



Nuts & Bolts

car hire
guide



Rentals made simple

THE BOOKING JOURNEY

Book in 3 Easy Steps

Our booking website has been created for easy usability so you can make a booking in 3 easy steps, whilst making sure you have covered all important areas.

Log In

Key in your login and password. If you don't have an account with us register your details. Once you have logged in your agent code will appear at the top.

Destination Information

Key in the relevant details to include pick up/drop off locations, times and dates.

Select a Supplier

Suppliers and car types are displayed in price order. On the left hand side of the screen there is a number of filters that you can use to refine your search for your needs. This includes car groups, availability, passenger numbers and optional extras.

Rental Conditions

Please make sure you click and read all important information under the 'Rental Conditions' for that specific supplier.

Booking

Once you have selected the price and the supplier you are happy with click 'Book'. This will then summarise your booking details.

If the supplier of your booking is on a Zero Excess offer, you will always have the option to upgrade to our Maxi Excess Refund Policy. If the supplier of your booking has a Excess you will always have the option to upgrade to our Supermax Excess Refund Policy (*Excluding Goldcar, Rodim and InterRent*). Complete all relevant drop downs such as, flight details, drivers name and any special requirements. Make sure you have read over all terms and conditions before making your booking.

Confirmation

You'll be given a booking reference number and will also receive an e-mail with your booking details.



KEY SELLING POINTS FOR SUPPLIERS - THINGS TO KNOW!



USA

Dollar USA - Zero Excess (Gold), Zero Excess/Additional Drivers/Fuel (Platinum)



GREECE

Eurorent Greece - Additional Driver
Surprice - Additional Driver



ROW

Sixt - International One Ways
(charges apply)



ITALY

Firefly Car Rental - 1st Additional Driver



SPAIN

Firefly Car Rental - Zero Excess
Orlando - Additional Driver
(Platinum All Inclusive) 2 Additional Drivers, Booster Seat, Free One Ways, Free Delivery
Helle Hollis - Zero Excess, Spouse Additional Driver
Espacar - Additional Drivers, Booster Seats



CYPRUS

Dollar Thrifty - Additional Drivers
Sixt - 1st Additional Driver
Eurorent - Additional Driver



PORTUGAL

Guerin - Additional Driver
Masterkings - Zero Excess (Platinum)
EPI - Free Additional Driver



GENERAL THINGS TO POINT OUT (USA & REST OF THE WORLD)



- Most suppliers operate a full to empty fuel policy. The client is required to pay for a full tank up front, then return the vehicle without refuelling. Please check at the time of booking the suppliers fuel policy to be clear.
- On arrival, clients are required to leave a deposit on a Credit Card. The amount processed could be up to the amount of the vehicles excess. The majority of the suppliers do not accept Debit Cards or Cash. Flight numbers need to be supplied, as the suppliers monitor flight arrivals. They are essential for late arrivals and meet and greet suppliers.
- Collision Damage Waiver (CDW) is a cover which is always included on the car rental and covers the vehicle for damage. In general when CDW is included, there is an excess on the vehicle, however some of our European Suppliers do not have an excess. If CDW was not included, the client would be liable for the full cost of any damage up to the full cost of the vehicle.
- Theft Waiver (TW) or Theft Protection (TP) is a cover which is always included on the car rental and covers the vehicle against Theft. When TW/TP is included, there is an excess on the vehicle, however some of our European Suppliers do not have an excess. If TW/TP was not included, the client would be liable for the full cost of the vehicle if it was stolen.

CHECK LIST WHEN BOOKING A CAR HIRE

Before you confirm your booking please check below and advise your customer.

- ✓ Confirm that you have read & agree to the Affordable Car Hire terms & conditions
- ✓ Clean UK/International Licence
- ✓ Valid Credit Card in Lead Drivers Name (No Debit Cards)
- ✓ Fuel Policy advised
- ✓ Deposit Policy advised
- ✓ Local Items - All subject to local tax and surcharges prices could change without prior notification
- ✓ Items Payable Locally advised including One Way Fees, Out of Hours, Delivery and Collection, Additional Driver, etc
- ✓ Age Restrictions



ABOUT CAR HIRE SUPPLIERS - THINGS TO KNOW

Sixt – German owned and has the best customer service/experience to offer your client, they use Volkswagen, BMW, Audi, Mini Cooper and Mercedes.

Dollar, Thrifty and Hertz - are the same group.

Dollar Rent a Car USA – Take a selection of Keys and Pick the Car you want to hire.

Firefly Car Rental - This is part of the Hertz Group and the sister brand in Europe

*** Remember to advise clients about pre-purchasing Sunpasses for Florida Tolls or tell them not to pass through as fines will be given, just remember to pay the toll booth***

Goldcar is the main supplier within Spain and Portugal but just remember to advise your clients at the time of booking the following;

On Arrival, Clients will have the option to purchase an additional damage cover offered by Goldcar staff called Super Relax Insurance, if this cover is not accepted clients will be requested to pay a deposit using only a Credit Card which can vary depending on the collection office and the category of vehicle hired.

If the client refuses to leave a deposit and refuses the Super Relax insurance they will be advised that they will be unable to continue with the rental.

Final overall comment is to advise clients that they do have the option to choose to leave the deposit or take out the Super Relax however, Affordable Car Hire will be unable to obtain a refund for the Super Relax Insurance payable locally.



