



Colombia

Disclaimer	All information, prices and conditions can be changed by the supplier without notifying Target Travel Services. We reserve all rights to change any information on the website without prior notice. The information in the policy is valid for all Alamo bookings, the information may differ per rental or location. Please contact our customer service for specific questions.
Value Added Tax (VAT)	19% Sales Tax (STAX)
Additional Driver	All additional drivers must meet all rental requirements. All additional drivers must appear at the rental counter, present their drivers license, and sign the rental agreement. Additional drivers can be added to the contract at any rental location and at any time during the rental. An additional driver fee of 6 USD per day applies. The maximum fee is 90 USD.
Age Requirements	The minimum age requirement to rent all vehicles is 25. The maximum age to rent is 80. Renters between the age of 21 and 24 may rent the categories Mini, Economy Sedan, Compact Sedan categories. A young driver fee of 20.00 USD per day applies to all renters between the age of 21 and 24. Local taxes and surcharges may apply.
Alamo Protection Package	Alamo Protection Package (APP) is a packaged product that includes Collision Damage Waiver-Theft Protection (CDW-TP), Deductible Protection (DP), Third Party Liability Protection (TPL), Roadside Protection (RSP), and Tire and Windshield Protection (TWP) at a discounted price. Alamo Protection Package (APP) is not insurance. If you purchase the APP, the rental company contractually waives your responsibility for the cost of damage to, loss, or theft of the vehicle, including the tires, rims, and windshield, subject to the actions listed on the rental agreement that invalidate the coverage as described in the rental agreement.
Collision Damage Waiver and Theft Protection	<p>Collision Damage Waiver - Theft Protection (CDW-TP) is not insurance. The purchase of CDW-TP is optional and not required in order to rent a vehicle.</p> <p>You can purchase optional CDW-TP for an additional cost. If you purchase CDW-TP, we agree, subject to the actions listed in the rental agreement that invalidate CDW-TP, to contractually waive its liability for part of the cost of damage, theft and the loss of the vehicle after a deductible. CDW-TP does not cover damage to tires, rims and windshields. A deductible of up to 9,000,000 COP (approximately \$3,300.00 USD) will apply, depending on the size vehicle and whether the vehicle has been stolen or involved in a roll-over accident. CDW-TP is included in the Alamo Protection Package (APP).</p> <p>If CDW-TP is declined, the renter is responsible for the full value of damage to or loss of the vehicle.</p>
Cross Border Policy	Cross border travel is not permitted out of Colombia.
Deductible Protection	Deductible Protection (DP) may be purchased as an additional protection along with Collision Damage Waiver-Theft Protection (CDW-TP). DP reduces the renters CDW-TP deductible to \$0 USD. DP is included in the Alamo Protection Package (APP).
Delivery and Collection	Delivery/collection available at an additional cost within 10km of rental location. Delivery/collection is also available at afterhours with the afterhours cost. Pick-up/drop-off is available at an additional cost within 10km of rental location. Pick-up/drop-off is also available afterhours with the afterhours cost included.
Enterprise Protection Package	
Forms of Payment	<p>A valid drivers license, passport and national identification I.D. card, in addition to a credit card, with available credit and in the renters name, must be presented at the time of rental. The signature on the back of the card must match the name imprinted on the front. In addition, if the renter has an online transaction, the number and name printed on the card presented by the renter must match the name and number stored for the online transaction.</p> <p>International disembarking passengers that provide a copy of an flight reservation leaving Colombian will be asked to provide a credit card (non-debit card) will need to provide funds to cover the cost of the rental plus \$1,200,000 COP (Approximate \$300 USD).</p> <p>Credit Cards honored: American Express, MasterCard, VISA</p> <p>Debit/check cards and cash are not accepted at this location. Credit Cards from supermarkets, retails stores, digital cards (Exito, Falabella, Rappi,Tuya, Apple Pay, Google Pay), or with intelligent variable 3 digit codes are not accepted. Discover and Diners are also not accepted.</p> <p>Cash, Money orders and prepaid cards are not accepted at this location.</p> <p>For Renters without an international flight itinerary leaving Colombia, and that have purchased the full protection package, they will need to provide an authorization to be placed on the renters credit card will be the an authorization in the amount of \$1,500,000 COP (\$375-400 USD aprox.) for cars (Economy to Standard) and \$2,000,000 COP (Approximate \$500-540 USD) for Full size and SUVs will be taken at time of pick-up.</p> <p>If the renter does not choose to purchase one of the protection packages or does not have insurance coverage through a credit card or their personal insurance plan, they will be required to provide a deposit, in the form of a temporary credit card authorization, in the amounts below plus the cost of the rental.</p> <p>\$2,500,000 COP (Approximate \$670 USD) - Economy, Economy SUV, Compact, Compact SUV, intermediate, and Standard.</p> <p>\$3,500,000 COP (Approximate \$900 USD) - Full Size, Pickups, SUVs (intermediate, standard).</p> <p>\$5,000,000 COP (Approximate \$1250 USD) - Premium and Luxury SUVs.</p>
Loyalty Availability	

