



**GOLDCAR**  
*rental*

## **Car Hire Conditions**

**Commercial Doc. March 2010**



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## Included in the Price

- ❖ Unlimited Mileage
- ❖ CDW (Collision Damage Waiver) without excess. Not covered under the included insurance: tires, wheels, hubcaps, undercarriage, taxi (transportation), towing, interior of car, clutch, replacement keys, 500€ deposit if a replacement vehicle is needed, rear view and side mirrors. Please see more in the Optional Insurances Section.
- ❖ PAI (Personal Accident Insurance)
- ❖ Third Party Insurance (TPI)
- ❖ Vehicle Theft Protection Insurance
- ❖ VAT (Currently 16%, from July 1, 2010 onwards 18%)
- ❖ Airport Service Fee
- ❖ **Telephone assistance is free for every customer on weekdays between 09:00 and 18:30.** There will be a service charge for contacting Roadside Assistance/S.O.S outside of these hours, unless the customer has selected the optional Relax Insurance Package. **(Please see the Optional Insurance section for more information.)**
- ❖ Goldcar gives a **3 hour 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 3 hours later than the time stated on the rental contract.
- ❖ One-way rentals of 7 days or more will be free of charge. Rentals are considered one-way when the drop-off office is different from the office where the Vehicle was collected by the customer. **(Please see the Extras and Additional Charges section for more information.)**
- ❖ The car hire contract may have a maximum duration of 90 days. After 90 days, a new contract is required.



## Fuel

- ❖ Returning rental vehicles is done in seconds as Goldcar delivers its vehicles with a full tank of fuel and **clients should return the vehicle with the least amount of fuel possible**, as this reduces waiting time at check-out as well as anxiety related to filling up the fuel tank before dropping off the car.
- ❖ **There is no refund on unused fuel. The only exception to this rule is for rental periods of 3 days or less** when we refund the client's credit card, upon request of the client at the drop-off office, with the equivalent value of the fuel left in the tank.
- ❖ The cost of the petrol will be paid when the client picks up the vehicle and the price will depend on the make and model of the vehicle the customer receives. **The cost of petrol will be between 40 € and 120 €, depending on the make/model of the rental vehicle supplied to the client.**
- ❖ 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.



## Extras and Additional Charges

- ❖ Diesel vehicles are available at additional charge. (Please see Fuel section for more information.)
- ❖ All additional drivers: **2.50€** per day. Maximum charge **25€** per driver. Maximum: 3 additional drivers per contract.
- ❖ Baby seats/Booster seats: **3.50€** per day with a maximum charge of **42€**. 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.**
- ❖ Drivers must be over 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 of **3€** per day with a maximum charge of **42€** per rental. 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 of **3€** per day with a maximum charge of **42€** per rental. **We will apply only one charge of 3€ per day with a maximum of 42€ if the customer is under the age of 25 and has had a driving license less than 4 years.**
- ❖ 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 **7€** per day with a maximum of **70€** per rental. GPS is not available on one-way rentals.
- ❖ A minimum charge of **40€** will be applied if the returned car requires special cleaning.
- ❖ One-way charges apply for rental periods lasting less than seven days. The cost of this is **30€**. **One-ways due to changes in flight departures/arrival destinations will incur a 50€ fee.**
- ❖ The after-hours collection (between 23:00 and 07:00) of vehicles at our Canary Islands offices, have an additional local charge of **30€** per car (flight numbers are essential).
- ❖ 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 30€ daily penalization fee.**
- ❖ **Telephone assistance is free for every customer on weekdays between 09:00 and 18:30.** There will be a service charge for contacting Roadside Assistance/S.O.S outside of these hours, unless the customer has selected the optional Relax Insurance Package. **(Please see the Optional Insurance section for more information.)**
- ❖ In the cases of an accident or Vehicle breakdown, a **500€** 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 Insurance Package.**



## Optional Insurances

## 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 and Reus offices may travel to France and Andorra. An additional insurance is necessary for these customers. The cost of this additional insurance is **8€** per day of the total rental period, with a maximum charge of **50€**.
- ❖ Customers who pick up their vehicles at our Granada, Sevilla, Málaga, Jerez and Sancti Petri offices may travel to Portugal and Gibraltar. An additional insurance is necessary for these customers. The cost of this additional insurance is **8€** per day of the total rental period, with a maximum charge of **50€**.

