

Vehicle Pick-Up

To collect the vehicle, you must present the following:

The following rules and restrictions are provided by the car rental company.

- The driver must present a valid driver's license and credit card in their name upon pick-up.
- International rentals may have different driver's license requirements. Please check what exact documentation is required by the car rental company. For example, an international driving licence is required if the driving licence is non-roman alphabet, and if picking up the vehicle in an EU country, an international driving license may be required for those whose driving licence is not issued in the EU.

Payment Terms

At time of pick up, customers will be required to pay the amount of the rental and a deposit. Debit cards are NOT accepted at this location. FORMS OF PAYMENT POLICY The following forms of payment are accepted for the rental: Credit cards: VISA, MasterCard Discover Diner

Only cards issued in the main drivers name are accepted. Prepaid cards and Apple card is/are not accepted. The main driver must provide a physical payment card in their name with enough funds to cover the deposit to pick up the car. The rental company will neither accept virtual credit cards (e.g., Google Pay or Apple Pay) nor someone else's card (including family members

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

Driving Licence

Photocopies of Driver's Licenses are not accepted - "Learner's Permits" are not accepted. - Any license which, on its face, restricts the licensee to the use and operation of a vehicle equipped with a form of a breathalyzer apparatus is not accepted. - Temporary Driver's Licenses may be refused if the renting location is unable to otherwise verify the customer's identity or verify the authenticity of the temporary license. Additional Government-issued identification may be required Customers traveling to the United States and Canada from another country must present the following: Their home country driver's license that is valid, unexpired and includes a photograph, and If the home country license is in a language other than English (or French, for rentals in Canada) and the letters are English (i.e. German, Spanish, etc.) an International Driver's Permit is recommended, but not required, for translation purposes in addition to the home country license. If the home country license is in a language other than English and the letters are not English (i.e. alphabet is not an extended Latin-based alphabet like German or Spanish but is Russian, Japanese, Arabic, etc.) an International Driver's Permit is required

Rental Period and Grace Period

Vehicles are rented on a daily basis (24 hours) 2, hours grace period..

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: mco@carwiz.us.com

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

AGE The minimum age requirement to rent a vehicle with Carwiz is 21, but there is a young driver surcharge for all customers renting a car under the age of 25. Charges vary depending on the rental location. Car Rental Age Requirements and Additional Information: Car rental rates may be higher for renters between the ages of 21 and 24, underage driver surcharge may apply. The primary renter and additional drivers of the vehicle must be at least 25 years of age to avoid underage driver surcharge. Certain specialty and larger vehicles may not be rented to drivers under the age of 25. U.S. military personnel and government employers 21 years of age or older will not incur a young driver surcharge when renting for an authorized official trip.

General Terms of Damage Protection

COLLISION DAMAGE WAIVER Collision Damage Waiver (CDW) is offered at the time of rental for an additional daily charge. If the renter accepts CDW, the Carwiz affiliate waives or reduces the renter's responsibility for loss of, or damage to, the rental vehicle (including but not limited to towing, storage, impound, and administrative fees subject to the terms and conditions of the rental agreement and applicable laws. CDW is not insurance. The purchase of CDW is optional and not required to rent a car. The protection provided by CDW may duplicate the renter's existing coverage. Carwiz affiliate is not qualified to evaluate the adequacy of the renter's existing coverage; therefore the renter should examine his or her credit card protections, automobile insurance policy, or other sources of coverage that may duplicate the protection provided by CDW. When deciding whether or not to purchase CDW, you may wish to check with your insurance representative or credit card company to determine whether, in the event of damage to, or theft of a vehicle, you have coverage or protection for such damage or theft and the amount of your deductible or out-of-pocket risk. Third parties and unauthorized drivers are not covered by CDW. The Driver must obtain an accident report from police or CDW will be void. Third party and credit card coverages are not accepted. Additional fees apply to use your own insurance. All U.S. residents are required to provide a full declaration page with proof of auto liability and physical damage insurance. All international customers must purchase full coverage CDW (including Canada and Mexico). **INCLUSIVE RATE PKG.** Should you purchase an Inclusive Rate Package please note that Collision and Third Party waivers, as well as Taxes and Fees are included in your rate. You will remain responsible for any coverage excess as listed under Insurance or Damage Waiver. NOT included in your rate is the Fuel, Underage Drivers Fee, Additional Drivers Fee and special Equipment such as baby seats GPS or cell phones, toll roads usage fees, any additional coverage or any other option. **INSURANCE VERIFICATION** We accept insurance from companies: State Farm, Liberty Mutual, Geico, Progressive, Erie, All State, USAA, Esurance, Farmers, Travelers, AAA and Nationwide, subject to coverage verification and approval by our personnel by contacting the insurance company

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 and Return

You choose the pick-up and return location when making your reservation.

Pick-Up / Return Outside Business Hours

Out of hours service is not available for pick up, AFTER HOURS RETURN A vehicle that is returned after hours will not be checked out until

the next business day. If returned after hours when a branch is closed, the customer is responsible for the vehicle until satisfactory check-in of the rented vehicle on the next business day. Please note that business hours are from 9AM to 10PM daily.

During regular working hours, when the car is still guaranteed for the customer, if the customer is late for pick up (the grace period) is 60 minutes. If the customer arrives after 60 minutes for pickup of the vehicle, reinstatement fee or car upgrade (subject to availability) may be applied. Please note you should arrive 30 min before office closing time to take the shuttle bus service and get your car.

Return to a Different Branch or Location Than Specified in the Rental Agreement (

ONE WAY One way rentals at this location are not permitted. The rented vehicle must be returned at the same pick up location.

Cross-Border Fee

CROSS BORDER POLICY All Rentals are Restricted to the State of Florida. Crossing the state lines may incur a charge up to \$3000.00. Vehicles cannot be driven from the U.S. into Mexico.

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.

Additional Driver

The fee for an additional driver is USD 9.39

Child Seat

At CARWIZ,
you can rent a child seat or booster seat at the following rates \$9.39:

Administrative Fee for Fines

An administrative and notarial fee of USD 50 will apply for each parking or traffic ticket.