

Car Hire Conditions Spain
Mainland, Balearic Islands and Canary Islands

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Terms & Conditions

These terms and conditions constitute our agreement with you for the services we provide for the supply of car Hire. For further information, please, check our Website <https://www.goldcar.es/tc/>

Included in the Price

- ❖ Unlimited Mileage (except Barcelona, Madrid, Torrevieja, Denia & Benidorm where the mileage is limited).
- ❖ The rental rates include Compulsory Automobile Cover and the Supplementary Civil Liability cover for the damage, involving third parties, arising from use and circulation of the vehicle.
- ❖ CDW (Collision Damage Waiver) and Vehicle Theft coverage with Excess.

Not covered under the included cover: Tires, Wheels, Rear view and side mirrors, Windows, Hubcaps, Taxi (transportation), Towing costs, Locks, Battery, Motor, Undercarriage and Interior of car, Clutch, Replacement Keys, Copy of the key and delivery of the key to the closest Goldcar office, Damage to oil sump, Catalytic convertor, Radiator, a new deposit if a replacement vehicle is needed and Repair Period. Please see more in the Optional Covers Section.

- ❖ Third Party Cover
- ❖ Fortuitous fire and vandalism acts as long as the conditions stated in the contract are fulfilled
- ❖ VAT/IGIC
- ❖ Airport Service Fee (offices on-airport)
- ❖ **Telephone assistance is free for every customer on weekdays between 09:00 and 18:30.** There will be a service charge that will not exceed 30€ for contacting Roadside Assistance/S.O.S outside of these hours, unless the customer has selected the optional Relax Cover Package. **(Please see the Optional Cover section for more information.)**
- ❖ Goldcar gives a **59 minute grace period** for the drop-off of vehicles without any additional costs to the customers. Therefore, Goldcar permits customers to return their rental vehicles up to 59 minute later than the time stated on the rental contract.
- ❖ The car hire contract may have a maximum duration of 28 days. After 28 days, a new contract is required **(Please see the section Extensions of the Rental Period for more information).**

Important Information

- ❖ The following documents are necessary to be able to rent a vehicle: Passport or Identification card, international driving license written in Roman letters (accompanied by the Driving License of their country) and a valid credit/debit card **(Please see the section Payment Details for more information).**

Fuel Systems

OPTION 1 (by default):

Flex Fuel SDR/QRS: The Quick Return System, (SDR in Spanish,) associated with this reservation is an agile system for returning the vehicle: it allows the customer to avoid unnecessary delays while returning the vehicle, last minute searches for service stations, or extra charges and penalties for refuelling errors. For this reason, the Quick Return System includes a full tank of fuel that doesn't need to be returned full, it does away with the need for a check-in process to prove that the vehicle is topped up at the time it is returned, and it allows for flexibility in the return time. The cost of the Quick Return System must be paid on collection of the vehicle. It is determined based on the model of the hired vehicle and its fuel capacity, the price of fuel at collection and operational and logistical expenses.

We will block the fuel tank + operational & logistical costs + location cost (Spanish on-airport offices) + 10% of the total sum of the previous concepts & fuel tank DEBIT CARDS -> the tank is charged on collection). Once the vehicle is returned, the unblock of the amount paid will have a deduction equal to the value of the missing liters of fuel, operational & logistical costs and location cost (if applicable).

The price of the Quick Return System can be found at this web address: www.goldcar.es/sdr. It is necessary that you provide the customers with this link (on your Website, your vouchers...etc.) so that there is transparency with the fuel prices.

As you are aware, one of the most important issues is the transparency of the prices with no hidden costs. According to legal experts in consumers rights consulted this new system complies completely with European legislation.

We calculate the price of the SDR according to the following calculation:

$$\text{SDR} = \text{Vehicle Model (in liters)} \times \text{Price(€/liter)} + \text{OLC}$$

Vehicle Model (in liters): the capacity in liters of the fuel tank based on the model the customer receives

Price (€/liter): the calculation of the unit Price of the fuel, taking as reference the average Price of the petrol stations in the Alicante Province (rentals with origin in Mainland & Baleares) and Gran Canaria (for rentals with origin in any of our offices in the Canaries) according to the rates published in the Web of Industry, Energy and Tourism Ministry: Spain <http://geoportalgasolineras.es/>, Italy (<https://carburanti.sviluppoeconomico.gov.it/OssPrezzi/ricerca>) and Portugal (<http://www.maisgasolina.com>). The value used is the result of the average of the cheapest and the most expensive price available on the date consulted.

OLC: The necessary operational and logistical costs, the cost is associated to the concrete model of the vehicle provided

We consider this new system to be very beneficial for the customers and both our companies as the customers' satisfaction will be increased positively.

Please, take into account that this issue will be a huge advantage compared to the current Goldcar fuel system. Furthermore, we are sure we will reduce the amount of claims related to the current policy as well.

We suggest that you explain in your Website our new system in a different way highlighting the advantages the customer will have.

The main advantages for the SDR/QRS are as follows:

- The vehicle is provided with a full tank
- It is not necessary to refill the tank before returning the vehicle
- Avoid unnecessary delays while returning the vehicle:
 - a. A check-in process is not necessary to prove the vehicle is topped up at the time it is returned
 - b. it is not necessary to look for a petrol station to refill the vehicle near to the drop off location
- Avoid refueling errors and the consequent costs as this is considered negligence

- Flexibility in the rental (in the offices where it is possible, the vehicle can be returned although the office is closed)
- Save money (the unused fuel is unblocked)
- Comfort thanks to the automatic unblock of fuel when the contract is finished

OPTION 2 (we need to know if you are interested in this option):

Full Fuel SDC/CRS: The Classic Return System, (SDC in Spanish and associated with a higher rate): this option includes a full tank of fuel and must be paid on collection of the vehicle. The price of fuel is determined based on the price of the petrol stations. We will block the fuel tank + the "possible" penalty of 50€ for not returning the vehicle full DEBIT CARDS -> the tank is charged on collection). We will unblock the full amount if the vehicle is returned full. If the vehicle is not returned with a full tank, the unblock of the amount paid will have a deduction equal to the value of the missing liters of fuel (according to the current petrol station prices) plus a penalization of 50€.

If you want to offer both the Flex Fuel as the Full option, you will have to define the Fuel option within the reservation.

IMPORTANT – LOCATION COSTS

We will apply location costs to all customers renting a vehicle in any of our Spanish on-airport offices with the Flex Fuel option.

The Location Costs will be charged proportionally to the fuel costs and will be also unblocked together with the unused fuel in the same proportion.

The calculation will be as follows:

$SDR = \text{Size (liters) tank of vehicle model} \times \text{Price (€/litre)} + \text{OLC (Operational \& Logistical Cost)} + \text{Location costs (new charge)}$

Example: A customer upon collection is charged 110€ for SDR/Flex Fuel (this amount includes the liters 75€, the OLC 25€ & the location costs 10€) and the car is returned with 6/8 of fuel. We will deduct the OLC from the amount to refund (25€) and process a final refund of 63,75€ ($110€ - 25€ / 8 * 6 = 63,75€$).

Please, take into account that we will NOT apply the Location Costs to the bookings confirmed for: Full Fuel, Rhodium, Off-airport offices or Offices not located in Spain.

