

	<h2>Germany</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	EUR
Value Added Tax (VAT)	19,00%
Premium Location Fee	24,90%
Additional Driver	There is an additional charge of 10.00 EUR per day and no maximum fee per each additional authorized driver.
Age Requirements	All drivers must be at least 21 years old. Drivers under the age of 25 may only rent cars and SUVs of the categories Mini, Economy, Compact, Intermediate and Standard as well as Cargo Vans and will be subject to an underage driver fee of 20.00 EUR per day. At airport and rail locations the fee is 25.00 EUR per day. Drivers aged over 25 may rent all vehicles with the exception of Luxury Electric Vehicles where the minimum age is 30.
Additional Chargers & Liabilities	<p>You will be responsible for the following additional charges or liabilities if incurred:</p> <ul style="list-style-type: none"> - Additional rental charges for changes you make to the booked rental vehicle, rental period or optional products - Damages, theft or third-party liabilities not covered by a protection product in accordance with the rental agreement - Any fines or penalty charges relating to the operation of the vehicle during your rental period, such as parking or speeding fines, plus reasonable administration charges - Rental charges for late returns - Any legal fees incurred collecting any payments due under the terms of the rental agreement - A reasonable collection fee if a vehicle is not returned to the original rental office - The cost of cleaning the vehicle if you return the vehicle in a dirty condition <p>Any fees imposed by your credit card company or financial institution, including because you make a payment to us overseas.</p> <p>When you complete the rental agreement you will be required to present a valid credit or debit card as security for any charges incurred during your rental. Your signature on the rental agreement will pre-authorise the Rental Company to charge the card for future payments that become due. The Rental Company may also hold a deposit against these future liabilities - see Forms of Payment & Deposits.</p>
Cross Border Policy	Vehicles can be driven in Andorra, Austria, Belgium, Denmark, Finland, France, Gibraltar, Great Britain, Ireland, Liechtenstein, Luxembourg, Monaco, Netherlands, Northern Italy, Norway, Portugal, Sweden, Switzerland and Spain. Vehicles can also be driven in Croatia, Southern Italy, the Vatican, San Marino, Poland, Slovakia, Slovenia, the Czech Republic and Hungary with exception of vehicles of the brands Audi, BMW, Mercedes, VW, Land Rover, Jaguar. Luxury Elite Electric Vehicles cannot be rented for cross border travels. In all cases, customers must inform the rental branch of their intention to leave the country with the vehicle and require authorization. The following additional charges will apply for all cross border travels: Airport Rail locations 6.24EUR per day. All other locations 5.00EUR per day. Maximum charge is 10 days. Prices include taxes and fees.
Damage Dispute Resolution	Renters wishing to discuss or dispute any matters concerning damage to the rental vehicle may contact our damage recovery department. Please email schaden@ehi.com or call 00 49 (0) 6196 76986775.
Damage Waiver	<p>Damage Waiver (DW) reduces the liability in the event of damage or theft of the vehicle, when no responsible third party is identified. If DW is not included in the reservation, the renter has full liability for the vehicle. DW is available for purchase and reduces the applicable excess on all vehicles.</p> <p>If purchased or included in the reservation, all Car and SUV categories of the sizes Mini, Economy, Compact, Intermediate, Standard and Small Passenger Vans have a 1050.00 EUR excess, for Fullsize and Premium vehicles, Large Passenger Vans, Large SUVs and Luxury Elite Electric vehicles the excess is 1250.00 EUR. For Small Cargo Vans the excess is 1150.00 EUR and for all other Cargo Vans an excess of 1500.00 EUR applies. Excess will be charged for each separate incident of damage.</p> <p>Before purchasing DW it is advised to determine, if a personal coverage is adequate to cover damage, theft, loss of revenue, administration fees, diminishment of value, and any towing, storage or impound fees. If DW is declined, the renter will be required to pay these charges and seek compensation through their carrier of personal coverage. DW is not insurance.</p>
Damage Waiver Exclusions/Voids	<p>Damage Waiver does not cover: braking damage, operational damage, intentional damage, gross negligence but pro-rata according to the level of culpability, if renter grossly neglected his or her duties according to these Terms and Conditions of Vehicle Rental if such neglect of duties was cause for the damage, and intentionally violated his or her duty to involve the police.</p> <p>Damage Waiver will be voided if damage is caused by: using the vehicle outside the countries listed on the front of the contract, driving under the influence of narcotics, alcohol or drugs, transporting easily flammable, toxic or otherwise dangerous substances, illegal purposes, car races, driver and vehicle tests, towing other vehicles or towing trailers, use on unpaved roads, racetracks and test courses, in violation of the legally prescribed safety precautions, or for the purpose beyond the predictable and usual use, in particular any careless or reckless use, or intentional damaging of the vehicle.</p>
Debit Card Policy	All major debit cards issued by either Maestro, VPAY, Visa Electron, Visa or Mastercard are accepted. The car categories Fullsize, Premiums, Large Passenger Vans, Large SUVs and Luxury Elite Electric must be paid via credit card.
