



Austria

Currency	EURO
Taxes	VAT 20% per rental
Surcharges	ATWF - Austria Winter Fee 4.16 EUR per day (VAT and Contract Fee taxable - 5.04 EUR per day) ATCF - Austria Contract Fee 1% per rental (Applicable to total rental cost including VAT)
Collision Damage Waiver - Theft Protection (included)	<p>"CDW Collision Damage Waiver is included in rates with an excess amount of EUR 960.00 per incident/damage for car classes from Mini through Intermediate. For car classes Standard and higher an excess amount of EUR 1,200.00 per incident / damage applies. On exclusive products the purchase of CDW is highly recommended with a daily rate depending on car group.</p> <p>TP Theft Protection covers the renter in the event of theft or loss of the vehicle. The renter /customer is liable for an excess amount of EUR 2400 - 4200 depending upon the vehicle size. This excess cannot be waived. On exclusive products the purchase of TP is recommended and the daily rate is EUR 4.17 excluding VAT with the excess EUR 2400 - 4200. In cases of loss and/or theft to the rental vehicle an additional handling fee surcharge of 25 EUR inc VAT and Airport Surcharge where applicable will apply.</p> <p>In the event of an accident, any damage or theft, the driver MUST obtain the relevant police report. If no police report is provided, the driver will be liable for the total cost of the damages up to and including the total cost of the vehicle.</p> <p>A handling fee of 25 EUR inc VAT will apply if the customer receives any type of ticket.</p> <p>Enterprise is not liable for lost, forgotten items left in the rental vehicle. "</p>
Rate/Day	Included
Third Party Liability (included)	Third Party Liability coverage which is provided as part of the rental rate covers the renter up to a maximum of EUR 10,000,000 for third party bodily injury, death and EUR 10,000,000 for third party property damage.
Rate/Day	Included
Personal Accident Insurance (PAI)	PAI - Personal Accident Insurance is an optional coverage available to the renter which covers the driver up to 20,000 EUR in case of death and 50,000 EUR in cases of disability. The daily premium for this cover is 3.00 EUR for all car groups plus VAT and local fees.
Rate/Day	EUR 3 per day incl VAT and fees
Tire & Windshield Protection (TWP)	N/A
Rate/Day	N/A
Super CDW	"SCDW Super Collision Damage Waiver is optional and offered at the time of rental for an additional daily charge. If renter accepts SCDW, Enterprise waives the renter's responsibility (excess) for damages to the body of the rental vehicle. Not applicable when due to the driver's negligence or violation of the applicable laws and / or road regulations of the country the vehicle was driven. The cost for SCDW Super Collision Damage Waiver per day is between 18.00 to 22.00 plus additional VAT and airport surcharge (where applicable) depending on car group. Any handling of a damage of the vehicle will have a handling fee added on top at a surcharge of EUR 25 plus VAT and Airport surcharge (where applicable)."
Rate/Day	Between EUR 18 and EUR 22 per day excl VAT depending on car group
Partial CDW	<p>"CDW3 Partial Collision Damage Waiver is an optional coverage which reduces the CDW excess to an excess amount of EUR 460.00 per incident/damage for car classes from Mini through Intermediate. For car classes Standard and higher an excess amount of EUR 600.00 per incident / damage applies. The purchase or inclusion of CDW Collision Damage waiver is required for renters to qualify for CDW3 Partial Collision Damage Waiver.</p> <p>In the event of an accident, any damage or theft, the driver MUST obtain the relevant police report. If no police report is provided, the driver will be liable for the total cost of the damages up to and including the total cost of the vehicle.</p> <p>A handling fee of 25 EUR plus VAT will apply if the customer receives any type of ticket.</p> <p>Enterprise is not liable for lost, forgotten items left in the rental vehicle. "</p>
Rate/Day	N/A

