



MAKE YOUR CAR HIRE RUN SMOOTHLY

PLEASE READ THIS IMPORTANT INFORMATION

The following items may be offered to you locally at the rental desk. These are all optional items and below is a description detailing the products and what they provide.

1. PAI (PERSONAL ACCIDENT INSURANCE)

2. PEC (PERSONAL EFFECTS COVERAGE)

This cover is normally offered together and is in most cases included in your travel insurance (Check your own policy). It is offered to customer on the basis that it covers you, your blood relatives and all of your belongings when you are travelling in the rental car. This is not essential providing you are travelling with a comprehensive level of travel insurance.

3. ROADSIDE PLUS

The car rental package you have purchased includes BASIC BREAKDOWN COVER. This means that should the vehicle break down, providing it is due to mechanical failure, then you will be picked up and offered another vehicle. Similarly if you should be involved in an accident that is not your fault, then you will be picked up and offered a new vehicle.

Roadside Plus is offered a top-up insurance and covers you for the following: key replacement, flat tires, towing (unrelated to an accident), jumpstart, lockout service, fuel delivery (up to 3 gallons).

This is not a mandatory charge – it is an optional cover. You do not need to accept this.

4. RCAR CLASS CHANGES (UPGRADES)

The car chosen by Ocean Florida should be of adequate size for your party and their luggage. You may be encouraged to upgrade to a larger vehicle, based on the local car rental agent's assessment of your party size and needs whilst you are on vacation. Please note that larger cars as well as more luxurious may be available and they will ask if you wish to upgrade.

You are not obliged to accept any upgrade. If you are happy with the vehicle reserved for you, then kindly advise the agent that you are indeed happy with the car type you have pre-booked. If the person on the rental desk insists that you upgrade as the car is not big enough for the amount of luggage with your party, you are entitled to see the car you booked before upgrading. If you feel that the car is appropriate just say NO!

Upgrades are payable on a PER day basis at a retail local rate and tax is chargeable on top of the upgrade fee. The original rental cost is not refundable.

IMPORTANT SUMMARY

All of the mentioned services are OPTIONAL. Only accept if you are happy to pay the additional charges locally. Once your rental agreement is signed, it is then a legally binding document. Always remember that if you do choose to take an upgrade or any extra insurances, you do have an Alamo 24 hour guarantee that allows you to return the upgraded car or remove the extra insurances within 24hrs of pickup, revert back to your original booking and receive a full refund no questions asked!

TOLL CHARGES

Please note it is likely that you will cross through one of the many chargeable toll roads that run across the USA.

These charges will be made automatically to your credit card, and will usually appear on your statement 8 to 10 weeks after you pass through a toll.

EXCLUSIVE TO OCEAN FLORIDA CLIENTS "SAVE TIME KIOSK" WITH ALAMO

Alamo Car Hire offer computerised kiosks in many Florida locations to make your car hire pickup quicker and easier as you do not need to queue at the rental desks. In order to use the kiosks, after you have received your car rental voucher, you will need to register online for 'Alamo Save Time'. You can do this using the link below:
https://www.alamo.com/en_US/car-rental/checkin.html

Please note that you must use the **Supplier Confirmation Number** which you will find on your car rental voucher.



When you arrive at the location, just go to one of the several kiosks that are available just in front of the Alamo car hire desk. Touch the screen to get started, and then simply follow the easy instructions.

You will be asked for your Alamo reservation number, details of additional drivers and offered various optional extras. Optional extras are items such as GPS, upgrades and enhanced roadside assistance.

Once you have completed the process, your rental agreement will be printed. Take your documents across to the parking lot and choose any hire car you like the look of from those in the category you have booked.

IMPORTANT INFORMATION

In order to use the Kiosks available to customers in resort, Savetime must be completed prior to travel via the Alamo website.

Please always ensure you scroll to the bottom of each page and hit save and continue or Submit...if you do not hit the submit button at the bottom of the page, and receive the final confirmation page then this will not go through and kiosk will not work.

You should receive an email to the email address you have entered directly from Alamo to ensure you have confirmation.

Please note when you complete the 'Savetime' on Alamo's website it will state that there is an additional charge of \$9.99 per day for the 1 additional driver.

Please ignore this extra charge, as you will not be charged this locally. This is a new system that Alamo have very recently introduced and they are in the process of updating it so you will not see this additional charge in the future.