## 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 insurance for a daily fee of **8€** per day for the total rental period. If the additional insurance is not contracted by the customer then the basic insurance included in every rental will only be valid on the island where the vehicle was collected by the customer.
- ❖ Vehicles collected at the Mallorca offices also may travel to other Balearic Islands as long as the customer contracts the additional insurance for a daily fee of **8€** per day with a maximum charge of **50€**. If the additional insurance is not contracted by the customer then the basic insurance included in every rental will only be valid on the island where the vehicle was collected by the customer.



## **Windows, Wheels and Tires**

The cost of this insurance is:

FROM 1 DAY TO 6 DAYS: **20€**

FROM 7 DAYS TO 8 DAYS: **24€**

FROM 9 DAYS TO 28 DAYS: **3€ PER DAY WITH A MAXIMUM CHARGE OF 36€**

MORE THAN 28 DAYS: **60 €**

If the customer declines this insurance, he will be liable for damages caused to windows, tires and wheels. Towing costs or any other expenses are not covered under this insurance. Hub-caps, replacement keys, replacement vehicle deposit, battery, motor, clutch, undercarriage, rear-view and side mirrors and the interior of the car will also not be covered under this insurance.

## **Relax Insurance**

The cost of this insurance is:

FROM 1 DAY TO 6 DAYS: **30€**

FROM 7 DAYS TO 28 DAYS: **5€ PER DAY WITH A MAXIMUM CHARGE OF 60€**

MORE THAN 28 DAYS: **90€**

Relax Insurance Package Covers:

FREE 24 hour Telephone Roadside Assistance, Wheels, Tires, Hubcaps, Windows, Side and Rear-view Mirrors, Undercarriage, Motor, Towing, Transportation (Taxi), Clutch, Battery, Copy of the key and delivery of the key to closest Goldcar office, and Exempt of 500€ deposit for replacement vehicle in case of accident or breakdown.

## **Not Included in Any Insurance Package**

- ❖ Traffic fines and all costs derived from the use of the incorrect and/or lack of petrol.
- ❖ Personal effects are not covered. It is recommended having these items covered through personal travel insurance.
- ❖ 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.
- ❖ If the driver is not shown on the rental contract as the main or additional driver and/or if the driver is driving negligently (for example: speeding, driving on the wrong side of the road, etc.).



## 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.

**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.**

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

## 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.**

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: 966 91 93 18

FAX: 965 68 33 62

E-MAIL: [ALC@GOLDCAR.ES](mailto:ALC@GOLDCAR.ES)

Hours of Operation: 24 hours if necessary

### **MURCIA AIRPORT** (Office manager: CONCHI)

30720 SAN JAVIER

TEL. 968 33 65 23

FAX. 968 572022

E-MAIL: [MJV@GOLDCAR.ES](mailto:MJV@GOLDCAR.ES)

Hours of Operation: Monday – Sunday 08.00 - 23.59

### **MALAGA AIRPORT** (Office manager: BERNARDO)

29004 AEROPUERTO DE MALAGA

TEL: 952 17 65 27

FAX: 952 17 61 14

E-MAIL: [AGP@GOLDCAR.ES](mailto:AGP@GOLDCAR.ES)

Hours of Operation: 24 hours if necessary

**The customers whom arrive on flights arriving from countries outside of the European Union will find our office inside the airport in TERMINAL B.**

**All customers must drop-off their vehicles in the airport parking garage designated for car rental companies on level -1.**

### **ALMERÍA AIRPORT** (Office manager: PAOLO)

04130 AEROPUERTO DE ALMERIA

TEL: 950 29 1693

FAX: 950 29 3837

E-MAIL: [LEI@GOLDCAR.ES](mailto:LEI@GOLDCAR.ES)

