



0800 254 5101

info@flexibleautos.com

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This is your Car Rental Voucher.
Flexible Autos Reference 49331520

Booking Details

Pick Up Details

Location Orlando Intl Arpt
Orlando Intl Arpt
Address ORLANDO
ORLANDO INTERNATIONAL AIRPORT
32827
Telephone 888 826 6893 MAIN
Date/Time 05-04-2015 16:00

Lead Driver Mr B Wilby

Supplier 

Drop Off Details

Location Orlando Intl Arpt
Orlando Intl Arpt
Address ORLANDO
ORLANDO INTERNATIONAL AIRPORT
32827
Telephone 888 826 6893 MAIN
Date/Time 19-04-2015 15:55

Flight Number: VS75

Hire Details

Car

Car MVAR - Dodge Grand Caravan Or similar.

Number of Days 14

Extras
(Payable Locally)

Flexible Autos Reference 49331520

AlamoReference 490389706

Inclusions

Unlimited mileage
CDW (Collision Damage Waiver)
\$1 Million Liability Cover
Sales Tax
State Tax
Airport Fees
CFC (Subject to location)
Mechanical Assistance
Additional Driver : One free additional driver included in rental

Collection Details

Take the elevator down to the first level, Alamo is located in the middle of the first floor in the airport terminal. Proceed to the counter obtain your rental agreement and vehicle keys.



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Additional Information
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Emergency Contact

Emergency number +44 (0)7539 905999 (Please note this number is purely for emergencies only and is available during the hours of 18:00 - 22:00). Clients will be asked to leave their name, contact number, voucher number and a brief description of the problem and our agent will promptly return the call. In the event of breakdown or accident please call the number on your rental agreement first. During office hours, please call +44 (0)844 477 9255

ERP – Excess Refund Policy Included

You have purchased the Flexible Autos Excess Refund policy you will still be required to leave a credit card pre authorisation for the excess amount with the local supplier. You will be able to reclaim the damage excess by sending us the police report and damage report provided by the supplier

Additional Notes

Optional roadsafe may be offered locally upon arrival. Please be advised that there is no obligation to accept this. Mechanical assistance is included in your rental voucher.

Renter may return the vehicle with a full tank of fuel or pre-pay for a full tank of fuel at the time of rental at the rate provided at the renting location. If the Renter selects the pre-paid fuel option no refunds will be given for unused fuel. Please ensure a full tank of fuel is verified by an Alamo Employee

ALAMO 24 Hour Guarantee

If, for any reason, you are not satisfied with any option you have purchased locally at the counter, simply return to the nearest Alamo location within the first 24 hours of the rental for a full refund on that option.

Important Information
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Driving License

All drivers must produce both parts (if applicable) of their full, valid British/EU driving licence which must have been held for at least one year. International licences are widely accepted; please check with your agent at time of booking. In certain destinations, drivers must have held a full licence for a minimum of 3 years. It is the driver's responsibility to ensure that they have the appropriate licence. **Flexible Autos** must be advised of any endorsements at the time of booking, failure to do this could result in refusal of the car to the hirer. Please be advised that no refunds will be given for rentals rejected due to non-production of a valid driving licence. Photocopied or faxed licences will not be accepted.

Insurance Exclusions and Excess

Flexible Autos acts as an agent for many Car Rental Companies and a contract will be taken with them upon collection of the car. Clients will then be subject to the terms and conditions of that rental contract and the laws of that country in which the rental has taken place. **Flexible Autos** shall not be liable and will not accept responsibility for any loss, damage, delays or changes arising from circumstances outside its control. The Rental Company and its Agents, at their discretion, reserve the right to refuse hire to any person.

Credit Card

All clients must produce a valid credit card in the lead drivers name as a form of deposit when collecting the rental car. Cash deposits are rarely acceptable.

Rental Voucher

The rental voucher must be presented when picking up your rental car. **Flexible Autos** cannot be held responsible for rentals rejected if a voucher is not presented. You should retain your rental documents for a minimum of 28 days after returning home.

Whats NOT included

Personal Accident Insurance. This is probably covered in your holiday insurance. It is an option you will be offered on collecting the car. Petrol: Most car rental companies will supply the vehicle with a full tank of fuel. Cars must be returned the same otherwise a refuelling charge and cost of petrol will be charged locally. Alternatively in some locations pre-purchase of fuel is compulsory; please check the petrol policy when you pick up the vehicle. Garaging, Parking and Traffic fines. Additional driver charges where applicable-please check with reservations at time of booking. Delivery/Collection: Charges may apply outside office hours even if a late collection is caused by a flight delay. In most locations (not USA & Canada) deliveries to accommodation can be arranged, although local charges may apply. Deliveries can only be made to hotels and apartments. Out of Hours Charge, Young drivers surcharge and tax on any extras purchased locally.

