resulting from improper use by the driver (lockout service, flat tire assistance, jump-start, running out of fuel). This service is available for EUR 12 per rental day. Additional damage costs are calculated based on the level of protection taken. Damages that occur during the rental will be charged according to the damage catalogue available at the counter. Any damage to the vehicle caused by driver negligence will be charged to the client in the full amount of the repair cost

All prices include 21 % Tax.

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

Collection

Collection must be arranged during the reservation process.

During Opening Hours

Collection is an on-request service. Please contact the nearest CARWIZ office.