Hours of Operation: Monday - Sunday 07.00 a 23.59



**PALMA DE MALLORCA AIRPORT** (Office manager: IRINA)

07071 PALMA DE MALLORCA

TEL: 971 74 53 90

FAX: 971 74 54 20

E-MAIL: [PMI@GOLDCAR.ES](mailto:PMI@GOLDCAR.ES)

Hours of Operation: 24 hours if necessary

**JEREZ DE LA FRONTERA AIRPORT** (Office manager: PASCUAL)

11071 JEREZ DE LA FRONTERA – CADIZ

TEL: 956 18 68 10

FAX: 956 18 68 10

E-MAIL: [XRY@GOLDCAR.ES](mailto:XRY@GOLDCAR.ES)

Hours of Operation: 07.00 a 23.00

**GIRONA AIRPORT** (Office manager: DARKO)

GIRONA

Tel: 972 474 649

Fax: 972 474 651

E-MAIL: [GRO@GOLDCAR.ES](mailto:GRO@GOLDCAR.ES)

Hours of Operation: 08.00 a 23.59

**GRANADA AIRPORT** (Office manager: JUAN)

SANTA FE – GRANADA

Tel: 958 45 51 39

Fax: 958 45 51 89

E-MAIL: [GRX@GOLDCAR.ES](mailto:GRX@GOLDCAR.ES)

Hours of Operation: 08.00 a 23.00

**TENERIFE SOUTH AIRPORT** (Office manager: FABIOLA)

TENERIFE SUR

Tel: 922 39 70 40

Fax: 922 759 326

E-MAIL: [TFS@GOLDCAR.ES](mailto:TFS@GOLDCAR.ES)Hours of Operation: 07.00 a 23.00 (Outside office hours: Extra charge of **30€** per vehicle) **Vehicles may NOT be returned to the Tenerife North Airport.****GRAN CANARIA AIRPORT** (Office manager: EDWIN)

GRAN CANARIA

Tel: 928 57 47 26

Fax: 928 57 46 46

E-MAIL: [LPA@GOLDCAR.ES](mailto:LPA@GOLDCAR.ES)Hours of Operation: 07.00 to 23.00 (Outside office hours: Extra charge of **30€** per vehicle)**LANZAROTE AIRPORT** (Office manager: Gilberto)

35500 ARRECIFE DE LANZAROTE

Tel: 928 82 09 52

Fax: 928 82 09 52

E-MAIL: [ACE@GOLDCAR.ES](mailto:ACE@GOLDCAR.ES)

Hours of Operation: 07.00 to 23.00

(Outside office hours: Extra charge of **30€** per vehicle)



## 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.**

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

**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.**

**IMPORTANT: Vehicles may only be returned to the Sevilla and Valencia offices during the hours of operation.**

**SEVILLA AIRPORT** (Office manager: SALVA)

AUTOSERVICIO SHELL EUROSEVILLA

CTRA MADRID, KM 531.7

41007 SEVILLA

TEL: 954 67 31 03

FAX: 954 25 37 76

E-MAIL: [SVO@GOLDCAR.ES](mailto:SVO@GOLDCAR.ES)

Hours of Operation: 07.00 to 23.00

After customers pick up their baggage they should travel to the Arrivals Hall where they will find our "Meeting Point". A Goldcar employee will be waiting for the customer and will escort them to the Goldcar courtesy bus. The bus will take them directly to our off airport office located a few moments away at the Shell gas station.

**REUS AIRPORT** (Office manager: CRISTINA)

CTRA TARRAGONA, KM 521

43204 REUS

TEL: 977 30 07 09

FAX: 977 30 18 78

E-MAIL: [REU@GOLDCAR.ES](mailto:REU@GOLDCAR.ES)

Hours of Operation: 08.00 to 21.00

After customers pick up their baggage they should travel to the Arrivals Hall where they will find our "Meeting Point".

### **Process for dropping-off vehicles outside of the hours of operation:**

The customer must park the vehicle inside the airport Parking Garage P.3 which is in front of parking garage P.1. The customer will find a green (pistachio) and white colour Goldcar vehicle (labelled with the Goldcar Rental company name, with license plate A3290CF.) at the exit of P.3. The customer should place the key through the driver side window (which remains slightly open for this reason).

