

# Location Specific Conditions

## Republic of Ireland

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### Added important information

This document contains the information you – and additional drivers if you have them – need to know about your rental. You should read this document together with the rental terms and conditions. You can find a sample of the rental terms and conditions by going to [avis.ie](http://avis.ie). If you received a booking confirmation email it may contain a link to this sample. Please note the sample rental terms and conditions are an indication of the terms of the contract and may not contain the exact terms you will be asked to sign when you pick up the vehicle.

It is important to us that you enjoy your experience with us and have all the information you need. It might take you a little time now, but it could save you time later.

#### Important to know

The company that provides you with a rental vehicle is Avis Ireland, Athlone Road, Roscommon, Co. Roscommon. This may not be the same company that you made your booking with.

The prices in this document are subject to change – but they'll give you a good idea of what to expect. For exact prices, please contact the rental location or contact the reservations team. All prices include VAT, where it's charged.

#### To make a booking, change a booking or tell us about an issue while you're renting, contact the rental station or the reservations team:

Email: [reservations@avis.ie](mailto:reservations@avis.ie)

Fill in the online form which can be found at [avis.ie](http://avis.ie)

Call on 021 428 1111 or from outside of Ireland +353 21 428 1111

Lines are open 9am to 6pm, Monday to Friday.

You will find the contact details for the rental station on your rental agreement.

#### To tell us about an issue after you've returned the vehicle, please contact the customer service team:

Email: [customer.service@avis.ie](mailto:customer.service@avis.ie)

Fill in the online form which can be found at [avis.ie](http://avis.ie)

Call on 021 428 1120 or from outside Ireland: +353 21 428 1120

Lines are open 9am to 6pm, Monday to Friday.

## Payment options

### What payment cards do you accept?

Debit Cards or specified value pre-paid Credit Cards can be used to prepay at the time of booking, but the renter must present a Credit Card when picking up the car.

We accept:

- American Express (excluding American Express Traveller's Cheque cards)
- Diners cards
- Discover cards
- Mastercard credit cards
- Visa credit cards
- Avis-issued charge cards

### Can I pay by cash?

No, regrettably, we are not able to accept cash.

### Can I get a refund if I return early?

Unfortunately, unused rental days are non-refundable

## Taking your vehicle outside the country

### What countries am I allowed to take the vehicle to?

If you wish to drive the vehicle into Northern Ireland your rental will be subject to a cross border coverage fee of €34.00. This fee covers cross border vehicle retrieval in case of breakdown. Avis vehicles may not be taken outside of the Republic of Ireland and Northern Ireland.

## Waiver and protection options

### Damage

#### What products reduce the amount I have to pay if the vehicle is damaged during the rental?

If you have *Collision Damage Waiver* (CDW) and the vehicle, keys, any accessories or any vehicle documents are damaged, the amount you have to pay for the damage will be reduced to no more than the excess stated in the table below, meaning you'll pay for the cost of repair or replacement or the excess, whichever is less, for each separate incident of damage, plus loss of use of the vehicle, if the damage is beyond our acceptable minor damage guide.

#### How much is the excess?

The excess for each car group is shown below and also stated on your rental agreement, and in your booking confirmation email. You can reduce the excess to zero by purchasing Super Collision Damage Waiver.

Car Group	N	A	B	J	D	P	L	C	K	M	F	E	O	G	H	I	
Excess Amount	€2000							€2700					€3500				

#### How do I get Collision Damage Waiver?

In most cases, *Collision Damage Waiver* (CDW) is provided with the vehicle as standard. If it's included, it will be stated on your rental agreement and in your booking confirmation email. If it isn't included, it can be purchased at the rental counter. The price depends on the car group you have booked. If you choose not to purchase *Collision Damage Waiver* (CDW) you are assuming financial responsibility up to the full value of the rental car. You must also provide written proof of coverage by a third party. A hold for €5000.00 will be placed on your payment credit card and a €30.00 administration fee will be added to your rental.

**Is there an excess reduction product available to reduce my excess further?**

Yes, *Super Collision Damage Waiver* (SCDW) is an excess reduction product which reduces your excess to zero. *Super Collision Damage Waiver* (SCDW) can be purchased online in advance of your rental or at the rental counter at pick up. It does not cover damage to windscreens or loss/damage to keys.

**Super Collision Damage Waiver Rates:**

Car Group	N	A	B	J	D	P	L	C	K	M	F	E	O	G	H	I	
Rate Per Day	€19.50							€24.00					€28.00				

**Will I need to pay if the windscreen is damaged?**

Yes, however, *Windscreen Protection* reduces the amount you have to pay if the windscreen is damaged to zero.