OPTION 3 (ONLY AVAILABLE UPON COLLECTION, NOT BOOKABLE IN ADVANCE):

Prepaid Tank:

- What is the Prepaid Tank?
 1. Customers pay for a full tank upon collection (the Logistical & Operational Costs are NOT added up to the fuel price; the Location Costs are added up to the fuel price*).
 2. Customers can use all the fuel they need as they do not have to return the car with fuel.
 3. We will not unblock unused fuel.

*We remind you that the Location Costs are applied to reservations for any Spanish on-airport offices.

- How the Prepaid Tank works?
 1. Customers who have reserved the Full Fuel system (Goldcar or Rhodium) can take the Prepaid Tank (not available for Flex Fuel bookings).
 2. The bookings can be made through the system defining the fuel System: Full Fuel. Customers will be offered this additional option upon collection as this cannot be reserved in advance.
 3. If customers are not interested in the Prepaid Tank, the Full Fuel system originally reserved will be maintained.
- What are the main advantages of the Prepaid Tank?
 1. The Logistical & Operational Costs are NOT added up to the fuel price (you can check the fuel price on our Website <https://www.goldcar.es/en/sdr/>).
 2. Customers do not have to worry about refueling the tank at the end of the rental, they do not have to look for a petrol station...etc.
 3. As the car does not have to be returned full, we will not charge the fuel missing liters/penalization of 50€.

- ❖ Diesel vehicles are available, normally at an additional charge of 2€ per day, but diesel vehicles can never be confirmed to the client before pick-up. If the client wants to hire a diesel car he should ask for it upon arrival.

Payment Details

- ❖ Our agents will receive daily or weekly rates and these prices are subject to future modifications.
- ❖ If weekly rates are received, it is still possible to hire a car for a shorter rental period than one week, although the minimum rental is 3 days. This means that although it is possible to make a reservation for a period of less than 3 days (1 or 2 days), the cost for 1, 2 or 3 days is the same. The price of 6 and 7 days is the weekly net rate price. When the rental period is for less than a week, we calculate the price of one week and divide among 6. Then multiply the result by 4 or 5 days. If the lease is for more than a week, we estimate the cost of a week and divide it by 7. Then multiply the result by 8, 9 days...
- ❖ You will receive the rates/prices without taxes. You will receive an Excel document (.xls) with the taxes included and excluded.
- ❖ We accept credit cards to pay the costs of cars rental, fuel and other local extras. The main driver of the car rental contract must be the cardholder of one of the following valid credit cards: **MasterCard** and **VISA**.

We also accept debit cards and EC-Karte which implies the following conditions:

Destinations with Excess: The customers will be **charged*** the corresponding **Excess****.

**Please, take into account that due to the foreign exchange rate and other possible banking charges not related to Goldcar, the customer will have to take responsibility for the possible expenses involved when we charge/refund the aforementioned deposit/Excess.*

***It is essential that after the rental period, the customer goes to our office to return the vehicle and asks for the refund of the deposit/Excess (if the car is returned in good condition, the vehicle has not been involved in any accident/breakdown...etc.). Please, take into account that it is not possible to make any refund on a debit card if we do not physically have the card.*

It is possible to pay with one card (rental + fuel + extras) and leave the Deposit/Excess with a different card (both cards must be in the name of the main driver on the rental agreement).

- ❖ **We do not accept payment by prepaid cards, American Express, Postepay, Gift cards or Diners.** Nor will accept payment in cash.

FOREIGN EXCHANGE RATE

All automatic refunds (unused fuel, deposit...etc.) are always made in Euro (even if the customer was originally charged in a different currency on collection) and consequently the customer will have to take responsibility for the possible expenses involved (bank commission charges...etc.).

Extras and Additional Charges

- ❖ **DIESEL:**
Diesel vehicles are available at additional charge. (Please see Fuel section for more information.)
- ❖ **ADDITIONAL DRIVERS:**
7,95€ (taxes included) per day with a Maximum charge of 98€ (taxes included) per driver.
- ❖ **BABY SEATS/BOOSTER SEATS/MAXI COSI:**
Baby Seat & Maxi Cosi: 7,95€ (taxes included) per day with a Maximum charge of 98€ (taxes included)
Booster Seat: 7€ (taxes included) per day with a Maximum charge of 98€ (taxes included)

In Mallorca we also ask a deposit of 30€ In Mallorca, if the baby seat is returned in the same condition as supplied, the deposit will be refunded.

Baby seats/Booster seats must be fitted by the parent or guardian. Our staff is not permitted to help with the fitting of these items. The customer will always be responsible for fitting the seat.

❖ **MINIMUM AGE REQUIRED/DRIVING LICENCE MINIMUM PERIOD:**

Drivers must be 21 years and have held a valid driving licence for a minimum of 12 months. Customers who are under the age of 25 will be able to drive our vehicles but they will have to pay a surcharge per day with a maximum charge of per rental (please, see the specific costs in the table below). The customers who are 25 will not pay this surcharge.

We took this decision given the high risk of accidents in customers of this age group. The customers who have held the driving license for less than 4 years will also have to pay a fee per day with a maximum charge per rental (please, see the specific costs in the table below). **We will apply only one charge if the customer is under the age of 25 and has had a driving license less than 4 years.**

MINIMUM AGE REQUIRED FEE:

CAR CATEGORIES	MAINLAND & ISLANDS
N-T-V-LL-VV	25€ per day with a minimum charge of 75€ (no maximum charge)
Rest of categories	8€ per day with a maximum charge of 96€

DRIVING LICENCE MINIMUM PERIOD FEE:

CAR CATEGORIES	MAINLAND & ISLANDS
All Car Categories	5€ per day with a maximum charge of 60€

❖ **GPS:**

We have GPS available at many of our locations, although it cannot be reserved in advance. If the customer would like GPS, they must check the availability upon arrival at the pick-up location. The cost of GPS is 10€ per day with a maximum of 140€ per rental. It is necessary to leave a deposit of 90€ which will be refunded when the GPS is returned in good condition.

GPS are available on one-way rentals.

❖ **SPECIAL CLEANING:**

A charge up to 180€ will be applied if the returned car requires special cleaning.

❖ **ONE-WAYS:**

One-way charges apply for **all rental periods**.

Please, see the spread sheets attached. The One way price depends on the location, car group and rental period.

International One-ways possible between:

- Madrid Airport and Rome Fiumicino Airport & viceversa (see sheet attached for more info)
- Madrid Airport and Lisbon Airport & viceversa (see sheet attached for more info)

❖ **ACCIDENT ADMINISTRATION FEE:**

We charge a 50€ administration fee to the clients when they are involved in an accident (File proceedings) and have **NOT** taken our Super Relax Cover.

❖ **DIVERTED FLIGHTS:**

Changes in flight arrival destinations will incur a 60€ fee. **If the flight is diverted and the customer collects the vehicle in a location different to the one reserved.**

❖ AFTER HOURS COLLECTION:

The after-hours collection has an additional local charge of **40€** per car (flight numbers are essential). The after hour fee will also be applicable to the customers who arrive with a **delayed flight** and collect the vehicle after the opening times. The customer will have to claim this to the Airline Company.

❖ FINES:

We charge a **45€** administration fee to the client if we receive a traffic fine. We are obliged to provide "Dirección General de Tráfico" with the details of the customers who receive a fine during the hire period. This fee does not include the payment of the fine.

The customer must pay the fine directly to the corresponding Spanish Authorities.

❖ LOSS OF THE VEHICLE DOCUMENTS:

If a customer returns a vehicle and the vehicle documents are not in the car (after checking the car), we will proceed to charge this fee.

