



# Mexico

<b>Currency</b>	USD
<b>Taxes</b>	Sales Tax (STAX) 16%, 8% - Chetumal Locations Only
<b>Surcharges</b>	Airport Fee (MXAP) 19% all locations Vehicle License Fee (VLF) USD 1.00 /MXN 18.00 per day
<b>Collision Damage Waiver - Theft Protection (included)</b>	Collision Damage Waiver-Theft Protection (CDW-TP) is not insurance. The purchase of CDW-TP is optional and not required in order to rent a vehicle. 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 Mexico unless you invalidate the coverage as provided in the rental agreement. A deductible of up to \$95,000 MXP (approximately \$5,000 USD) will apply. If CDW-TP is declined, renter is responsible for the full value of damage to the vehicle.
<b>Rate/Day</b>	Included
<b>Third Party Liability (included)</b>	In Mexico, 3rd party liability insurance is required by law on all vehicles. Customers can obtain coverage for damages and injuries to third parties under the local rental car company's insurance by purchasing its Third Party Liability Protection (TPL). The purchase of TPL is required unless the customer presents valid proof of current liability insurance specifying coverage in Mexico.  Please be aware that most auto insurance policies from outside Mexico do not provide coverage in Mexico. 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 customer's personal auto insurance coverage. The customer should contact their insurance company in advance of the pickup date for the rental with any questions regarding their specific coverage. Further, if the customer provides acceptable proof of current liability coverage in Mexico and declines to purchase the TPL offered by the local rental car company, an additional authorization in the amount of \$45,000 MXP (approximately \$2,500 USD) will be held on his or her credit card.
<b>Tire &amp; Windshield Protection (TWP)</b>	Tire and Windshield Protection (TWP) waives customer's liability in the event of damage to tires, windshields, or windows (This product is included in the package protection rates and not available for sale individually).
<b>Personal Accident Insurance (PAI)</b>	*Personal Accident Insurance (PAI) The purchase of personal accident insurance is optional and not required to rent a vehicle  Personal Accident Insurance covers ambulance service, doctors, hospitalization and nurses for each passenger in the vehicle, with a maximum limit of \$20,000 USD per event *
<b>Deductible Protection (DP)</b>	Deductible Protection (DP) reduces the CDW deductible amount to \$0 and the Theft Protection deductible amount will remain at 10% of the commercial value of the rented vehicle or up to \$95,000 MXP (approximately \$5,000 USD).  Even when the protection is sold apart, Deductible Protection (DP) will only apply with the purchase of CDW-TP. If the client declines the CDW-TP protection, DP will not take effect and the client will be liable for the total damage of the rented vehicle.
<b>Rate/Day</b>	USD 10
<b>Roadside Protection (RAP)</b>	Roadside Assistance Protection (RSP) is a protection that brings to the client roadside assistance throughout Mexico, 365 days a year. In case of breakdown, mechanical failure, lack of fuel, flat tire or other problems that impede the movement of the vehicle, roadside assistance will be provided. In the case of an accident or theft, customer must contact rental location immediately to report accident/theft and complete a police report at the time of accident/theft. In the case of lost keys, damaged keys or keys locked in the vehicle, a duplicate will be brought or a car opening specialist will be sent, only this assistance is included in the RSP. The cost of replacing or repairing the key will be charged to the customer and will generate an extra charge. If the customer did not select RSP, they can still contact the rental station who will provide the customer with an estimated cost of the assistance required. In case of breakdown or accident, contact the local National branch or call National emergency assistance provider at 01800-288-6700 and 01800-800-2880 inside Mexico. In the U.S.A, 1-866-317-0105. With respect to a lost or damaged key, or if keys are locked in the vehicle, this protection will only apply within a 40 km radius from the nearest Branch office. If necessary, a replacement vehicle will be provided.
<b>Renter Requirement</b>	Must meet the locations minimum age requirements.  Present an official ID (Passport)  Present a valid drivers license.  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.  Present a major credit card in renters name at the time of rental.  This location accepts notarized Chinese Drivers License.
<b>Age Requirements</b>	Minimum age to rent a vehicle is 21, and the maximum rental age is 75 years. Drivers between the ages of 21 and 24 will incur an additional daily charge of \$9 USD.