AUSTRALIA & NEW ZEALAND



To be aware of:

Premium locations surcharges: If clients take the standard package this is not included and will have to be paid locally anything from 100 dollars plus however if clients take the Standard plus which we recommend the premium location fee is included.

Upgrade to standard plus on certain supplier for Reduced Excess and the Premium Location Fee included.

Excesses in Australia are rather high so please always check the rental conditions to advise your client. They can reduce the excess locally with the suppliers.

With the supplier ACE in Australia and New Zealand the cars offering are older versions but in good working condition.

One way fees will be applicable for many locations in Australia and New Zealand. Always check with reservations if you are unsure of these.

ONLINE BOOKING GUIDES & TRAINING

Online Booking Guide - http://images.affordablecarhire.com/agent-booking_guide.pdf

Online Travel Training (OTT) - <http://www.onlinetraveltraining.co.uk/affordablecarhire/home.aspx>

AFFORDABLE'S SUPPLIER RATINGS

Country	Corporate Quality	Corporate Budget	Local Quality	Local Budget
USA	Dollar	Keddy		
Spain Canary and Balearics Islands	Europcar Hertz Sixt	Interrent Firefly Car Rental Helle Hollis Keddy	Centaurio Record Avia Orlando	Bravo Goldcar
Portugal	Sixt Hertz Europcar	Dollar Thrifty Firefly Keddy	Masterkings Guerin	Air Auto EPI Sado Luz
Greece	Europcar Hertz	Greenmotion Thrifty Keddy	Surprice	Europrent
Cyprus	Sixt Europcar Dollar	Greenmotion Keddy	Surprice	
Turkey	Sixt Europcar	GRS	Essence Nokta	
Italy	Europcar	SBC Maggiore Keddy	Greenmotion Locauto Firefly	Goldcar
France	Europcar Sixt	Firefly Car Rental Keddy		Goldcar
Germany	Sixt Europcar	Global Drive Interrent Keddy	Buchbinder	Caro
UK	Europcar Sixt	Thrifty Interrent Keddy	Greenmotion Easi-rent	



FLEET GUIDE

Mini Group 3/5 door



Peugeot 107 | Citroen C1 | Hyundai I10 | Ford Ka | Fiat Panda | Renault Twingo

Economy 3/5 door



Ford Fiesta | Opel Corsa | Renault Clio | Peugeot 207 | Fiat Punto | Hyundai I20

Combi Van



Renault Kangoo | Citroen Berlingo | VW Caddy | Opel Meriva

Compact Car 3/5 door



Ford Focus | Vauxhall Astra | Citroen C4 | VW Golf | Renault Megane | Ford Focus (USA)

Intermediate



Ford Mondeo | Vauxhall Insignia | VW Passat | Peugeot 508 | Citroen C5



FLEET GUIDE

Small 7 Seater 5 plus 2



Vauxhall Zafria | VW Touran | Citroen Grand Picasso | Renault Grand Scenic

Large 7 Seater



Ford Galaxy | VW Sharan | Chrysler Voyager | Dodge Grand Caravan (USA)

USA FLEET

Standard

Ford Fusion /similar



Full Size

Nissan Altima /similar



Premium

Chrysler 300 /similar



Luxury

Ford Crown Victoria /similar



Luxury (Convertible)

Ford Mustang /similar



Intermediate SUV

Ford Escape /similar



5 Seater SUV

Jeep Grand Cherokee /similar



7 Seater SUV

Chevrolet Traverse AWD /similar



12 Seater SUV

Ford 12-Pass Van /similar



USA SUPPLIERS



- The Gold Rate** The rate includes the following for FREE.
Zero Excess. Free Additional Driver (spouse Only)
- The Platinum Rate** The rate includes the following for FREE.
Zero Excess, Free Additional Drivers, Free Tank Of Fuel
- GPS** Can be pre paid with our vouchers.

One Way rentals

One Way rentals must be requested. Charges will apply on arrival. Additional local taxes and airport fees may be applied. One way rentals are priced on Mileage

One Ways on Group A vehicles could incur a higher one way fee.
A minimum of \$100 extra on normal One Way Fee
No one way fee within California and Florida

Toll Fees

If a client drives through an electronic tolling lane or a dual lane with the option to pay but fails to make payment. The vehicle details will be recorded on the number plate recognition cameras and the details will be passed to Budget. You are then charged for the toll and \$10 a week for the use of the electronic toll facility. If the electronic system had not charged you for the toll you would have been liable for a \$100 ne for failing to pay for a toll. At each toll there is information displayed on how to make a payment if you have passed through an electronic lane by accident, you should also have received details from Budget at the start of your rental. The charge is correct and cannot be refunded.

Please ensure you keep your receipts for your refund without your receipt you will NOT be refunded.



USA SUPPLIERS



- The Gold Rate** The rate includes the following for FREE.
Unlimited Mileage, Zero Excess
- The Platinum Rate** The rate includes the following for FREE.
Additional Drivers (maximum 3), Zero Excess, Free Tank Of Fuel
- GPS** Can be pre paid with our vouchers.