Miscellaneous Policy	Driving restricted with the country of Colombia.
National Protection Package	
One Way Drop Policy	All one way rentals must be booked in advance and are subject to availability. One way charges apply and are payable at time of rental. One way charges cannot be prepaid.
Refueling Service	As a customer, you have a choice as to how you would like to pay for fuel. Option 1- Prepaid Fuel This option allows the renter to prepay for half or a full tank of gas at the beginning of the rental. The price may be slightly lower than the market value. This option will save you time and be more convenient. Option 2- We Refill This option allows the renter to pay at the end of the rental for gas used but not replaced. A 20% surcharge will apply to the price per gallon making the price higher than local fuel prices. Option 3- You Refill This option allows the renter to return the vehicle with the same amount of gas to avoid any extra fuel charges.
Renter Requirements	Driver must meet the locations minimum age requirements. Present a valid drivers license and identification passport and national I.D. Card. Renter and Additional driver must carry passport always while driving the vehicles as police may request it at anytime. Present a major brand credit card (Visa, Master Card, AMEX) in renters name at the time of rental. Passport or National I.D. Card name must show exact name as the one printed in the credit card. If Renter has changed names in the foreign country of residence and credit card name differs from the name shown in the Passport then he/she shall present residence card or passport that has exact name as the one printed in the credit card. PICO y PLACA Ordinance (Peak and [License] Plate): Colombia enacted an ordinance to help regulate traffic during rush hours. All rental car companies must abide by this law and arrangements must be made upon picking up the rental vehicle with the station personnel. Customers must comply with the PICO y PLACA regulations in the cities that have enacted this ordinance. Please confirm with the rental agent which cities comply with the PICO y PLACA laws before leaving the rental location. All cities in Colombia: The digits of the license plates are chosen such that a car with that license plate cannot be driven at a certain times on a certain day of the week. The restricted digits associated to each day are rotated yearly. A vehicle may have restriction more than one day in a week and certain cities allow for exemption to be paid as an extra. This location accepts notarized Chinese Drivers License.
Roadside Protection	Roadside Protection (RSP), if selected and paid for at the time of rental, offers Roadside Protection, which provides 24/7 roadside assistance without additional charges. RSP includes a replacement for lost keys (including remote entry devices), lockout service (providing special equipment is not required to open the car), towing (not related to an accident), and jump-start services. Tire damage beyond repair as a result of driver neglect is the responsibility of the renter and is not covered under the Roadside Protection program.
Third Party Liability	Third Party Liability (TPL) is not an insurance. The purchase of TPL is optional and not required in order to rent a vehicle. Customers can obtain additional coverage for damages and injuries to third parties under the local rental car companys insurance, up to the policy limit of \$300,000,000 COP (approximately \$100,000 USD), over and above the basic liability coverage (\$20,000,000 COP, approximately \$7,000 USD) included in the time and mileage rate. TPL coverage is subject to the actions listed in the rental agreement that invalidate TPL. No Deductible applies.
Tire and Windshield Protection	Tire and Windshield (TWP) covers the rental vehicle in case of a tire, rim, and window damage due to road conditions. TWP is included in the Alamo Protection Package (APP). This protection includes the replacement of up to two tires and rims and one windshield per rental. If the vehicle cannot be driven or moved, it will also cover the towing service to take it to the nearest service station without charges to the user. A replacement vehicle can be provided at the closest rental office if necessary. Tires and windshields damaged beyond repair because of drivers neglect are the renters responsibility.
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