<b>Payment Policy</b>	<p>A passport in addition to a credit card, with available credit and in the renters name, must be presented. The signature on the back must match the renters signature of the passport. 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.</p> <p>Credit Cards honored: American Express, MasterCard, VISA,</p> <p>An authorization will be held with the minimum amount of \$500 USD. The authorization amount will vary depending upon the type of vehicle rented, number of days rented, additional services contracted and protections accepted.</p> <p>Debit cards are only accepted as a form of final payment. Debit cards are considered to be any non-credit card American Express, MasterCard, VISA.</p> <p>Cash is not accepted as a form of payment.</p> <p>The release of the credit card hold will depend on the terms and conditions of credit card company.</p>
<b>Loyalty Availability</b>	<p>Enterprise Plus customers can earn points on qualifying rentals and redeem points at this location. Redemption reservations must be booked online by the customer, in advance of their scheduled pick up date.</p> <p>Emerald Club customers can earn credits on qualifying rentals at this location. Redemption reservations must be booked in advance of their scheduled pick up date (either online or by phone). Note: Emerald Club members can earn credits on National and Enterprise brand rentals, but can only redeem at National brand locations.</p> <p>A reservation must be booked in advance, and must have the member number attached, in order to earn credit/points.</p>
<b>One Way Drop Policy</b>	<p>All one way rentals must be booked in advance and will subject to availability. One way charges apply and are payable at time of rental. One way charges cannot be prepaid</p>
<b>Personal Accident Insurance</b>	<p>Personal Accident Protection (PAI) The purchase of personal accident protection is optional and not required to rent a vehicle.</p> <p>PAI covers medical expenses resulting from bodily injuries suffered by the driver or any occupant of the rental vehicle (up to maximum vehicle capacity) while inside the vehicle, resulting from a car accident. The maximum protection per event is \$400,000 MXN.</p>
<b>Deposit</b>	<p>Varies from USD 700 to USD 1400 depending on car class. See above</p>

<b>Additional Driver</b>	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 Driver. The additional driver can only be added to the contract at the pick up location.
<b>Rate/Day</b>	USD 9
<b>Infant Seat</b>	Alamo features child restraint systems that conform to government standards. This is a rear-facing seat recommended for infants 5-20lbs
<b>Rate/Day</b>	USD 9 per day, USD 200 replacement
<b>Child Safety Seat</b>	Alamo features child restraint systems that conform to government standards. The convertible seat is designed for infants and toddlers.
<b>Rate/Day</b>	USD 9 per day, USD 200 replacement
<b>Child Booster Seat</b>	Alamo features child restraint systems that conform to government standards.
<b>Rate/Day</b>	USD 9 per day, USD 200 replacement
<b>GPS Navigation Device</b>	GPS Devices no longer offered at any location.
<b>TravelTab Adventurer</b>	TravelTab offers GPS Navigation, WiFi Hot Spot with Unlimited Data
<b>Rate/Day</b>	USD 22 per day
<b>Delivery and Collection</b>	Delivery and collection is available at no extra cost during office hours only and within 40 km radius of location.  Customer must contact the rental office for arrangement.  This service is not available in the following states: Quintana Roo, Yucatan, Chiapas, Campeche, Tabasco Veracruz.  FBO service available in San Jos del Cabo and Cancn. Reservation must be updated with flight details and arrival time. This is processed on request and location must confirm availability.
<b>Enterprise Protection Package</b>	Enterprise Package Protection (EPP) is a package product which includes Collision Damage Waiver - Theft Protection (CDW-TP), Deductible Protection (DP) and Third Party Liability (TPL) at a discounted price. EPP is not insurance. If you purchase EPP, 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 Mexico, subject to the actions listed on the rental agreement that invalidate the coverage as described in the rental agreement. No deductible applies.
<b>Rate/Day</b>	TBA
<b>Snow Tires</b>	N/A
<b>Rate/Day</b>	N/A
<b>Toll Pass Waiver</b>	N/A
<b>Rate/Day</b>	N/A
<b>Wifi Device</b>	WiFi is a wireless modem device that the customer can purchase for a daily rate.
<b>Rate/Day</b>	USD 12 per day
<b>Cross Border Policy</b>	Unrestricted driving within Mexico. Rentals originating from Tijuana, Mexicali, Hermosillo, Monterrey and Saltillo are permitted to cross U.S. border.  Mexico insurance is required to drive into Mexico, and can be purchased at this location. Customer must purchase an extension of liability protection to cross the border into the U.S. at \$10 USD per day -this amount provides TPL up to \$100,000 USD, PAI for the passengers up to \$2,000 USD per person and up to \$10,000 USD per accident.  Vehicles are not permitted to cross the Southern Mexico border.
<b>Damage Dispute Resolution</b>	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: reserv@national.com.mx, 998 881 8760
<b>Oneway rentals</b>	"All one way rentals must be booked in advance and are subject to availability. One way charges apply and are payable at time of rental. One way charges cannot be prepaid." "
<b>Refueling Policy</b>	As a customer, you have a choice as to how you would like to pay for fuel.  Option 1- We Refill This option allows the renter to pay National at the end of the rental for gas refueling surcharge of 80%-100% (varies by pickup station) plus the cost of fuel will apply.  Option 2- You Refill This option allows the renter to return the vehicle with a full tank of gas to avoid extra fuel charges.  Option 3 - Pre-Pay 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.
<b>After Hours</b>	"Customer must notify the rental location of after hours return at the time of rental.  Customer will be given instructions on returning vehicle during after hours. For more information, call 01-800-849-8001 (In Mexico) or 1-866-365-3530 (from USA and Canada)." "
<b>Fleet Mix</b>	Chevrolet, Chrysler, Jeep, Nissan, Dodge, Toyota & Volkswagen
<b>Languages Spoken</b>	Spanish, English
<b>Driving Side of the Road</b>	Right

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