The cost of this fee will be as follows:

-Spain **35€** per vehicle

❖ ABANDONED VEHICLE:

Customers who abandon Goldcar vehicles at any location other than the location agreed upon on the rental agreement will be responsible for the costs assumed by Goldcar Rental for the transport of the vehicle to the agreed upon drop-off location, as well as the **corresponding daily rental charges and 40€ daily penalization fee**.

❖ TELEPHONE ASSISTANCE/SOS:

Telephone assistance is free for every customer on weekdays between 09:00 and 18:30. There will be a service charge that will not exceed 30€ for contacting Roadside Assistance/S.O.S outside of these hours, unless the customer has selected the optional Super Relax Cover. **(Please see the Optional Cover section for more information.)**

❖ SUBSTITUTION VEHICLE:

In the cases of an accident or Vehicle breakdown, a new deposit will be necessary for the collection of a substitution vehicle. **The deposit will not be necessary for any customers whom have contracted the optional Relax Cover Package.**

❖ EXPRESS /PRIORITY CHECK-IN SERVICE

The customers, who purchase this service, will have the advantage of not having to wait to pick up the car. We will have a priority check-in desk for immediate pick-up.

The cost of this service is, between **19,95€** and **49,95€*** in high season (VAT included) per booking. **Please, take into account that this special service is limited to a certain number of bookings per hour in each location.**

Once we have reached our limit of bookings requesting this service (**8 pick ups per hour and location**), it will not be possible to make any more bookings with Priority Check-in/Express service.

This means that the bookings will not be rejected. These bookings will be confirmed but the Priority Check-in/Express service will NOT be booked.

This service is purchased when you make a booking using one of our automatic booking systems.

Please, for further information, consult the information related to our Automatic Booking Systems.

*High season periods (all destinations except Canaries): 06/04/17 - 16/04/17, 01/06/17 - 30/09/17 & 21/12/17 - 07/01/18

*High season periods in Canaries: 01/12/16-16/04/17 & 01/09/17-01/04/18

Limited Mileage

- ❖ We have limited mileage in the following offices:
Barcelona, Madrid, Torrevieja, Denia & Benidorm.

The limitation of kilometres per day are:

From 1 to 3 days: 350 km per day

From 4 to 6 days: 250km per day

From 7 to 14 days: 150 km per day

From 15 days on: 100 km per day

The limited mileage fee will be:

Small car groups: X, XG, AA, 4A, A2, BB, CC, CG, C1, R & S: 0,15 € per kilometre

Medium car groups: D, DD, DE, DG, E, F, FF, L, LL, N, V, VV, T & TA: 0,18 € per kilometre

Large car groups: I, J, K, G, GG, GW, M, O, P, PP & Q: 0,23 € per kilometre

❖ Test in Alicante/Gerona/Malaga/Valencia/Sevilla/Reus/Jerez/Murcia Airport

LIMITED kilometres product on the Full to Full rates. The details of this product are as follows:

-Test location: **ALICANTE AIRPORT/GERONA AIRPORT/MALAGA AIRPORT/VALENCIA AIRPORT/SEVILLA AIRPORT/REUS AIRPORT/JEREZ AIRPORT/MURCIA AIRPORT**

-Free of charge kms per day : **90 Kms**

-Extra kms charge : **0,40€ per kilometre exceeded**. The maximum which can be charged is **4000 kilometers per contract**.

-The customers can waive the **LIMITED MILEAGE** by adding a Waiver at a cost of **29,95€** (Alicante/Gerona/Malaga/Valencia/Sevilla/Reus/Jerez/Murcia) per contract or buying our Super Relax Cover.

-Brands: Goldcar only (**Rhodium does not apply this product**)

Destinations included in this product with **pick-ups until 31/12/17**:

-Alicante Airport - ALC

-Gerona Airport - GRO

-Malaga Airport - AGP

-Valencia Airport - VLC

-Seville Airport - SVQ

-Reus Airport – REU

-Jerez Airport – XRY

-Murcia Airport – MJV

As this is a test, it will **NOT** be shown yet through XML system.

Optional Covers

Travelling Outside of Spain

- ❖ Goldcar vehicles rented in mainland Spain are not allowed to travel outside of the mainland. Also Goldcar vehicles may never travel in the Spanish communities of Ceuta or Melilla.
- ❖ Customers who pick up their vehicles at our Gerona, Reus, Bilbao, Santander, Santiago, Oviedo and Barcelona offices may travel to France and Andorra. An additional cover is necessary for these customers. The cost of this additional cover is **9€** per day of the total rental period, with a minimum charge of **25€** and a maximum charge of **90€**
- ❖ Customers who pick up their vehicles at our Granada, Sevilla, Málaga, Jerez, Almeria and Sancti Petri offices may travel to Portugal and Gibraltar. An additional cover is necessary for these customers. The cost of this additional cover is **9€** per day of the total rental period, with a minimum charge of **25€** and with a maximum charge of **90€**
- ❖ Customers who pick up their vehicles at our Gibraltar office may travel to Portugal. An additional cover is necessary for these customers. The cost of this additional cover is **9€** per day of the total rental period, with a minimum charge of **25€** and with a maximum charge of **90€**
- ❖ Customers who pick up their vehicles at our Madrid, Oviedo, Bilbao, Santander & Santiago office may travel to the following **Portuguese provinces**: Minho, Tras-os-Montes e Alto Douro, Douro Litoral, Beira

Alta, Beira Litoral and Beira Baixa. An additional cover is necessary for these customers. The cost of this additional cover is 9€ per day, and is applied to the total rental period, with a minimum charge of 25€ and with a maximum charge of 90€

Travelling to Other Islands

- ❖ Goldcar vehicles rented at one of our Spanish Island offices are not allowed to travel to any islands other than the island where the rental vehicle was picked-up. The drop-off of these vehicles also must be in same office where the car was collected.
- ❖ Vehicles collected in the Canary Islands may travel to other Canary Islands as long as the customer contracts the additional cover for a daily fee of 9€ per day with a minimum charge of 25€ and with a maximum charge of 90€. If the additional cover is not contracted by the customer then the basic cover included in every rental will only be valid on the island where the vehicle was collected by the customer.
- ❖ Vehicles collected at the Balearic offices also may travel to other Balearic Islands as long as the customer contracts the additional cover for a daily fee of 9€ per day with a minimum charge of 25€ and with a maximum charge of 90€. If the additional cover is not contracted by the customer then the basic cover included in every rental will only be valid on the island where the vehicle was collected by the customer.

Special Conditions & Covers

Excess

Please, check the spread sheet attached for more information.

Car Groups – The amount can vary depending on the car group.

Customer Liability – In event of Vehicle damages and/or theft (full vehicle or vehicle accessories), the customer will be liable up to the **excess amount** shown in this column. Customers will only be required to pay an additional amount in cases of negligence, unauthorized use of the vehicle, breach of the general terms & conditions, etc.

Amount to Block – This will be the amount to block (or charge in case of debit cards) as a guarantee although the full liability of the customer is always the amount shown in the previous columns.

Super Relax Cover

Please, check the spread sheet attached for more information.

Purchasing this cover the CDW Excess is waived and we cover also the following:
FREE 24 hours Telephone Roadside Assistance, Wheels, Tires, Hubcaps, Locks, Windows, Side and Rear-view Mirrors, Undercarriage, Motor, Towing service after accident, Taxi (transportation), Clutch, Battery, Locks, Copy of the key and delivery of the key to closest Goldcar office, Damage to oil sump, Catalytic convertor, Radiator and Exempt of a new deposit for replacement vehicle in case of accident or breakdown and the Repair Period.

