

Guide to Booking your Car Hire

Which Car Category Should I Choose?

The appropriate type of car category should be selected with the main needs of the holiday goers in mind. Helpful can be to begin by asking yourself the following list of questions:

How many people are travelling with you?

1 to 2 Adults -> Just a mini or 3 door Economy car is needed in this case. If you would like a little more space in which to be comfortable, or if one of the travelers is particularly large, an upgrade to a 5 door Economy car could be ideal.

2 Adults & one small child -> At least a 5 door Economy car will be necessary here, especially if you are carrying more than just hand luggage. In order to be comfortable, consider how many bags you are bringing in order to have them not end up on your laps!

4 Adults -> A car in the Compact category should be enough for this group of travelers. But if a lot of bags are also coming along, than something even bigger might be better; a minivan with 5 seats (such as a Citroen Picasso) or even an estate car (Ford Focus or Opel Astra) will be a better bet.

5 Adults-> At least a minivan with 5 seats will be required, such as a Citroen Picasso or Renault Megane. A large amount of baggage will in this case require an upgrade to a 7 seat People Carrier.

6 or 7 Adults -> Either a 7 seat People Carrier, or two Economy cars for the group. Have a good look at the prices; often two Economy cars can even come out cheaper!

8 oder 9 Adults -> A full sized people carrier with 9 seats, such as a Mercedes Vito, or two or three Economy cars.

Are you bringing much luggage?

Don't forget; when luggage space is a top priority, hiring an Estate Car can avoid the situation of receiving a Minivan with a boot that doesn't live up to expectations.

Should the car be booked with air conditioning?

When considering the option of air conditioning, first consider the climate of the country you are visiting. For instance, summers in the Mediterranean can be surprisingly hot, making air conditioning an absolute must. It can be a good idea to use the internet to get a forecast for what the local temperature will be, and plan accordingly. Some travelers are surprised that in certain places, such as Poland, many vehicles do not even have the option of air conditioning, due to the regularly mild summers.

Automatic or manual transmission?

If possible, we recommend you to always stick with the transmission you are used to. If you are used to driving with manual transmission, having a car with a familiar transmission can be one comforting factor while you are on holiday in a new land. More challenging is a situation an automatic is not available, and now getting used to 'stick shift' is the only way to get to the beach. Both types of cars are usually available in most locations, but please make sure to specify your request beforehand. Some exceptions do exist however. In the United States and Australia, you are almost sure to get a car with automatic transmission.

Similarly, in the south of France, if you can drive manual, you will have a much wider selection of cars to choose from!

Diesel or Regular Petrol?

Depending on the rate of fuel prices in certain countries, it can be a wise decision for your pocket to have a car that takes Diesel petrol. In many instances, Diesel versions of the car you wish to hire are available right alongside their regular petrol partners. During the car selection process, keep an eye out for cars with Diesel in their title, which also have an 'X' in their car code name. For instance, a Diesel Economy will be listed as an EXMR. Diesels are often a bit more expensive, so it's up to you to decide how much driving you will do, and if in the end it will be worth it. Sometimes, after booking a vehicle with regular petrol, you may still be surprised with a Diesel. This will then be considered as a 'Free Upgrade,' and you will be able to save on refueling at no additional cost to yourself.

Convertibles

The time has come to live out your dream holiday: drive along a windy cliff overlooking the Mediterranean in a beautiful new convertible! Convertibles are generally available in all marvelously sunny places where one would expect them to be (California, Majorca, Greece), but must be specifically reserved beforehand. Have a close look at the options available in your designated holiday destination, and give a call to CarDelMar customer service for any specific questions or advice. Please note that due to limited availability and high demand, it is a good idea to reserve your convertible with a generous amount of time before the intended pick up day. Reservations made within three days before pick up can unfortunately not be accepted.

Minivans

With minivans it is the same as with above-mentioned convertibles: the earlier they are booked, the more likely the car will be available and confirmed. Should your decision for travelling with many passengers however be made at short notice, we recommend splitting the group up and booking several smaller Economies.

SUVs/4x4s/Jeeps

In certain regions such as Costa Rica, streets are not up to European standards. There, SUVs become quite a desirable commodity. Local car hire companies give you the possibility of conquering the unpredictable dirt roads by offering a wide range of SUVs. Should you plan a road trip across the USA or Canada, consider fitting in by also booking an SUV or Jeep, which will incidentally give you a considerable amount of luggage space.

What Do I Need to Hire a Car?

A Valid Driver's License

In order to be allowed to drive the hire car, all drivers must be present during pick up and must present an original copy of their valid driver's license. Some car hire companies may also require an international license. This can be checked under section 'C' in the local terms of hire, available during the booking process. These terms also state for how long the driver has had to be in possession of a driving license. The minimum requirement is usually two years.