Roadside Assistance	Basic Roadside Assistance which includes towing service is provided by Call-Us Assistance during as well as outside our normal operating hours. Their Roadside Assistance telephone number is +43 1311670833. In specific cases such as lost keys, lockouts and fuel outage, Roadside Assistance is not offered free of charge. Therefore in these cases the financial responsibility lies with the renter and cannot be waived. In the case of lost keys the renter is responsible for the full cost of key replacement plus a handling charge of EUR 30.30. If the car documents and licence plates are lost a fee of EUR 181.80 plus a handling charge of EUR 30.30 will apply. All fees include VAT and local surcharges.
Surcharges	See above
Roadside Assistance Protection Plus	N/A
Rate/Day	N/A
Renter Requirement	All drivers (including additional drivers) must have held their driver's license for a minimum period of 1 year. A passport will be required for identification purposes. In specific cases the rental agent may ask for a proof of residence or a flight ticket. An international driver's license is only required for drivers, whose license is written in non-Latin characters. If rental agent is uncertain about renter's health conditions / e.g. under the influence of drugs or alcohol a rental may be refused.
Age Requirements	The minimum age for car groups Mini, Economy, Compact and Intermediate is 21 years of age. Car groups Standard or higher are only available for renters aged 25 years old and above. On completion of the reservation, it is recommended to carefully check the local terms and conditions. An additional young driver fee of EUR 10.10 per day with a maximum of EUR 101.00 per rental for all drivers aged 21-24 applies. There is no maximum age fee or rule. All fees quoted include VAT and local surcharges.
Payment Policy	"Credit cards (Amex/Visa/Mastercard) in the name of the renter and present at the time of pick up are accepted. Diners Club credit cards are not accepted. Currency loss shall always be borne by the customer. Tour Vouchers in printed paper form and e-vouchers are accepted. Debit cards/ Bankcards and cash payments are not accepted. Deposits: Upon arrival a deposit for the amount of the rental is placed on the credit card along with a security deposit in the form of an authorization which consists of the car class excess + 200 EUR for incidentals."
Deposit	The amount of the excess amount depending on carr class and EUR 200 for incidentals
Additional Driver	"An additional driver fee of EUR 7.07 per day with a maximum of EUR 70.70 per rental will apply. All fees quoted include VAT and local surcharges. Full rental conditions apply for all additional drivers."
Rate/Day	EUR 7,07 per day with a max of EUR 70,70 per rental incl VAT and local charges
Infant Seat	"Safety seats are mandatory in Austria for children up to 14 years (or 1.50 metres) while travelling in motor vehicles. All seats (where available) cost EUR 7.07 per day with a maximum cost of EUR 70.70 per rental. All fees include VAT and local surcharges. Baby Seats - For babies up to 13kg (approx 15 months from birth) Child safety Seat - For children weighing 9-25kg (approx 9 months-6 years) Booster Seat - For children weighing 22-36kg (approx 6-14 years)"
Rate/Day	See above
Child Safety Seat	"Safety seats are mandatory in Austria for children up to 14 years (or 1.50 metres) while travelling in motor vehicles. All seats (where available) cost EUR 7.07 per day with a maximum cost of EUR 70.70 per rental. All fees include VAT and local surcharges. Baby Seats - For babies up to 13kg (approx 15 months from birth) Child safety Seat - For children weighing 9-25kg (approx 9 months-6 years) Booster Seat - For children weighing 22-36kg (approx 6-14 years)"
Rate/Day	See above
Child Booster Seat	"Safety seats are mandatory in Austria for children up to 14 years (or 1.50 metres) while travelling in motor vehicles. All seats (where available) cost EUR 7.07 per day with a maximum cost of EUR 70.70 per rental. All fees include VAT and local surcharges. Baby Seats - For babies up to 13kg (approx 15 months from birth) Child safety Seat - For children weighing 9-25kg (approx 9 months-6 years) Booster Seat - For children weighing 22-36kg (approx 6-14 years)"
Rate/Day	See above
GPS Navigation Device	GPS Navigation systems (GPS) are available at a cost of EUR 7.07 per day with a maximum cost of EUR 70.70 EUR per rental. In cases of loss or damage a replacement fee of EUR 181.80 will apply. All fees include VAT and local surcharges.
Rate/Day	See above
Ski Racks	Ski Racks (SKV) are offered based upon availability at a cost of EUR 20.19 per day with a maximum cost of EUR 101.00 per rental. In cases of loss or damage a replacement fee of EUR 181.00. All fees include VAT and local surcharges.
Rate/Day	See above
Snow Chains	Snow Chains (SNO) are offered based upon availability available at a cost of EUR 20.20 per day with a maximum cost of EUR 101.00 per rental. In cases of loss or damage a replacement fee of EUR 181.80 plus a handling fee of EUR 30.30 will apply. All fees include VAT and local surcharges.

Rate/Day	See above
Winter Tires	Winterization Fee (ATWF or WNT) is applicable at a cost of EUR 5.85 per day. All fees include VAT and local surcharges. Winterization Fee – providing the rental vehicle with winter tires, ice scraper & snow broom – is chargeable from 1st November to 15th April. Snow Chains and Ski Racks are available based upon availability and additional costs.
Rate/Day	See above
Toll Pass Waiver	N/A
Rate/Day	N/A
Wifi Device	N/A
Rate/Day	N/A
Cross Border Policy	<p>"Cross Border Travel: Customer must advise the car will be driven out of country of rental at the beginning of the rental.</p> <p>The rental car may be taken into the following countries: Germany, Hungary, Slovakia, Italy, Croatia, Slovenia, Switzerland, Liechtenstein, France, Spain, Portugal, Andorra, Monaco, Luxembourg, Belgium, Netherlands, Denmark, United Kingdom, Ireland, Czech Republic, Norway, Finland, Sweden and Poland.</p> <p>The rental vehicle is prohibited from being taken into Bosnia & Herzegovina, Bulgaria, Estonia, Macedonia, Romania, Serbia, Montenegro, Russian Federation, Latvia, Lithuania, Belarus, Ukraine, Moldova, Turkey and Albania.</p> <p>Cross Border Fees: EUR 20.20 per day with a maximum of 2 days charged (EUR 40.40) applies to all permitted countries.</p> <p>Prior consent from Enterprise is essential before cross border travel can be agreed. If customer travels abroad without informing Enterprise accordingly, the full responsibility for any financial obligation - accident, breakdown etc. will lie with the renter. A deposit of up to EUR 1000 will apply for cross border travel. All fees quoted include VAT and local surcharges.</p> "
Oneway rentals	One way rentals are available between Vienna and Graz Airports. A drop fee of 28.36 EUR will apply. All fees quoted include VAT and local surcharges.
Refueling Policy	All vehicles are delivered with a full tank of petrol and must be returned in the same condition. If the vehicle is returned with less than a full tank, refueling charge will be the difference in fuel at the pump price plus an additional service charge of EUR 18.18. All fees include VAT and local surcharges.
After Hours	Customer will need to arrange after hours reservation directly with the location. A flight number is mandatory at the time of reservation.
Safety kit	All vehicles are equipped with a safety kit
Languages Spoken	German, English
Driving Side of the Road	Right
V1020	