Young Drivers Information

Minimum age is 21. Drivers age 21-24 must pay an additional fee of between \$25 - \$45 per day plus tax. Please check with Reservations
The fee for the specialty car classes has been increased to \$35 per day plus tax nationwide with the exception of the New York Zone as this has increased to \$45 per day plus tax. This is only relevant where the location allows underage drivers to rent these car classes.

One Way rentals

No charge within the state of Florida. No charge within the state of California with the exception of Peak Season; A \$125 (plus taxes and fees) drop fee is applicable for one-way rentals for Dollar and Thrifty brands for rentals July 1, 2016 through August 15, 2016. No charge between the states of California, Nevada and Arizona.

Charges apply for all other one way rentals, dependant on one way mileage, payable locally and is subject to fees and taxes. Please check with reservations

Toll Fees

Save time at the Tolls by taking PlatePass cover. Cost from \$8.99 per day plus taxes and fees. PlatePass allows drivers to use the SunPass and E-Pass Only express lanes on the Florida toll road system bypassing the cash lanes and eliminating the need to carry exact change and can be used with any class of vehicle rented. Collection of tolls is tied to vehicle licence plates and no electronic device is required.

See website for Electronic toll by-pass option.



USA SUPPLIERS



The Gold Rate	The rate includes the following for FREE. Zero Excess, Unlimited Mileage
The Platinum Rate	The rate includes the following for FREE. Zero Excess, Free Additional Drivers, Free Tank Of Fuel
GPS	Can be pre paid with our vouchers.

Young Drivers Information

Drivers have to meet the following age requirements to rent certain car groups. Please see website for these car groups.

Driver has to be in possession of a valid driving licence for at least 1 year.

Driver's license for vehicle groups FVAR, PVAR must include an approval for category D1. **EU citizens** are allowed to drive vehicles with up to 8 passengers. **A Young Driver Surcharge** of USD 9.00 per day or maximum of USD 49.00 per rental applies for drivers under 25 years. **Except for Weehawken:** A Young Driver Surcharge of USD 39.99/day and a maximum of USD 499.00/month applies to drivers under 25 years of age. **Except for Tampa & Myrtle Beach:** A Young Driver Surcharge of USD 18.14/day applies to drivers under 25 years of age. **Except for Charlotte:** A Young Driver Surcharge of USD 25.00/day applies to drivers under 25 years of age.

International

International One-Way Rentals are not allowed.

Toll Fees

Express Toll Service

Our optional Express Toll Service offers unlimited use of all automated toll lanes within Florida for a daily prepaid rate of \$7.99/day plus tax (6% - 8.5%).
(Express Toll Service = T1)

EZ Toll Pass Service

Our optional EZ Toll Pass for Weehawken will be offered for a daily prepaid rate of \$3.95/day with a maximum charge of \$40.00/month plus tax (6% - 8.5%).
(EZ Toll Pass Service = EZ)



USA SUPPLIERS



The Gold Rate	The rate includes the following for FREE. Zero Excess, free Additional Driver
GPS	Can be pre paid with our vouchers.

Young Drivers Information

Young Drivers surcharge of \$14 per day plus tax for all drivers aged between 19-24

One Way rentals

One way rentals are subject to amount displayed at time of booking plus tax payable locally.

Other information

- Free Additional Driver In California ONLY
- All Locations Are Off Airport or within Car Rental Areas (Shuttle Provided) Wait Time Between 5- 10 Minutes.
- One Ways within Same States Are Free of Charge, Maximum Charge for Any One Way is \$200.
- Maximum 30 Days Rental
- Fuel Is On A Deposit Basis (Return with the same amount as collection)



IMPORTANT INFORMATION TO NOTE WHEN SELLING CAR HIRE IN THE USA



Rapid Rental check in with Dollar

Save time at the rental counter by entering your details online

Select your car with Dollar

Allows clients to select their own vehicle within the category booked

No more Toll problems (Dollar)

Drive like a local! Opt-in to Pass24®, a pre-paid toll service from Dollar Rent A Car, and bypass toll booths on your drive. No more waiting in long lines searching for coins or cash or waiting for receipts. With Pass24®, you'll cruise right through traffic in the express lane. In areas where the Tollways have converted to All Electronic Tolling, there is no option for a rental car to pay the tolls in cash. If your travels will take you on a toll road in an area where there is no option to stop and pay cash for the tolls, Pass24® is the perfect solution. The areas where the toll-ways do not accept cash are identified below.

No more Toll problems

Breeze from highway to highway without having to keep toll change at hand. E-Toll is offered in the Northeast (from Maine to Virginia), Florida, Colorado, Texas, Chicago areas, California, Oklahoma and Puerto Rico. Budget e-Toll cannot be reserved in advance, but is already installed in many cars. Budget e-Toll is optional and available for a low daily rate plus the cost of tolls. The cost for Budget e-Toll is the toll fee that is published by the toll authority plus the convenience fee of \$3.95 per rental day for each and every day of your rental or \$16.75 maximum per month for the use of this service.

No more Toll problems

Express Toll Service: Our optional Express Toll Service offers unlimited use of all automated toll lanes within Florida for a daily prepaid rate of \$7.99/day plus tax (6% - 8.5%). (*Express Toll Service = T1*). **EZ Toll Pass Service:** Our optional EZ Toll Pass for Weehawken will be offered for a daily prepaid rate of \$3.95/day with a maximum charge of \$40.00/month plus tax (6% - 8.5%). (*EZ Toll Pass Service = EZ*)

Please note: If a client drives through an electronic tolling lane or a dual lane with the option to pay but fails to make payment. The vehicle details will be recorded on the number plate recognition cameras and the details will be passed to the supplier. The supplier will then charge a client on their credit card. Clients are recommend to prepay the Toll option to avoid high charges.