Mega Relax Cover

We have launched a superior cover (more covers compared to the Super Relax). This cover can only be sold locally (not in advance) as an upgrade/upsell of the Super Relax, this cannot be sold separated from the Super Relax.

The cost of this cover is (for all our brands):

Spain -> 2€* per day without maximum charge

Mega Relax Covers:

- Refueling mistakes (with a maximum of 500 €*). This is not covered by our Super Relax, only covered by our Mega Relax cover

- Out of Fuel (we send assistance to collect the car). This is not covered by our Super Relax, only covered by our Mega Relax cover
- Rescue: Not Suitable Roads, Beaches & Forest Area (with a maximum of 500 €*). This is not covered by our Super Relax, only covered by our Mega Relax cover.
- Wrong Installation of Goldcar Accessories. This is not covered by our Super Relax, only covered by our Mega Relax cover
- Roadside Assistance in case of Broken Lateral/Rear Windows (we send assistance on road). With the Super Relax we cover the damages to the windows but we do not provide assistance on road. The assistance on road is provided with the Mega Relax.
- Roadside Assistance in case of Lost/Damaged Keys. With the Super Relax we cover the key value but not all the assistance involved. The Mega relax covers the assistance needed to replace the key such as replacement key, taxi to the nearest office, key shipping...etc.
- Flat Tire: Roadside Assistance (we send assistance on road). With the Super Relax we cover the damages to the tires but we do not provide assistance on road. The assistance on road is provided with the Mega Relax.

*VAT included

Not Included in Any Cover Package

- ❖ Traffic fines, sanctions and judicial costs related to traffic violations or law and tolls
- ❖ All costs derived from the use of the incorrect and/or lack of petrol.
- ❖ Goldcar is not to be held liable for items stolen, forgotten or lost inside the vehicle. It is recommended having these items covered through personal travel cover.
- ❖ The loss of the vehicle documents
- ❖ If customers load the car with more than the stated capacity or vehicles are taken "off-road" (unpaved roads).
- ❖ It is not permitted to remove the vehicles seats.
- ❖ If the driver is found to be under the influence of alcohol or drugs, and/or found using their cellular phone at the time of the accident.

Negligences

The use not permitted includes and is not limited to the following cases mentioned by way of example:

- ❖ Pushing or towing another vehicle.
- ❖ Driving in areas not suited to public transport, such as beaches, race tracks, forestry roads, back roads, etc.
- ❖ Driving on dirt roads and very poorly paved roads that could cause damage to the underside of the vehicle.
- ❖ Driving the vehicle in restricted areas, and more specifically on airport roads and other roads for aeronautical and/or military use.
- ❖ Negligent behaviour when the vehicle's indicators show an alert that **customers** state are known to them when they sign the agreement.
- ❖ Transport of goods or animals and, in particular, substances that are hazardous, inflammable and/or poisonous for the vehicle and its occupants.
- ❖ The transport of individuals or goods for which the **customers** receive direct or indirect payment.
- ❖ Sub-leasing the vehicle.

- ❖ Using the vehicle for unlawful activities.
- ❖ Transporting a number of passengers and amount of luggage not authorised for the vehicle concerned.
- ❖ Manipulation of the speedometer. **Customers** must report any malfunction of the speedometer to **Goldcar** immediately.
- ❖ Transport of luggage or any other item on the vehicle's roof, even when an adequate luggage rack is used for the purpose.
- ❖ Damage to the vehicle caused by leaving tempting items in plain sight inside the vehicle.
- ❖ Dirtying the inside of the vehicle beyond what would be expected from reasonable and careful use.
- ❖ Driving the vehicle when tired, not feeling well and under the influence of alcohol, medicine or drugs.
- ❖ Reckless driving.
- ❖ Using the vehicle to give driving lessons under any circumstance and/or to teach special driving techniques.
- ❖ Driving against the traffic regulations.
- ❖ The vehicle is driven by a person who is not authorised to do so in the agreement, as either a **customer** and/or a supplementary driver.
- ❖ Driving a hired vehicle beyond the borders of continental Spain, and vehicles hired in the Balearic or Canary Islands that are not allowed to leave the island where they were hired unless they have express, written permission to do so and the relevant extra cover has been taken out.
- ❖ Continued use of the vehicle after the rental period has ended.

Last Minute Bookinas

In all the offices with the exception of Barcelona, Madrid & Reus, it will not be possible to reserve last minute bookings for the same day after 22:00 (and until the office is open in the morning again).

Please, take into account that this is only applicable to last minute bookings, you can still send bookings after 22:00 for other dates.

IMPORTANT: Please send all last minute bookings (within 24 hours of pick-up), with pick-ups at our downtown offices, train stations, Murcia airport & Seville airport, directly to the pick-up office. They will confirm or deny the bookings depending on the availability.

Last Minute Cancellations

Reservations **can only be cancelled up to 4 hours prior to the start of the rental** (after these 4 hours, it will not be possible to cancel the booking).

No-show Bookinas

We will invoice you the no-show bookings related to the bookings confirmed for **special car groups**.

We remind you that our special car groups are: 4A-E-DD-DE-DG-FF-G-GG-GW-L-LL-M-N-I-J-JJ-K-O-P-PP-Q-V-VV.

IMPORTANT: Invoicing (twice a month). You can find the invoices for the No-show bookings in the Agency Area/SAR (same procedure as the current one for your prepayment invoices: once you have received the

usual email explaining that you can find your pending invoices in the Agency Area, you can find the no-show invoices in this Agency Area as well).

The amounts we will invoice you for the No-Show bookings will be as follows:

Rental from 1 to 3 days: **5€**(VAT included) per booking
Rental for 4 days: **6€**(VAT included) per booking
Rental for 5 days: **7€**(VAT included) per booking
Rental for 6 days: **8€**(VAT included) per booking
Rental for 7 days: **9€**(VAT included) per booking
Rental longer than 7 days: **10€**(VAT included) per booking

Goldcar Offices

We will only deliver Goldcar rental vehicles to customers at our offices. In no case will we make the delivery of our vehicles to any locations other than one of our offices.

Please see downtown offices section for their respective national and local Holiday dates and hours of operation.

On Airport Offices

Customers can find our offices in the Arrivals Hall, inside the area designated to car rental companies.

ALICANTE AIRPORT (Office manager: SILVIA)

03071 AEROPUERTO DE ALICANTE

TEL: 965 68 33 62

FAX: 965 68 91 47

E-MAIL: ALC@GOLDCAR.COM

Hours of Operation: Monday – Sunday - 07:00 to 23:00

Reservation Confirmations: 24 hours Monday – Sunday

Out of Hours between **23:01 & 06:59** = Extra charge of **40€** per vehicle (Pick Ups)

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

ALMERÍA AIRPORT (Office manager: PAOLO)

OFICINA TERMINAL DE LLEGADAS CTRA NÍJAR KM 9

04130 AEROPUERTO DE ALMERÍA

TEL: 965 23 31 74

FAX: 950 29 38 37

E-MAIL: LEI@GOLDCAR.COM

Hours of Operation: Monday – Sunday 08:00 -23:00

Reservation Confirmations between: Monday- Sunday 06:00 to 23:00

Out of Hours between **06:00-07:59** = Extra charge of **40€** per vehicle (Pick Ups)

It is not possible to collect or return vehicles between 23:01 and 05:59.

