



## TERMS AND CONDITIONS EUROPCAR CHILE

### **Tax:**

19%

### **Airport Surcharge:**

9% of total.

### **Chile Electronic Tolls/ Mandatory:**

A mandatory surcharge will be applied in Santiago, Viña del Mar, Rancagua and Concepción stations and all other cities that have electronic toll gates. This surcharge is per day of rental and pay on arrival. Santiago USD 9,52 per day ; Viña del Mar and Rancagua USD 4 per day ; Concepción USD 2,72 per day. Rates include tax.

### **Age:**

The minimum rental age is 18 for all car categories. A young driver mandatory surcharge per day of USD 10 tax included, will apply to all drivers aged 18-21.

### **Additional Driver:**

With the consent of the renter, the vehicle may be driven by other people. One additional driver is permitted, and same documentation must be presented as the main driver. Cost USD 6 per day tax included.

### **Driving Licence:**

A valid driver's license will be required. License must be valid up to 10 days after the end of rental. If license is not written in Roman or Latin Letters, an International Driving License will be required. Electronic Driver's Licence are not allowed by Chilean laws.

**Cash Rental Deposit:** Not allowed.

**Credit Cards Accepted:** only plastic cards and with full numbers printed will be allowed. Visa, American Express, Diners Club, MasterCard . Plastic that has both modalities credi/debit could be rejected.

**Confirmed Car Group:** Europcar Chile only confirms car group or category and does not confirm car model, brand or color of vehicle .

**Debit Cards are not accepted as guarantee**

### **Insurances:**

#### **CDW /LDW Coverage:**

Some rates could not include this coverage. In case it is included or purchased, all car groups have excess. Value will depend on car group. In Chile this coverage includes a limited third party liability until USD 20.000. Excess: In case of accident, own damages or third parties involved, excess surcharge value will depend on car group. Amounts will be between USD 500 to USD 5.000 for all and each event depending on car group. Amounts are subject to change. Excess amount will be charged to customer whatever customer is culpable or not. Statement Report has to be mandatorily reported immediately through <http://siniestros.europcar.cl/> , otherwise all the costs of damages (including third parties) will be charged.

#### **Declination of CDW/LDW Coverage:**

In case rate does not include LDW/CDW, passengers are allowed to decline CDW/LDW by leaving a guarantee of USD 2.000 which will be blocked in addition to the regular rental guarantee from the main driver's credit card. A declination Statement must be signed and by this document the renter assumes any charge for damages for

own and third parties. If the amount requested can't be covered by Credit Card, the purchase of CDW/LDW will be mandatory. Even if the customer declines CDW/LDW coverage, in case of any kind of damages, the customer will have to sign a damage report at the nearest station within 12 hours. CDW/LDW will be mandatory for crossing border purposes.

**Other excess:**

Roll Over or Turn Over, Theft excess and Total Loss, excess starting from USD 1.190 including tax. This excess will be charged even if the car is covered by CDW/LDW. Statement Report has to be mandatorily reported immediately through <http://siniestros.europcar.cl/> , otherwise all the costs of damages (including third parties) will be charged..Amount is subject to change. Excess will be charged even if the driver is guilty or not.

**Damages or Accidents:**

Damages or accident should be reported immediately by an Statement Report through <http://siniestros.europcar.cl/> , since the accident occurred in order to activate CDW/LDW or any additional coverage purchased. This statement is mandatory to activate any coverage, otherwise full values of damages to own and third parties involved will be charge to the customer credit card.

**Guarantee/Deposit:**

Only Credit Card. Cash, debit cards or electronic cards are not accepted. Card holder and owner should be the same as the reservation and renting driver. By this guarantee, renters accept late charges, as a result of any extra not included in rate. The release of this guarantee will depend on each customer bank, once Europcar Chile has closed the credit card transaction.

**Domestic/ International One Ways:**

Domestic One Ways are allowed between all stations. Only SUV and Pickup's truck are allowed to have One Ways to the following cities: Coyhaique, Balmaceda, Punta Arenas and Puerto Natales. Only cars 4x4 are allowed to drive in Carretera Austral. International One Ways are not allowed. A penalty of USD 10.000 will be charged plus all cost associated to bring back the car to Chile for any reason.

