



United Kingdom

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	GBP
Value Added Tax (VAT)	20%
Premium Location Fee	20%
Additional Driver	Additional drivers must meet all renter requirements. Additional drivers can be added to the rental agreement if they visit any rental location and present their driving license. A daily surcharge of 18.33 GBP will apply at airport locations and 15.60 GBP at all other locations.
Age Requirements	The minimum age to rent for all vehicles is 30. Renters aged 25 or older may rent cars and SUVs of the categories Mini, Economy, Compact, Intermediate and Standard, Small Passenger Vans as well as Cargo Vans except for Cargo Vans with tail lift for which the minimum age is also 30. No additional surcharges apply. Renters aged 19 years or older who have held a full driving license for at least one year, can access a vehicle through Enterprise Car Club. Find more information at www.enterpriseclub.co.uk .
Cross Border Policy	<p>Customers who collect a vehicle from the UK mainland and wish to drive within the Republic of Ireland or mainland Europe are required to purchase European Travel Coverage. European Travel Coverage provides the customers with our written consent (VE103B form) to drive the vehicle in the countries stated below and to access 24/7 international breakdown cover through the AA.</p> <p>In all cases, customers must inform the rental branch of their intention to leave the UK mainland with the vehicle and require our authorization. Customers are required to inform the rental branch with no less than 72 hours notice prior to collecting the vehicle to arrange their European Travel Coverage.</p> <p>European Travel Coverage is only available to customers paying with a credit card and the vehicle must only be used in the following countries: Austria, Belgium, Croatia, Czech Republic, Denmark, France, Germany, Ireland, Italy, Netherlands, Poland, Slovakia, Slovenia, Spain, Switzerland, UK. This includes the destination and any countries customers might travel through. Premium, Luxury and Executive vehicles are excluded from the European Travel Coverage product and are therefore not allowed to leave the country.</p> <p>The charge for European Travel Coverage is 300.00 per rental for all cross border travels. Customers renting from Northern Ireland wishing to cross the border into the Republic of Ireland will only be charged 25.53</p> <p>Please note that we are unable to provide any additional equipment that may be compulsory for driving abroad (e.g. breathalyzers, warning triangles, first aid kits etc.) and this responsibility rests on the driver. Customers are required to be aware of any requirements of the destination and any countries or regions customers might travel through.</p> <p>Advice on driving in Europe following the United Kingdom leaving the European Union may be found at www.gov.uk/driving-abroad</p>
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 dru.uk9z@ehi.com or call 00 44 (0) 345 604 2881.
Damage Waiver	<p>Damage Waiver (DW) reduces the liability of the renter in the event of damage to or theft of the vehicle. If DW is not included in the reservation, the renter has full liability for the vehicle. DW is available for purchase.</p> <p>If included in the reservation, the excess amount is 1500 GBP for all cars and SUVs of the categories Mini, Economy and Compact. All other vehicles have an excess of 2000 GBP. The excess will be charged every time a vehicle is damaged, lost or stolen.</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: damage caused by the use of the wrong fuel or any failure to take all reasonable measures to look after the vehicle keys or any other device which unlocks the vehicle and/or enables the vehicle to be started.</p> <p>Damage Waiver will be voided if damage is caused by: failure to secure the vehicle keys and failure to lock the vehicle, unauthorised repairs on the vehicle, failure to stop using the vehicle once a fault becomes known, use by an unauthorised 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, pacemaking, or teaching someone to drive, use whilst under the influence of alcohol or drugs, use of the vehicle outside of the United Kingdom without our written permission, overloaded with more passengers than seatbelts, towing, use off road, transporting dangerous or noxious substances, use of vehicle in a reckless manner, or use of vehicle on an aerodrome, airfield, airport or military installation.</p>

Debit Card Policy	<p>Debit cards are accepted. Full Size SUVs, Large Passenger Vans and Cars of the categories Elite, Fullsize, Premium, Luxury and Executive require a credit card. Renters with residence in the UK who wish to use a debit card will need to pass an online address check as verification of residence at their given address. Any customer failing the check will not be allowed to rent.</p> <p>Airports Only - Debit cards are accepted at the time of rental with a round trip plane ticket or flight itinerary that shows the renters name and discloses the return date. Debit cards are not accepted from local customers. Local renters must present a valid credit card in the renters name. If using a payment source registered outside of the United Kingdom, this location cannot be responsible for any fluctuations in the currency exchanges while the deposit is being held.</p>
Excess Protection	<p>Excess Protection (EP) is an optional coverage available only if Damage Waiver (DW) is included in the rate or purchased. EP reduces the applicable Damage Waiver excess amount. If EP is not included in the reservation, it is available for purchase.</p> <p>For all Cars and SUVs of the categories Mini, Economy and Compact the excess can be reduced to 100 GBP. For all other vehicles the excess can be reduced to 250 GBP. Excess will be charged every time a vehicle is damaged, lost or stolen.</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>
Exclusive Policy	<p>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.</p>
Forms of Payment	<p>All major debit and credit cards, issued by either Visa, Mastercard or American Express, are accepted. All cards presented must be in the renters name. A security deposit plus the estimated cost of the rental will be taken at the time of rental. Cash, checks, prepaid cards, Diners Club and Discover Card are not accepted. For all Cars and SUVs of the categories Mini, Economy, Compact, Intermediate, Standard, Small People Carriers and Vans a deposit of 200.00 GBP is required. These vehicles may be rented with a debit or credit card. Large People Carriers, Compact Elite, Full Size SUVs and all Premium vehicles require a deposit of 500.00 GBP. For Luxury and Executive vehicles, a deposit of 1000.00 GBP applies. A credit card is mandatory to rent these vehicles.</p> <p>Airports Only - Debit cards are accepted at the time of rental with a round trip plane ticket or flight itinerary that shows the renters name and discloses the return date. Debit cards are not accepted from local customers. Local renters must present a valid credit card in the renters name. If using a payment source registered outside of the United Kingdom, this location cannot be responsible for any fluctuations in the currency exchanges while the deposit is being held.</p>
Hand Control Policy	<p>Renters who have, or are impacted by an impairment, disability or health condition, can request a vehicle adjustment at no extra cost. The adjustments include portable hand control, steering ball, quad/tetra grip steering wheel attachment, indicator extension, assisted hand break release and foot pedal extension. Renters who do not hold a driving license because of a disability, can still rent a vehicle using a surrogate driver at no additional cost. The renter must be accompanied by a driver who meets the renter requirements. The surrogate driver does not need to provide a valid method of payment. To request one of the adjustments or to make an enquiry, please call 0800 633 5665 or email customerservice@ehi.com.</p>
Inclusive Policy	<p>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.</p>
Mileage Policy	<p>Mileage - all vehicles include unlimited mileage.</p>
One Way Drop Policy	<p>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.</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, plus a refueling charge of up to 15 GBP. 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>