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

BARCELONA AIRPORT On-airport Office Code: BCN Pick-ups from 15/11/16

Goldcar Aeropuerto de Barcelona

Terminal 1 Zona de Llegadas (Rentacar Area) and Terminal 2 (Rentacar Area)

El Prat de Llobregat

08840 Barcelona

TEL: 965233169

GPS coordinates: T1 41° 17' 13" N, 2° 4' 16" and T2 41° 18' 9" N, 2° 4' 13" E

E-MAIL: bcn@goldcar.com

Hours of Operation: Monday – Sunday 07:00 – 00:00

It is not possible to collect vehicles between 00:01 and 06:59. **The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers). Key-box for drop-offs.**

IMPORTANT 1: For Access to T2 to return the vehicles the customer will be required the boarding pass (the airport security requests this, not Goldcar) out of the airport opening times. For Access to T1 the boarding pass is not normally necessary.

CASTELLON AIRPORT Code: CDT

Aeropuerto de Castellón
Terminal de pasajeros, planta baja, Local 4
Carretera CV-13, Km 2.4
12181 Benlloch, Castellón
TEL: 965 23 31 59
E-MAIL: cdt@goldcar.com
25/12/17-25/12/17 & 01/01/17-01/01/18: closed (airport building closed)

Hours of Operation: Monday 18:00 - 21:00
Tuesday 16:30 - 19:30
Wednesday 08:30 - 12:30
Thursday & Saturday 16:00 - 19:30
Friday 09:00 - 12:00 & 20:00-23:00
Sunday 08:30 - 12:30 & 20:00 - 23:00

It is not possible to collect or return vehicles out of the hours of operation (key-box only during the hours of operation as the airport building closes).

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

FUERTEVENTURA AIRPORT (Office Manager: JESÚS) Pick-ups from 04/11/16

Aeropuerto de Fuerteventura
35600 Pto del Rosario, Fuerteventura
GPS coordinates: 28 27 ' 10 " n-13°51 ' 50 " 0
TEL: 965 23 31 92
E-MAIL: fue@goldcar.com
Hours of Operation: Monday – Sunday 07:00 – 22:30
It is not possible to collect or return vehicles between 22:31 and 06:59.

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

GERONA AIRPORT Office located on-airport from 23/06/17

Aeropuerto de Gerona/Costa Brava
17185 Vilobí d'Onyar, Girona
Coordinates: Latitude : 41° 54' 3" N, 2° 45' 38" E/ 41.900833°, 2.760556
TEL: 965 23 31 79
Hours of Operation: Monday – Sunday - 08:00 to 23:00
Confirmation reservations between: 08:00 to 02:00
Out of Hours between 23:01-02:00 = Extra charge of 40€ per vehicle (Pick-Ups).
It is NOT possible to collect vehicles between 02:01 and 07:59. **Key-box for drop-offs**
The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

IMPORTANT 1: there will not be meeting point for collections from 23rd June. Please, remove the meeting point and shuttle bus info details from your, Website, T & C and vouchers.

IMPORTANT 2: Reservations already confirmed - > It is very important that you inform your customers with reservations with pick-up from 23/06/17 and/or drop-offs from 23/06/17 on that now these offices are located on-airport and they do not need to go to any meeting point as the desk is located in terminal to avoid possible incidents on collection.

IMPORTANT 3: The Airport surcharge for our on-airport offices will be applied to these offices as well for new reservations made from 23/06/17 and with pick-up date from 01/09/17 on

The reservations made with pick-ups between 23/06/17 and 31/08/17 will not be subject to the Airport Surcharge but to the current location cost.

We remind you the calculation of the Airport Surcharge which will be an 8% of the sum of:

- The rate applied
- The extras amount charged (except damages, fine administration fee or other administration fees)
- Fuel tank**

This Airport Surcharge will have a **maximum of 29€** per rental (VAT excluded).

GRAN CANARIA AIRPORT (Office manager: PATRICIA)

GRAN CANARIA

TEL: 965 23 31 83

Fax: 928 57 46 46

E-MAIL: LPA@GOLDCAR.COM

Hours of Operation: Monday – Sunday 07:00 to 23:00

Reservation Confirmations: Monday – Sunday 07:00 to 04:00

Out of Hours between **23:01-04:00** = Extra charge of **40€** per vehicle (Pick Ups)

It is not possible to collect vehicles between 04:01 and 06:59.

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

IBIZA AIRPORT Situated on - airport (Office Manager: MARTA) Aeropuerto de Ibiza
07818 Sant Jordi de ses Salines, San José (Ibiza), Islas Baleares

TEL: 965 23 31 67

EMAIL: ibz@goldcar.com

Hours of Operation: Monday – Sunday 07:00-23:00

Reservation Confirmations between: Monday – Sunday 07:00 to 01:00

Out of Hours between **23:01-01:00**= Extra charge of **40€** per vehicle (Pick Ups)

It is not possible to collect vehicles between **01:01 and 06:59**.

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

JEREZ AIRPORT Office located on-airport from 23/06/17

Aeropuerto de Jerez, Rentacar Area Arrivals/Zona Rent a car Llegadas,
11401 Jerez de la Frontera, Cadiz

Coordinates: Latitude : 36.750503, -6.063946

TEL: 965 23 31 77

Hours of Operation: Monday – Sunday - 08:00 to 23:00

Confirmation reservations between: 07:00 – 23:00

Out of Hours between 07:00-07:59 = Extra charge of 40€ per vehicle (Pick-Ups). Keybox for drop-offs. It is NOT possible to collect vehicles between 23:01 and 06:59.

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

IMPORTANT 1: there will not be meeting point for collections from 23rd June. Please, remove the meeting point and shuttle bus info details from your, Website, T & C and vouchers.

IMPORTANT 2: Reservations already confirmed - > It is very important that you inform your customers with reservations with pick-up from 23/06/17 and/or drop-offs from 23/06/17 on that now these offices are located on-airport and they do not need to go to any meeting point as the desk is located in terminal to avoid possible incidents on collection.

IMPORTANT 3: The Airport surcharge for our on-airport offices will be applied to these offices as well for new reservations made from 23/06/17 and with pick-up date from 01/09/17 on

The reservations made with pick-ups between 23/06/17 and 31/08/17 will not be subject to the Airport Surcharge but to the current location cost.

We remind you the calculation of the Airport Surcharge which will be an 8% of the sum of:

- The rate applied
- The extras amount charged (except damages, fine administration fee or other administration fees)
- Fuel tank**

This Airport Surcharge will have a **maximum of 29€** per rental (VAT excluded).

LANZAROTE AIRPORT (Office manager: GILBERTO)

35500 ARRECIFE DE LANZAROTE

TEL: 965 23 31 90

Fax: 928 82 10 07

E-MAIL: ACE@GOLDCAR.COM

Hours of Operation: Monday – Sunday 07:30 to 23:00

Reservation Confirmations: Monday – Sunday 06:00 to 01:00

Out of Hours between **23:01-01:00** & **06:00-07:29**= Extra charge of **40€** per vehicle (Pick Ups)

It is not possible to collect or return vehicles between 01:01 and 05:59 (no drop-box to leave the keys).