**VALENCIA AIRPORT** (Office manager: VERÓNICA)

46940 VALENCIA

TEL: 961 52 61 43

FAX: 961 53 41 54

E-MAIL: [VLC@GOLDCAR.ES](mailto:VLC@GOLDCAR.ES)

Hours of Operation: 08.00 to 23.00

Customers go directly to the bus stop situated on the 1st floor (Departures). The customers will be taken by shuttle bus to our office from where they will collect their cars. Clients must also return their cars to the rental office, prior to being taken back to the airport. We will provide each client with a map showing how to return to our airport office.



## **Downtown Offices**

**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.

**All downtown offices will also close at 19:30 on Christmas 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.**

### **National Holidays**

**January 6**  
**March 19**  
**April 2 and 5**  
**May 1**  
**October 12**  
**November 1**  
**December 6 and 8**

**Please see each particular office for their respective national and local holiday hours of operation for 2010.**

#### **SAN JUAN** (Office manager: CLARENCE)

CTRA. ALICANTE-VALENCIA KM 114

03550 SAN JUAN DE ALICANTE

TEL: 965 65 11 92

FAX: 965 65 95 48

E/MAIL: [ASJ@GOLDCAR.ES](mailto:ASJ@GOLDCAR.ES)

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

Saturday mornings 09:00-13:30.

**National Holidays - Closed All Day**

**Local Holidays – Closed All Day:**

**9 OCTOBER**

**24 JUNE**

**15 APRIL**

#### **BENIDORM** (Office manager: KATARINA)

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.ES](mailto:ABE@GOLDCAR.ES)

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

Saturday mornings 09:00-13:30.

**National Holidays - Closed Only in the Afternoon**

**Local Holidays – Closed Only in the Afternoon:**

**9 OCTOBER**

**15 NOVEMBER**

**16 NOVEMBER**

**DENIA** (Office manager: CATY)

CTRA LAS MARINAS KM 01

03700 DENIA

TEL: 966 43 11 46

FAX: 966 42 65 62

E-Mail: [ADE@GOLDCAR.ES](mailto:ADE@GOLDCAR.ES)

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

Saturday mornings 09:00-13:30.

**National Holidays - Closed Only in the Afternoon****Local Holidays – Closed Only in the Afternoon:****9 OCTOBER****7 JULY****16 AUGUST****TORREVIEJA** (Office manager: SANTIAGO)

CALLE ORIHUELA Nº 100

03180 TORREVIEJA

TEL: 966 70 28 91

FAX: 966 70 57 67

E-mail: [ATR@GOLDCAR.ES](mailto:ATR@GOLDCAR.ES)

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

Saturday mornings 09:00-13:30.

**National Holidays - Closed Only in the Afternoon****Local Holidays – Closed Only in the Afternoon:****9 OCTOBER****12 APRIL****16 JULY****AGUILAS** (Office manager: DAVID)

C/IBERIA BAJO 75,

30880 AGUILAS (MURCIA)

TEL: 968 49 30 37

FAX: 968 44 92 41

E-Mail: [AGU@GOLDCAR.ES](mailto:AGU@GOLDCAR.ES)

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

Saturday mornings 09:00-13:30.

**National Holidays - Closed Only in the Afternoon****Local Holidays – Closed Only in the Afternoon:****16 FEBUARY****26 MARCH****9 JUNE****SANCTI PETRI** (Office manager: RAMON)

URB. NOVO SANCTI PETRI – C.C. LOCAL 0

SANCTI PETRI –CHICLANA- 11139 CÁDIZ

TEL: 956 49 20 50

FAX: 956 49 49 14

E-mail: [XSP@GOLDCAR.ES](mailto:XSP@GOLDCAR.ES)

Hours of Operation: Winter Season (1 Nov. - 16 March) Monday-Friday: de 09.00 a 13.00 and 16.30 - 19.30, Saturdays 09.00 - 14:00

Summer Season (16 March – 1 Nov.) Monday-Friday: de 09.00 - 13:00 and 17.30 - 20.30 and Saturdays 09.00 - 14:00

