



## Country Level Rental Policies

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# Luxembourg - LU - Home City

There will be an additional charge of 5.13 EUR per day excluding VAT for each additional authorized driver other than the spouse or domestic partner of the primary renter. Full rental conditions apply to all additional drivers.

Maximum charge per rental is 25.64 EUR excluding VAT.

Driver must be eighteen years old at minimum. No maximum on age. All car groups are available for renters 18 years of age and older.

A Young Driver Fee of 8.55 EUR per day, excluding VAT and local premium location fees and surcharges (where applicable) will apply to renters between 18-23 years of age.

It is advisable to carefully check local terms and conditions upon completion of the reservation.

Visa, AMEX and MasterCard credit cards are accepted as payment for rentals and upon reservation. Cash, travelers checks, and Euro checks are not accepted. A valid international credit card is always required for a deposit, which will be held on the card. All major credit cards are accepted, as well as vouchers. Debit cards and cash are not accepted.

**Deposit:** All customers are required to place a deposit taken by credit card imprint/chip and pin. The deposit is based upon the higher of theft excess or damage excess amount and will increase when optional extras are purchased locally. Purchase excess protection coverage will result in a lower deposit amount with a minimum of 250 Euro.

Major credit cards are accepted for deposit on all rentals.

All drivers (renter and additional drivers) must produce a valid driving license at the time of rental.

In addition to a valid driving license, the primary renter must further produce two proofs of address, an additional photographic identification (passport) and a major credit card in their own name. Proof of address (utility bill, credit card bill, or bank statement) must be no more than three months old.

Multiple-part driving license holders must produce all parts of their license. An international driving permit is required for anyone holding a non-European driving license.

Additional ID or further identification checks may be requested if deemed necessary. This may include an identity check with external partners who may check details supplied against databases to which they have access.

The renter must advise that the vehicle will be taken across an international border at the time of rental.

Cross-border travel is not permitted into countries not covered by insurance green cards as well as in Belarus, Israel, Iran, Moldova, Macedonia, Russian Federation.

**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 drop is available and will be set up when the customer picks up the rental vehicle. The customer must advise the counter agent if they require after hours drop.

Domestic one ways are available at all locations within Grand Duchy of Luxembourg for consumer and tour bookings.

A one way fee drop charge depending on drop off station is applicable for each one-way rental.

There is no minimum length of rental to qualify for a oneway.

Domestic one way rentals within Luxembourg are free of charge.

One way rentals are not allowed between island and mainland, or vice-versa, or among islands.

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

**Portable GPS systems** are available for a daily fee of 10.00 EUR, maximum 70.00 EUR per rental inclusive of VAT.

N/A

**Winter Tires** 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.

N/A

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.

If the Renter accepts CDW, Enterprise waives or reduces the Renter's 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. DW is not insurance. The purchase of CDW is not a required condition of rental. The protection provided by DW may duplicate the Renter's existing coverage, and Enterprise is not qualified to evaluate the adequacy of the Renter's 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 CDW. Windscreen damage, Tyres and Rims damages are not covered by the CDW or SCDW.

N/A

**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, Enterprise reduces the Renter's 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 Renter's existing coverage, and Enterprise is not qualified to evaluate the adequacy of the Renter's 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.

**Super Collision Damage Waiver SCDW** 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.

N/A

N/A

N/A

N/A

**PAI PERSONAL ACCIDENT INSURANCE** 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.

**SLP SUPPLEMENTARY LIABILITY PROTECTION:** 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.

**Tyres and Rims Damage Waiver (TRDW)** is optional. TRDW can be purchased alone. TRDW covers the excess in case of damage of the Tyres and Rims.

**Windscreen Damage Waiver (WDW)** is optional. WDW can be purchased alone. WDW covers the excess in case of damage of the Windscreen.

**Theft Protection (TP)** is an optional coverage which reduces customer loss and responsibility in cases of theft. The reduction in loss and responsibility corresponds to the excess/deductible amount noted in the policy. This amount varies according to the policy selected by the customer.

TP Cost per day excludes VAT. The deductible includes VAT. Per Day cost of TP varies between car classes and car groups. TP Cost per day ranges between 8.55 EUR and 10.68 EUR plus VAT, with a deductible up to 1000 EUR.

N/A

**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)

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