



## Country Level Rental Policies

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# Luxembourg - LU - Home City

All additional drivers must meet all rental requirements. Additional drivers can be added at any rental location and at any time during the rental. An additional driver fee of 5.13 EUR per day (excl. VAT) applies up to a maximum charge of 25.64 EUR (excl. VAT).

The minimum age requirement for all vehicles is 18 and all renters must have held a full driving license for at least 12 months. There is no maximum age. A young driver fee of 8.55 EUR per day (excl. VAT) applies for all renters between the age of 18 and 23.

All major credit cards, issued by either VISA, Mastercard or Amex are accepted. All cards presented must be in the renters name. Debit cards, prepaid cards, cash, checks are not accepted. A security deposit plus the estimated cost of the rental will be taken at the time of rental.

The security deposit is based upon the excess on the contract. Purchase of protection products will result in a lower deposit amount. The minimum deposit is 250 EUR.

All drivers must present a full valid driving license. All renters must also provide a valid photo ID such as a passport or ID card. A valid credit card in the renters name must be presented upon collection of the vehicle.

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.

Residents of the country of rental must provide proof of residence. Proof of residence (utility bill, credit card bill, or bank statement) must be no more than three months old. Renters who do not reside in the country of rental must also provide proof of return travel and accommodation information.

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.

Vehicles can be driven in the following countries only:

Austria, Albania, Andorra, Azerbaijan, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus, Czech Republic, Denmark, Estonia, France, Finland, Germany, Greece, Hungary, Italy, Ireland, Iceland, Luxembourg, Liechtenstein, Lithuania, Latvia, Malta, Morocco, Montenegro, Norway, Netherlands, Portugal, Poland, Romania, Spain, Sweden, Switzerland, Slovakia, Slovenia, Serbia, Tunisia, Turkey, Ukraine, United Kingdom.

No additional charges apply 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.

Unauthorized cross border travels will result in a breach of contract and incur a penalty charge based on individual assessment.

**Delivery and collection** is available during office hours in all Luxembourg city, at a charge of 50.00 EUR per service.

Outside city limits, over 15km, the renter will be charged 100.00 EUR per service. All fees quoted include VAT.

After hours return is available, and the process will be explained on vehicle pick-up. Renters must advise the counter agent upon arrival if they require after hours return. There is no additional charge for this service.

Domestic one-way hires are available at all locations within Luxembourg for consumer and tour bookings. Domestic one-way rentals within Luxembourg are free of charge. There is no minimum length of rental to qualify for this service.

One way hires returning outside of Luxembourg require specific authorization from the rental location. The fee for this service varies depending on the drop off location.

Renters must provide at least 24 hours-notice if they intend to drop the vehicle outside Luxembourg. Dropping the vehicle outside Luxembourg without prior authorization will result in a penalty charge based on individual assessment.