**How do I get Windscreen Protection?**

If you've bought *Windscreen Protection*, it will be stated on your rental agreement. *Windscreen Protection* can be purchased online in advance of your rental or at the rental counter at pick up. *Windscreen Protection* costs €4.00 per day.

**What happens if I damage any optional extras, I rent from you?**

If any optional extras are damaged, you have to pay for the cost of replacement, or the estimated repair costs in addition to the rental fee.

**Are there any times when the excess waiver would not apply?**

Yes, the amount you pay will not be reduced if damage was caused by – or as a result of:

- Water or fire damage
- Fuel Contamination
- Driving the vehicle without due care and attention
- Driving or using the vehicle in breach of your contract

**What do I have to pay if I don't have Damage Waiver?**

If the vehicle, keys, any accessories or any vehicle documents are damaged during your rental, you'll have to pay:

- Either the cost of replacement, or the estimated repair costs – whichever is cheaper for each clearly separate incident of damage
- Plus, our loss of use and depreciation
- Damage Assessors Cost
- Vehicle Recovery
- Fire Services Charges
- Vehicle Storage Cost

**Where can I find information of damage charges I've paid?**

If we find damage, we'll charge the amount you have to pay to your card and email you the rental invoice. You'll also be able to find details of this payment here <https://www.avis.ie/your-avis/manage-booking/request-rental-invoice>

**Theft**

**What products reduce the amount I have to pay if the vehicle is lost or stolen during the rental?**

If you have *Theft Protection* waiver (TP) and the vehicle is stolen, the amount you have to pay will be reduced to no more than the excess stated on your rental agreement meaning you'll pay for the cost of repair or replacement or the excess, whichever is less.

### How much is the excess?

The theft excess for each car group is shown below and also stated on your rental agreement, and in your booking confirmation email. You can reduce the excess to zero by purchasing Super CDW which includes Super Theft Protection.

Car Group	N	A	B	J	D	P	L	C	K	M	F	E	O	G	H	I	
Excess Amount	€2000							€2700					€3500				

### How do I get Theft Protection waiver?

In most cases, Theft Protection waiver is provided with the vehicle as standard. If it is included, it will be stated on your rental agreement and in your booking confirmation email. If it isn't included, the price depends on the vehicle you're renting and it can be purchased at the rental desk. If you decide not to purchase Theft Protection you are assuming full financial responsibility up to the full value of the vehicle in the event of theft.

### Is there an excess reduction product available to reduce my excess further?

Yes, *Super Theft Protection* waiver is included with Super CDW if purchased.

### What happens if I lose any optional extras, I rent from you or if they are stolen?

If any optional extras are lost or stolen, you have to pay for the cost of replacement in addition to the rental fee.

### Are there any times when the excess would not apply?

Yes, the amount you pay will not be reduced if the loss or theft was caused by – or as a result of:

- Keys being left in the vehicle
- Keys being lost or stolen
- Using the vehicle in breach of the contract
- Allowing someone else not named on the rental agreement to drive the vehicle

### What do I have to pay if I don't have Theft Protection?

If the vehicle, keys, any accessories, or any vehicle documents are lost or stolen during your rental, you'll have to pay:

- The cost of replacement
- Loss of use and depreciation
- Insurance assessor's fee
- Vehicle recovery charges if the vehicle is recovered
- Storage fees if the vehicle is recovered.

### Where can I find information of theft charges I've paid?

If a loss or theft has occurred, we'll charge the amount you have to pay to your card and send you an email with the invoice. You'll be able to find details of this payment here <https://www.avis.ie/your-avis/manage-booking/request-rental-invoice>

### Damage to people and their property

#### What do I have to pay if I injure someone whilst driving?

*Third Party Liability* (TPL) cover is provided with the vehicle as standard. This means that if you have an accident in our vehicle and you injure someone, including any of your passengers, or you damage anything which belongs to them, you will not have to pay any of their costs. Third Party Liability cover does not cover any death or injury suffered by the driver of our vehicle or any damage to personal items in our vehicle.

### Are there any times when third party liability cover would not apply?

If the law requires us to provide you with third party liability cover, the minimum cover required by law will still apply but we, or our insurer, may seek to recover our costs from you if the accident was caused by:

- By you breaking the contract (for example allowing someone we had not approved drive the vehicle or driving whilst under the influence of alcohol, drugs, or any other unlawful substance)
- By you breaking the law
- Accident is fraudulent
- As a result of your negligence or recklessness, or
- If you fail to report an accident or fail to provide information to our insurance company.