USA ONE WAYS



One Way rentals must be requested. Charges will apply on arrival. Additional local taxes and airport fees may be applied. One way rentals are priced on Mileage.

Mileage Fees:

0-99 Free of Charge
100 - 274 - will be charged at 50 USD
275 - 599 - will be charged at 100 USD
600 - 1599 - will be charged at 300 USD
1600 + - will be charged at 1000 USD

One Ways on Group A vehicles could incur a higher one way fee. A minimum of \$100 extra on normal One Way Fee. No one way fee within California and Florida.

One-way rentals within Sixt locations may be allowed with prior approval of the renting location only. Additional fees will apply and must be approved prior to renting.
(*One Way Cost Will Be Shown On The Booking Page*)

International

International One-Way Rentals are not allowed.

Dollar

No charge within the state of Florida
No charge within the state of California with the exception of Peak Season; A \$300 (plus taxes and fees) drop fee is applicable for one-way rentals for Dollar and Thrifty brands for rentals July 1, 2015 through September 30, 2015
No charge between the states of California, Nevada and Arizona.

Charges apply for all other one way rentals, dependant on one way mileage, payable locally and is subject to fees and taxes. Please check with reservations.

Look up our drop charges on our website.



NO FRILLS SUPPLIERS



Deposit

Firefly does not accept Cash under any circumstance as a valid method of payment. When Super Cover is not purchased the deposit starts from 600.00 Euros

A. If you use a valid credit card (*) a 4.00 € fee will apply to cover our costs for processing the payment with your credit card company. Credit car charges no longer exist.

B. If you use a valid credit card (*) when you pick up your car, and a valid debit card (**) at car return, no credit card or debit card charges will apply.

C. If you do not have a valid credit card (*) we accept debit cards (**) when you pick up your car, however given that we will not be able to reserve credit against potential damage to the vehicle or fuel missing at return we will need you to purchase Super Cover and Fuel at the start of the rental. We will refund unused fuel at the end of the rental unless we have agreed with you otherwise.

() VISA, Mastercard and American Express cards are accepted*

*(**) Please note that Electron cards or those which carry the words "Electronic use only" are not accepted.*

Fuel Policy

Pre-purchase of a full tank of fuel is required in all Firefly rentals. A service fee is also applied to cover service costs (Firefly Fast Return Service Charge). Both items are clearly displayed in your Rental Agreement / Statement of Charges / Invoice

Fuel Rates are calculated based on official pump rates, and we will apply the corresponding charges to the specific vehicle you are driving.

A reimbursement of unused fuel will be automatically applied to your rental upon return. The fuel rate to calculate the reimbursement is exactly the same one we applied to calculate fuel costs at the start of your rental. The Service Charge is not refundable, only the fuel cost is refundable.

Express /Priority Check-In Service

The Firefly Express Service offers customers a much faster checkout process at all our locations. This free, online service allows customers to pre-register the personal information needed to process their rental agreement before they arrive at the location. By doing this, their rental agreements will be pre-populated in advance, saving time spent at the counter and thus reducing customer waiting time.



NO FRILLS SUPPLIERS: GOLDCAR



Important Information Regarding Your Goldcar Car Rental

Deposit, CDW/Theft Excess

For CDW/Theft Excess rentals:

For any booking made that is liable for a CDW/Theft Excess this amount will be taken as a deposit amount. This can be waived by taking out the Super Relax Insurance.

We accept credit cards to pay the costs of cars rental, fuel and other local extras. The main driver of the car rental contract must be the cardholder of one of the following valid credit cards: MasterCard or VISA. We do not accept payment EC-Karte, American Express, Postepay or Diners. Nor will accept payment in cash. We have always been very flexible in accepting payment in cash, but unfortunately, due to increased thefts of vehicles, we have been forced to take such decision. Please note that we also accept Debit Cards payments in Spain, Canary Islands and Portugal if excess deposit is held or a Super Relax insurance cover purchased).

Super Relax Insurance (Optional) – Please see below or Suppliers Terms & Conditions.

Purchasing this insurance the CDW and Theft Excess is waived. We will cover the following:- TP/Theft: Vehicle Theft Protection -CDW: the Collision Damage Waiver (CDW). It is covered the damages to the rented vehicle (damages to the bodywork, paint and mechanic damages) arising from collision, fortuitous fire and vandalism acts as long as the conditions stated in the contract are fulfilled - FREE 24 hours Telephone Roadside Assistance, Wheels, Tyres, Hubcabs, Locks, Windows, Side and Rear-view Mirrors, Undercarriage, Motor, Towing service after accident, Taxi (transportation), Clutch, Battery, Locks, Copy of the key and delivery of the key to closest Goldcar office, Damage to oil sump, Catalytic convertor, Radiator and Exempt of 500€ deposit for replacement vehicle in case of accident or breakdown and the Repair Period.

Please note: If you have purchased a Excess Protection Policy from another company.