Important Information
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Insurance Exclusions and Excess Refund Policy

Insurance does not cover damage to tyres, windows, the roof, the underside, the interior of the car, towing charges or damage caused wilfully or recklessly. You may therefore be liable for the cost of this damage. Insurance cover is not provided for the contents of the car in the event of theft. In the event that keys are lost or damaged you will be liable for reasonable costs obtaining a replacement.

Period of Hire

Minimum rental is 1 day in the USA and Canada and 3 days in Europe. Maximum rental is 28 days on one voucher except Florida, which is 56 days; longer rentals are available please contact reservations for prices. Rental days are calculated on a 24-hour basis. The car hire company has a 29-minute period of grace. On returns after this time a full day's rental may be charged locally at a rate higher than charged in the UK. All extensions to the hire or upgrade must be paid for at the time of rental locally, unless previously advised before leaving the UK.

One Way Rentals

One way rentals are available in most countries, but must be booked and confirmed in advance and may be subject to a local charge.

Driving Areas

If you plan to drive outside the country of hire, please check with reservations as some local charges may apply for this service.

Drivers Age

Drivers under the age of 25 may be liable for a 'young drivers' surcharge (payable locally). In certain destinations some age restrictions may apply to drivers over 65 years old.

Child Seats

Due to new European laws child seats are compulsory in most Countries and should be requested at the time of booking. Instructions will be provided by the supplier, however seats must be fitted by the customer. For older children, it is recommended that you take your own booster seats. All extras are paid for locally and cannot be guaranteed in advance.

Additional Drivers

Charges often apply for additional drivers. **Flexible Autos** cannot be held responsible for any increase in charges. Please check with our reservations department at the time of booking.

Number of Passengers

Our rental cars are insured for a maximum number of passengers. **Flexible Autos** cannot accept responsibility if the vehicle is not large enough to fit all passengers and luggage on arrival if details were not supplied at the time of booking.

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Car Type/Suitability

Flexible Autos are unable to guarantee a particular make or model of car. The car shown on your voucher is for guidance only and may be substituted for an alternative/similar vehicle. All cars are booked by group and whilst the car rental company will try to provide a car within the car group booked, if the car group is not available a larger vehicle will be supplied to the clients, no extra charges for this service will apply. If you are dissatisfied in any way with the standard of the car supplied, you must advise the local supplier immediately. **Flexible Autos** cannot accept liability where this procedure is not followed.

Flight Information

For all 'on airport' and 'meet and greet' collections, it is essential that **Flexible Autos** are given the correct flight number and arrival time before departure. If the information is not given in time, **Flexible Autos** will do its best to ensure that the car is available, but no responsibility can be accepted or compensation allowed for a failed rental due to the customer providing the information late or not at all.

Mechanical Difficulties

In case of breakdown or mechanical difficulties you must call the car rental company within 24 hours using the number, which appears on your rental agreement.

In case of an accident

An accident report form must be completed by the end of the hire. The local Police should be notified in the case of accidents and a signed Police report obtained. Full details of third parties should also be taken. All rental documents should be retained in the event of an insurance company becoming involved. Any compensation cannot be considered when this procedure is not followed. Upon returning the vehicle a checkout form must be signed. Failure to do this may delay the investigation of disputes regarding insurance excess charges.

Customer Satisfaction

Flexible Autos strongly recommend that upon collection of the rental vehicle all documentation is read prior to signing the rental agreement. If after signing the agreement you have any further queries relating to your hire, please contact or return to the location and speak with the station manager. If you are still dissatisfied please contact the **Flexible Autos** Customer Services department within 28 days of your return. **Flexible Autos** aim to resolve all complaints within 28 days of receipt; however some complaints may take longer due to the nature of the complaint and information provided.

Force Majeure

Flexible Autos accepts no responsibility for and shall not be liable in respect of any loss, damage, delays or changes arising from circumstances outside its control.



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Rental Agreement/Contract

Flexible Autos acts as an agent for the car rental company. A contract will be made with the driver of the vehicle and the car rental company in the form of a rental agreement/contract on collection of the car. Clients will then be subject to the terms and conditions of that contract and the law of the country where the car rental has taken place. **Flexible Autos** is unable to refund any extra insurance options or local purchases which you have signed as accepted on the rental agreement.