

General Business Terms

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Auto Europe LLC acts as a direct agent for car rental companies worldwide. Auto Europe LLC, 39 Commercial Street, Portland, ME 04101, USA is registered as a Limited Liability Company in the state of Delaware, USA, registration number 3726730 (in the following "Auto Europe").

1. Data Protection

Please note that this site is operated on servers controlled by Auto Europe, LLC, a US based company, and that any data which you send to us will be processed not only by Auto Europe Deutschland GmbH Ltd but also by Auto Europe, LLC, in the United States. If you do not want your data to be transferred to Auto Europe, LLC, in the United States, please do not use this site. By using our services, you acknowledge that your data will be processed in the United States and recognize that the transfer of your data to the United States to Auto Europe, LLC is required for us to provide you with our services. [\[Back to Top\]](#)

2. Reservations

Generally, reservations via Auto Europe are confirmed immediately. Exceptions can include last-minute bookings, on request bookings, special vehicles, one-way rentals and optional equipment. In these cases Auto Europe has to request a confirmation from the car rental company. Following confirmation and payment, Auto Europe sends a car rental voucher to the customer either by email or by fax (upon request). The client has to present this voucher to the car rental company at time of pick up. The actual rental agreement is concluded locally between the customer and the car rental company and is subject to the car rental company's terms & conditions as well as local legislation. Auto Europe reserves the right to change the booking to another car rental company - subject to availability - and to inform the customer in due time. [[Back to Top](#)]

3. Payment

Customer has to pay in full to Auto Europe at time of reservation. Payment must be made by credit card in the name of the renter. At time of pick up, the same credit card must be presented to the car rental company for deposit (see "Deposit"). Only upon receipt of full payment Auto Europe will send the car rental voucher - once confirmed by the car rental company - to the customer. All prices are based on 24-hours periods starting with pick up time. The charged price is valid for the confirmed duration. Variations can result in additional charges locally e.g. in case of early returns the car rental company might charge higher daily rates and/or in case of late returns the car rental company might charge the extra hours/days at locally applicable rates. As Auto Europe is acting as a Disclosed Agent we are unable to issue an invoice with VAT. Should you need an invoice with VAT we recommend that you contact the car rental supplier. [[Back to Top](#)]

Special Campervan Regulations

For motorhome bookings the total price must be paid no later than 50 days prior to rental. For rentals commencing outside of 50 days, a deposit of at least 30% of the total rental price must be paid at the time of booking.

4. Deposit

At time of pick up the car rental company requires a deposit. This takes place by an amount being blocked or charged on the international, valid credit card issued in the name of the renter. Debit cards and prepaid credit cards are not accepted. In general, the deposit amount includes the value of a full tank plus the deductible in case of damages to or theft of the rental car plus any local charges (for optional equipment, optional insurances taken out locally, one-way fees etc.) [[Back to Top](#)]

5. Car Category

Reservations and confirmation are for car categories only, never for a specific make or model. Car rental companies maintain fleets with many different makes and models of similar size and configuration. Car rental companies reserve the right to provide similar or higher category cars to the customer than originally booked and paid for. [[Back to Top](#)]

6. Pick up & Return of Rental Cars

Already at time of reservation the customer determines exactly where and when the pick up and the return of the rental car will take place. When making a reservation for pick up at an airport location, Auto Europe and the car rental company require the flight number and arrival time to make sure that the car is still available in case of flight delays. For pick ups at downtown locations customers only need to provide the exact time. In general, car rental companies will hold the rental car available for pick up until 30 to 60 minutes after the originally reserved time, as long as this is within the normal location opening hours. Pick ups outside of normal location opening hours are on request and will be charged an extra fee. [[Back to Top](#)]

Special Campervan Regulations

Specified times apply to the collection and return of campervans. Collection and return of campervans outside these hours may be requested and, if available, will always incur additional charges. These fees can only be disclosed upon the booking confirmation. Detailed vehicle instructions will be given upon collection.

7. Deliveries & Collections

This service can be requested with the car rental companies from downtown locations for an extra fee. For deliveries and collections requests it is mandatory to provide the hotel name, address and telephone

number. Agreed times are approximate only and can vary by up to 60 minutes. Deliveries and collections of rental cars are not possible to/from cruise terminals, private accommodation, Fincas or campgrounds. [[Back to Top](#)]

8. Insurances

Fees, inclusions and coverage differ by destination, car rental company and car category. Customers should refer to the actual rental agreements (in local language, often with English translations) of the car rental companies for details. In general, insurance claims based on the rental agreement can only be made when damages are reported to and recorded by local police. In any case it is prerequisite that utilization of the rental car is in accordance with the rental agreement. Auto Europe's products and prices always include: liability insurance including legally required minimum coverage, CDW = Collision Damage Waiver with or without deductible depending on the car rental company. CDW never covers damage to tyres, glass, exterior mirrors, underside, interior, roof, engine, damage to the locks and loss of vehicle keys. TP = Theft Protection with or without deductible depending on the car rental company. [[Back to Top](#)]