A Credit Card in the Name of the Main Driver

At the station, the deposit required will be blocked on the main driver's credit card. This amount will be then unblocked after returning the vehicle. The deposit amount is most often listed in section 'C' of the local terms of hire, as well as whether American Express is accepted or not. Please make sure that your credit card has enough funds available in order to have the full amount properly blocked. Occasionally, the local hire company might require two credit cards for larger or more expensive luxury vehicles. This information would also be available in the local terms of hire.

Credit Card Payment with CarDelMar

It is only possible to make a reservation with CarDelMar with a valid credit card. As soon as the local car hire company confirms the car request, we will charge your card. Should you later wish to cancel this initial booking and make a completely new one, we will fully refund your first booking charge the new amount from the same card. In cases where you cancel your booking, the rental price will be refunded automatically in full, unless a cancellation fee applies.

CarDelMar accepts the following credit cards:

MasterCard, VISA, American Express

Please make sure that your credit card complies with online transactions and that the limit is sufficient for the entirety of the rental price.

Should you not be in possession of a credit card, and you would like to order one in order to place a booking, you may order your credit card here.

Minimum / Maximum Age

Off for the weekend to Ibiza for some fun without mum and dad, and thinking of hiring a car? But wait! A Minimum Age is always required to hire a car, and in most cases that age is 21. For larger, or more expensive, car categories, the minimum age may even be 23 or 24. Some hire companies offer the possibility to purchase a "Young Driver's Insurance" if you are under the age of 24 and still want to be seen driving that convertible. Please be sure to see exactly how much this will cost in terms of hire section 'C', to be sure you still have enough pocket money for your holiday!

Which Coverage Package Should I Choose?

CarDelMar offers the Following Coverage Packages:

- Coverage with Excess (Standard Package)
- Coverage without Excess (All Inclusive Package)
- Coverage including Glass and Tyres (All Inclusive Plus Package)
- Coverage including Extra Driver and Full Tank (All Inclusive Gold Package)

Details on each Coverage Package can be found on our website.

What is Excess?

Should a damage or accident occur while on holiday, it is nice to keep in mind that the house does not have to be put up for sale. Most local car hire companies will initially ask for a very reasonable sum as deposit (compared to the value of the hire car you are given), and this is the maximum they are allowed to take in the event of a normal damage. This amount, almost always equal to the deposit, is also called the 'Excess.' The amount of the Excess will depend on the type of car you have hired, as well as from which local partner you have desired to hire. Information on Excess/Deposit amounts can be found in local terms of hire under section 'B.'

CarDelMar offers a selection of low price Coverage Packages that allow you to receive a reimbursement of your Excess/Deposit in the event that some is taken by the local car hire company for repairs after a damage. This means that the cost for the damage will first be deducted by the local car hire partner from the amount blocked on your credit card, and an invoice explaining the damage will be given to you on site, or sent to you shortly. Then, as soon as you send this document to CarDelMar, along with a credit card statement showing the amount taken for the damage, we will refund that amount to you.

CarDelMar recommends at least the Coverage Package 'Coverage without Excess' (All Inclusive), which will allow us to reimburse you for the vast majority of damages to your hire car. Naturally, the more coverage you purchase, the more we are able to reimburse you. If you are charged for glass or tyre damage, this can only be reimbursed if you have taken out 'Coverage including Glass and Tyres' (All Inclusive Plus Package).

Which Local Car Hire Company Should I Choose?

CarDelMar offers a variety of local partners from which to choose in any given holiday destination. Important to keep in mind, is that the local partners differ not only in car selection offered, but also in terms and conditions. Before selecting your car and local car hire partner, CarDelMar strongly recommends reading through the local terms and conditions of the car hire company to make sure there are no surprises. While ALL local car hire partners must follow the same strict quality standards in order to be part of CarDelMar, certain region differences include the Minimum Age for the main driver, the cost of a one way fee, and whether the purchase of snow tyres is required for your rental.

Third Party Liability Coverage

Every car comes with Third Party Liability Coverage. This means that in the event of an accident where another person is involved, the local hire company is responsible for covering their damage claims, up to the limit of the Third Party Liability Coverage. Additional costs above the limit of the Third Party Liability are not covered. In most holiday destinations, the limit of the Third Party Liability is 1 million EUR. Additional coverage other than that of the local car hire company may be available with other outside insurance companies. Third Party Coverage remains after authorized cross border travel.

Fuel Policies

Each local car hire company is able to declare their own fuel policy. Generally, there are three different kinds:

Full-to-Full: The hire car is received with a full tank of fuel, and must be returned equally full. Shortages of the originally full tank must be repaid locally. Occasionally, the vehicle is given half full, and then must only be returned half full.