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

MADRID AIRPORT On-airport Office Code: MAD Pick-ups from 11/11/16

Terminal 1 Departures (not located at the Rentacar Area, located on floor 1) and Terminal 4 on floor -1 (Rentacar Area)

Av. de la Hispanidad, s/n, 28042 Madrid

TEL: +34 965233162

GPS coordinates: T4 Latitud: 40° 29' 16:00'' N; Longitud: 3° 35' 44:00'' W & T1 40,464241, -3, 571358

E-MAIL: mad@goldcar.com

Hours of Operation: Monday – Sunday 07:00 – 00:00

Reservation Confirmations between: Monday- Sunday 06:00-01:00

Out of hours between 06:00-06:59 and 00:01-01:00 = Extra charge of 40€ per vehicle (Pick Ups)

It is not possible to collect vehicles between 01:01 and 05:59. **The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers).** **Key-box for drop-offs in Terminal 1 and Terminal 4**

MALAGA AIRPORT (Office manager: BERNARDO)

29004 AEROPUERTO DE MALAGA

TEL: 965 23 31 73

FAX: 952 24 58 34

E-MAIL: AGP@GOLDCAR.COM

Hours of Operation: Monday – Sunday - 07:00 to 23:00

Reservation Confirmations: 24 hours Monday – Sunday

Out of Hours between **23:01** & **06:59** = Extra charge of **40€** per vehicle (Pick Ups)

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

The customers can arrive at either Terminal 2 or Terminal 3.

The Walk-in Customers have to go to the AENA car park, take the lift to the -1 floor and go to the Vehicle Drop-off Area where our office is situated.

MURCIA AIRPORT (Office manager: Pedro)

30720 SAN JAVIER

TEL. 965 23 31 71

FAX. 968 57 20 22

E-MAIL: mjv@goldcar.com

Hours of Operation: Monday – Sunday 09:00 to 23:00

It is not possible to collect or return vehicles between 23:01 & 08:59.

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

PALMA DE MALLORCA AIRPORT (Office manager: CAMELIA)

07071 PALMA DE MALLORCA

TEL: 965 23 31 81

FAX: 902 15 15 26

E-MAIL: PMI@GOLDCAR.COM

Hours of Operation: Monday – Sunday 07:00 to 23:00

Reservation Confirmations: 24 hours Monday – Sunday

Out of Hours between **23:01** & **06:59** = Extra charge of **40€** per vehicle (Pick Ups)

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

REUS AIRPORT (Office manager: ESTEFANIA)

CTRA TARRAGONA, KM 521

43204 REUS

TEL: 965 23 31 80

FAX: 977 30 18 78

E-MAIL: reu@goldcar.com

Monday/Tuesday/Wednesday/Friday/Saturday and Sunday 08:00-23:00

Thursday 08:00-21:00

There is a drop off key box to be able to return the vehicles out of the opening times. (The collection out of the opening times is NOT possible).

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

SEVILLA AIRPORT-SAN PABLO (Office manager: SALVADOR) **ON AIRPORT FROM 01/07/15**

A-4, Km. 532, 41020 Sevilla

Tel: 965 23 31 76

Fax: 954 25 37 76

E-mail: svq@goldcar.com

Hours of Operation: Monday – Sunday 07:00 to 23:00

Reservation Confirmations between: Monday – Sunday 06:00 to 01:00

Out of Hours between **23:01-01:00 & 06:00-06:59**= Extra charge of **40€** per vehicle (Pick-Ups)

It is not possible to collect vehicles between 01:01 and 05:59. There will be a key-box to leave the keys.

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

TENERIFE NORTH AIRPORT (Office Manager: MARIA REMEDIOS)

San Cristóbal de La Laguna, 38297

Santa Cruz de Tenerife

Tel: 965 23 31 91

Fax: 922 26 52 35

E-mail: tfn@goldcar.com

Hours of Operation: Monday – Sunday 07:00 to 22:30

Reservation Confirmations: Monday – Sunday 06:00 to 00:00

Out of Hours between **22:31-00:00 & 06:00-06:59**= Extra charge of **40€** per vehicle (Pick Ups)

It is not possible to collect or return vehicles between 00:01 and 05:59. Please, have in mind that the airport building closes (not only our office).

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

TENERIFE SOUTH AIRPORT (Office manager: STEFANIE)

TENERIFE SUR

TEL: 965 23 31 84

Fax: 922 75 93 26

E-MAIL: TFS@GOLDCAR.COM

Hours of Operation: Monday – Sunday 07:00 a 23:00

Reservation Confirmations: Monday – Sunday 06:00 to 04:00

Out of Hours between **23:01-04:00 & 06:00-06:59**= Extra charge of **40€** per vehicle (Pick Ups)

It is not possible to collect vehicles between 04:01 and 05:59.

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

VALENCIA AIRPORT Situated on - airport (Office manager: VERÓNICA)

Aeropuerto de Manises

Carretera del aeropuerto S/N, Terminal 1 Arrivals Hall,

Manises, 46940 Valencia

TEL: 965 23 31 70

E-MAIL: vlc@goldcar.com

Hours of Operation: Monday – Sunday 08:00 to 23:00

Reservation Confirmations between: Monday – Sunday 06:00 to 01:00

Out of Hours between 23:01-01:00 & 06:00-07:59= Extra charge of 40€ per vehicle (Pick-Ups)

It is not possible to collect vehicles between 01:01 and 05:59.

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

Bank Holidays – On Airport Offices

All Goldcar airport offices will close at 20:00 on Christmas Eve. No reservations with pick-up times after 20:00 will be accepted.

All Goldcar airport offices will close at 22:00 at New Year's Eve. No reservations with pick-up times after 22:00 will be accepted.

Off Airport Offices

Customers should go to the "Meeting Point" where they will be taken to our off airport office.

IMPORTANT: Vehicles may only be returned during the hours of operation.

BILBAO AIRPORT: outside the terminal building (Office manager: PILAR)

Address:

Holiday Inn Express Bilbao

Zarandoa, 5

48160 Derio, VIZCAYA

Telephone number: 965 23 31 66

Fax: 944 54 10 97

E-MAIL: bio@goldcar.com

Hours of Operation: Monday – Sunday 07:30 to 23:30

Reservation confirmations between: Monday – Sunday 06:00 to 01:00

Out of Hours between 23:31-01:00 & 06:00-07:29= Extra charge of 40€ per vehicle (Pick-Ups)

It is not possible to collect or return vehicles between 01:01 and 05:59.

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

Indications meeting Point: After collecting their luggage, customers have to go to the third floor (departures).

The customers have to go outside the building where they will find our courtesy bus (every ten minutes).

This bus will take them directly to our off airport office located near to the airport.

GRANADA AIRPORT (Office manager: JUAN) Off-Airport Office Code: GRX (Pick-ups from 01/11/16 on)

Ctra. Aeropuerto, km 0.5 (Airport Petrol Station)

18320 SANTA FE – GRANADA

Tel: 965 23 31 75

E-MAIL: grx@goldcar.com

Hours of Operation: Monday – Sunday 07:00 – 22:00

It is not possible to collect vehicles between 22:01 and 06:59. **The flight numbers are essential** (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

The vehicles can be returned out of the opening times as there is a key-box and cars can be left at our Goldcar car park next to our office (NOT the airport car park) although out of the opening times there will not be a shuttle bus to take customers to the airport. This means that customers can return the vehicles out of the opening times but they will have to make their own way from the office to the airport.