9. Refundable Excess Products

For car rental bookings in most destinations and with most of our car rental partners, Auto Europe is offering a Refundable Excess product for an additional fee. Detailed terms and conditions and prices are part of the car rental voucher and are being communicated at time of reservation. This Refundable Excess policy is NOT an insurance but a special service of Auto Europe LLC. Auto Europe will decide on the validity and the extent of the claim according to the company's best judgement. When the car rental booking includes the Refundable Excess product from Auto Europe (not from the car rental company), customers need to provide the following documents in case of damage to or theft of the rental car: rental agreement, damage report from the car rental company, police report or - in case of single vehicle accidents a police notification, proof of payment/credit card statement. Only when all documents are present and wilfulness and severe negligence can be excluded, refund will be processed. Auto Europe's refundable excess product is in no way linked to any Super CDW offered by car rental companies. No refund will be made when damages/accidents occurred due to violation of local traffic rules, breach of the rental agreement or when any involved third party refuses the settlement of the claim. All rental agreements are subject to the local legislation of the pick-up country. [[Back to Top](#)]

10. Refundable Excess

With Refundable Excess, damage to certain vehicle parts is always excluded from the refund: damage to glass, tyres, the interior, gearbox, underside, roof, clutch, engine, oil sump, damage caused by filling with wrong fuel, accidents caused by animals (including beech marten bites). Please refer to the voucher (the last page) for more detailed information on exceptions with the purchased product. Refundable Excess does not cover damage to or loss of personal property, vehicle theft due to the loss of vehicle keys, car rental supplier's income loss for the vehicle which cannot be used, roadside assistance, towing charges, any processing fees in the event of damage (if applicable), administrative fees nor any subsequent personal costs such as telephone bills, hotel accommodation, public transportation or taxi costs. A refund is also impossible if the accident has been caused by breaking the local traffic rules and/or if the driver has been issued with a fine, and/or when the insurance company (even of the other party involved) has rejected the claims settlement on the spot. All rental agreements are subject to the local legislation of the pick-up country. [[Back to Top](#)]

11. Refundable Excess with SUPER COVER

Refundable Excess with Super Cover excludes: damage to the interior and gears. For more details and the individual exclusions of the purchased product, please refer to the voucher (the last page). This product also does not cover any damage to or loss of personal property, vehicle theft due to loss of vehicle keys, car rental supplier's loss of income for the vehicle which cannot be used, roadside assistance, towing charges, any processing fees in the event of damage (if applicable), administrative fees nor any subsequent personal costs such as telephone bills, hotel accommodation, public transportation or taxi costs. Refund is also impossible if the accident has been caused by breaking the local traffic rules and/or if the driver has been issued with a fine, and/or when the insurance company (even of the other party involved) has rejected the claims settlement on the spot. All rental agreements are subject to the local legislation of the pick-up country. [[Back to Top](#)]

Special Campervan Regulations

Auto Europe does not offer refund excess for campervans.

12. Additional Coverage

At time of pick up the car rental company might offer you additional coverage including but not restricted to PAI (Personal Accident Insurance), PEC (Personal Effects Coverage), Super CDW, Seguro Relax Insurance, Road Assistance etc. Auto Europe does not refund any locally purchased insurance charges/fees even if deemed unnecessary after return of the rental car. [[Back to Top](#)]

13. Driver License

Renters and additional authorized drivers must present a valid drivers license at time of pick up which they must have held for at least 1 year, exceptionally for 3 years or more (for details see voucher terms & conditions). If the valid national driver license is not completely in the Roman alphabet, then an International Driving Permit (IDP) is mandatory, valid only in addition to the national driver license. Some car rental suppliers always require an IDP at time of pick up even if the original national driver license is in the Roman alphabet (for details see voucher terms & conditions). All car rental suppliers have minimum age requirements. Some of the suppliers also have a maximum age limit. This is valid for both the main and the additional driver. [[Back to Top](#)]

Special Campervan Regulations

Please note, depending on the campervan's permissible total weight, a driving license category C1 (European Driving License) will be required.