### What products cover the driver of the vehicle and personal items in the vehicle?

*Personal Accident Insurance (PAI)* covers the driver of the vehicle and personal items in the vehicle in the event of an accident. Personal Accident Insurance provides the following benefits:

- A maximum of €30000.00 in the event of death, loss of limbs or eyes or permanent total disability
- Medical assistance and rescue costs (conditions apply)
- Personal effects up to €1500.00
- An excess of €30.00 applies.

### Who provides Personal Accident Insurance?

Personal Accident Insurance is underwritten by Chubb. You will need to agree to their terms and conditions.

### How do I get Personal Accident Insurance?

If you've bought Personal Accident Insurance, it will be stated on your rental agreement. Personal Accident Insurance (PAI) can be requested at the rental counter and costs €8.00 per day.

### What will I pay if I don't have Personal Accident Insurance?

If the driver of the vehicle is involved in an accident and is injured or dies, we will not pay their costs. If any personal items in the vehicle are damaged, lost or stolen, we will not pay for their repair or replacement.

For information, passengers are considered third parties and would benefit from the third-party liability cover provided with the vehicle as standard.

### Third party protection products

#### I have bought a protection product from an external provider; can I use it?

If you decide to buy cover from someone else, you will have to pay our full costs – **Find out more:** see "What will you pay if I don't have ..." within this section of this document – then you'll need to make a claim with the external provider to get your money back. It is your responsibility to ensure you understand the terms of any cover you buy from an external provider and for any claim you make. We are unable to help you with your claim.

## Delivery and collection

### Can I have a vehicle delivered to me?

Unfortunately Avis Ireland do not offer a vehicle delivery service.

### Can you collect the vehicle?

Unfortunately Avis Ireland do not offer a vehicle collection service.

## Driving licence and ID requirements

### Driving Licences

#### Do I need to bring my driving licence with me?

Yes. All drivers must present a physical copy of their full valid unendorsed driving licence which they have must have held for a minimum of two years. The license should be issued in the driver's country of permanent residence and an English language translation should be provided where appropriate.

#### What other documentation do I need to supply?

- UK driving licence holders should note that the paper part of your driving licence is no longer valid. We require all UK licence holders to present evidence of their driving record (entitlements/endorsements) before the vehicle can be rented. This can be obtained by printing it out from the DVLA's 'Share Driving Licence' section - before you collect your vehicle. This must be printed within 21 days of your pickup date.
- An international driver's licence will be required where an English translation is not present on the driving licence. This must be presented with a full valid driving licence issued in your country of permanent residence.

#### Is there a minimum length I must have held my licence for?

Yes. All drivers must have been eligible to hold a valid licence for a minimum of 8 years of which 2 years must be at a full driver's licence qualification.

To rent a people carrier, renters must have been eligible to hold a licence for a minimum of 10 years of which 2 years must be at full driver's licence qualification.

To rent a minibus, a 4x4, premium or a luxury car customers must have been eligible to hold a valid driver's licence for 12 years of which 2 years must be at a full driver's licence qualification

#### Are there any maximum age restrictions?

No, there is no maximum age at which you can rent a car in Ireland.

#### I'm over 76 do I need to provide extra information?

Customers aged 76 and over are eligible to rent with the following specific conditions:

- They must drive regularly
- They must provide us with a letter from their insurance company proving that they hold a current motor insurance policy and that they have been driving without having an accident for the last 5 years.
- They must provide us with a letter from their doctor stating that they are in good health.
- They may be required to undergo a driving assessment accompanied with an Avis representative.

Customers requiring further clarification of our licence requirements please email us at [reservations@avis.ie](mailto:reservations@avis.ie)

#### I have unspent convictions on my licence, can I drive?

If any driver has any unspent driving convictions for:

- careless, reckless, or dangerous driving,
- driving or attempting to drive whilst under the influence of drink or drugs,
- using a vehicle uninsured against third party risks or insurance offences,
- theft or unauthorised taking of a vehicle,
- been disqualified in the last 10 years- or

if they have two or more unspent convictions for offences not listed above unfortunately, they will not be able to drive our vehicles.

