

TERMS & CONDITIONS

Age Requirements

- Minimum rental age is 25 years for car groups SDMR, SDAR, FVAR, FWAR, FCAR, 23 years for car groups CCMR, CDMR, IDMR, CCAR, IVMR, IWMR, and CWMR and 21 years for car groups MCMN and ECMN.
- A young drivers surcharge applies as follows: 21-22 years GBP 14.77 per day plus VAT, 23-24 years GBP 10.43 per day plus VAT. There is no maximum charge.
- There is no upper age limit except Pembroke, Carmarthen and the Isle of Man which have an upper age limit of 75 years.
- Plymouth, Exeter, Newquay, Taunton, Southport, Wigan and Bury St. Edmonds have an upper age limit of 70 years.

License Requirements

All drivers must produce documents at start of rental. Drivers must produce a current full license valid in their country of domicile and which has been valid for at least 12 months. Licenses must be clearly identifiable as a driving license, otherwise an international driving license will be required. A passport must also be produced. Customers must produce both documents at the start of the rental. All rental companies at Stansted require a finger print to be taken.

Additional Drivers

A charge of GBP 6.51 per day, plus vat, per additional driver, with a maximum charge of 65.13 GBP plus vat per rental. Additional drivers must be over 21. All additional drivers must meet age and license requirements set out above.

Cross Border Policy (Driving on the Continent or Ireland)

Vehicles may be taken abroad but renters will be required to purchase breakdown cover at a cost of GBP 59.99 including VAT (This applies to vehicles going to the Republic of Ireland also). Written permission is required to take any vehicle outside of the UK. This should be obtained from the renting branch at commencement of rental. Countries which you are allowed to travel to are: All EU countries, Norway, Switzerland, Iceland, Liechtenstein, Gibraltar, Andorra and San Marino. Cars MAY NOT be driven into any outside those listed above.

One Way Rentals

Domestic one-way in the UK are free of charge, and must be requested at time of booking.

One ways between Mainland U.K. and Northern Ireland are NOT permitted. One ways are NOT permitted between the U.K. and The Republic of Ireland. One ways between the Northern Ireland locations are free of charge.

One way rentals are permitted from any Northern Ireland location to the following locations in the Republic of Ireland - To Dublin--102.17 GBP +VAT. To Cork, Knock and Shannon -- 306.52 GBP +VAT.

International one ways are NOT permitted.

Condition of Vehicle

Vehicle must be returned, normal wear and tear excepted, in the same condition as when rented. If special cleaning is required a separate charge will be made directly to the customer.

Special Equipment

Child/Infant seat (suitable for ages 9 months to 4 years old) = 6.08 GBP + VAT per day, with a maximum charge of 42.55 GBP + VAT per rental. A security deposit of GBP 50.00 is required for each seat, which is refunded to the renter provided that the child-seat is handed in at the rental desk upon return. Child seats are on request only and availability cannot be guaranteed. The customer will be required to fit the child seat themselves. Must be requested at time of booking. Child seat is the Britax Freeway child seat, forward facing and approved to British standards. Booster cushions are also available on request upon arrival for 2.17 GBP + VAT per day, with a maximum charge of 15.16 GBP + VAT per rental. Booster cushions cannot be pre-booked.

GPS units are available at a cost of 8.69 GBP + VAT per day with a maximum charge of 86.87 GBP + VAT per rental. A 150.00 GBP deposit is required. GPS is available from ALL locations.

Surcharges

In Central London the city has imposed a congestion charge scheme which is payable daily Monday to Friday for each day that a vehicle moves within the zone. Marble Arch and Bayswater are the only Alamo locations which falls within the Central London zone. No charge is payable for vehicles if they are parked for a full day (s) within the zone.

If you collect your car from Marble Arch or Bayswater between Monday to Friday, Alamo will add your first days Congestion Charge fee automatically to your rental agreement for your convenience.

All further days are payable by the renter. If you rent a vehicle outside the zone and wish to enter central London zone (Monday to Friday) a charge will be payable via phone or internet as stated above.

The daily charge is GBP 8.00 if paid by midnight on day of travel or GBP 10.00 if paid by midnight the following day. There is a fixed penalty system which will issue fines of GBP 100 per day for non payment.

Refueling Policy

All vehicles are supplied with a full tank of fuel and it is the customer's responsibility to return the vehicle full or pay for any missing fuel at the end of the rental. On rentals of 3 days or longer, we recommend that you add the cost of a full tank of fuel to our rental charges at time of pick up. This method eliminates the need for you to refuel the tank prior to returning. The fuel amount charged at time of rental will be based on a market competitive price and the car model rented. No refunds are issued for unused fuel. A fuel deposit will not be required for rentals of 3 days or longer.

Payment Policy

All major credit cards. If paying by credit card, driving license and passport required.

Cash payments permitted on all cars except executive cars. Minimum age for cash deposits is 25. If paying by cash, renters need to produce their passport, dated return flight ticket and full driving license.

Travelers cheques accepted in GBP only.

A Maestro debit card can also be used as a method of payment.

Customers will be charged for loss of vehicle keys at GBP 85.00 including VAT.

Please note: Renters paying cash will be asked for the following deposits:

1) The estimated cost of the rental 2) The fuel prepayment GBP 70.00 3) The DLW deductible - GBP 550. Cash renters cannot expect to receive a refund of their deposits in cash. The refund will probably take the form of a Sterling cheque, which will be posted to the renters home address. The renter may also be required to provide an additional form of ID.

Reservations

Reservations will be confirmed by vehicle group. Specific makes, models cannot be guaranteed. Minimum rental period is 3 days. 24 hours equals one rental day.

Roadside Assistance

In case of breakdown or accidents, emergency telephone numbers can be found on the vehicle tax disc by the key fob. Cover is provided through either the AA, RAC or other provider, dependent on the vehicle manufacturer. Customers should call the emergency number shown on their vehicle. Coverage is 24 hours a day, 7 days a week. Dependent on circumstances, Alamo reserves the right not to replace the vehicle.

Insurances + Waivers

Third Party Insurance (TPI) is included in the rate and cover is unlimited for death or bodily injury, limited to GBP 25m for property

Theft Liability Waiver (TLW) if purchased, will reduce the deductible. This product is only available to those customers who decline the DLW insurance but want coverage against theft. (550.00-650.00 GBP deductible)

Damage Liability Waiver (DLW) includes collision damage waiver and theft protection. If DW is purchased it reduces the amount of the renters damage responsibility to the sum of the deductible. (550.00-650.00 GBP)

NOTE:

A smoking ban applies to all vehicles in the Alamo/National fleet. Customers will not be permitted to smoke in any Alamo/National Vehicle. Fail to adhere to acknowledge the no smoking signs placed in the vehicles could be subject to a GBP 50.00 fixed penalty notice.