14. Additional Drivers

With some car rental companies the fees for additional drivers are already included in the price; others charge a daily fee at time of pick up. Such fees are stated on Auto Europe's website and on the car rental voucher. In any case, additional drivers need to be registered in the rental agreement and need to present the same documents as the renter at time of pick up (driver license and International Driving Permit where required and passport/personal ID). [[Back to Top](#)]

15. One-way Rentals

One-way rentals are available upon request and for a fee in most destinations and with most car rental companies. Auto Europe will request one-way rentals and applicable fees (to be paid locally) with the car rental companies and will communicate such fees to the customers after the reservation has been made. The customer is entitled to cancel the whole booking free of charge if the customer does not agree with the one-way fee. Restrictions may apply for certain car groups, minimum durations and between certain cities and locations. [[Back to Top](#)]

16. Travel to other Countries

Customers must indicate travel to other countries at time of reservation. All countries must be noted on the voucher. In most cases, the car rental supplier must authorize any cross-border travel and will charge a daily fee locally. Such fee is stated on the vouchers terms & conditions. [[Back to Top](#)]

17. Optional Equipment

Optional equipment like child seats, roof racks, winter equipment etc. must be requested at time of reservation and is subject to availability to be confirmed by the car rental supplier. Applicable fees are noted on the car rental voucher and are paid locally. [[Back to Top](#)]

18. Customer Service

Auto Europe will support customers in solving any problems with the car rental company which are not the customers fault. As a broker, Auto Europe cannot be held liable for the provision of services (incl. insurances) by the car rental company as per rental agreement and/or the refund of charges from the car rental company. Customers must send any claim in writing to Auto Europe within 90 days of the incident. [[Back to Top](#)]

19. Booking Modifications

Booking modifications can be made up to 48 hours prior to the pick up time and are subject to availability and additional charges. Auto Europe does not charge for booking modifications but applies the prices which are applicable at time of amendment of the booking. No modifications can be made after pick up time: no extensions of the rental duration, no refund of unused voucher days if car is picked up late or returned

early. Any changes of bookings (flight details, arrival time, car category etc.) must be communicated to Auto Europe and NOT directly to the car rental company. Please note that a name change of the renter is not a booking modification but constitutes a cancellation of the original booking and a new booking under the new renter's name. [[Back to Top](#)]

Special Campervan Regulations

Booking modification is only possible prior to the rental date and is subject to availability and additional charges. The charges will reflect the cancellation costs incurred at the time of the booking modification and the new rental price valid at the time of booking modification.

20. Cancellations

Cancellations can be made free of charge up to 48 hours prior to the pick up date/time provided cancellations are communicated to Auto Europe during office hours Monday through Friday between 8:00 and 20:00 hrs CET, Saturdays, Sundays and Public Holidays between 10:00 and 18:00 hrs CET. For cancellations later than 48 hours prior to pick up date no refund is possible. For cancellations of confirmed and paid bookings of 7- and 9-seater vans with pick up during July and August no refund will be made, regardless of the cancellation date and time. Some car rental companies charge higher cancellation fees for certain car categories. In such cases Auto Europe will communicate any higher cancellation fees at time of booking as part of the car rental voucher. Auto Europe does not refund any paid for but unused voucher days due to no show or late pick up or early return of the rental car. Customers have the right to provide proof in writing of a lesser financial damage and subsequently lower the cancellation cost. [[Back to Top](#)]

Special Campervan Regulations

The cost of cancellation of campervan hire depends on the date of cancellation and will be shown separately on the quotation or the booking voucher.

21. Limits of Liability

As a direct agent, Auto Europe is exclusively liable for the orderly placement of the car rental booking with the car rental company, that is, for the procurement of the opportunity to complete the car rental on the agreed conditions. Auto Europe is not liable if rental agreements are not effected locally for reasons which the customer is responsible for including but not restricted to missing or invalid documents at time of pick-up (driver licence, passport/personal ID, credit card, voucher), not fulfilling rental requirements like minimum/maximum age, incapability of driving due to consumption of alcohol, drugs, prescriptions etc. Other than that Auto Europe is only liable for compensation of financial damages due to willful or severely negligent acts by its employees. In the event of simple negligence, Auto Europe's liability and the amount of compensation shall be limited to the foreseeable losses typical of the contract and only in the event of a breach of contractual duty, whose compliance is of a particular importance for fulfilling the contract. Auto Europe shall be liable for cases which are impossible from the outset only if the impediment upon fulfilment was known to Auto Europe or if its lack of knowledge arose from gross negligence. The aforementioned limitation or exclusion of liability shall not apply in the case of damage or injury to life, body, and health. In the event that our liability should be excluded or limited, the same shall also apply to the liability of Auto Europe's employees, representatives, and agents. With the exception of claims based on tortious acts, the liability for damage shall expire after one year. Auto Europe is not responsible or liable for any claims based on the contractual rental agreement between the customer and the car rental company or for the rental car itself. In such cases customers need to contact the car rental company as their contractual partner. Auto Europe is not responsible or liable for the rented vehicle itself, in particular not for its technical safety nor for the vehicle being suitable for the client's needs. In this respect, the customer's claims are exclusively limited to the supplier in question/on the spot. [[Back to Top](#)]

22. Miscellaneous

The ineffectiveness of single regulations of the rental contract does not result in the ineffectiveness of the entire contract. In addition, the generally applicable legal regulations apply. [[Back to Top](#)]

February 2016

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