



Costa Rica

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.
Currency	USD
Premium Location Fee	Airport Concession Fee (ARPT) 13% (SJO only) Airport Concession Fee (ARP) 13.75% (LIR only) License Plate Fee (VREG) \$1.50 per day Environmental Fee (OPTL) \$0.40 per day
Additional Driver	All additional drivers must meet all rental requirements. Additional drivers must appear at the rental counter with the primary renter. Additional drivers must sign the rental agreement. An additional daily fee may apply for any Additional Drivers. The additional driver can only be added to the contract at the pick up location. Maximum of four additional drivers per contract.
Age Requirements	Minimum age to rent a vehicle is 21, and there is no maximum rental age. Drivers between the ages of 21 and 24 will incur an additional daily fee.
Alamo Protection Package	Alamo Protection Package (APP) is a package product which includes Collision Damage Waiver - Theft Protection (CDW-TP), Tire and Windshield Protection (TWP), Deductible Protection (DP) and Third Party Liability (TPL) at a discounted price. APP is not insurance. If you purchase APP, the rental company contractually waives your responsibility for the cost of damage to, loss or theft of the vehicle, and up to the policy limits for damages and injuries to third parties during the rental period in Costa Rica, subject to the actions listed on the rental agreement that invalidate the coverage as described in the rental agreement. No deductible applies.
Collision Damage Waiver and Theft Protection	Collision Damage Waiver- Theft Protection (CDW-TP) is not insurance. The purchase of CDW-TP is optional in order to rent a vehicle in Costa Rica or the customer can purchase Alamo Protection Package (APP) which includes CDW-TP. If you purchase CDW-TP, the rental company contractually waives your responsibility for all or part of the cost of damage to, loss or theft of the vehicle during the rental period in Costa Rica unless you invalidate the coverage as provided in the rental agreement. TWP is included on CDW-TP. A deductible of up to 1000.00 USD for CDW, and a deductible of 2000.00 USD for Theft Protection will apply. Please be aware that most auto insurance policies from outside Costa Rica do not provide coverage in Costa Rica. Liability insurance purchased on third party travel websites is not an acceptable form of coverage. Employees of the local rental car company are not qualified to evaluate the adequacy of the customers personal auto insurance coverage. The renter should contact their insurance company prior to arrival with any questions regarding their specific coverage. Further, if the renter provides acceptable proof of current coverage in Costa Rica and declines both CDW-TP and APP, the renter is responsible for the full value of damage to or loss of the vehicle and an additional authorization on the renters credit card will be taken at the time of rental in the amount of 500.00 USD plus the estimated cost of the rental. Customers with credit cards issued by a Costa Rican bank, who wish to decline CDW must show written proof of coverage toward the rental vehicle.
Cross Border Policy	Cross Border Policy- Unrestricted Driving in Costa Rica. Renters wishing to visit Nicaragua must prearrange at the time of rental for a vehicle exchange at the border. A three, 3, day minimum notice is required. Customers can only rent the following vehicles- Economy, Compact, Intermediate SUV and Standard SUV Upon vehicle exchange at the border, the original agreement is closed, a second rental agreement is issued by the other country, and the same rate is applied. A vehicle exchange fee totaling 50 USD for Nicaragua. When the renter returns to Costa Rica, the same process applies plus an additional 50 exchange fee. Renters not planning to return to Costa Rica must notify the rental location in Costa Rica when prearranging the vehicle exchange.
Damage Dispute Resolution	If you wish to discuss or dispute any matters concerning damage to your rental vehicle then please contact the Rental Company using the contact information below: customer.service@alamo.cr (506)2242-7733
Damage Waiver Exclusions/Voids	Collision Damage Waiver does not cover: tire punctures, wheel damage, interior damage, chipped or cracked windshield, wrong fuel, roof damage, undercarriage damage, mechanical damage, or damage from dangerous substances. Collision Damage Waiver will be voided if damage is caused by: driving under the influence of drugs or alcohol, unauthorized driver, racing or speed contest or competition, unlicensed driver or driver training, driving over state or international borders in violation of the Rental Agreement, towing or pushing, intentional damage, simple negligence, gross negligence or recklessness, driving off a regularly maintained roadway, using the vehicle for hire, driving in violation of local traffic laws, failure to secure the car keys, failure to lock or secure the vehicle, or unsecure parking.
Deductible Protection	Deductible Protection -DP- may be purchased as an additional protection along with CDW-TP and TPL. DP reduces renters Collision Damage Waiver-Theft Protection and Third Party Liability deductible to \$0.
Delivery and Collection	Customer must pre-arrange delivery/collection or pick-up/drop off of vehicle in advance Delivery/Collection is available at no additional cost for hotels within 20 KM Delivery/Collection is available at an additional cost for anything over 20 KM. Additional cost may range from \$20- \$150 Pick-up Drop is available at no additional cost between San Jose Airport and the city of Alajuela Pick-up Drop is available at no additional cost between Liberia Airport to any nearby Alamo location

