

Vehicle Pick-Up

To collect the vehicle, you must present the following:

- A credit card valid for at least 3 months from the pick-up date, with a sufficient limit to allow for a deposit pre-authorization;
- An identity document – either a national ID card or a passport;
- A valid driving licence issued by a country that is a signatory to the Vienna Convention on Road Traffic, or a driving licence issued by a non-signatory country accompanied by an international driving permit.
- The amount of the deposit (pre-authorization) depends on the rental price, the vehicle type and category, and the selected insurance coverage.
- The credit card may be charged for any additional costs incurred during the rental period.

Payment Terms

We accept the following credit cards for deposit pre-authorization: Eurocard/MasterCard, American Express, Visa, and Diners. Prepaid cards and Electron cards (e.g. Visa Electron, Maestro) are not accepted. The person renting the vehicle must be the holder of the credit card used for the pre- authorization.

The rental fee may be paid using a credit card, a prepaid card, or another accepted card.

Driving Licence

Every driver of the rented vehicle must hold a valid driving license issued at least one year prior to the rental.

If the license is not written in the Latin alphabet or if it was issued in a country that is not a signatory to the Vienna Convention on Road Traffic, an international driving permit is required. At the time of vehicle pick-up, you must present a valid identity document (ID card or passport) and a valid driving license.

Rental Period and Grace Period

Vehicles are rented on a daily basis (24 hours).

If you return the car up to 30 minutes late, no additional fee will be charged. If you exceed the return time by more than 30 minutes, Full day charge will be applies by the rental agent base on market rates

Modification and Cancellation of Prepaid and Pay-on-Arrival Reservations

You can modify or cancel your reservation free of charge up to 48 hours before the scheduled start of the rental. Reservations can be modified or cancelled online or by email at: reservations@carwiz.pl.

No-Show

If you do not inform us that you are unable to collect the vehicle at the agreed time, or if you fail to collect the vehicle at all, we reserve the right to charge additional fees.

Age Restrictions

CARWIZ requires that all drivers have held a valid driving licence for at least one year. Drivers under the age of 25 are subject to an additional fee of CAD 15 per rental day.

General Terms of Damage Protection

Third Party Liability Coverage

Coverage Limit: \$3,000,000

Premium: \$8.95 per day

Description: Provides coverage for damages or injuries caused to third parties while operating the rental vehicle. This includes bodily injury, property damage, and personal injury protection for third parties.

Collision Damage Waiver (CDW) – \$1,000 Deductible

Premium: \$29.95 per day

Deductible: \$1,000

Description: Waives the renter's financial responsibility for damage to the rental vehicle in the event of a collision. A deductible of \$1,000 applies per claim.

Collision Damage Waiver (CDW) – \$500 Deductible + Third Party Liability

Premium: \$39.95 per day

Deductible: \$500

Description: Offers collision damage waiver protection with a reduced \$500 deductible. This package also includes Third Party Liability coverage up to \$3,000,000, providing enhanced protection for both the renter and third parties.

Full Coverage with Zero Deductible

Premium: \$49.95 per day

Deductible: \$0

Description: Provides full protection for the rental vehicle with zero deductible. Includes both collision and liability coverage, ensuring no out-of-pocket expenses for damages to the rental vehicle.

Wheels, Tires, Windshield & Undercarriage Protection

Premium: \$14.95 per day

Description: Covers damage to commonly exposed and vulnerable parts of the vehicle, including the windshield, tires, wheels, and undercarriage. This protection helps avoid unexpected repair costs that are typically not covered under standard collision policies.

In the event of a traffic accident, theft, engine failure, or other incident, you are required to:

- Secure the vehicle until it is collected by the Lessor;
- Record the names and addresses of any witnesses and persons involved in the incident;
- Call the police and obtain an official report (except in the case of engine failure);
- Submit a written statement as soon as possible at the nearest CARAWIZ office.

