

TERMS AND CONDITIONS

Driving Licence: All drivers must produce a full valid British/EU driving licence held for at least one year. (International licences are widely accepted; please check with reservations 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. Our reservations department 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 are not acceptable.

Drivers Age: If the driver is under the age of 25 or over 65 years old, please inform our reservations staff at the time of booking as some age restrictions may apply in certain destinations. In some cases a young drivers surcharge is payable locally.

What's Included: All rentals include: Unlimited mileage (except Canada & Australia), Third party insurance (in the USA each state establishes a minimum level of third party cover by law, this can be as low as \$5000. Excess liability insurance (SLI) is third party insurance above this level increasing cover to \$1 million in respect of any claims made against you), Collision damage waiver (CDW), Theft waiver, airport surcharges, bail bonds, all local taxes except Australia where taxes are paid locally by law. The insurance provided by most car rental companies does not cover tyres, windscreens, the roof, the underside or interior of the car and towing charges. You may therefore be liable to any charges for damage to these items. Most suppliers also have insurance excess.

What's 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.

Insurance Exclusions and Excess Refund Policy: For only £1.00 per day the excess refund policy will cover you for excess that you may be charged for damage caused as a result of an accident. Our local supplier may charge you this excess, but you can reclaim this providing you complete an accident report form on returning your car, and then forward a copy of this to Global Holiday Homes Limited. Our supplier will refund the excess you have paid within 28 days of receiving your accident report form. The insurance excess refund policy does not apply to prestige cars. 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.

Additional Drivers: Charges often apply for additional drivers. Global Holiday Homes Limited 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. Global Holiday Homes Limited 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.

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

Period of Hire: Minimum rental is 1 day in the USA and Canada and 3 days in Europe. Rental days are calculated on a 24-hour basis. The car hire company has a 59-minute period of grace. On returns after this time a full days 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.

Calculating Your Price: For rentals of less than a week, the daily rate is 1/5 of the weekly rate. For rentals over a week, additional days are charged at 1/7 of the weekly rate (except USA).

Rental Documents: The rental voucher must be presented when picking up your rental car. Global Holiday Homes Limited 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.

Rental Charge: Clients will be charged at the rates prevailing on the day of collection of the car. No increase or reductions apply if the rental continues into a higher or lower season. Once a payment has been made. (Either deposit or balance) The price quoted will be fixed. Therefore you will not be required to pay extra, should the price increase and likewise you will receive no refund if the price should drop.

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.

Amendment Charges: Any amendments made to a booking will be subject to a £3.50 amendment fee.

Cancellation Charge: Global Holiday Homes Limited will charge a cancellation fee for any booking you are unable to honour prior to the collection date. (Please see below for charges). No refunds will be given for no shows in resort, rentals ended early, late collections or cancellations made after the rental start date, even if cancellation protection or CAPP is purchased. Bookings can only be cancelled upon return of the rental voucher (if issued).

Cancellation Charges:

28 or more days before start date

£10.00 per vehicle per week (£20 vehicle per week for the 12 seater) Travelling within 28 days 25% of the total rental charge.

Date of departure 100%

Cancellation Protection Insurance: For only £3.50 per week or 50p day, the supplier's cancellation protection insurance will cover you from any cancellation charges payable if you are unable to honour your reservation prior to the start of your rental. Please note this must be purchased at time of booking.

C.A.P.P: For a minimal charge of only £1 per day the Suppliers Complete Accident Protection Package will protect you from any charges relating to cancellation prior to your travel date. This package also covers you for any amendment charges i.e. Flight change, name change etc, and also includes the excess refund guarantee. (Please see insurance exclusions and excess refund policy)

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. 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.

Tax: All taxes are included except those on any extras purchased locally.

Car Type/Suitability: Global Holiday Homes Limited 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 or upgraded car (at no extra cost). All cars are booked by group and whilst the car rental company will try to provide a car within the car group booked. If a 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. Global Holiday Homes Limited cannot accept liability where this procedure is not followed.

Flight Information: For all airport collections, it is essential that Global Holiday Homes Limited be given the correct flight number and arrival time before departure. If the information is not given in time, Global Holiday Homes Limited will do it's 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.

Customer Satisfaction: Global Holiday Homes Limited would like to advise all of our clients that upon collection of their rental vehicle they read all documentation before signing the rental agreement. If after signing the agreement you are not happy with or have any queries relating to your hire, please contact or return to the location and speak with the station manager who will gladly explain any charges. If you are still dissatisfied please contact the Global Holiday Homes Limited Customer Services department within 28 days of your return. Global Holiday Homes Limited 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.

Global Holiday Homes Limited 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. Global Holiday Homes Limited is unable to refund any extra insurance options or local purchases which you have signed as accepted on the rental agreement. Global Holiday Homes Limited accepts no responsibility for and shall not be liable in respect of any loss, damage, delays or changes arising from circumstances outside its control.