



## TERMS AND CONDITIONS

### **Currency**

Dirham- AED

### **Currency Exchange Rate**

Due to the fluctuation of daily exchange rates, the amount charged to the customer may differ from the price we quote in foreign currency.

### **Tax**

VAT of 5% will be applicable on all invoices related to rental and related services that are generated from 1<sup>st</sup> January 2018 or any part of the service/ invoice fall within/after the 1<sup>st</sup> January 2018, irrespective of the booking confirmation made earlier.

### **Rates Include**

Daily and weekly rental with unlimited kilometers. Monthly rental with limited kilometers.

### **Rental Duration**

Minimum rental duration is 1 day (24 hours).

### **Monthly Rentals**

Monthly rentals are calculated on a 30 day rental period. Advance payment is mandatory and first month payment is non-refundable. Early car return will automatically cancel the monthly plan and weekly or daily charge will apply.

### **Late Return**

Grace period on car return is **29 minutes**, after which an additional day's rental charge will be applicable.

### **Collection of your reserved vehicle**

A vehicle pertaining to any reservation will be reserved for a maximum of 6 hours from its collection due date/time. Any collection after the mentioned 6 hours will be subject to availability.

### **Reservation**

We confirm car group and any car model of the similar car group available at the time of pick up for advance reservations.

A specific car model reservation is currently available only for sports vehicles however special terms and conditions apply.

### **Cancellation and No Show**

If you cancel your booking on the same day the reservation is made, no cancellation fee will be applied.

If you cancel your booking up to 3 days prior to collection you will receive a full refund less AED 250 which will be applied by way of compensation.

If you cancel your reservation within 3 days prior to the rental date shown in your booking, a fixed

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compensation amount, similar to the average 3 day rental amount will be applied. If you have rented for less than 3 days, the full amount of the voucher will be kept as compensation.

If you do not collect your vehicle and do not cancel, there is no refund and the full amount of the voucher will be kept as compensation.

In order to obtain a refund of the amount you have paid for your voucher (where applicable) you must write to [customerservice@avisuae.ae](mailto:customerservice@avisuae.ae) with the booking reference number and details.

### **Off-road Driving**

Not Allowed. Customer is fully liable for any damage or additional costs.

### **Rule of Road**

Drive on the right hand side.

### **Weekend**

Friday and Saturday

### **Age Limit**

Minimum age is 21 years old for groups A to E, J & K. For vehicles from group F and above, minimum age is 25 years. There is no maximum age limit.

### **Documentation for rental**

- Original Passport (refer Passport section for more details)
- Original Driving License (refer Driving License section for more details)
- Physical Credit Card (refer Method of Payment for more details)

### **Passport**

We take a copy of your first passport page as well as a copy of your visa page as per law requirements and send to RTA (Roads and Transport Authority). GCC citizens must present their passport. UAE permanent residents can provide UAE ID or passport.

### **Driving License**

All drivers must have a valid driving license held for a minimum of one (1) year.

All non-UAE residents wishing to rent, are required to hold a valid International Driving License along with their National Driving License, except drivers holding driver's license from the following countries:

**GCC countries** - Kingdom of Saudi Arabia, Qatar, Oman, Bahrain, Kuwait

**European Countries** - Germany, Italy, Switzerland, Poland, Slovakia, Finland, Spain, Netherlands, Greece, Sweden, Belgium, Ireland, Turkey, Denmark, Portugal, Austria, France, United Kingdom, Norway, Romania, Luxemburg, Latvia, Serbia, Lithuania

**North American Countries** - United States of America, Canada

**East Asian Countries** - Japan, Australia, Singapore, People's Republic of China, South Korea, New Zealand, Hong Kong

**Africa States** - South Africa



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Note that the original license should be from the same country as the passport issuing country.  
All UAE residents with an employment visa should have a UAE Driving License.  
All UAE permanent residents should have a UAE Driving License.

### **Method of Payment**

We accept all major Credit Cards (MASTER, VISA, JCB, DINERS and AMERICAN EXPRESS), Avis Charge Cards, Avis Vouchers or Corporate LPO(s), as method of payment(s). Local Purchase Orders (LPOs) are accepted from companies who are already registered locally with Avis UAE. We accept UNION PAY CREDIT CARDS (starting with 4 & 5). Please note we will not accept prepaid, recharge or virtual credit cards - or any cards on which the relevant characters are not embossed.

Credit card should be valid for a minimum of 3 months from the day of Rental and must be physically available at time of vehicle collection. Please note that in all cases, DEBIT CARDS are not accepted as 'security'.

### **Deposit**

The estimated cost of the rental and insurance charges are payable in advance. A credit card is mandatory for any reservation, except in case of Full Credit Voucher. A 'Pre-authorization' is taken at the time of rental which includes insurance excess amount, full fuel tank and any additional charges such as Traffic Fines, Toll Gate Fees, etc. Pre-authorization amount on credit card is between AED 1600-5100, depending on rented car group. Pre-authorization amount on credit card is reduced to AED 1000 for all car groups, if SCDW insurance is purchased. We keep pre-authorization amount until we receive confirmation regarding Traffic Fines and Toll Gate Fees from RTA (Roads and Transport Authorities). Sometimes, it may take up to 15 days.

