

Vehicle Pick-Up

To collect the vehicle, you must present the following:

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. When you pick up the car, you'll need: 1) passport or national ID card 2) driving licence 3) credit card 4) proof of insurance and booking voucher. You must be at least 21. An international driving permit is required if the driving licence is printed with non-roman alphabet.

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.

Payment Terms

At time of pick up, customers will be required to pay the amount of the rental and a deposit. The following payment methods are accepted: MasterCard, Visa, Discover and Diners Club credit cards. Only cards issued in the main driver's name are accepted. Prepaid cards and Apple card 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

Drivers Age Minimum driver's age requirement is 21 years and the maximum driver's age is 75 years. A young driver surcharge of USD 10.00 per day will apply for drivers under 25 years. A senior driver surcharge of USD 10 per day will apply for drivers aged from 70 years to 75 years. Underage additional drivers are subject to both Young Driver and Additional Driver fees. Driver's License Customers must present a full valid and physical driving license which has been held for a minimum of 1 year before the date of the commencement of the rental and with no major endorsements. A valid ID card or passport must be required at time of pick up. In order to pick up the car, the following documents are required: passport, valid driver's license, credit card on a main driver's name and booking voucher. When picking up the vehicle, all drivers must be present and must provide valid documentation.

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: Carwiz@snaautorental.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

Minimum driver's age requirement is 21 years and the maximum driver's age is 75 years.

A young driver surcharge of USD 10. per day will apply for driver's under 25 years.

A senior driver surcharge of USD 10 per day will apply for drivers aged from 70 years to 75 years.

Underage additional drivers are subject to both Young Driver and Additional Driver fees.

General Terms of Damage Protection

The following insurance type(s) Supplemental Liability Insurance (SLI), Collision Damage Waiver (CDW), Third Party Liability (TPL) is (are) not included.

In order to use the renter's own insurance, he/she must provide proof of TPL and CDW coverage in his/her own name, issued by one of the following companies: State Farm, Liberty Mutual, Geico, All State, Infinity, Progressive, USAA, Nationwide, e-surance, Farmers.

Insurance is accepted only if issued in the following country(ies): USA.

Renters must provide proof of their own insurance. Acceptable proof of insurance must include insurance declaration page, Insurance, that is valid for at least 3 months before the pick up date, insurance declaration page, that matches with the home address on the driving license, Bodily Injury and Property Damage liability with not less than 300,000 USD limit.

If you provide your own insurance, you will be charged an administrative fee of USD 14.99 per day.

If using their own insurance, renters must provide an insurance ID card with the exact coverage shown and the same name and address as on the driver license. Insurance from outside the US is not accepted. Otherwise, the renter will be required to purchase TPL and CDW for an additional charge (see counter)

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.

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 drops are permitted between Miami International Airport and Fort Lauderdale Airport locations. Rental location must be advised of drop at time of rental. A one way drop fee of 70USD is charged if dropping the car from Miami International Airport to Fort Lauderdale Airport and from Fort Lauderdale Airport to Miami International Airport, with no minimum day requirements.

Cross-Border Fee

Vehicles may only be driven within California, Nevada, and Arizona.

Travel to Mexico is strictly prohibited.

. Mileage Policy Each rental includes 200 miles per day, multiplied by the number of rental days.

Excess mileage is charged at \$0.50 per mile.

In the event that Cross Border and Territorial Restrictions are violated, all protections lose their validity and may apply administrative charges up to \$1000 plus 0.75 per mile

Debit Card Policy

Accepted only for customers flying in and out of SNA Airport.

A \$400 hold will be placed on the debit card, and a \$25 debit card fee will apply.

The unused balance will be reversed after return

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 15.00 per day.

Child Seat

At CARWIZ,
you can rent a child seat or booster seat at the following rates \$10.05:

Administrative Fee for Fines

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