N/A

**Child safety seats** are available for a daily fee of 10.00 EUR, maximum 70.00 EUR per rental inclusive of VAT.

N/A

<b>Portable GPS systems</b> are available for a daily fee of 10.00 EUR, maximum 70.00 EUR per rental inclusive of VAT.
<b>N/A</b>
<b>Winter Tires</b> are provided as these are required by law. Winterization fee effective from 01-Nov to 31-Mar applies to Luxembourg rentals at rate of 3.51 EUR per day inclusive of VAT.
<b>N/A</b>
A safety kit consisting of a safety triangle and safety jacket is required by law and is provided in all vehicles. The customer may provide their own safety kit but Enterprise is not liable for fines issued to renters who cannot provide a kit when asked by police authorities. Any fines levied by police for compulsory safety equipment not in the rental vehicle during a police stop will be charged to the renter.
All vehicles are delivered with a full tank of fuel and must be returned in the same condition. If the vehicle is returned with less than a full tank of fuel, the renter will be charged for the difference plus an extra charge of 14.00 EUR inclusive of VAT.
Collision Damage Waiver (CDW) reduces the liability of the renter in the event of damage to the bodywork of the vehicle. If CDW is not included in the reservation, the renter has liability up to the full market value of the vehicle. CDW is available for purchase if not included in the booking.  If included in the reservation, the excess amount ranges between 900 EUR and 2200 EUR depending on car class. Excess will be charged every time a vehicle is damaged. Before purchasing CDW 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 CDW is declined, the renter will be required to pay these charges and seek compensation through their carrier of personal coverage. CDW is not insurance.
Partial Collision Damage Waiver CDW2 is optional and can only be purchased with Collision Damage Waiver CDW1. If the Renter accepts Partial Collision Damage Waiver, Alamo reduces the Renters responsibility for loss of, or damage to, the rental vehicle including, but not limited to, towing, storage, loss of use, administrative fees, and/or diminished value of the rental vehicle subject to the terms and conditions of the Rental Agreement and applicable laws. Partial CDW is not insurance. The purchase of CDW is not a required condition of rental. The protection provided by partial CDW may duplicate the Renters existing coverage, and Enterprise is not qualified to evaluate the adequacy of the Renters existing coverage. Therefore, the Renter should examine their personal credit card protections, automobile insurance policies, or other sources of coverage which may duplicate the protection provided by partial CDW. Windscreen damage, Tyres and Rims damages are not covered by the partial CDW.
<b>Super Collision Damage Waiver SCDW</b> is optional and can only be purchased with CDW. SCDW cannot be purchased alone. SCDW waives the excess on CDW to zero in cases of vehicle theft and/or collision damages. SCDW is not applicable if the event occurred due to driver negligence.
<b>N/A</b>
<b>N/A</b>
<b>N/A</b>
<b>N/A</b>
<b>PAI PERSONAL ACCIDENT INSURANCE</b> is an insurance covering the driver of the rental vehicle only. PAI covers bodily injury or death caused by an accident during the use of the rented vehicle. PAI coverage fee is 2.56 EUR per day plus VAT and local Airport Fees where applicable. In the case of bodily injury PAI compensation covers medical care up to EUR 49,789.00 and in the case of death PAI covers funeral costs up to a limit of EUR 24,789.00. Several exclusions apply such as involvement in car races, legal reasons, etc. The full T&C's are available at the rental station and must be signed by the driver when purchasing this product.
<b>SLP SUPPLEMENTARY LIABILITY PROTECTION:</b> Third party liability insurance is mandatory in compliance with Luxembourg law and always included in the price of the rental. It provides unlimited coverage for any damages or injuries caused to a third party and third party property. In cases of driver negligence and rental agreement violations like driving under the influence of alcohol, drugs or any other rental vehicle misuse as stated in the T&C's, the renter is responsible for the full value of the damage caused to the third party and the rental vehicle.
<b>Tyres and Rims Damage Waiver (TRDW)</b> is optional. TRDW can be purchased alone. TRDW covers the excess in case of damage of the Tyres and Rims. <b>Windscreen Damage Waiver (WDW)</b> is optional. WDW can be purchased alone. WDW covers the excess in case of damage of the Windscreen.

Tire and Rim protection does not cover the cost of replacement of tire weld or inflation kits if these items have been used. Tire and Rim Protection will be voided in the event of: failure to secure the vehicle keys, failure to lock the vehicle, unauthorized repairs on the vehicle, use by an unauthorized driver, use by an unlicensed driver, use for hire and reward, use of vehicle for any illegal purpose or deliberately causing injury or damage to property, racing, pace making, teaching someone to drive, use whilst under the influence of alcohol or drugs, use of the vehicle outside of the country without our permission, overloaded with more passengers than seatbelts, towing, use off road, transporting dangerous or noxious substances, willful or wanton negligence.

**ZEP (Zero Risk Pack)** reduces the excess on damage and theft to 0, and includes WDW and TRDW.

**N/A**

**Roadside Assistance** is included in the rental rate. Roadside services covered are detailed within the in-car documentation. Customers will be provided with the Roadside Assistance phone number when arriving at the counter to collect the rental agreement. The Roadside Assistance service provider will vary depending on the type of vehicle rented.

Cost of rental includes unlimited km, CDW Collision Damage Waiver and VAT. Reservations made domestically in Luxembourg will incur a mileage limit and a fee for additional km (based on the length of rental). Please check with the rental branch for more details.

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Cost of rental includes unlimited km.

VAT 17% per rental

LUWF Luxembourg Winter Fee 3.00 EUR per day (3.51 EUR per day 01-Nov - 31-Mar - VAT taxable)