IMPORTANT 1: Meeting point: After collecting their luggage, customers have to leave the arrivals hall through the Exit and go to the right following the Exit signs towards the bus car park. After crossing the car park, they will find the meeting point sign where they can find our shuttle bus. If the bus is not there, they can wait at this point for it (Contact number if the bus does not arrive: 0034 682 745 118).

Clients must also return their cars to the rental office, prior to being taken back to the airport.

GIBRALTAR AIRPORT

AVENIDA 20 DE ABRIL, EL BULEVAR SHOPPING CENTER, LOCAL 20

LA LINEA DE LA CONCEPCION

11300 CADIZ

TEL: 965 23 34 26

FAX:

EMAIL: gib@goldcar.com

Hours of Operation: Monday – Sunday 09:00-21:00

Reservation Confirmations between: Monday – Sunday 08:00 to 22:00

Out of hours between **21:01-22:00 & 08:00-08:59** = Extra charge of **40€** per vehicle (Pick-Ups)

It is not possible to collect or return vehicles between 22:01 and 07:59.

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

Indications meeting Point: When the customers walk out of the airport towards La Linea de la Concepcion and they pass the Customs office, they just have to go straight across the road to the El Boulevard Shopping Centre where they will find our office.

MENORCA AIRPORT (Office Manager: JESUS) **Office closed from 01/11/16 and opens again from 01/04/17 until 31/10/17**

Avda. Europa 5, Fase 4

Poima 07714, Mahon

TEL: 965 23 31 68

FAX: 971488578

E-MAIL: mah@goldcar.com

Hours of Operation: Monday – Sunday 07:00-23:00

Reservation confirmations between: Monday-Sunday 07:00 to 01:00

Out of Hours between **23:01-01:00** = Extra charge of **40€** per vehicle (Pick-Ups)

It is not possible to collect or return vehicles between 01:01 and 06:59.

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

The meeting point is located outside the Arrivals Hall in the Public Car Park – P1.

Indications Meeting Point:

After collecting their luggage, the customers have to follow the indications to the **Public Car Park P1**.

They have to walk straight through the car park until they reach the centre and turn left. They will find the Meeting point with seats and our Courtesy Bus.

IMPORTANT: The customers do NOT have to go to the Rent-A-Car Car Park, they have to go to the Public Car Park

OVIEDO AIRPORT/ASTURIAS AIRPORT (Office Manager: GEMA)

Carretera General Ribadesella-Canero (N632), Km 105

CP 33459. La Lloba-Carcedo (CASTRILLÓN)

Asturias

TEL: 965 23 34 24

E-MAIL: ovd@goldcar.com

Hours of Operation: Monday - Sunday 07:30 to 23:30

Confirmation Reservations between: Monday to Sunday 06:30 to 00:30;

Monday to Sunday: Out of Hours between **23:31-00:30 & 06:30-07:29** = Extra charge of **40€** per vehicle (Pick-Ups);

It is not possible to collect or return vehicles between 00:31 and 06:29 on Monday to Sunday.

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

Indications Meeting Point: After collecting the luggage, the customers have to go outside the arrivals hall. Opposite the exit, on the other side of the road they will find our meeting point in the car park. Our shuttle bus will take them directly to our off airport office located very close to the airport.

SANTANDER AIRPORT - Office located outside the terminal building (Office Manager: LORENA)

C/ Eugenio López Dóriga, 15 Local 2,

C.P. 39600, MALIAÑO (Cantabria)

TEL: 965233163

FAX: 942262225

E-MAIL: SDR@GOLDCAR.COM

OFFICE MANAGER: LORENA MUÑIZ

Hours of Operation: Monday – Friday & Sunday 07:30 to 23:00, Saturday 07:30 to 21:00

Confirmation Reservations between: Monday – Friday & Sunday 07:00 to 23:00, Saturday 07:30-23:00

Out of Hours between Monday – Friday & Sunday **07:00-07:29**, Saturday **21:00-23:00** = Extra charge of **40€** per vehicle (Pick-Ups)

It is not possible to collect or return vehicles between Monday – Friday & Sunday 23:01 and 06:59, Saturday between 23:01-07:29.

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

Indications Meeting Point:

After collecting the luggage, the customers have to go outside the arrivals hall. Opposite the exit, on the other side of the road they will find our meeting point in the car park. If the shuttle bus is not there, they can wait there until the bus arrives. This bus will take them directly to our off airport office located very closed to the airport. Clients must also return their cars to the rental office, prior to being taken back to the airport.

SANTIAGO DE COMPOSTELA AIRPORT Office located outside the terminal building (Office Manager: SOFIA)

“ Estacion de Servicio La carabela ”

O Noval nº 1, Lavacolla,

C.P. 15820, (N-634 km 71)

SANTIAGO DE COMPOSTELA

TEL: 965233164

FAX: 981897323

E-MAIL: SCQ@GOLDCAR.COM

OFFICE MANAGER: SOFIA

Hours of Operation: Monday – Sunday 07:30 to 22:30

Reservation Confirmations between: Monday – Sunday 06:00 to 01:00

Out of Hours between **22:31-01:00 & 06:00-07:29**= Extra charge of **40€**

per vehicle (Pick-Ups)

It is not possible to collect or return vehicles between 01:01 and 05:59.

The flight numbers are essential (if these details are not provided we cannot guarantee that a Goldcar representative will wait for customers)

Indications Meeting Point:

“When the customers arrive in the Arrivals Hall, after collecting the luggage they have to go outside the baggage hall and go to the left in order to take the lift.

They have to go down to the Car Park S3.

When the customers leave the lift, they have to walk around 3 meters and they will find the Meeting point on the left (there will be a sign indicating “Meeting Point”).

Bank Holidays - Off Airport Offices

All Goldcar airport offices will close at 20:00 on Christmas Eve. No reservations with pick-up times after 20:00 will be accepted.

All Goldcar airport offices will close at 22:00 at New Year's Eve. No reservations with pick-up times after 22:00 will be accepted.

Our Castellon office will be closed on 25th December and on 1st January.

Our Castellon office will be closed on 25th December, 26th December & 1st January.

Downtown Offices

IMPORTANT: Please send all last minute bookings (within 24 hours of pick-up), with pick-ups at our downtown offices, directly to the pick-up office.

BENIDORM (Office manager: ADAM)

AVDA. COMUNIDAD VALENCIANA Nº 8 LOCAL 16

EDIFICIO COBLANCA 15

03503 BENIDORM

TEL: 966 80 29 02

FAX: 966 85 96 43

E-MAIL: ABE@GOLDCAR.COM

Hours of Operation: Monday - Friday, 09:00-13:30 and 16:00-19:30.

Saturday (only morning): 09:00-13:30.

DENIA (Office manager: KATY MANDRICK)

CTRA LAS MARINAS KM 01

03700 DENIA

TEL. 965 23 31 85

FAX: 966 42 65 62

E-Mail: ADE@GOLDCAR.COM

Hours of Operation: Monday - Friday, 09:00-13:30 and 16:00-19:30.

Saturday (only morning): 09:00-13:00.

Sunday: closed.

MALLORCA-PASEO MARÍTIMO (Office manager: PRADO)

AVDA. INGENIERO GABRIEL ROCA, 29

BAJOS HOTEL PALACE ATANEA

PALMA DE MALLORCA 07014 ISLAS BALEARES

TEL: 965 23 31 82

FAX: 971 22 00 49

E-Mail: PPM@GOLDCAR.COM

Hours of Operation: Monday - Friday, 08:00-13:00 and 16:30-18:30.