**National Holidays - Closed Only in the Afternoon****Local Holidays – Closed Only in the Afternoon:****1 MARCH****12 JUNE****8 SEPTEMBER**

**MALLORCA-PASEO MARÍTIMO** (Office manager: PRADO)

AVDA. INGENIERO GABRIEL ROCA, 29  
BAJOS HOTEL PALACE ATANEA  
PALMA DE MALLORCA 07014 ISLAS BALEARES  
TEL: 971 22 00 49  
FAX: 971 73 68 04

E-Mail: [PMM@GOLDCAR.ES](mailto:PMM@GOLDCAR.ES)

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

**Vehicles may only be returned during the hours of operation.**

**National Holidays - Closed Only in the Afternoon**

**Local Holidays – Closed Only in the Afternoon:**

**20 JANUARY**

**1 MARCH**

**10 JULY**

**27 DECEMBER**

## Central Office

**Main 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.ES](mailto:CENTRAL@GOLDCAR.ES)

**National Holidays Closed All Day.**

**Christmas Eve and New Years Eve Closes at 15:00.**

**Local Holidays – Closed All Day**

**9 OCTOBER**

**24 JUNE**

**15 APRIL**



## Vehicle Availability

Specific details on all car groups can be found on the price-list.

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, with the only exception being special groups, will receive instant confirmation through the automatic booking system they select **(Please see the How to Make a Booking section for more information)**.

The collaborator will receive vehicle availability reports (stop-sale reports) on a regular basis. These reports can also be viewed through the web agency area **(Please see the How to Make a Booking section for more information)**.

## Special Groups

Special Groups: X, E, DD, FF, G, I, J, K, M, P y PP,

All of the Special Groups are by request and will NOT receive automatic confirmation. The confirmation can take up to 72 hours for these special vehicle groups. Questions regarding to error messages or issues dealing with special groups should be addressed to our fleet department by email: [flota@goldcar.es](mailto:flota@goldcar.es).

## Extensions of the Rental Period

As all special vehicles are on request, the hire contract cannot be extended without prior notice and agreement with Goldcar. Normally, vehicles on free-sale can be extended without prior notice, however during stop-sale periods acceptance by Goldcar is required. The collaborator must send any vehicle hire extension to Goldcar by fax or e-mail. **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.

The car hire contract may have a **maximum duration of 90 days**. After 90 days, a new contract is required. An extension of the rental period is considered a new contract and the rate used for this period will be rate applicable on the day the extension is made.

In the event the vehicle is returned later than the agreed rental drop-off time stated in the contract, **the insurance will no longer be valid** and the customer will be responsible for paying a **30€** 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 30€ 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**.



## Customer Services

## Grace Period

There is a 3 hour grace period for the return of all rental vehicles. In the event the vehicle is returned later than 3 hours past the agreed rental drop-off time stated in the contract, **the insurance will no longer be valid** and the customer will be responsible for paying a **30€** per day late fee. In addition to the corresponding late fees, the customer **must also pay the daily rental rate**.

## Reservations Department

All reservations are to be made through one of our automatic booking system **(Please see section How to make a Booking)**

**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.**

**To contact the reservations department:**

[reservations@goldcar.es](mailto:reservations@goldcar.es)

Tel: 00 34 965 94 31 86

Fax: 00 34 965 65 06 38

Hours of Operation: Monday – Thursday 09:00-18.30 and Fridays 09:00-15:00

## 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 for contacting Roadside Assistance outside of these hours, unless the customer has selected the optional Relax Insurance Package.

**To contact the S.O.S department:**

Tel.: 902 10 52 76

Fax: 965 93 92 12

E-Mail: [sos@goldcar.es](mailto:sos@goldcar.es)

**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.es](http://www.goldcar.es)

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.

**To contact the department heads of the Customer Services Departments:**

Sophie Servranckx

Email address: [sophieservranckx@goldcar.es](mailto:sophieservranckx@goldcar.es)

Laura Collins

Email address: [lauracollins@goldcar.es](mailto:lauracollins@goldcar.es)