### **Insurances**

#### **CDW (Collision Damage Waiver)**

This is a mandatory insurance. The renter will be responsible for an excess between AED 1500- 5000. If declined, for any reason, the renter will be responsible for full damage amount. Terms & Conditions apply. Charges depend on the type of vehicle rented. In case of any accidents and additional damages, a police report must be obtained by contacting the local authorities.

Limitation of liability shall apply to damage to the rental vehicle, its parts and accessories caused in a road accident. CDW limits renter's financial responsibility to Excess Amount stated on the Rental Agreement. In any case, CDW DOES NOT COVER damage if the vehicle was driven by unauthorized driver or by authorized driver under the influence of alcohol or drugs, damage to the interior of the vehicle, tire and wheel damage, windscreen, wheel cover and rims, damage to the underside of the vehicle, broken or lost key, lost or damage car documents, contamination of fuel, either in the event of deliberate intention or negligence.

#### **SCDW (Super Collision Damage Waiver)**

This is an optional insurance, sold in addition to the Collision Damage Waiver (CDW) insurance. By accepting this, the renter is reducing the liability for damages to the vehicle to ZERO.

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Terms & Conditions apply. Charges depend on the type of vehicle rented. Police report must be obtained by contacting the local authorities. In any case, SCDW DOES NOT COVER damage if the vehicle was driven by unauthorized driver or by authorized driver under the influence of alcohol or drugs, damage to the interior of the vehicle, windscreen, tire and wheel damage, wheel cover and rims, damage to the underside of the vehicle, broken or lost key, lost or damaged car documents, contamination of fuel, either in the event of deliberate intention or negligence.

### **PAI (Personal Accident Insurance)**

This is an optional insurance for the driver and the passengers, in respect of death or bodily injury whilst in the vehicle during the rental. Terms & Conditions apply. Claims are subject to UAE Courts approval.

### **WS (Windscreen Damage Waiver)**

This is a coverage option that covers damages caused to the windscreen glass of our vehicle (front, back and side windows only). Terms & Conditions apply.

### **RSN (Roadside Safety Net)**

This is a coverage option that covers any non-mechanical breakdown while the customer has the vehicle. Roadside safety net is a coverage that is meant to assist the customer for services while they are on the road or during the time of the rental. Services included: Towing, Replacement of flat tires, Lock outs, Refuelling service, lost keys replacement, Jump Starts (battery dead). This product does not include coverage for negligence, when customer has not refuelled the vehicle with the right type petrol vs non-leaded and has caused damage to the vehicle- we will tow the vehicle but the damage to the engine is not covered. Terms & Conditions apply.

### **TC (Tire Cover)**

This is a coverage option that covers flat or damaged tire. Customer will not pay tire charge. Terms & Conditions apply.

### **Insurance Policy**

The insurance policy does not cover acts of sabotage, terrorism, flood, storm, hurricane, volcanic eruption, earth quake or other convulsions of nature, invasion act of foreign enemies, hostilities or warlike operations whether war be declared or not civil war, strike, riot, civil commotion mutiny, rebellion, revolution insurrection military or usurped power, confiscation or nationalization, reckless and drunken driving (under the influence of alcohol and / or any other substance).

### **Motor Liability Insurance**

Vehicle is comprehensively insured including third party liability. Terms & Conditions apply. ACCIDENTS: Note: In case of an accident, UAE Law states not to move the car until a police report and repair slip have been obtained. Failure to do so may result in the Renter being responsible for the damages. A Police report is a MUST in order for the Insurances (CDW / SCDW / Motor Liability Insurance / PAI) to be covered. OFF ROAD DRIVING IS NOT COVERED WITH INSURANCE, customer is fully liable for any damage and additional costs.



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### **Cross Border Rentals (Oman Only)**

Vehicles are allowed to be driven out of United Arab Emirates to Oman strictly through request bookings via AVIS UAE call center with advance notification of 72 hours. Approval is subject to insurance approval and fleet availability. Original No Objection Certificate (NOC) and Oman Insurance has to be collected from the assigned AVIS UAE rental locations for verification at the border. AVIS UAE shall not be liable for any charges or compensations for cross border restrictions from authorities.

### **Breakdown Recovery Service**

In the unlikely event of a breakdown, kindly contact the Call Centre on 800 AVIS (2847) or +971 4 330 7272

The service is available 24/7; fees vary depending on the location.

### **Repairs and Maintenance**

All repairs and maintenance must be carried out only at AVIS workshops. Customer is fully liable for all damages and additional costs in case of own repair, changing parts of the vehicle or maintenance.

### **Use of the rented vehicle**

AVIS vehicles are to be used for non-commercial passenger transportation only. Valet charges will apply for pet's transportation or misuse of the vehicle. Only authorized drivers, stated on the rental agreement are allowed to drive an AVIS vehicle.

