



ALAMO RENTAL TERMS AND CONDITIONS FOR RENTALS IN CANADA - EMEA + GAS

EFFECTIVE -APRIL 1ST 2008 TO MARCH 31ST, 2009

- 1. CURRENCY:**
Canadian Dollar (CAD) and euro (EUR)
- 2. MINIMUM AGE:**
Minimum age is twenty-one (21) years of age except where provincial law provides otherwise.
- 3. UNDERAGE FEE:**
In all provinces the minimum age requirement for all drivers is 21. A fee of \$25.00 CAD per day is required for drivers between the ages of 21 and 24. This fee is paid locally by the traveler at the time of rental. All drivers must possess a valid driver's license, major credit card, and a prepaid voucher.
- 4. ADDITIONAL DRIVER FEE:**
An additional driver fee of per \$10.00 CAD or less day, per additional driver will apply except where provincial law provides otherwise.
- 5. ADDITIONAL DRIVER REQUIREMENTS:**
All additional drivers must show valid drivers license and a valid credit card issued in their name at the time of rental.
- 6. INFANT SEAT:**
Fees of \$6.99 CAD per day, per infant seat with a \$50.00 CAD deposit. Infant seats should be requested at time of reservation.
 - Infant Seat : birth up to 20lbs (9.07kgs)
 - Child Seat : up to 40lbs (18.14kgs) or 4 years of age
 - Booster Seat : 40-80lbs (18.14 – 36.29kgs) or 2-10 years of age
- 7. SEATBELTS and CHILD RESTRAINT SEATS:**
Provincial laws require the use of seatbelts and child restraint seats. Seatbelts and child restraint seats can save lives. We urge you to use them. To avoid serious injury or even death, use child restraint seats only in the back seat of the vehicle. Older children who do not use child restraint seats should ride properly buckled-up in the back seat.
- 8. DRIVING AREAS:**
Vehicles can be driven in any provincial in Canada but must be returned to the location from which they were rented or drop-off charges will apply. Vehicles may not be driven into Mexico. Vehicles are allowed One Ways between provinces. No One Way rentals are allowed into the United States unless a prearranged drop off at one of the approved locations has been made. **Driving on road that are not government maintained voids the contract and the Collision Damage Waiver (CDW) coverage. The customer will be fully responsible for any damage done to the car, up to the full value of the vehicle.**
- 9. FUEL POLICY:**
Unless fuel is included in the prepaid tour product, a full tank of gas will be purchased at the time of rental. The service is convenient because the renter does not have to worry about taking time to stop and refuel before returning.
- 10. TAXES AND FEES:**
Unless otherwise stated, rates do not include any Governmentally (Federal, Province, County or City) imposed or authorized taxes or fees, or any airport fees or airport concession recoupment fees which may apply and are the responsibility of the renter.

Rates may not include Customer Facility Charges (CFC) which is payable, where applicable, by the customer at time of rental.

Legislation, regulation or the cost of fuel may affect Alamo's pricing or procedures. On all inclusive products, Alamo reserves the right, without notice to (i) charge customers at the time of rental or thereafter, for the amount of any additional or increased surcharges, fees,

taxes or increased fuel costs incurred subsequent to entering into this Agreement or (ii) increase Client's tax, surcharge or fuel inclusive rates by an amount equivalent to the additional or increased tax, surcharge or fuel cost subsequent to entering into this Agreement.

11. ONE WAY RENTALS:

All one way rentals must be booked in advance and are subject to availability. One way rentals are restricted to rentals between Alamo Canadian locations. Drop-off charges may apply and are payable at time of rental. One way for Luxury vehicle is on request. **For all Calgary locations, one way rentals of Luxury, Minivans, SUV and Convertibles are available on request only.**

12. METHODS OF PAYMENT:

Credit Cards – Alamo accepts Visa, MasterCard and American Express.

13. IDENTIFICATION (ID) REQUIRED FOR RENTAL:

Full and Valid Driver's License from country of origin, Passport and credit card in renters name.

If the License is not legible or translated in English an International Drivers License must be provided.

14. COLLISION DAMAGE WAIVER (CDW):

If Collision Damage Waiver **is** included in the tour packaged purchased by the customer, the deductibles for rentals at Alamo corporate owned locations are as follows:

- Renters age 25+, the customer is responsible for the first \$300 CAD ("Deductible") of damage to the vehicle.
- Renters age 21 – 24; the customer is responsible for the first \$500 CAD ("Deductible") of damage to the vehicle.

If Collision Damage Waiver **is not** included in the tour package purchased by the customer, Alamo offers Collision Damage Waiver for purchase at the counter. The purchase of CDW contractually waives or limits the renter's liability for damage to or loss of the vehicle.

Collision Damage Waiver options, where applicable, include:

Maxi Waiver Saver – Waiver of responsibility of up to full value of the vehicle. The current price for CDW is \$25.95 CAD or less per day.

15. PERSONAL ACCIDENT INSURANCE (PAI) / PERSONAL EFFECTS COVERAGE (PEC):

Alamo offers PAI/PEC to the renter of the vehicle for the entire period of the rental and for its occupants while they are entering, occupying, or leaving the car. It also provides coverage for the personal property effects owned by the renter and immediate family members who permanently reside with the renter and business associates, provided they are traveling with the renter. In Canada the PAI/PEC is offered at the counter for \$5.00 CAD per day.

16. ADDITIONAL LIABILITY PROTECTION:

Additional liability is NOT available to purchase at any Alamo rental locations within Canada. However, as part of an inclusive tour package from the tour operator at the time of reservation, the renter and authorized drivers will receive third party liability up to an aggregate of \$1,000,000 CAD, for claims that may be made by others against the renter and authorized drivers for bodily injury/death and or property damage arising out of the use or operation of the rental vehicle. The Inclusive Tour Package does not include Uninsured Motorist Protection and is only available at Alamo Corporate locations.

17. ADDITIONAL ITEMS:

Roof racks – Mini Vans and Sporty Utility Vehicles, may come equipped with Roof Racked or Ski racks, please request at time of booking if available. Only available at Vancouver, Calgary, Toronto and Montreal.

"Winterized" cars - Cars can be "winterized". A "winterized" car includes a snow brush/ice scraper, a block heater (select locations), and a ski rack. Request at the time of reservation. Ski Racks are \$7.50 CAD per day.

Maps - Maps of the local area are available, free of charge.

18. OVERSTAY FEE:

If a customer extends the rental any time after the vehicle has been picked up at the rental location, regardless if an additional voucher is presented, a fee of \$10.99 CAD per day will be assessed in addition to the applicable rates. These fees will be payable by the customer.

19. GPS (GLOBAL POSITIONING SYSTEM)

GPS navigational systems are available at an additional cost per day and are subject to availability.

20. GRACE PERIOD

Alamo offers a 29 minute grace period on all rentals. If a customer extends the rental any time after the vehicle has been picked up at the rental location and overstay fee as described above will be assessed.

21. RESERVATION REQUIREMENTS

The following information is required at time of reservation for all Voucher and E-Voucher: Voucher ID Number, Number of Voucher days and car type. The number of voucher days and car type on the reservation will be the values used to bill the client.