Costs Not Covered by Carwiz and Not Eligible for Any Additional Protection

- Loss or theft of luggage and/or personal belongings from the vehicle;
- Parking tickets, traffic fines, or similar penalties;
- Costs resulting from the use of incorrect fuel;
- Expenses for lost, stolen, or damaged car keys;
- Expenses for lost, stolen, or damaged vehicle documents;
- Costs arising from negligence (e.g. dead battery);
- Expenses resulting from damage to the vehicle interior;
- Costs of lost equipment (e.g. spare tire, repair kit, cargo shelf, document case, driver's manual);
- Expenses resulting from damage to additional equipment;
- Costs caused by using the vehicle contrary to the user manual;
- Costs caused by ignoring vehicle maintenance instructions stated in the service booklet;
- Expenses related to the driver being under the influence of alcohol or drugs;
- Recovery costs for vehicles stranded in inaccessible areas (e.g. stuck in mud due to driving off regular roads);
- Expenses resulting from using unpaved roads;
- Expenses resulting from participation in races or sports events;
- Costs resulting from overloading the vehicle with too many passengers or excessive cargo;
- Damage caused by a person not listed in the rental agreement as the main or additional driver;
- Costs incurred if the main or additional driver listed in the rental agreement does not hold a valid driving licence or is prohibited from operating a motor vehicle;
- Other: damaged wipers or locks, loss or theft of external vehicle parts without a police report, costs resulting from damage caused by roof racks or roof-mounted carriers, damage caused by improper handling of luggage and/or placing luggage or cargo on the roof, bonnet, etc., as well as costs resulting from ignoring the vehicle's warning lights or sounds.

Pick-Up / Return

Pickup & Return Instructions

All vehicles must be **picked up and returned at the same location**, our Vancouver Airport Branch:

3691 No. 3 Road, Richmond

complimentary shuttle service available in between operational hours 9am to 6pm

Pick-Up / Return Outside Business Hours

If you need to return the vehicle **outside of business hours**, you may use our **after-hours key drop box**. Simply park the vehicle in any available spot outside our location, ensure it is locked, and place the key in the drop box. Our team will process the return on the next business day.

Cross-Border Fee

- Rates with unlimited mileage are only available for travel within British Columbia. If traveling in Alberta, State of Washington, and Oregon a 29.95 CAD plus tax surcharge will apply throughout the whole entire rental(pick up date to return date). Travel to or within any other state is strictly prohibited. Customers that fail to inform us for the need to take the car out of state provinces will be charged a fine of 200 CAD plus the additional mileage allowance. Please note all our vehicles are tracked.

Additional Equipment and Services

Fuel

When the vehicle is handed over, the agent will record the fuel level based on the fuel gauge reading in the rental documents. You are required to return the vehicle with at least the same amount of fuel as at the time of pick-up.

Prepaid Full Tank

At pick-up, you can choose to pay for a full tank of fuel and return the vehicle with an empty tank. Our price for this service is based on the current market price of fuel. No refund will be given for any unused fuel.

Refueling Service

If you return the vehicle with less fuel than at the time of pick-up, you will be charged an additional fee calculated as follows:
the number of missing liters multiplied by a rate of \$3.99

Additional Driver

The fee for an additional driver is CAD 10 plus tax per day.

Child Seat

- Infant seat (0–18 kg) or child seat (15–36 kg) – CAD 10 plus tax per day.
- Booster seat (for children up to 150 cm in height) –CAD 10 plus tax per day.

Please note that you are responsible for properly installing the child seat – our staff are not allowed to do it for you.

GPS

At CARWIZ, you can rent a GPS navigation device. The rental cost is CAD 10 plus tax per day.

Administrative Fee for Fines

You are responsible for any fines related to traffic violations or improper parking issued during the rental period.

These costs must be covered by you.

If a fine received during the rental period is not paid before the rental ends, an additional administrative fee of CAD 20

Lost or Damaged Vehicle Key/Remote

If you lose the vehicle key, you will be charged for the cost of replacement or repair, plus a contractual penalty of **CAD 200**

Lost Vehicle Documentation or License Plates

If you lose or someone steals the vehicle's documents or license plates, you will be charged a contractual penalty equal to the official cost of issuing replacements, plus CAD 50 for each lost or stolen document/item.

In both cases, you are required to report the incident to the police and present an official report upon returning the vehicle.

Clean Vehicle Return Requirement

You are required to return the vehicle clean both inside and out. If the vehicle is returned dirty, a cleaning fee of CAD 100 will apply

No Smoking in Vehicles

Smoking of traditional cigarettes, electronic cigarettes, and vaping is strictly prohibited in all CARWIZ vehicles.

A contractual penalty of CAD 200 will be charged for each violation.

Transporting Pets

We are strictly prohibited transporting pets inside the vehicles

If you transport a pet you will be charged a penalty of CAD 200 per violation

All the prices not included british colombian taxes of 12% (GST and PST)