**Cross border:**

Allowed ONLY to Argentina and rentals starting from 7 days.Only SUV's and Pickup's truck are allowed for cross-border. Customer has to rent his car for at least seven days to apply for a cross-border permit. Seven working days advanced reservations is required. Renters must send by email to [reservations@europcar.cl](mailto:reservations@europcar.cl): scanned driver license, passport and credit card number with expiration date. Information must be received by Europcar at least 7 working days before reservation date. Changes /cancelations only accepted before 48 hours (working days) otherwise full value of it will be charged as well as no shows will be fully charged. *Europcar Chile will not be responsible if the renter is not able to cross the border, if renter did not send all required paperwork within the correct period.* Passengers going to Patagonia may need a permit to cross border depending on each passenger schedule. The permit will be ready at the moment when customer pick up the car. There is a last step in order to activate the permit and it has to be completed upon at arrival with the Customs via internet, so this step will take approx. half an hour more at the counter, so please consider this time at your timeline. IMPORTANT: To cross the border to Argentina Europcar Premium insurance is mandatory. Credit cards insurances or any other insurance issued by a third party are not accepted to cross border. Station will block USD 2.000 into customers credit card in addition to the rental guarantee. For any reason the customer is not able to return back the car to Chile, Europcar will charge the credit card all expenses associated to bring the car to Chile. Argentine citizens going to Argentina with a rented vehicle must prove a minimum residence of 5 years in Chile and must present a valid Chilean identity card.

**Cost for Cross Border Permit:**

7-15 days USD 116 , 16-30 Days USD 203 and 31-60 days USD 304. Rates include tax

**Road Assistance/ Vehicle Recovery:**

Road assistance only includes mechanical issues in route, such as battery charging with jumper, tyre change ( spare), closed vehicles. If the vehicle cannot continue its route, passengers will be delivered to a safe place or to another Europcar Station. This service is limited by geographical distance or if the car is outside Chilean territory. In case of accident the passenger will be fully responsible for any transportation or tow truck cost of the car to the

Europcar Station. If the vehicle needs to be towed by 4x4 cranes, without the possibility of being towed by a crane due to the place and where it is stranded, this cost is not included in coverage and there may be cost that will be charged to the renter considered as a Rescue or Recovery. Any breakdown caused by misuse is not included in the roadside assistance or rescue/recovery service neither Chile or Argentina. Replacement car subject to availability and must be requested to the station in working hours, replacement cars will not be delivered to Argentina.

**Refueling charge and policy:**

All cars are supplied with a full tank of fuel at time of pick-up. At the end of the rental the customer is required to return the car with a full tank of fuel, otherwise refueling charges for missing fuel will apply. Refueling charge approx USD 2,28 per liter tax included. Same charge for Petrol or Diesel. Amount subject to change.

**Grace Period / Extra Days:**

60 minutes. Late return will correspond to a full day charge at the local rate available. Extra days will be charge at the local rate available at the station.

**Condition of Vehicle:**

Vehicle must be returned, normal wear & tear expected, in the same condition as when rented. Damages caused by any external installed accessories will be fully charged. If special cleaning/sanitized is required a separate charge will apply. All Europcar Chile Fleet are non -smoking cars.

**Country Restrictions:**

In case by law or any Government Institution states that some plate numbers are unable to circulate some days of the week, Europcar Chile will not be responsible of unused days refund. Replacements of car depend at availability.

**Delivery / Collection:**

Not available

**Prepayments:**

If the passenger returns the car before of the agreed rental period for any reason, it will not be entitled to a refund for any unused days. No refund won't be given to customer fails to collect the vehicle at the rental start time and has not being cancelled.

**No Shows/Cancellations Fee:**

One day rental penalty will be charged at USD 52,99 if reservation is not cancelled before 24 hours or if the customer is not present at the time that the car was booked. Europcar Chile will keep the vehicle reserved for its rental up to a maximum period of 1 hour after the time indicated in the reservation, during location attendance hours, otherwise the service will be NO SHOW (free for another rental).

**Late Arrivals:**

If the renter arrives after the time scheduled in the reservation, the location may check car availability. If there are cars available, any car group could be offered, and it will be the sole and exclusive responsibility of the renter to refuse or accept the vehicle in the conditions that are presented, in this case no refund will be applied if car group is different or /and unused days. If the reservation has a flight number associated and it is delayed, the reserved vehicle will be kept for a maximum of 1 hour according to the arrival time of the flight, as long as the pick-up office is operating during normal operational hours. There may be extra charges after hours service but only previously coordinated and upon request.

**Rental Agreement :**

Rental Agreement that will be provided to customer at the pick-up station will be drafted in Spanish and in Chilean pesos.

