

GENERAL TERMS AND CONDITIONS

What is Included:

European rates include: Unlimited mileage, Third Party Insurance, Fire, Theft Waiver and Accidental Damage* (unless caused by negligence) to the rented vehicle, Bail Bonds (Spain & Spanish Islands and Local Government Taxes, European airport imposed fees. *In some locations our suppliers may impose a small insurance excess – Please see information contained within for all other areas.

Not Included:

Petrol, personal accident insurance (optional), additional request items (roof rack, child seats, etc), young drivers surcharges (where applicable), additional drivers charges, local taxes (where applicable), airport imposed fees or taxes (where applicable). The cost of these items will be confirmed at the time of booking and are all payable locally upon collection of the hire car. It should be noted that in most destinations windscreens, tyres and towing charges are not covered under the included insurance policy, however, in some destinations an optional Extra Protection insurance is offered in order to waive liability.

Personal Accident Insurance:

This is an optional insurance which is often covered by your Holiday Insurance (check before you travel) with HPB Travel Club Ltd. (HPBTC)

Period of Hire:

The minimum hire period is 3 consecutive days in all destinations. Hire periods are calculated on a 24 hour basis, otherwise an extra day will be charged at the local tariff (which may be considerably higher). Rates are quoted per week, additional days are available at one seventh of the weekly rate. For hirings of less than one week the daily rate is one fifth of the weekly rate.

If you wish to extend your car hire after collection of the vehicle, this has to be arranged locally with the car hire company concerned, paying the local tariff (which may be much higher).

Hire Charge:

Clients will be charged the rate prevailing on the day of collection, no increase or reductions apply if the rental continues into a higher or lower season.

Amendments:

Reservations amendments following issue of Confirmation/Invoice will incur a £15.00 Amendment Fee.

Cancellation Charge:

No shows in resort or non-receipt of vehicle due to insufficient documentation – 100% of rental price.

Refunds:

No refunds will be made on partially used rentals.

Car Capacity:

Rental car passengers capacity – some Group A cars are insured for a maximum of four passengers. All other car groups are insured for a maximum of five passengers unless specified. Please make sure when booking that you advise the number in your party so that the most suitable car may be suggested. The car capacities shown are for guideline purposes only.

Vehicle Type:

The vehicle quoted in the group type is an example of the car size and may not necessarily be available at the time of hire. The right is reserved to supply an alternative vehicle of approximate engine sizes available in the group you are hiring to ensure it is suitable for your requirements.

Driving Licence:

Drivers must produce a full British Driving Licence held for at least one year except in the Balearics, Turkey and Ireland where it must be held for at least two years. Any endorsements must be advised to our Reservations Centre at the time of booking. The car hire company does reserve the right to refuse renting a car to a person with endorsements on their licence. All persons driving the hired vehicle must be in possession of their driving licence at all times whilst driving the rented vehicle for perusal by the local authorities; in Portugal drivers must additionally carry photo ID (ie Passport).

Driver Requirements:

In most destinations the minimum no surcharge hiring age is 21 years except in Ireland where the minimum age is 23. However in the UK, Cyprus, Turkey, Greece, Italy and Austria, there are exceptions whereby young drivers surcharges may apply or minimum age requirements on larger car groups may be increased. Please check with our Reservations Centre for exact details regarding minimum and maximum age limitations. Additional drivers charges also apply in some destinations and again, can be confirmed with our Reservations Centre.

Additional Drivers:

Charges may apply for additional drivers in certain destinations. Please check with our Reservations Centre at time of booking.

Delivery Collection: This is normally at the airport. Charges may apply if this is outside office hours, in most locations deliveries are available. Where clients require their car to be delivered to their accommodation, full address and time of delivery must be given when making the reservation, a charge may also apply in this instance. Deliveries cannot be made to private accommodation.

One-Way:

One-way rentals must be confirmed in advance and may be subject to drop charges. Check with our Reservations Centre for details.

Special Requests:

Child Seats, Roof Racks and additional items are available on request in most destinations, although these items cannot be guaranteed at any time. Children aged 3-5 must, by law, be restrained either by a seat belt or by using an infant seat. There is usually a charge which is payable locally. Check with our Reservations Centre regarding these items.

Deposits:

Most car hire companies require a form of guarantee from the customer at the time of rental to cover petrol charges or other local charges incurred during the hire. A major credit card may be used. However, in the event that a customer does not wish to use a credit card for this purpose, then in some cases, a cash payment will be taken. Please note that all clients renting a car in the UK and Austria must present a valid major credit card. Please check with our Reservations Centre at the time of booking.

Petrol:

A deposit is paid for petrol in the car upon collection and all refuelling charges are incurred by the hirer and paid locally. Any refunds on unused petrol are determined by the car hire company at each destination. Petrol details will show on your voucher.

Local Charges:

The costs and conditions of all incidental items payable locally are subject to change without prior notice and are subject to local tax.

Vehicle Suitability:

Upon collection of your car, if you are dissatisfied in any way with the standard of the vehicle, we ask you to report this to our representative immediately. It is difficult to assess any claim made regarding the standard of your vehicle on completion of hire.

Mechanical Difficulties:

In case of breakdown or mechanical difficulties you must immediately call the car hire company. Their telephone number will appear on the rental agreement. Authority to obtain repairs or replacement cars must be given by the local car hire company. If you are involved in an accident in the hire car, the local police and the car hire company MUST be contacted. Keep copies of any relevant documentation you are asked to complete (this may be needed should you wish to make an insurance claim).

Hire Price:

The rates shown in this leaflet are correct at the time of going to press. However, changes to Federal, State or Local Law/Taxes could give rise to an increase in the price shown. We reserve the right to increase or decrease brochure prices at any time due to currency fluctuation/rate of exchange.

HPB TRAVEL CLUB accepts no responsibility for and shall not be liable in respect of any loss, or damage or alterations, delays or changes arising from circumstances outside its control, such as war or threat of war, riot, civil strife, industrial dispute including air traffic control disputes, terrorist activity, natural and nuclear disaster, fire or adverse weather conditions, technical problems with transport, closure or congestion of airports or ports, cancellations of scheduled airlines, financial failure of airlines.

THE GENERAL INFORMATION AND TERMS & CONDITIONS STATED ARE CORRECT AT THE TIME OF GOING TO PRESS.

HPB TRAVEL CLUB LIMITED, act as Agents for the hire companies and a contract will be taken with the car hire company concerned supplying the hire car. Clients will then be subject to the terms and conditions of that contract and the laws of the country in which rental has taken place.