

# GENERAL TERMS AND CONDITIONS

## Currency

Dirham- AED

## TAX

Not applicable

## Rates include

Daily unlimited mileages and monthly maximum 5.500 km. Additional KM charge apply.

## Rental duration

Minimum rental duration is 1 day (24 hours).

## Monthly Rentals

Monthly rentals are calculated on 30 days rental period. Advanced 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 we charge a new rental day.

## 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 only car group and not specific car model or type.

## Cancelation and No Show

Reservation can be canceled 24 hours ahead the pick-up time. No Show Fee can apply in amount of one (1) rental day as per reservation or AED 100, whichever is higher.

## 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. 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 copy of a visa page as per law requirements and send to RTA (Road and Transport Authority). Passport is must for GCC

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citizens, too.

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

Australia, France, Kuwait, Romania, Switzerland, Austria, Germany, Netherlands, Saudi Arabia, Turkey, Bahrain, Greece, New Zealand, Singapore, United Kingdom, Belgium, Hong Kong, Norway, South Africa, United States, Canada, Ireland, Oman, South Korea, Denmark, Italy, Poland, Spain, Finland, Japan, Qatar and Sweden.

Note that the original license should be from the same country as the passport nationality.

All UAE Residents with 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.

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 1600-5100 AED, depends on rented car group. We keep pre-authorization amount till we get confirmation on Traffic Fines and Toll Gate Fees from RTA (Road and Transport Authorities). Sometimes, it can take up to 15 days. Customers can opt to pay via cash at the end of the rental.

## **Insurances**

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

This is 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, neither 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.

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

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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 damage car documents, contamination of fuel, neither 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 the negligence, when customer has not refuelled the vehicle with the right type diesel 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 damage 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.

## **Insurance charges and Excess**

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

## **Cross Border Rentals**

Vehicles are only allowed to be driven out of United Arab Emirates to Oman with prior approval and legal documents. Advance notification of two (2) days is required to ensure that the documents can be arranged. Insurance papers allowing travel to Oman will be handed to the customer at time of the rental or will have to be collected before the travel date/time. Additional Oman Insurance must also be obtained in advance, which is mandatory, if travelling to Oman by road in an Avis vehicle.

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## **Breakdown Recovery Service**

In the unlikely event of a breakdown, kindly contact the Call Centre on 800 AVIS (2847) or +97143307272 or via email on [callcentre@avisuae.ae](mailto:callcentre@avisuae.ae) / [customerservice@avisuae.ae](mailto:customerservice@avisuae.ae)  
The service is available 24/7; fees vary depending on the location.

## **Repairs and Maintenance**

All repairs and maintenance would 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.

## **Avis Delivers**

Delivery and Collection services are available, on request, subject to driver and vehicle availability. Charges vary depending on the location. For Delivery and Collection, reservations must be made via our Call Centre on 800 AVIS (2847) or +971 4 3307272 or via email on [callcentre@avisuae.ae](mailto:callcentre@avisuae.ae) / [customerservice@avisuae.ae](mailto:customerservice@avisuae.ae)

## **After Hours Charge**

This is subject to AVIS down town locations who 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 75 for each additional driver, per rental. 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 taking place at any airport locations in the UAE. This surcharge is applicable only once per rental. A surcharge of AED 45 applies for rentals at Dubai International Airport (Terminal 1 and Terminal 3) and AED 25 at all other airport locations in the UAE.

## **Baby / Child Seat**

Baby / Child seats are subject to availability at all AVIS rental offices at an additional cost of AED 30 per day, up to a maximum of AED 300 per month. Advance notification of 72 hours is required.

## **GPS / Navigation System**

GPS are 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 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

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another, within the UAE. Charges depend on the type of vehicle rented and city limit.

## **Valet Charges**

If the car is returned in extremely dirty condition(e.g. Sand or mud particles found in the car, or dog's hair on the seats, tea, coffee or any other eatable items staining the car seats, seat burns, etc., there will be a charge of AED 250 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.

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

Toll gate fee is charged at AED 6 per crossing.

## **Vehicle Registration Fee**

A fee of AED 4 per day or maximum AED 60 per month will be applied.

## **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.

## **Holidays**

Dubai, Abu Dhabi and Sharjah Airports are open on all holidays. Customers would have to contact the Call Centre to enquiry about other locations 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

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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 [callcentre@avisuae.ae](mailto:callcentre@avisuae.ae) / [customerservice@avisuae.ae](mailto:customerservice@avisuae.ae)