Excess Protection	<p>Excess Protection (EP) is an optional coverage which reduces the applicable Damage Waiver excess amount to zero for all vehicles.</p> <p>If EP is not included in the reservation, it is available for purchase.</p> <p>Before purchasing EP it is advised to determine, if a personal coverage is adequate to cover damage, theft, loss of revenue, administration fees, diminishment of value, and any towing, storage or impound fees. If EP is declined, the renter will be required to pay these charges up to the Damage Waiver excess amount and seek compensation through their carrier of personal coverage. EP is not insurance.</p>
Excess Protection Exclusions/Voids	Excess Protection does not cover: braking damage, operational damage, pure breakage damage, intentional damage, gross negligence but pro-rata according to the level of culpability, if renter grossly neglected his or her duties according to these Terms and Conditions of Vehicle Rental if such neglect of duties was cause for the damage, and intentionally violated his or her duty to involve the police. Excess Protection will be voided if damage is caused by: using the vehicle outside the countries listed on the front of the contract, driving under the influence of narcotics, alcohol or drugs, transporting easily flammable, toxic or otherwise dangerous substances, illegal purposes, car races, driver and vehicle tests, towing other vehicles or towing trailers, use on unpaved roads, racetracks and test courses, in violation of the legally prescribed safety precautions, or for the purpose beyond the predictable and usual use, in particular any careless or reckless use, or intentional damaging of the vehicle.

Exclusive Policy	Total charges include road fund license and VAT. Damage waiver is not included and must be taken unless an alternative coverage can be verified at time of rental. Additional surcharges may apply. Additional protection products may be purchased.
Forms of Payment	<p>All major debit and credit cards, issued by either Maestro, VPAY, Visa Electron, Visa, Mastercard or American Express, are accepted. All cards presented must be in the renters name. Prepaid cards, cash, checks, Diners Club and Discover Card are not accepted.</p> <p>A security deposit of 250.00 EUR plus the estimated cost of the rental will be taken at the time of rental. If payment is made by credit card, only the estimated cost of rental will be charged and a security deposit will be blocked on the credit card. The car categories Fullsize, Premiums, Large Passenger Vans, Large SUVs and Luxury Elite Electric must be paid via credit card.</p>
Inclusive Policy	Total charges include road fund license, damage waiver including theft protection with an excess, third party liability and VAT. Additional surcharges may apply. Additional protection products may be purchased.
Loyalty Availability	
One Way Drop Policy	All rentals where the vehicle is not returned to the same location as it is collected from will be subject to a one way fee. The one way fee varies based on car category, location and pick up date. The exact amount of the one way fee will be displayed during the reservation process when entering the dates, desired route and car category. Where a vehicle is not returned to the location stated on the rental ticket an unplanned one way charge of €100 will be applied.