## ID requirements

### Do I need to bring proof of identification?

Yes, you must bring:

- the payment card that was used to make your booking. For some vehicles, two payment cards in your name will be required. One of these must be a credit card, in addition to the payment card used to make your booking.
- photo ID featuring a recognisable photo taken in the last 10 years. We will accept your passport or driving licence if it contains a photo,
- You may also need to bring proof of where you live. This could include a recent utility bill or bank statement. Your driving licence will not be accepted as proof of your address.

### Other requirements

#### Will I need to give a pre-authorisation or pay a security deposit?

Yes, you must give us a pre-authorisation on a credit card before we release the vehicle to you. A pre-authorisation holds funds in your account.

#### What do I need to do to give a pre-authorisation?

You'll need to give us a credit card in the main driver's name that has enough funds available on it. **Find out more:** see the "Payments Options" section in this document.

#### How much is the pre-authorisation?

The amount of the pre-authorisation is calculated based on:

- 1) The Excess Amount
- 2) The vehicle rental price (including all optional extras you've requested), calculated at the start of the rental based on the intended length of the rental. If you have selected our Pay Now option, when booking, the sum you have paid will be deducted from the pre-authorisation value.
- 3) Fuel Deposit.

## Fuel and electricity charges

### Fuel and hybrid vehicles

#### Should I bring the vehicle back with a full tank of fuel?

Yes, if you are renting in Ireland. The vehicle will normally be supplied with a full tank of fuel, which you will pay for on pick up. You must return it to us with the same amount of fuel it had in it when you picked it up – usually a full tank – as shown on the factory-installed fuel gauge. If the car is returned full, we will fully refund the fuel hold to your credit card. We recommend you fill up as close to the return location as you can on the return date and keep the receipt to show us. If you don't return the vehicle with a full tank – and you can't show us a receipt for fuel – we will charge you.

### Electric vehicles

#### How much battery charge should I return an electric vehicle with?

You must return the vehicle with at least a 70% battery charge.

#### What am I charged if I fail to return an electric vehicle with the required 70% minimum battery charge,

If you return the electric vehicle with less than 70% charge you will be charged a fixed amount of €100.00.

#### What if I charge the car using a Tesla Supercharger?

All Tesla Supercharger use will be billed to your credit card on the vehicles return.

## Miscellaneous information

### Can I let anyone else drive?

Yes, but only if we have approved them. You must not let anyone else drive the vehicle. We charge a fee for every *Additional Driver* we allow to drive the vehicle. The price is €9.50 per driver, per day.

All additional drivers must meet our age, driving licence and ID requirements. **Find out more:** see the “Driving Licence and ID requirements” sections of this document.

### Can I pick up the vehicle outside your normal opening hours?

No, unfortunately we are unable to offer an out of hour’s pick-up service at this time.

### Can I collect a vehicle from the Terminal in Dublin Airport?

Yes, in terminal pick-up can be pre-booked at Dublin Airport for €20.00 per rental.

### Are there any roads or zones where I need to pay a fee before I can enter?

All toll payments are the renter’s responsibility and should be paid directly to the toll operators.

Customers travelling on the m50 in Dublin should be aware there is a barrier-free tolling system (eflow) between junction 6 and junction 7. The vehicle registration number is recorded to facilitate payment by the means listed below, there are no toll booths. There is a €3.20 charge for each journey along this stretch of road. As the renter of the vehicle, you are responsible for payment of this charge. Payment must be made before 8pm on the day following your journey by one of the methods shown below:

- Online on [www.eflow.ie](http://www.eflow.ie)
- By phone calling the local number 1890 50 10 50 in the Republic of Ireland and 0845 3015405 from Northern Ireland and the UK.
- In person using the payzone branded outlets nationwide that display the eflow logo. Payzone is the company responsible for providing retail and online toll payment services for m50 users.

If you do not pay your toll charge before 8pm on the day following your journey, a penalty of €4.00 is added to the outstanding amount. This will then be automatically charged to you by Avis to the card used for the rental, along with an administration fee of €30.00 per penalty.

### I have been caught speeding, or didn’t pay a parking charge, what will I have to pay?

You are responsible for all fines and charges issued as a result of you or your additional drivers using the vehicle. Fines and charges could include:

- All parking fines or charges
- Toll charges
- Towing charges
- Clamping costs
- Traffic fines or charges
- Speeding fines
- And any other charges or fines

If a fine or charge is sent to us because you haven’t paid a charge or complied with the law, we will take payment for:

- Our administration fee of €30.00 for each fine or charge issued in Ireland to cover our costs of dealing with the fine or charge,
- Plus, the fine or charge – if we have to pay it

### Can I smoke in the vehicle?

No, it is against the law to smoke in public places within Ireland. The vehicle is considered a public place, so you are not allowed to smoke in it.