- There are many companies selling Excess Insurance Cover and the level of cover does vary between them.
- You should check to make sure that the level of cover meets your needs.
- It is important that the person named on the policy is listed as the main driver on the car rental agreement.
- If your cover is sufficient you should decline any offer of additional insurance from the car hire company.
- The car hire company will still need to take a pre-authorisation from your credit card for a fuel deposit AND any insurance excesses.
- Should you be in an unfortunate situation to damage the vehicle the car hire company will charge you the excess and you would then claim this from the insurance company with whom you took out the policy.



NO FRILLS SUPPLIERS: GOLDCAR



Fuel Policy

- Returning rental vehicles is done in seconds as Goldcar delivers its vehicles with a full tank of fuel and clients should return the vehicle with the least amount of fuel possible, as this reduces waiting time at check-out as well as anxiety related to filling up the fuel tank before dropping off the car.
- The cost of the petrol will be paid when the client picks up the vehicle and the price will depend on the make and model of the vehicle the customer receives. The cost of petrol will be between €40 and €150, depending on the make/model of the rental vehicle supplied to the client.

Diesel Surcharge

- Diesel vehicles are available, normally at an additional charge of €2 per day, but diesel vehicles can never be confirmed to the client before pick-up. If the client wants to hire a diesel car he should ask for it upon arrival.

24 Hour Recovery

Telephone assistance is free for every customer on weekdays between 09:00 and 18:30. There will be a service charge that will not exceed 30€ for contacting Roadside Assistance/S.O.S outside of these hours, unless the customer has selected the optional Relax/ Super Relax Insurance Package.

Express /Priority Check-In Service:

The customers, who purchase this service, will have the advantage of not having to wait to pick up the car. We will have a priority check-in desk for immediate pick-up. The cost of this service is €20 - €50 per booking. Please, take into account that this special service is limited to a certain number of bookings per hour in each location. Once we have reached our limit of bookings requesting this service (8 pick ups per hour and location), it will not be possible to make any more bookings with Priority Check-in/Express service. Please email reservations@affordablecarhire.com to Prebook this service and you will receive confirmation by email.

Minimum Age Required/Driving Licence Minimum Period:

- Drivers must be over 21 years and have held a valid driving licence for a minimum of 12 months. Customers who are under the age of 25 will be able to drive our vehicles but they will have to pay a surcharge – Please check suppliers terms and conditions for details.



NO FRILLS SUPPLIERS



Deposits & Payments

Payment is made with a credit card (Visa and Mastercard) when you arrive at the airport. All the other credit cards such as American Express, will also be accepted, provided that the customer purchases the Comfort Plus Waiver. The holder of the credit card must be present at the time of pick up. Record also accept Visa and Mastercard ATM debit cards (Except EC-Karte), provided that the customer contracts the Comfort Plus Waiver. In these cases, the Full- Full policy will not apply.(see more information in fuel conditions section below)

Record Go customers are asked to leave an amount of between 950 - 1900 Euros. In the event of negligence, the customer will be charged accordingly. This amount will be retained from the customer's credit card and only deducted if damage occurs. The Comfort Plus Insurance will not cover for any type of negligence. We only charge the customer if negligence takes place. Otherwise, at the end of the rental, and once the vehicle is checked, the credit card imprint will be destroyed.

CASH IS NOT ACCEPTED

Fuel Policy

The client will be provided with the vehicle full of fuel and it is not necessary to refuel it, allowing the client to avoid all the hassle and worry of having to find a gas station while on their way to the airport. Furthermore, once they return the vehicle they will not have to wait to have the vehicle fuel level checked as this will be done automatically at our logistics facilities. The unused amounts of fuel left will be reimbursed.

As with the current policy, the full tank of fuel will be charged to the client at pick up. Do take into account that the amount charged depends on the vehicle model received as well as on the price of fuel in the market on the pick-up date and will include the handling and logistics fee of 24 Euros (taxes included).

The amount to reimburse will be calculated based on the amount of fuel left. The unit of measure will be every 1/8 of a tank in the vehicle's gauge. The handling and logistics fee is not reimbursable. Please take into account that this policy will be applicable to bookings with all durations (from 1-28 plus days). In case of upgrade the fuel price will be the one of the model provided.

In case clients decide to return the vehicle full of fuel, as a requisite we will need that they provide us with the receipt of the airports gas station. The handling and logistics fee will not be reimbursable in this case either. Should clients not provide us with the receipt, we will reimburse the corresponding amount. Please be aware that in these cases the average to reimburse is approximately 7/8 of a tank.



EUROPE ONE WAYS



Goldcar

One-way charges apply for all rental periods: One way fees will be charged between 35 - 300 Euros - Please contact reservations to confirm price.

Europcar

National One Ways will vary from 50 Euros + tax to 400 Euros + tax, depending on car group.

International one ways - Please check with Reservations

Sixt

One-Way Rentals between the Sixt own-run branches within Spain are free of charge.

Hertz

On request, contact reservations.

Thrifty

On request contact reservations

CAR HIRE COMPARISON: CAR HIRE ADVICE

Car hire tips

Save money on car hire by following our tips on booking, collecting and returning a rental car - it can make a big difference between cheap car hire and a pricey ride.

Don't forget that while some car rental suppliers may have lower headline prices there may be extras to pay and they may not perform well in our assessment of best rated car hire companies.