Full-to-Empty: The hire car is given out with a full tank of petrol, **which must then be purchased at the time of pick up.** No reimbursement is given for petrol left in the tank upon return. The price per litre depends on current petrol prices for the holiday region you are in. In most cases, this additional charge is deducted from the deposit returned at the end of the rental. Although many customers do not prefer this fuel policy, this allows the local hire companies the ability to offer lower rental prices to their customers, something which few customers complain about!

Empty-to-Empty: The car is received empty, no petrol tank is charged, and no amount is refunded for petrol left in tank at the end of the rental.

Please make note of the fuel policy for the car hire you have chosen. An explanation of the fuel tank policy is always available before booking in local conditions section D of the local terms of hire. Generally, inexpensive car hire companies have Full-to-Empty policies, as do Portuguese and Spanish.

Additional Costs

In the cost of the car rental, most local taxes and costs are already included. Some local car hire companies nevertheless must charge additional taxes, depending on their location. Snow tires in the Alpes, road tax in Italy, and an environmental charge in London, must all be paid on location directly to certain car hire companies. If a charge will apply, it will be clearly listed in the local hire conditions of the company you have booked, either in sections C, D, or E. Additionally, additional costs due to customer requests must also be paid locally

Here is an overview of a range of possible local charges:

- Road tax, Winter Tax, Environmental charge
- One way fees (when the drop off location is different than the pick-up station)
- Out of hours pick up
- Hotel Delivery
- Cross Border Fees
- Young Driver Insurance
- Extra Item charges (child seats, SatNav systems, roof racks, etc.)
- Additional Driver charge

All additional costs as listed above must be paid directly to the local partner. Such costs are usually grouped and charged to your credit card at the end of the rental. If the cost for one 'Additional Extra' is too high, such as a high Young Driver Insurance, have a look at the conditions of a variety of local partners as such costs may vary, or in some cases, not even apply.

Which Local Station should I Choose?

Some local car hire companies have quite an extensive network of stations. If you choose Europcar of Barcelona, for instance, you better get ready to decide on which one. CarDelMar also offers the choice of hiring from a local car company in many places, which are often less expensive. The only downside is, such companies may not have quite as many stations. Prices may also vary, even between two car hire stations of the same company in the same town. The availability of vehicles is almost always greater at airport stations, as well, which may be good to keep in mind if you are in a popular holiday destination. If your pick up location in one town can be flexible, CarDelMar recommends comparing the prices between stations before booking.

One Way Fees

Flying to Barcelona, but planning a costal drive all the way down to Valencia? When dropping off at a different station, it is important to note that most local car hire companies will charge an additional one way fee. Please note, many car hire companies do not exist in all locations, and may not be available in your desired destination. Especially if you have chosen a cheaper car hire company, you may only find them in the major cities of your holiday country. Once you have found a car hire company that allows you to select your desired drop off destination, there is the question of cost. A few local car hire companies have this cost already included, while most charge you additionally at the end of your rental. In order to see the cost of this one way charge before booking, please call CarDelMar or look in section E of the local terms and conditions.

Hotel Delivery

Hotel deliveries are possible to request in most locations, during the booking process. Hotel deliveries must be requested before the day of pick up, and confirmed by the local hire company. Please choose the station as near as possible to your hotel, as the cost of your hotel delivery will depend on the distance the car is delivered to you. To determine whether hotel delivery is available and what the cost will be, please call CarDelMar or look in section C of the local terms and conditions.

Airport Station Pick -Up

Not all local car hire companies have a counter directly in the airport terminal. Some car hire companies are located just a stone's throw away, and offer a short shuttle bus ride to reach their car park and counter. The shuttle bus will only take a few minutes at most, and will not be difficult to find. A friendly customer service representative from the car hire company will be there to meet you, and take you on your way. This is why your flight details are required during the booking process, so that the car hire representative can keep an eye on when your flight arrives. During the booking process, the information concerning whether the car hire company has a shuttle bus or not will be available in a Pop-up called 'Station Details.' Here you will be able to decide whether you would like to enjoy a slightly lower price, and take a shuttle bus, or whether you prefer the convenience of having a counter directly in the terminal.

The Opening Hours of the Stations

Please take careful note of the opening hours of the station you have selected. If your plane is arriving at 10:45pm, a station that closes at 11:00pm might just not be the right one to choose. Sometimes, it is possible to pick up your car hire outside of the previously stated opening hours if this is specified during the booking process. Simply write in a time later than the closing time of the company, and when your booking is accepted, rest assured that the company has taken into account your late arrival. For this service, a small fee will apply, which will also be listed in the local terms of hire and on your voucher. For out of hours Drop Off, this is also not a problem in most cases; simply place the key in a 'Key Drop Off Box' on the grounds of the company's car park, and be on your way! The opening hours of the station will also be located in the pop-up 'Station Details.'