### **Avis Delivers**

Delivery and Collection services are available, on request, subject to driver and vehicle availability. Charges vary depending on the location. Delivery or collection within the city limits AED 75; Delivery or Collection in Fujairah AED 250; For Delivery and Collection, reservations must be made via our Call Centre on 800 AVIS (2847) or +971 4 330 7272 or via email on [callcentre@avisuae.ae](mailto:callcentre@avisuae.ae)

### **After Hours Charge**

This is subject to AVIS down town locations which are not open 24 hours. For pick-up or drop-off out of opening hours, after hours charge of AED 100 applies.

### **Additional Driver**

This is subject to AVIS driver qualification and will be charged at AED 20.00 per day, AED 105.00 per week with the maximum charge of AED 150.00 per rental for each additional driver. The additional driver's original Passport and valid Driving License must be presented to AVIS.

### **Young Driver**

Drivers between 21-23 years old are subject to the fee of AED 10 per day or maximum AED 100 per month as per lack of driving experience and therefore, high insurance risk.

### **Airport surcharge**

A surcharge is applicable for all rentals (pick up as well as drop off) at any airport locations in the UAE. This surcharge is applicable only once per rental. A surcharge of AED 50 applies for rentals at Dubai

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International Airport (Terminal 1, Terminal 2 and Terminal 3), Abu Dhabi Airport & Sharjah Airport.  
AED 25.00 at Al Maktoum Airport in the UAE.

### **Baby / Child / Booster Seat**

Baby / Child seats are subject to availability at all AVIS rental offices at an additional cost of AED 35 per day, AED 210.00 per week with up to a maximum of AED 340 per month. Advance notification of 72 hours is required. Damaged Baby/Child/Booster Seat will be charged AED 550.

### **GPS / Navigation System**

GPS rental is subject to availability at all AVIS rental locations at an additional cost of AED 50 per day, AED 250 per week and AED 450 per month. Advance notification of 72 hours is required.

### **Lost or damaged GPS**

AED 1000 charge applies.

### **Fuel Charges**

Petrol is not included in the rates. Vehicles must be filled with special grade petrol and must be returned with the same level of fuel as it was at the point of collection. Please be aware that we are unable to give a refund for unused fuel. Missing fuel will be charged at AED 3 per liter.

### **One Way Fee**

A drop off fee is applicable when renting a vehicle in one city and dropping it off in another city within the UAE. Charges depend on the type of vehicle rented and city limit.

Description One Way Fee	AED Min	AED Max
Ruwais and Dubai/Sharjah/Fujairah/AI Ain	500	500
Ruwais and Abu Dhabi	300	300
Between Emirates, depends on vehicle category	200	300

### **Valet Charges**

If the car is returned with an extremely dirty interior (e.g. Sand or mud particles found in the car, or pets hair on the seats, tea, coffee or any other edible items staining the car seats, seat burns, etc.), there will be a charge of AED 250 as valet charges. If the car is returned with an extremely dirty exterior, there will be a charge of AED 50 as valet charges.

### **Non- Smoking Charges**

Avis operates a non-smoking fleet. Vehicles returned with smoke or unacceptable odor will require a full valet and as such a fee of 250 AED shall be chargeable to the customer.

### **Accident Service Charge**

A fee of AED 75 per accident will be charged as an accident handling administration fee, over and above the damage repair costs or applicable excess.

### **Traffic Fine Surcharge**

A surcharge of AED 50 is applicable, over and above the traffic fine as a handling administration fee.



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### **Toll Gate System (SALIK)**

Toll gate fee is charged at AED 6 per crossing.

### **Vehicle Registration Fee**

A fee of AED 5 per day or maximum AED 75 per month will be applied to each rental.

### **Tire Replacement Service Charge**

A surcharge of AED 100 will be charged, over and above the tire repair costs or applicable excess, as a handling administration fee.

### **Tint Film Removal**

A fee of AED 100 will be charged if the rented vehicle is returned with tinted film on the windows.

Rent a car vehicles cannot have tint film on the windows as per UAE law. Renter is liable to bear fine costs and admin fee in the case that tint film is placed on the rented vehicle.

### **Holidays**

Dubai, Abu Dhabi and Sharjah Airports are open on all holidays. Customers would have to contact the Call Centre to enquire about other location timings during holidays.

HOLIDAY NAME	HOLIDAY DATE
NEW YEAR'S DAY	JANUARY 01
EID AL FITR HOLIDAY	REFER TO ISLAMIC CALENDAR
ADHA HOLIDAY	REFER TO ISLAMIC CALENDAR
HIJRA NEW YEAR	REFER TO ISLAMIC CALENDAR
PROPHET'S BIRTHDAY	REFER TO ISLAMIC CALENDAR
ISRAA WAL MAIRAJ	REFER TO ISLAMIC CALENDAR
U.A.E. NATIONAL DAY	DECEMBER 02

### **Chauffeur Drive Services - Point2Point**

Chauffeur Drive Charge applies. Refer to Call Center for an offer.

Leave the driving to our Chauffeurs. Receive luxury treatment to and from any location across UAE. To book, please contact our Call Centre on 800 AVIS (2847) or +971 4 3307272 or via email on [callcentre@avisuae.ae](mailto:callcentre@avisuae.ae)