BOOKING YOUR CAR HIRE

Know the insurance options

Make sure you understand what is included in the insurance that the car hire company is offering you. If it has high excess charges and you don't want to take out their top-up super collision damage waiver policy you may be better off taking out a separate policy for the extra cover.

If you're only using the hire car for a short time, a daily excess insurance policy will be cheapest, but if you hire a car for longer, or more than once a year, an annual policy could be best.

Do check that the policy covers you for all areas of the car, including its tyres and windscreen.

Check the fuel policy

Picking up the car with a full or half-full tank is generally the most economical option, but some companies ask you to pay for a full tank and return it empty, with no refunds for unused fuel. We frequently hear complaints from people who feel they have been ripped off by this policy and suggest you avoid it.

Book your hire car early

Online and early booking discounts are plentiful, so if possible book up to three months in advance. You should also see which car hire companies were rated top by Which? members.

Mileage limits and one way fees

Check what fees are included as some firms apply one way charges if you drop off your hire car at a different location to where you collect it. Most rentals have unlimited mileage but some do apply a limit, so double check.

COLLECTING YOUR HIRE CAR

Upgrades

You may be offered an upgrade to a bigger car. This is fine as long you are not asked to pay more. Generally the offer will be made because the size of car you booked is no longer available.

This is the car hire company's problem not yours - they have a legal obligation to give you what you paid for. If they don't they are in breach of contract. So if they give you a bigger car it has to be at the same price.

If you get a smaller car than the one you paid for, you should get a refund for the difference.

Insurance

You will almost always be asked to take out extra excess waiver policies. If you know you are covered for everything you want, resist the hard sell. We have had reports of customers who have bought third party insurance being told it is not valid. If you know you are covered stand your ground and don't buy something you don't need.

Damage

Before you drive away make sure any damage on the car is recorded on the paperwork the company has given you and take your own digital photos of the car.

Point out any damage that is not recorded and make sure you get an employee's signature agreeing to the record.

RETURNING YOUR HIRE CAR

Damage

Make sure an employee checks the car for new damage with you and get a signed receipt saying there was nothing extra to pay.

Fuel

If you have to return the car with the same amount of fuel as when you picked it up, make sure you do or the car hire company will refill it and charge you above market rates. You won't know how much until you get the bill.



REMEMBER TO OFFER SUPERMAX OR TOP UP MAXI EXCESS

Travel with peace of mind

Do not lose your deposit or excess in the event of an accident, damage or theft to the vehicle, with the Affordable Super Max cover you can claim for the charges upon your return.



Top Up Maxi excess Excess Refund Policy

- **Reimbursement of Excess up to £6,500**
Covers damage, fire and vandalism to the parts most frequently damaged: the windows, tyres, headlights, the undercarriage and the roof of your rental car. This includes loss of use and towing costs.
- **Loss or theft of keys up to £500**
Including replacement locks and locksmith charges, additional costs normally not covered by rental companies.
- **Loss or theft of luggage up to £500**
Rental companies assume no responsibility for baggage and/or personal effects, this policy will cover you.
- **Misfueling cover up to £500**
This policy covers cleaning out the engine and fuel system and any towing costs in the event that you put the wrong type of fuel in your rental vehicle.
- **Out of hours charges up to £50**
If you pick up the car out of standard hours because your flight had an unscheduled delay, you will be covered for any extra charges.

Supermax excess Excess Refund Policy

- **Reimbursement of Excess up to £6,500**
In the case of damage to the vehicle, including windows, tyres, headlights, the undercarriage and the roof. It also includes theft, fire and vandalism, loss of use, towing costs and mechanical breakdown. This includes loss of use and towing costs
- **Loss or theft of keys up to £500**
Including replacement locks and locksmith charges, additional costs normally not covered by rental companies
- **Loss or theft of luggage up to £500**
Rental companies assume no responsibility for baggage and/or personal effects, this policy will cover you.
- **Misfueling cover up to £500**
This policy covers cleaning out the engine and fuel system and any towing costs in the event that you put the wrong type of fuel in your rental vehicle.
- **Out of hours charges up to £50**
If you pick up the car out of standard hours because your flight had an unscheduled delay, you will be covered for any extra charges.

THINGS TO KNOW ABOUT TOP UP MAXI & SUPERMAX

Affordable Car Hire only displays 1 applicable Protection Insurance. If you select a Zero Excess Car Hire offer, Top up Maxi will display as it protects the client against the same as Supermax expect the Refundable Excess Cover.

If you select a Car Hire offer that does not have a Zero Excess offer then Supermax will display with includes the Refundable Excess Cover.

Basically, these Excess Refund Policy protect the clients against any unforeseen circumstances that might occur when hiring a car BUT you must advise that this cover is not in relation with the car hire company and if the Supplier offer they own insurance protection locally the client must state and show that they have Insurance Protection already or this could cause the client to be charged locally.

If the client has a incident locally they will have to pay the Supplier locally for any cost incurred (CDW Excess for example) and then follow the instructions on their policy to claim back upon their return.

You can save the 'Fact Excess Refund Policy Document' on our website and forward to your client, which they have a 14 day cooling off period where they can cancel the policy.