Saturday (only morning): 08:00-13:00.

Vehicles may only be returned during the hours of operation.

SANCTI PETRI (Office manager: RAUL)

URB. NOVO SANCTI PETRI – C.C. LOCAL 0

SANCTI PETRI –CHICLANA- 11139 CÁDIZ

TEL: 965 23 31 78

FAX: 956 49 49 14

E-mail: XSP@GOLDCAR.COM

Hours of Operation:

- Monday-Friday: 09:00 - 13:00 and 16:30 – 19:30, Saturdays 09:00 - 14:00

TORREVIEJA (Office manager: MARCO)

CALLE ORIHUELA Nº 100

03180 TORREVIEJA

TEL: 966 70 28 91/ 966 70 57 67

FAX: 966 70 57 66

E-mail: ATR@GOLDCAR.COM

Hours of Operation: Monday - Friday, 09:00-13:30 and 16:00-19:30.

Saturday (only morning):09:00-13:30.

Bank Holidays – Downtown Offices

All downtown offices will also close at 19:30 on Christmas Eve and New Year´s Eve. No reservations with pick-up times after 19:30 will be accepted. All downtown offices will be closed all day on January 1 and December 25.

Please see each particular office for their respective national and local holiday hours of operation for 2017.

Benidorm ABE Office

Closed Only in the Afternoon

January 6

April 13, 14 & 17

May 1

August 15

October 9 & 12

November 1, 13 & 14

December 6, 8 & 25

Denia ADE Office

Closed Only in the Afternoon

January 6

April 13, 14 & 17

May 1

July 12

August 15 & 16

October 9 & 12
November 1
December 6, 8 & 25

Torre Vieja ATR Office

Closed Only in the Afternoon

January 6
April 13, 14, 17 & 24
May 1
August 15
October 9 & 12
November 1
December 6, 8, 25 & 26

Cadiz – Sancti Petri XSP Office

Closed Only in the Afternoon

January 2 & 6
February 27 & 28
April 13 & 14
May 1
August 15
October 7 & 12
November 1
December 6, 8 & 25

Paseo Marítimo – Mallorca Downtown Office

Closed Only in the Afternoon

January 6 & 20
March 1
April 13, 14 & 17
May 1
August 15
October 12
November 1
December 6, 8, 25 & 26

Central Offices

Main Office/Head Office (This is not a sales office):

Edificio Goldcar.
Carretera Valencia N332, KM 115
C/Camino del Campet, S/N
03550 San Juan de Alicante
TEL: 965 65 24 82
FAX: 965 65 16 72
Hours of Operation: Monday - Thursday: 09.00 - 18.30
Friday: 09.00 - 15.00.
Closed Saturday and Sunday
E-Mail: CENTRAL@GOLDCAR.COM

Bank Holidays 2017:

Closed All Day.

Christmas Eve and New Years Eve Closes at 13:30.

January 6
April 13, 14, 17 & 27
May 1
August 15
October 9 & 12
November 1
December 6, 8 & 25

Vehicle Availability

In the case a customer would prefer a diesel vehicle, they should communicate this at the moment they pick-up the vehicle (**Please see the Fuel section for more information**).

All vehicles will receive instant confirmation through the automatic booking system.

Special Groups

The special groups, depending on the availability, will be confirmed or denied.

You will receive the response of our automatic system in the same period of time used for the free sale groups.

Extension of the Rental Period

The collaborator must send any vehicle hire extension to Goldcar to the corresponding office/airport by e-mail or fax (the office has to confirm or deny the extension) and **always send a copy of this extension** by e-mail to the following e-mail address as well:

extensions@goldcar.com

The minimum period of time required to send the extensions is 24 hours prior to the end of the current contract.

The customer must also travel in person to the closest Goldcar office in order to make the necessary adjustments to the rental contract. Rental periods cannot be extended by telephone. If for any reason the rental period cannot be extended, then the customer is obligated to return the rental Vehicle at the location, time and date agreed upon on the rental contract.

IMPORTANT: For all extensions of contracts we will apply the price according to the original **booking date** and not according to the date when the extension is made.

The extension cannot be sent as a new booking. It will always be an extension of an existing contract.

The car hire contract may have a **maximum duration of 28 days**. After 28 days, a new contract is required. When a customer needs a vehicle for a rental longer than 28 days, we will have the following option:

MAKE A NEW CONTRACT

- A new booking has to be made applying the rate at the time the booking is confirmed and according to the pick-up date of the new booking (it is NOT possible to use the rate applied to the previous booking/contract)
- A new vehicle will be provided (the previous vehicle is returned)
- The local extras have to be paid again in the new contract (Additional drivers, Additional covers, Diesel...etc.)
- The fuel tank of the new contract/vehicle has to be paid

In the event the vehicle is returned later than the agreed rental drop-off time stated in the contract, **the cover will no longer be valid** and the customer will be responsible for paying a **40€** per day late fee. In addition to the corresponding late fees, the customer **must also pay the daily rental rate**. Customers who abandon Goldcar vehicles at any location other than the location agreed upon on the rental agreement will be responsible for the costs assumed by Goldcar Rental for the transport of the vehicle to the agreed upon drop-off location, as well as the **corresponding daily rental charges and 40€ daily penalization fee**.

Returning Vehicles Early

If a customer returns the vehicle earlier than the agreed upon drop-off date stated in the rental contract, Goldcar **will not refund the customer for any unused days**.

Grace Period

There is one hour grace period for the return of all rental vehicles. In the event the vehicle is returned later than 59 minute past the agreed rental drop-off time stated in the contract, **the cover will no longer be valid** and the customer will be responsible for paying a **40€** per day late fee. In addition to the corresponding late fees, the customer **must also pay the daily rental rate**.

Customer Services

Reservations

All reservations/modifications/cancellations have to be made through our automatic booking system.

IMPORTANT: Please send all last minute bookings (within 24 hours of pick-up), with pick-ups at our downtown and off-airport offices, directly to the pick-up office.

Roadside Assistance / S.O.S.

Goldcar is proud to have its very own Roadside Assistance Department.

We offer 24 hour roadside assistance for our clients. Telephone assistance is free for every customer on weekdays between 09:00-18:30. There will be a service charge that will not exceed 30€ for contacting Roadside Assistance outside of these hours, unless the customer has selected the optional Relax Cover Package.

To contact the S.O.S department:

Tel.: 902 10 52 76

S.O.S / Roadside Assistance must be notified within 48 hours if:

Theft: All thefts must be reported to the police and an original copy of the report must be obtained by the customer.

Accident: In case of accident or collision, the client must correctly fill out the provided form (declaración amistosa de accidente de automóvil), which can be found in the glove-box of the rental vehicle).

Claims

All claims must be registered, within 30 days of the drop-off of the vehicle, through the agency section of our website www.goldcar.com

You will receive a confirmation email with the details and file number that have been assigned to the claim. This **file number must be quoted in the subject line** of any further correspondence regarding the file in order to process the claim correctly.

In order to access this information you will need your agency number and password, which will be provided to you by our sales department. A complete user's manual will also be provided.

You will also receive our SLA when you receive our agreement to sign.

To contact the department heads of the Customer Services Departments:

Sophie Servranckx

Email address: sophieservranckx@goldcar.com

Laura Collins

Email address: lauracollins@goldcar.com

Translation

The translation of these general terms and conditions are for information purposes only and are not legally binding.

All the prices stated on this document include VAT.