### **I've left the interior of the vehicle very dirty or made it smell. Will I be charged to clean it?**

Yes, if the interior of the vehicle is especially muddy, dirty, stained, sandy, smelly, or requires valeting due to tobacco smoke. Our standard cleaning procedure will not fix it, you will be charged a *Specialist Cleaning Charge* of between €100.00 and €300.00.

### **Roadside Assistance**

#### **What happens if I break down because of a mechanical failure?**

All our vehicles are maintained to the manufacturer's standards, and they're roadworthy when you pick them up so mechanical failure in our vehicles is rare. We provide roadside assistance or recovery free of charge. You can only use our roadside assistance provider to help you. You'll find their contact details inside the vehicle.

#### **What products do you have to protect me if I break down because of a non-mechanical problem?**

*Roadside Assistance Plus* provides roadside assistance if you break down as a result of...

- Flat batteries
- Flat tyres
- Keys locked in the vehicle
- Lost Keys
- Running out of fuel or electricity

You will only need to pay for the costs of any additional items needed to get the vehicle back on the road – like fuel, electricity, or tyres.

#### **How much does Roadside Assistance Plus cost?**

Roadside Assistance Plus costs €5.00 per day.

#### **How can I report an accident or damage?**

If you are involved in an accident, or the vehicle, keys, any accessories, any vehicle documents, or any optional extras are damaged, lost or stolen; you must complete and return an incident report form at one of our rental stations **within 24 hours of the incident occurring**. If you do not fill out an incident report form, you may be prejudicing our insurers position and they may not provide you with indemnity with regard to any proceedings that might issue in the case.

## **One Way rentals**

### **Can I pick up the vehicle from one rental location and return it to another?**

Yes, one way rentals are possible between all locations in the Republic of Ireland and Northern Ireland.

#### **How much is the One-Way fee?**

The one-way fee is included in your quoted price.

#### **How do I get a One-Way rental?**

You can request a one-way rental when you book – or you can ask for it when you get to the rental location.

If you asked for a one-way rental when you booked, the fee will be included in your rental price.

#### **How much will it cost if I did not request a One-Way rental but return the vehicle to a different location?**

You will be charged up to €160.00 if a car is returned to another rental station without having this pre-arranged.

## Returns

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### **I want to keep the vehicle for longer, what should I do?**

If you want to extend the rental, please contact us as soon as possible. At the latest, this should be before the end date and time on your rental agreement. Extra days will be charged at 'pay at location' prices.

### **What happens if I don't extend the rental?**

If you fail to extend your rental and are late returning the vehicle, we will charge you for an extra day's rental for each day or part of a day until the vehicle is returned at 'pay at location' prices.

## Special equipment

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The prices we give you for optional extras when you book will generally be the price you will pay. Exchange rates or other reasons beyond our control may alter prices.

### **Avis Travel Partner**

#### **I'm not familiar with the country I am travelling to; do you offer travel assistance and support**

Yes, we offer *Avis Travel Partner* which provides assistance from language translation to lost property services and much more. We provide this service on behalf of a third party. *Avis Travel Partner* can be pre-booked online or at the rental desk.

#### **How much does Avis Travel Partner cost?**

*Avis Travel Partner* costs €9.00 per day.

### **Popular optional extras to rent**

#### **I have small children; do you offer child seats?**

Yes, we offer infant, child and booster seats. An infant seat is typically suitable for a child aged 9 months to 4 years old and weighing between 9 and 18 kilos. A child seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos. A booster seat is typically suitable for a child aged 8 to 11 years old and weighing between 20 and 45 kilos. It is always your responsibility to check the seat is fitted correctly before you drive away.

Please note: In Ireland, all children under 150cm in height or 36 kgs (79 lbs) in weight must use a child restraint system (CRS) suitable for their height and weight while travelling in a car or goods vehicle (other than a taxi).

#### **How much are your child seats?**

The fee for renting a seat is €40.00 per rental

#### **If the seat is damaged, lost or stolen, you will have to pay for a replacement?**

This is likely to cost between €60.00 and €90.00 on top of the hire fee.

#### **I'm not familiar with the area; can I rent a GPS (satellite navigation system)?**

Yes, we offer a satellite navigation system. The fee for renting a GPS is €15.00 per day. If the GPS is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost between €100.00 and €120.00 on top of the hire fee.

**Thank you for choosing Avis**