IMPORTANT INFORMATION: DRIVING LICENSE

Driving License

Drivers must produce a full national driving license from their country of residence for at least one year. Licenses must be written in roman script otherwise an international driving license will be required. All parts of a license must be given to the car hire company. No refunds will be given for rentals rejected due to non-production of a driving license or non-disclosed endorsements. Faxed or photocopied driving licenses are not acceptable.

New Driving License Regulations

As of June 8th 2015 the paper counterpart that currently accompanies the UK driving licence photo card will no longer be valid or issued. This will mean that hirers that hold the Photocard UK Driving Licence will be unable to produce this document when asked at rental locations. The replacement service will be for the clients to log onto the UK DVLA website (known as the Shared Driving Licence system) 72 hours prior to their departure/ collection of vehicle to gain a 'onetime password'. If the client fails to produce the online code, the supplier can call the DVLA's premium rate line (charged at up to £3 a minute) to check the driver's status but this will only be available during office hours throughout the week. The client will also be able to obtain and print off a PDF document that will outline their driving history. The supplier can also access the clients information via the following link <https://www.viewdrivingrecord.service.gov.uk/driving-record/licence-number> where all disqualifications or penalty points can also be viewed.

Please note: I must stress however, that the old paper style UK licence issued before the photo card UK licence will still be valid.



CUSTOMER REVIEWS

Affordable Car Hire Review Centre

Find the latest customer reviews, give your feedback & share your experience!

Review by location: you can search reviews in over 15,000 car hire locations. Just type in destination.

Review by supplier: if you are interested in a particular supplier, just select them to see their reviews.

Customer Reviews

See below for some of the reviews left on our website from customers.

★★★★ - Good quality car. Efficient service. Impressed! - Europcar, Spain

Booked using Tesco vouchers and was impressed that there was no additional premium for doing this. Car was supplied through Eupacar in Menorca and was brand new with no miles on the clock. Car was economical (we did 600km on half a tank of fuel). - *John Claxton*

Europe Supplier Ratings

See below our star ratings for the following suppliers that can be found on our review centre on our website.

- ★★★★ Europcar
- ★★★★ Goldcar
- ★★★★ Centauro
- ★★★★ Record
- ★★★★ Sixt
- ★★★★★ Helle Hollis
- ★★★★ Firefly

USA Supplier Ratings

See below our star ratings for the following suppliers that can be found on our review centre on our website.

- ★★★★ Dollar - Platinum



USEFUL INFORMATION

Fuel Policy Options

Most suppliers operate a full to empty fuel policy. The client is required to pay for a full tank up front, then return the vehicle without refuelling. Please check at the time of booking the suppliers fuel policy to be clear.

Bubble Bum

You can purchase Bubble Bum booster seats directly from us which we can send out to yourselves or your client (UK only). It is a portable foldable seat from the ages of 4-11. For more details including costs please see our website.

On Airport

This means the supplier does not have a desk in terminal but is located in the vicinity of the airport grounds i.e. the carpark across from the terminal.

Off Airport

This means the supplier is located off airport usually around 5-10 minutes transfer and a shuttle bus will be provided.

Desk in Terminal

This means the supplier has a desk in the airport arrivals hall in the terminal.

Age restrictions

Please always fill in the correct age for your client on our website. Many suppliers do have an age restriction and will charge a young drivers/senior driver supplement. Please check rental conditions for this information.



Portugal

We hereby inform you that the Portuguese Authorities have imposed a new tax that will be effective from the 1st March 2015 for Porto, Lisbon and Faro International Airports for all pick ups /drop offs.

This information was just confirmed and did not allow us to inform you earlier. Having said that, we urge you to inform all customers of this new tax upon their arrival.

This new law / tax is being contested by the majority of Car Rental companies who are acting legally against its implementation but, until any result is accomplished, we regret to inform that we have no other option but to apply this Tax locally to all customers.



AMENDMENTS, CANCELLATION & PRICE WATCH PROMISE POLICY

Amendments

Amendments need to be in writing. Note that our prices may have increased between the date of your original booking and the date you request any amendments and if there is a material change to your booking such that it is effectively a new booking, you will have to pay the price that applies on the date of the amendment.

If you are unsure that the booking price will change please use Live Chat which we can advise there and then if there is a price change. If an amendment is done on location, dates, times, car type or insurance change this can result in the booking going onto request.

We will do our best to try to arrange your requested changes with the supplier, however we cannot guarantee that we will be able to make the changes requested.

Cancellations

Can be made via the website, you must enter a reason why in the comments to active the cancellation or alternatively you can email us on the dedicated email address below.

Price Watch Promise:

If you find the same car from the same collection point for the same period offered by any other UK independent car rental company at a cheaper rate, we will do our very best to find, but do not guarantee, a price match to ensure that you receive the best prices available. You may use our price watch promise up until the day of departure. Our price watch promise does not apply to promotional offers.

Please note that for a Price Watch Promise to be done you cannot make the reservation, it will be made and process via our price watch team.

