



## A Guide to Booking Car Hire

*Hiring a car for your next trip?*

*Make sure you know what's included in your car hire before booking.*

When using the internet to find and book car hire, consumers are able to quickly compare prices from car hire firms across the globe. With all of this at your fingertips, booking online couldn't be easier. However, there are some dangers to be aware of.

As a car hire specialist, we use our knowledge and experience to keep our customers informed. There are many companies offering car hire, and with fierce competition like this, customers need to be savvy when it comes to booking car hire.

Make sure you understand what is included in the price. In many cases, the price you end up paying is much higher than the price initially quoted. This is the result of additional charges such as Collision Damage Waiver (which reduces or removes the Insurance Excess liability), airport surcharges, local taxes and many other hidden costs.

To help make booking car hire online a hassle-free experience, read our advice below, which will help you make the most of using the internet to book car hire.

### Making your booking online

- Book through a broker, the price will probably be much cheaper and you get additional customer support which is sometimes not provided if you book directly with a rental company.
- If the car hire company takes payment on arrival, investigate the currency exchange rate that they have used for their quote. You could end up paying a lot more if the company is using an incorrect exchange rate. Check the official rates online at <http://www.oanda.com/channels/traveler/travelers.shtml>
- Make sure you book a vehicle that is suitable for your needs. Obvious things to consider are the luggage capacity, size of vehicle, number of doors and seats.
- Make sure that you fully understand what is included in the price. Most companies will have an Insurance Excess amount which will be charged in the event of damage or theft. This may not be clearly indicated in the booking process.
- Make sure you read the terms and conditions for the car hire provider and all of the details that accompany your quotation. This will ensure that you can compare quotations on a like-for-like basis to ensure that you get the best deal.

- Before you book, make a note of the company's telephone number. Never rely on just an email address.
- When you make the booking, make sure that the website is secure. You can do this by checking to see if the website address starts with 'https' which indicates that the website is secure.
- When your booking is complete, print out and keep all of the booking details. This can include pages from the website and any emails that you receive about the booking.
- Always check the cancellation and amendment policies in place. Many companies charge for cancellations and amendments.
- A credit card is normally required when you collect the vehicle, so if you are in possession of a debit card only, you will need to check that this is acceptable. Most companies do not accept cash for security reasons.
- Although comparison websites save you a lot of time, do not always rely on the prices that they list, always read the terms and conditions with the actual provider.

### **Helpful information about collecting your rental vehicle**

- Familiarize yourself with the country's traffic sign symbols and traffic rules. Plan your route in advance and allow extra time in case you take the wrong turning.
- Make sure you take your car hire voucher, driving licence, passport and credit card.
- Read the paperwork thoroughly so that you know where to collect your vehicle and which telephone numbers to call in the event of any problems.
- When you arrive at the desk or meet the supplier representative, read through the rental contract before signing it.
- Check the vehicle for any pre-existing damages which have not been marked on the paperwork.
- Check that the level of fuel in the vehicle is correct according to your rental paperwork.
- Check the condition of the tyres (including the spare wheel), check the level of washer fluid and, if necessary, make sure that any safety equipment has been provided.
- Before driving off, familiarise yourself with the controls of the vehicle and make sure the seat, mirrors and steering wheel are in a suitable position.

- When you drop off the vehicle, check for damage and make sure that the drop-off is signed-off by a supplier representative. Alternatively, if you have a digital camera, take photographs of the vehicle in case it is damaged after you leave it.

### **Reduce the risk and hire with Economy Car Hire**

Economy Car Hire provides fully-inclusive car hire across Europe using local and national car rental companies. Our rates are fully-inclusive and we provide customers with a choice of supplier at all locations.

There is **NO** Insurance Excess, and therefore nothing extra to pay in the event of collision damage or theft. Local taxes, airport surcharges and unlimited mileage are all included in our unbeatable prices.

### **What's included?**

- No Insurance Excess!
- No hidden extras!
- Unlimited mileage.
- Free additional driver.
- Public Liability Cover for the drivers.
- Third Party Liability Cover.
- Collision Damage Waiver liability (CDW). This covers you for damage to your hired car in the event of theft or collision damage.
- Theft Loss Waiver (if the vehicle is stolen)
- Airport surcharges.
- Bail Bonds (where required).
- All local taxes.
- Free 24hr backup service.

Visit our website for a quote <http://www.economycarhire.com>