Enterprise Protection Package	
Exclusive Policy	Cost of the rental includes time and distance and unlimited mileage.
Forms of Payment	A passport, in addition to a credit card, with available credit and on the renters name, must be presented. The signature on the back must match the name imprinted on the card. In addition, if the renter has an online transaction, the number and name printed on the card presented by renter must match the name and number stored for the online transaction. Credit Cards honored: American Express, Mastercard, Visa, Diners Club. An authorization on the credit card in the amount of 500 USD, plus the estimated cost of the rental, will be taken at the time of rental. This authorization amount may be used toward damages of vehicles or late charges. Debit/Check cards are only accepted at this location as a form of final payment. Debit/check cards are considered to be any non-credit card American Express, MasterCard, VISA, Diners Club, Discover logo. Any other non-credit card without one of these logos are not accepted. Apple Pay/Apple card or Android Cards are not allowed for deposit or final payment. Cash is only accepted at this location as a form of final payment.
Inclusive Policy	Inclusive rates include the cost of the rental for time and distance, unlimited mileage, collision damage waiver theft protection, third-party liability coverage, VAT, airport fees, vehicle registration fee and environmental fees. Additional protection products are available for purchase.
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 the 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 Prepay Fuel This option allows the renter to pay for the full tank of gas at the time of rental and return the tank empty. No refunds will be issued for unused gas. Prepaid gas is available at 5 percent less than the local fuel prices Option 2 We Refill This option allows the renter to payAlamo at the end of the rental for gas used but not replaced. Price per gallon will be higher than local fuel prices. A 50 percentsurcharge will apply. Option 3 You Refill This option allows the renter to return the vehicle with a full tank of gas to avoid extra fuel charges.
Renter Requirements	Customers must have a valid drivers license from the country of origin. Temporary driving permits or drivers license renewal documents are not accepted. Must meet the locations minimum age requirements to rent. Must present a major credit card in the renters name at the time of rental. A customer can drive in country using their drivers license from country of origin for up to 60 days. If staying in country longer, they will need an International driving permit. International drivers must provide a valid license from their country of residence. In addition to the drivers license, if the characters are not in English or Latin Characters an international drivers permit is recommended. If the drivers license is in characters other than Latin, an International Permit is required, or a Notarized English Translation is accepted.
Roadside Protection	Roadside Assistance (RSP) - If selected and paid for at the time of rental, Roadside Assistance is available 24/7 without additional charges. RSP includes towing (not related to an accident), flat tire service (if no inflated spare is available, vehicle will be towed), and lockout service (if keys are locked inside the vehicle). Jumpstarts and fuel delivery service for up to 5 gallons (or equivalent liters) of fuel is also provided. Tire damage beyond repair as a result of driver neglect is the responsibility of the renter. RSP does not include the replacement of lost keys (including remote entry devices), the replacement cost of the key is 500.00 USD and will be added to the rental agreement.
Theft Protection Exclusions/Voids	Theft Protection will be voided if damage is caused by: driving under the influence of drugs or alcohol, unauthorized driver, racing or speed contest or competition, uncensored driver or driver training, driving over state or international borders in violation of the Rental Agreement, towing or pushing, intentional damage, simple negligence, gross negligence or recklessness, driving off a regularly maintained roadway, using the vehicle for hire, driving in violation of local traffic laws, failure to secure the car keys, failure to lock or secure the vehicle, or unsecure parking.
Third Party Liability	Third Party Liability (TPL) The purchase of Third Party Liability (TPL) is required by the rental location on all vehicles unless you provide proof of liability coverage or purchase the Alamo Protection Package (APP), which includes TPL. Customers can obtain coverage for damages and injuries to third parties under the local rental car companys insurance by purchasing its TPL protection, and such a purchase is required unless the customer presents valid written proof of current liability insurance specifying coverage in Costa Rica or if the customer purchases Alamo Protection Package (APP) which includes TPL. TPL provides coverage for incidents which occur during the rental period in Costa Rica. TPL coverage is subject to the actions listed on the rental agreement that invalidate the coverage as described in the rental agreement. A maximum deductible of 5,000 USD will apply. The minimum deductible is 250 USD. Please be aware that most auto insurance policies from outside Costa Rica do not provide coverage in Costa Rica. Liability insurance purchased on third party travel websites and insurance that accompanies US credit or debit cards are not acceptable forms of coverage. Employees of the local rental car company are not qualified to evaluate the adequacy of the customers personal auto insurance coverage. The renter should contact their insurance company prior to arrival with any questions regarding their specific coverage.
Tire and Windshield Protection	Tire amp; Windshield Protection (TWP) waives customers liability in the event of damage to tires, windshield or windows.
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