Procedure & Notes:

- Email reservations@affordablecarhire.com and Header 'Price Match Request'
- Valid and applicable only to UK Websites, commission will be looked into as we cannot price match a direct consumer website as this is not like for like product.
- The Price Watch Promise applies to pre-paid prices offered on like for like car hires by other independent UK car rental operators using comparable suppliers.
- Affordable Car Hire will need to verify the terms and conditions of the alternative offer – once the price, supplier and Terms and Conditions have been verified a member of the team will contact you with an update on your quote this may take up to 48 Hours as we need to contact our suppliers to submit their office.
- It is important to note that like for like covers both product and service. For example should the other price be for a rental off airport whereas Affordable Car Hire's price is on airport this will not be considered like for like. Please note price watch requests are handled between 9:30am and 4pm, Monday to Friday - however requests can be submitted at any time via the pricematch form on the website.
- It does not apply to vehicles which have an "on-request" status with Affordable Car Hire or the operator to whom we are being compared to.



Frequently Asked Questions (FAQ)

Questions Clients may ask!

How much luggage will the car hold?

This is in the description under the car category, however as all the cars are or similar this may vary.

How much is additional driver?

Unless the supplier has a free additional driver which can be seen under extra value directly under the suppliers name you will find the daily cost by clicking on the rental conditions.

How much are child seats?

This can be found under rental conditions and is a daily rate payable locally - on request.

Is there an excess on the car?

Under rental conditions you will see insurance excesses.

What is the deposit?

Under rental conditions you will see the deposit that is required. This will normally be the excess amount, if the car has an excess.

Can I use a debit card?

Under rental conditions you will find this information under the deposit header, the majority of suppliers will only accept credit card.

If I pick up at one location and drop off at another location will there be a charge?

You will see the one way information in rental conditions (some one ways you will need to call our reservations team).

Can I pick up out of hours?

All suppliers are different you can find the information under rental conditions for the out of hours fee, this again will be payable locally.

Can I hire a GPS

If you book this under additional extras on the booking page you will need to see the daily rate payable locally.

Has the supplier got any age restrictions?

You will see under the rental conditions the age restriction tab and a young/senior tab these will tell you the age limits and any extra cost payable locally if applicable.

Can I still hire the car if I have points on my license?

3 points with the majority of our suppliers are fine however if you have more than we would need to email the supplier for confirmation.

What if I've been band from driving?

If you have been band and it is over 11 years then that is fine, if not then NO.

All information found under rental conditions:

- Cover Description
- Collision Damage Waiver and Theft Waiver Insurance Excesses
- Break Down information
- Deposit
- Additional Driver Charges
- Driving License Requirements
- Upgrade Information
- Age Restrictions
- Young/Senior Driver Information
- Fuel
- Baby/Child/Booster Seats
- Rental Hire Period - Min/Max
- One Way Rentals
- Cross Boarder Charges
- Roof Ski Racks
- Winter Equipment
- GPS/Satellite Navigation
- Tolls Information
- Summary of Items not covered

We also have a 24 hour emergency phone number which is manned by the reservation team in the event that your client has any issues when picking up the car at the location, this number must be called as although we will do our very best to rectify any issues once your client has left the location desk it is easier to resolve whilst they are at the location.



CUSTOMER SERVICES

Complaints

Should any problems arise during your car rental period, please raise this immediately with the car rental supplier. If the car rental supplier is unable to provide suitable resolution to your problem, please contact us on:

Working Hours (UK Time): Tel: +44 (0) 345 9000 420
Out of Office Hours: Tel: +44 (0) 7876 683 924

It is always best, where possible to find a solution before the end of your car rental period. In the unlikely event this is not resolved at this time, please contact our customer services department, within 28 days from the end of your rental period: Customer Services Department at Affordable Car Hire Limited, Broxbourne Business Centre, Pindar Rd, Hoddesdon, Hertfordshire EN11 0FJ. Please keep your letter concise and to the point. This will assist us to identify your concerns quickly and speed up our response to you.

If you fail to follow this simple procedure, we will have been deprived of the opportunity to investigate and rectify your complaint during the car hire period and this may affect your rights under this contract.

Please bear in mind that we are only liable to compensate you in line with these booking conditions - in particular section 10 above makes clear that our obligation is to choose the car hire provider with reasonable skill and care.

Any dispute or claim arising out of this contract that can't be settled between us can be referred by you to the ABTA arbitration scheme (see section 13) or to a court. We agree that the courts of England and Wales have jurisdiction and that English law applies (unless you live in Scotland or Northern Ireland in which case you can bring proceedings in your local court under Scottish or Northern Irish law, as applicable).

If a court or tribunal applies any law other than English law, we shall (in respect of all exclusions and limitations of liability) be entitled to the maximum protection allowed by that law including statutory protection of limitation as to the amount of damages recoverable.



AGENTS TRAINING



Feeling low on your ancillary conversion?



Our tests have proven that upon completing the **prescribed course of ACH CHC** your car hire sales will be on top of the world!

The Clinic offers:

- online training
- training manuals and fact sheets
- ongoing support from Agency Sales Team
- regular webinars

LIVE CHAT

Live Chat

We have a live chat feature on our website at the top right hand side of the screen. You can click on this icon and within 15 seconds one of our dedicated sales team will be able to answer any of your queries. You also have the option to request a call back.

Email: reservations@affordablecarhire.com

SOCIAL MEDIA

Social Media

We have a number of social of media pages. These include:

- **Facebook** - like our page and receive upto date offers and news
- **Twitter** - follow us @affordablech
- **Youtube** - See our promo video, search affordable19
- **Google+** - follow us +affordablecarhire
- **Instagram** - follow us @affordablecarhire





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