**Exchange Rate:**

Reservations quoted and issued in a different currency from Chilean pesos that considers a local payment must consider that the amount in foreign currency will correspond to an estimated value in dollars according to the exchange rate of the day the reservation was made (indicated in the reservation as Guaranteed Price / Renting Currency), however, this amount must be paid in Chile in Chilean pesos, so the conversion of the dollar currency will be made at the current exchange from dollar to pesos rate determined by Servicio de Impuestos Internos (SII) corresponding to the last business day from the previous month plus a 2% commission. The contract and the invoicing will be reflected in Chilean pesos.

It is important to note that Europcar Chile will not be responsible for the conversion to the base currency of your credit card, which will be carried out in accordance with the conditions of your bank.

#### **Optional Coverages Offered:**

##### **Premium Packages:**

Eliminates Excess to USD 0 in case of collision, theft, total loss, roll over, tyres, glass, third party coverage until USD 267.000, includes SPAI protection cover up to USD 216.000, includes accessories loss or theft such as radio, antenna, spare wheel. Cost USD 32 per day tax included. Statement Damage Report will be mandatory in order to activate coverage. Coverage valid in Chile and Argentina but does not cover tow truck moving from Argentina to Chile in case of accident.

##### **Medium Package:**

Reduce to a half of the normal excess amount of LDW coverage in the event of damage to the vehicle as a result of collision, theft and total loss of car and roll over. Includes Third party liability coverage until USD 35.700. Zero excess in the event of damage to the windshield, headlights or tyres. PAI - Personal accident protection cover up to USD 40.000 in case of injury to the driver and / or passengers or damage to personal effects. Statement Report is mandatory in order to activate coverage. Medium Packages insurance is limited to Chilean territory only and does not cover tow truck moving. Cost USD 18 per day tax included.

##### **Super Collision Damage Waiver (SPCDW):**

Eliminates excess to zero only for own damages. Third party responsibility still will have an excess. It must be taken in addition to CDW. It costs USD 10 tax included. It will be only activated with the corresponding Signed Report Statement at the station. Does not cover tow truck moving in case of accident from Argentina to Chile.

##### **Super Theft and Total Loss Waiver (SPTHW):**

Eliminates excess from USD 1.000 to zero in case of car theft or Total Loss. Cost USD 10 per day tax included. Statement Report is mandatory in order to activate coverage. Coverage will be valid only in Chile and does not cover tow truck moving from Argentina to Chile in case of accident.

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

Provides cover against personal injury for all occupants of the vehicle. In case of death until USD 17.800, Permanent Incapacity until USD 17.800 and Medical Expenses Reimbursement until USD 2.800. It costs USD 2 per day.

##### **Supplement Liability Insurance (SLI):**

Extends Third Party liability from USD 20.000 until USD 267.000 for third party damages and liability. Cost USD 10 per day tax included. Coverage will be only valid in Chile. Statement Report is mandatory in order to activate coverage.

##### **Vehicle Roll Over Coverage (SVALF):**

Eliminates the excess from USD 1.190 to zero in case of roll over/ turn over. Cost USD 10 per day tax included. Statement Report is mandatory in order to activate coverage. Coverage will be valid only in Chile and does not cover tow truck moving from Argentina to Chile in case of accident.

**Glass and Tyre Coverage (WWI):**

Covers only damages in windshield , mirrors, glass, rim and tyres in case of normal use. Does not cover in Argentina. Does not cover tow truck moving in case of accident or damage from Argentina to Chile. Cost USD 7 per day tax included. Statement Report is mandatory in order to activate coverage. Coverage will be valid only in Chile.

**Optional Extras Offered:**

**Child Seat (CSB ):**

- 1-3 years or 9-18kg or 20lb – 40lb cost USD 8 per day tax included with a maximum charge of 10 days. Upon request.
- 4-7 years or 15-30kg or 33lb – 66lb cost USD 8 per day tax included with a maximum charge of 10 days. Upon

**Todler Seat (CST ):** Cost USD 6 per day tax included with a maximum charge of 10 days. Upon request.

**Fuel Tank Option (FUL):** Allows to return the car without full tank. Prices may vary between USD 33 and USD 62 tax included depending car group.

**Navigation System ( NVS) :** Not Available

**Snow chains:** Not Available.

**Jerry Can:** Not Available by Chilean Law

**Second Spare Tyre:** Not Available

**Soft/Hard Cover:** Not available for Pick up's truck.