Personal Effects Coverage	<p>Personal Effects Coverage (PEC) is offered for an additional daily charge. PEC provides the renter and renters passengers with insurance cover for personal effects while they travel. In summary, the product provides cover for theft, damage or loss of baggage, electronic and mobile devices. In addition, delayed personal baggage and loss of travel documents are also covered. This is a summary only. The purchase of PEC is optional and not required to rent a car. The coverage provided by PEC may duplicate your existing coverage and you may wish to determine if your personal coverage is adequate.</p> <p>The PEC insurance coverage cannot exceed 50 days and / or a total amount of 200 EUR charged regardless of the duration of the rental period and is conditional on your compliance with the terms and conditions of the rental agreement and PEC policy.</p> <p>Valid from January 1st, 2023.</p>
Refueling Service	<p>If the renter does not choose to purchase an optional fuel product at the start of the rental period and does not return the vehicle with the same level of fuel as at the start of the rental period (as indicated on the Rental Agreement) the renter will be required to pay a refueling service fee calculated as the difference between the fuel level recorded on the Rental Agreement and that recorded upon the return of the vehicle multiplied by the fuel price displayed at the branch. Unused or excess fuel will not be refunded.</p> <p>Where the vehicle is an electric vehicle and is returned with less charge than was provided at the start of the Rental Period (such level as indicated on the Rental Agreement Summary), a re-charging fee calculated as the kWhs needed to charge the vehicle to make up the difference between the charge level recorded on the Rental Agreement Summary and that recorded upon the return of the Vehicle multiplied by the kWh price displayed on the Rental Agreement Summary plus, an additional charge as indicated on the Rental Agreement Summary. No unused or excess charge will be refunded.</p>
Renter Requirements	<p>All drivers must present a full valid and unexpired driving license. If the driving license is written in a language and characters different to those of the country of rental, an International Driving Permit is also required. Renters are advised to check whether local authorities require foreign drivers to present an International Driving Permit to avoid the risk of potential fines. Renters with licenses from countries who are not part of the International Driving Permit Agreement should carry a certified translation.</p> <p>All renters must provide a valid identity card or passport. Non-EU licenses are valid for up to 6 months based on the date of the stamp in the renters passport. After six months, an EU issued driving license is legally required.</p> <p>Please note that we reserve the right to request additional ID or conduct further identification checks if needed which may include an identity check with an external organization.</p>
Roadside Protection	Roadside Assistance Protection (RAP) includes a 24-hour emergency service including provision of a replacement vehicle in case of lost vehicle key, shipping of the key, on-site assistance in case of tire breakdowns, towing service, forced unlocking of the vehicle if the keys are locked inside, jump-start assistance, and refueling service up to 5 liters. Roadside assistance is available in almost all European countries. The current list of countries is available at the rental branch at the time of rental. RAP is a flat-rate fee that covers all roadside assistance services. Roadside assistance is also available without payment of this flat-rate fee. It will then be billed according to actual costs incurred for each assistance service rendered. Roadside Assistance Protection is an optional product. Before purchasing RAP it is advised to determine, if a personal coverage is adequate. If RAP is declined, the renter will be required to pay these charges and seek compensation through their carrier of personal coverage. RAP is not insurance.
Roadside Protection Exclusions/Voids	<p>Roadside Protection does not cover: braking damage, operational damage, pure breakage damage, intentional damage, gross negligence but pro-rata according to the level of culpability, if renter grossly neglected his or her duties according to these Terms and Conditions of Vehicle Rental. If such neglect of duties was cause for the damage, and intentionally violated his or her duty to involve the police.</p> <p>Roadside Protection will be voided if damage is caused by: using the vehicle outside the countries listed on the front of the contract, driving under the influence of narcotics, alcohol or drugs, transporting easily flammable, toxic or otherwise dangerous substances, illegal purposes, car races, driver and vehicle tests, towing other vehicles or towing trailers, use on unpaved roads, racetracks and test courses, in violation of the legally prescribed safety precautions, or for the purpose beyond the predictable and usual use, in particular any careless or reckless use, or intentional damaging of the vehicle.</p>
Vehicle Return & Damages	<p>When you return the vehicle, we recommend that you remain present until the vehicle is inspected by the Rental Company. You may have to wait during busy times. If there is any change in condition of the rental vehicle which exceeds normal wear and tear then this will be recorded by the Rental Company on a written post rental inspection report a copy of which will be provided to you. If you choose not to be present for the post-rental inspection the Rental Company will inspect the vehicle in your absence. In the event of any change of condition that exceeds normal wear and tear to the rental vehicle then the Rental Company will notify you and this will be recorded on a written post rental inspection report. Please note your liability for damage extends until the vehicle is checked in by the Rental Company. Unless otherwise provided in the rental agreement, if you return the vehicle after the Rental Companies business hours, you will remain responsible for any damage or loss in accordance with the rental agreement until the Rental Company reopens and conducts the post-rental inspection. For more information on damage dispute resolution, see the Damage Dispute Policy.</p> <p>When you complete the rental agreement you will be required to present a valid credit or debit card as security for any charges incurred during your rental. Your signature on the rental agreement will pre-authorise the Rental Company to charge the card for future payments that become due. The Rental Company may also hold a deposit against these future liabilities - see Forms of Payment & Deposits.</p>
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