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|  | <h2 style="text-align: center;">Costa Rica</h2> |
| 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. |

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| Delivery and Collection | <p>Customer must pre-arrange delivery/collection or pick-up/drop off of vehicle in advance</p> <p>Delivery/Collection is available at no additional cost for hotels within 20 KM</p> <p>Delivery/Collection is available at an additional cost for anything over 20 KM. Additional cost may range from \$20- \$150</p> <p>Pick-up Drop is available at no additional cost between San Jose Airport and the city of Alajuela</p> <p>Pick-up Drop is available at no additional cost between Liberia Airport to any nearby Alamo location</p> |
| Enterprise Protection Package | |
| Exclusive Policy | Cost of the rental includes time and distance and unlimited mileage. |
| Forms of Payment | All major credit cards, issued by either American Express, Mastercard, Visa and Discover Card are accepted. All cards presented must be in the renters name. Debit cards and Cash can be used to settle any outstanding balances at the end of the rental. A security deposit plus the estimated cost of the rental will be taken at the time of rental. The deposit is 500 USD for all vehicle categories. |
| 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. |
| Loyalty Availability | |
| National Protection Package | |
| One Way Drop Policy | <p>All one way rentals must be booked in advance and are subject to availability.</p> <p>One way charges apply and are payable at time of rental.</p> <p>One way charges cannot be prepaid.</p> |
| Refueling Service | <p>As a customer, you have a choice as to how you would like to pay for fuel.</p> <p>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</p> <p>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.</p> <p>Option 3 You Refill This option allows the renter to return the vehicle with a full tank of gas to avoid extra fuel charges.</p> |
| 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 | <p>Roadside Assistance (RSP) - If selected and paid for at the time of rental, Roadside Assistance is available 24/7 without additional charges.</p> <p>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.</p> <p>RSP does not include the replacement of lost keys (including remote entry devices), the replacement cost of the key is 500.00 USDand will be added to the rental agreement.</p> |
| 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, 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. |
| Third Party Liability | <p>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.</p> <p>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.</p> <p>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.</p> |
| 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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