



Car Rental

Hiring a car when in another country is often the most practical way of getting you rent a car, however, you should follow the following advice:

Before you rent a car

- Prices vary according to the place, season and competition in the area so do shop around. Compare like with like when considering offers. Check costs such as fuel charges, out-of-hours return charge, extra charge for crossing borders etc.
- Be careful when using online car rental comparison and booking sites. Remember that your agreement is with the car rental company itself and not the web agent. The liability of the web agent may be limited to any fee charged by them, so you need to understand the agreement with the car rental company itself.
- Car hire insurance terms can be confusing. It is critical that you understand what you are paying for.
 - **Third Party Insurance.** This covers damage or injury to a third party. This is compulsory and will usually be included in rate quoted.
 - **Theft Protection.** This covers losses arising out of theft of the vehicle. This may include coverage for theft of belongings from the vehicle, but this (belongings coverage) is not universal- check the policy.
 - **Collision Damage Waiver (CDW).** This is a fee, which you pay the car hire company (also sometimes called the **Loss Damage Waiver (LDW)**) which limits your liability for damage caused to the vehicle. Note that certain damage caused to tyres or windscreens may not be covered. You will also have to pay an '**Excess**'.
 - The '**Excess**' is the first portion of the **CDW** cost, which you must personally pay in the event of an accident. The '**Excess**' can also be known as the '**Non-Waiver**' or '**Deductible**'.
 - You sometimes have the option to reduce your personal liability greatly by paying an '**Excess Waiver**'. This can also be known as a '**Super CDW**'.
 - **Personal Accident Insurance (PAI)** covers the driver for personal injury or fatality.
- Other insurance options
 - **Check your credit card insurance.** Your credit card provider may offer insurance, which will vary according to provider. Ensure that the coverage extends the country you wish to visit. The car hire company may request written confirmation of these details. **Check your travel insurance.** Some policies will cover various extras you may encounter when deciding on what car insurance you need.

- Pay attention to the agreement on fuel. If returned with an empty tank, high fuel fees can be charged. If returned with a full tank, keep the receipts as there have been cases where the volume of fuel in the tank has been questioned.
- Inspect the vehicle carefully with a car rental company employee present both during the pick-up and return stages. Before leaving, request a written statement that the car was returned in good working order.
- If relevant, check any age restrictions, additional driver policy etc.
- Read the hire contract carefully- if you don't understand it, don't sign it until you do.
- Keep all your receipts and information from the car rental company, so that you can proceed more easily with a complaint should you need to do so.

Car Rental Problems

Flight delay/cancellation

Inform your car hire company immediately if your flight is delayed or cancelled. The airline may not be liable for any 'non-flight' costs that you incur because of the delay/cancellation. If you do not inform the car hire company, they may release your car to another client. An out-of-hours fee may be imposed by the car hire company when you collect the car.

Damage to the car

If damage has been caused to the car, your liability will be according to terms and conditions of the coverage that you have. In the event of an accident, or damage to the vehicle, notify the car hire company immediately. Ensure that you have detailed written confirmation of the costs incurred for any damage.

Credit card bill costs

If you return home and receive a credit card bill with a cost which you do not understand, contact the credit card company immediately seeking a written explanation, and a breakdown of costs e.g. copy of repair invoice from garage if 'damage' alleged.

If you are still not satisfied, contact your credit card company, explaining the problem. They will seek an explanation from the trader.

If you have tried to resolve a problem with a car rented in another European country, and cannot, you can contact us at http://www.eccireland.ie/about_us/contact for advice and assistance