



Prepayment Terms and Conditions

A Prepayment is an advanced payment of the rental at the time and date on which the reservation is made.

This Europcar prepayment confirmation is subject to the following terms and conditions (the "terms"). If the customer does not agree to these terms, the customer may cancel this reservation as provided in section 5 below. Otherwise, the customer acknowledges having read and understood these terms and agrees to be bound by them.

1 - Prepaid rates are strictly non-discountable and cannot be combined with any other promotional offer. The Europcar prepayment confirmation is not transferable. The drawdown of the option for prepayment is solely reserved for the credit card owner.

2 - Rates exclude all applicable charges which are not expressly mentioned on the Europcar prepayment confirmation as included, and any optional additional services for which the customer may be liable. A valid major credit card must be presented to the Europcar rental counter at time of pick-up to cover any additional anticipated charges not covered by the prepayment amount. An authorization will be obtained at time of rental and only on return of the vehicle will the corresponding charges be posted to the credit card.

3 - In some countries, a non-waivable amount may apply if the vehicle is stolen or damaged, for whatever reason, even if collision damage waiver, theft waiver and/or loss and damage waiver has been purchased or are included in the rental charges.

4 - The customer may amend its reservation free of charge up to 48 hours prior to the start date and time of the rental, by using the same booking channel that the one used for its reservation or by contacting our local call center.

Amendment to the reservation may affect the rental rates and may require a new Europcar prepayment confirmation to be issued.

5 - The customer may cancel its reservation by using the same booking channel that was used for placing it or by contacting our local call center.

Cancellations made through the Europcar reservation web site will take effect at the date and time the cancellation is successfully recorded in the Europcar reservation system.

A cancellation confirmation shall be sent to the customer.

1. The customer may amend its reservation free of charge up to 48 hours prior to the start date and time of the rental. Pre-paid reservations, that are cancelled on the date of pick-up or on the day before, are fully refunded less a fee of 50.00 Euros or the equivalent of the currency in the destination country (the exchange rate of the money is dependent on the time and date of the processing and the settlement currency of the customers card). In both cases, the customer will receive a cancellation confirmation.
2. If the customer fails to collect the vehicle or notify Europcar of the cancellation, the payment will be refunded less a fee in the amount of 95,00 Euros or the equivalent of the currency in the destination country (the exchange rate of the money is dependent on the time and date of the processing and the settlement currency of the customers card).

6 - If the amendments to the reservation are not done according to article 4, no refunds shall be given for unused days for rentals ended early (i.e. the customer returns the vehicle before the end of the agreed rental period) or late collections, if the customer fails to collect the vehicle on the rental start date or cancellations made after the due rental start date.

7 - All rentals are subject to standard terms and conditions of the Europcar rental agreement in effect at the time and place of rental. Minimum rental age and pre-requisites to drive a Europcar vehicle may vary from country to country and by car category.

8 - Only a car category can be confirmed. Specific make/model preferences are subject to availability at the time of rental.

9 - Rental days are based on 24-hour periods commencing at the time of pick up. Additional day charges will apply if the Europcar vehicle is kept longer than specified (additional days begin after a 30-minute grace period and will be billed at the available public rate).

10 - The rental information including the personal data of the lessee/driver will be stored on an electronic database. This data can be reviewed and rectified anytime through contacting the Europcar department for sales



administration of the country of the driver's residence. More information can be found in the privacy policy of the respective country. The information for bookings in Austria can be found [here](#).

11 – These prepayment terms and conditions are subjects to Austrian law. The current version of the terms and conditions can be found on our website at www.europcar.at/terms.

12 – If you are a commercial customer, Vienna shall be the place of jurisdiction in case of any dispute concerning bookings with prepayments.