GENERAL TERMS & CONDITIONS // 2009

Taking possession of our vehicle implies full acceptance of our general rental terms.

1) The customer agrees that the use of vehicle is expressly limited and restricted to the customer or such authorised operators as provided in this agreement.

2) THE VEHICLE : the customer agrees that he has examined the vehicle hired and that it is undamaged and in good condition and repair, mechanically and otherwise, except as may be specifically noted on the vehicle check out form. The customer shall not disconnect or/and tamper with speedometer and if the same show signs of having been tampered with or disconnected, customer agrees that he shall pay AVIS CAR-AWAY for the said vehicle of the stated rate on the basis of four weeks of rental.

3) FUEL - OIL - GAS : the customer is responsible to verify engine oil, water and coolant levels. He is also responsible for purchase of fuel, including return of the vehicle with a full fuel tank. The vehicle is supplied with two gas bottles : one is full, one is half full. There is no charge for the first two gas bottles. Any extra bottle bought by customer during rental period remains at his expenses.

4) MAINTENANCE - REPAIRS : regular maintenance is at the expense of AVIS CAR-AWAY and is payable upon the customer's return and presentation of duly paid invoices (diesel excepted). The customer should call the rental station for authorisation of any repairs greater than 100 €. The customer may be held responsible for mechanical damage resulting from negligent use of the vehicle or failure to effect normal maintenance. There is no reimbursement for rental days lost.

5) INSURANCE : All the drivers must be approved by AVIS CAR-AWAY, be at least 20 years old and have already held a full domestic driver's licence for at least one year. AVIS CAR-AWAY vehicles are insured against damage to vehicle from accident, fire or theft and third part claim, subject to a 2,000 € excess clause. This guarantee is effective in the majority of Western Europe countries. In the event of loss or damage to vehicle while on rental, the customer's responsibility is limited to a maximum of 2,000 €. With the purchase of Collision Damage Waiver (CDW), the customer's responsibility is reduced from a maximum of 2,000 € to 300 € per occurrence. Damages due to frost, or/and to the interior of the vehicle, radio, windows, windscreen, tires, GPS, TV, electronic devices and personal belongings are not covered by the insurance, even with the purchase of CDW. **With the purchase of CDW, in case of damage caused by striking overhead objects and from backing up vehicle, the customer's responsibility is NOT reduced from 2000 € to 300 €.**
If you are involved in an accident with another vehicle, fill out the accident report : take down circumstances, date, place, name of any witnesses, third part name, insurance company and policy.
Should no notice given, the vehicle will be considered missing if not returned on time. In addition, the vehicle will be no more covered by AVIS CAR-AWAY insurance.
These terms are null and void for any drunken driver or any driver who has given false information.

6) BREAKDOWN : The customer is strongly recommended to purchase a Breakdown insurance. AVIS CAR-AWAY will be pleased to provide policy details on request, should the customer not have his own cover.

7) RESERVATION : AMENDMENT - CANCELLATION :.
If the case of cancellation, the following conditions apply : from the date of reservation to the 45th day before departure : 50 €, from the 45th to the 30th day before departure : 30% of the total cost is charged, from the 29th day to the departure date : 100% is charged.

8) SUBSTITUTIONS : AVIS CAR-AWAY will make every effort to provide the vehicle model requested. We reserve, however, the right to substitute a similar vehicle with variations in layout and specifications from that published.

9) DEPARTURE FORMALITIES : Upon arrival, the client should expect to fill out a rental contract, to leave a 2,000 € security deposit - we only accept credit card (VISA, MASTERCARD or AMEX) -, to show a valid driver's licence and to inspect the vehicle before leaving.
Should for reasons beyond our control a vehicle not be available on the book date, our liability is limited to a refund for hire days lost.
Departure time is imperative and is noted down in customer's contract.

10) EXTENSION OF HIRE : The duration of the contract is imperative. We will be pleased to extend your hire period if required, subject to availability of vehicles. Please phone for advice of additional hire costs, which are required to be paid in full, prior to commencement of the extended period.

11) RETURN FORMALITIES : The customer will be asked to inform AVIS CAR-AWAY of any accidents during the rental period. The vehicle must be returned on the date, and before the time, stated on the rental agreement. The customer must ensure the vehicle is in a reasonably clean and tidy condition with chemical toilet and wastewater tank empty. Otherwise, the customer must pay a sum of 100 € for cleaning not including any repair not covered by the insurance.
AVIS CAR-AWAY can not be held responsible for loss, damage or destruction of any property carried on the vehicle.

12) EARLY RETURN : No reimbursement will be given if the customer returns the vehicle before the date mentioned in the rental contract.

13) LATE RETURN : If you will be late in returning, advise us immediately. Failure to advise will result in prosecution for driving whilst uninsured. An additional hire charge of 1 day' hire cost will be payable for each 4 hours' delay.

14) TICKETS : AVIS CAR-AWAY is under no conditions responsible for speeding tickets, parking tickets or other infraction during the rental period.