



Please ensure that you read and understand the information printed below, in addition to your travel arrangement terms and condition printed on your invoice.

What's included in your Avis Canada Car Rental:

	Fully Inclusive	Super Fully Inclusive	Additional Super Fully Inclusive
Unlimited mileage	Yes***	Yes***	Yes***
Loss damage waiver	Yes	Yes	Yes
Up to \$1million liability coverage	Yes	Yes	Yes
Zero Excess	Yes	Yes	Yes
Additional Drivers	No	1	2
Applicable taxes	Yes	Yes	Yes
Airport surcharges	Yes	Yes	Yes

*** Excludes the following car groups and locations:

- Minivan and Full-Size SUV for pick-ups from any location. Kilometres are capped at 200km/day, 1400km/week, 4800km/month. Additional km will be paid locally directly to Avis and will be charged at a rate of \$0.25/per kilometre*.
- Rentals originating from the following locations do not include mileage: Grand Prairie, Medicine Hat, Prince Albert, Sudbury, Thunder Bay and Timmins. Charges for kilometres driven will be paid locally directly to Avis at a rate of \$0.25/per kilometre*.

Car Hire Collection

You must present the following pieces of information at time of car hire collection (failure to do so will result in you being unable to collect your car hire and full loss of monies paid):

1. Driving License:

a. All Renters:

- All renters must present a valid issued UK / EU driver's license. A valid driver's license is one that has not expired and shows no restrictions that would prevent the renter from legally driving an Avis vehicle.
- If the license from country of origin does not include a translation in English or French which enables our agents to clearly identify the individual, the class of vehicle they are authorized to drive and any restrictions imposed, the customer must also present an international driver's license issued in the same jurisdiction.
- Canadian or American licenses will not be accepted. These clients will need to pay the retail rate for the rental once they handover their driving licences. (Note bookings for all other countries will be accepted)



- iv. Digital licenses must be accompanied by a letter from the issuing license bureau. A digital license on its own will not be accepted as a valid driving license. Note that this requirement is not only to rent a vehicle but also to legally drive in Canada.
- v. The additional driver does not need to be from the UK

2. Credit Card

a. Lead Driver

- i. An acceptable, valid credit card in the name of the renter with enough open credit to cover the deposit must be presented at the counter at the time of the rental. See Security Deposit section below.
- ii. The credit card, driver's license, and reservation must all be in the same name.
- iii. Only physical credit cards are accepted (either embossed or un-embossed). Virtual cards, debit card or prepaid credit cards are not accepted.

b. Additional Authorized Drivers (including spouse and partners)

- i. A major credit card OR Visa/Mastercard debit card must be presented as secondary ID. The security deposit will only be secured on the lead driver's credit card.

Security Deposit: A refundable deposit (authorization hold) of \$100.00 CAD will be held by the Avis is payable by credit card until the safe return of the vehicle. Please ensure you have available credit for this holding fee. Note that charges such as use of toll roads will be taken from this deposit.

- 3. Canadian Affair Car Voucher:** *Will be sent with you travel itinerary 4-6 weeks prior to travel. You must ensure that they receive this voucher and present it at the time of car hire collection. You must collect and return the car hire to the depot confirmed on your car hire voucher. No refund is given on partially used rentals or for late pickup.*

Age Requirements:

Minimum Age: 21 Years Old

Maximum Age: No maximum age if holding a valid driving licence

Young Renters: Under 25 Years Old

21 – 24 Years Old: \$25 CAD* per day + taxes & surcharges, payable locally. Fees will be applicable for the full duration of the rental.

- A Young Driver can be a Lead Driver.
- You can have only one Young Driver per rental.
- Vehicles Available to Rent by Age:
 - **21 – 24 Years Old:** Compact, Economy, Intermediate, Full Size, Standard, Premium, Midsize SUV
 - **25 Years Old:** Regular SUV, Minivan, Full Size SUV



Additional Authorized Driver

Unless included in the package, the Additional Authorized Driver charge is \$12.00 CAD* per day, per additional driver, with a maximum charge of \$168.00 CAD* per rental, per additional driver plus taxes and surcharges.

- Super Fully Inclusive includes 1 additional driver.
- Additional Super Fully Inclusive includes 2 additional drivers.

One-way rentals

All one-way fees are payable locally and are subject to local taxes and surcharges. Please refer to your booking confirmation for more information.

Road Tolls

The use of toll roads whilst in Canada is not included. Toll charges will be passed onto the renter by Avis following completion of the rental.

Minimum / Maximum Rentals:

Minimum rental duration is 48 hours.

Maximum rental duration is 59 days.

Fuel

Rates do not include fuel. Vehicles come with a full / part full tank of gas at time of rental. The renter is responsible for refuelling at the end of the rental if the Avis Fuel Purchase Option is not purchased at time of rental. Gasoline refuelling charges will vary by region and fluctuate according to market conditions dictating the cost of fuel. There is no credit for remaining fuel.

Infant and Child Seats

A child must have a seat if they are under 4ft 9in, weigh under 40lbs or are under 12 years old. Infant and child seats can be confirmed at all corporate locations, on all car groups for \$14.00 CAD* per day to a maximum of \$185.00 CAD*. A replacement fee will be charged, in addition to the rental cost of the child seat, if seat is damaged or not returned. Avis can only confirm a maximum of two (2) child seats per vehicle.

Winterized Vehicles

Quebec

The province of Quebec is the only province in Canada where Winter Tyres are mandated between December 1st through March 15th. Any car registered to the province of Quebec will have a Winter Tyre fitted during this period.

Rest of Canada

Winter tyres are available to request at select locations at an additional daily cost of CAD\$20.00 CAD* plus taxes per day on select vehicles. Note that 'Winter Tyres' are strictly on request and the renter will only find out when they pick up the vehicle.

Renters that wish to travel on Highway 93 please note it is required to have a winter tyre equipped vehicle between 1st November to 31st March.



Please take note that Avis do not allow one-way rentals between BC and AB during the winter months – this is typically between 1st November to 31st March. This is due to the treacherous weather conditions which will have a huge impact on driving conditions and often lead to highway closures.

Winter Chains

British Columbia Province: Limited supply, available for select make/models only at YVR, Hornby Street and Whistler locations.

Alberta: Not available. If renter is driving somewhere where winter chains are required, they must buy them themselves.

Nova Scotia/ New Brunswick/ / Ontario / Quebec / PEI Provinces: N/A

The only time a renter can drive with winter chains is when the conditions warrant them. The renter **must** know how to use the chains before they rent/buy them. If the chains are not installed correctly, they can damage the vehicle for which the renter is not insured for.

Roof / Ski Racks

Avis does not offer roof or ski racks, nor do they allow renters to add their own onto the rental vehicle.

GPS

Note that GPS is included in the 'Additional Super Fully Inclusive' package.

For 'Fully' and 'Super Fully' rentals' Garmin GPS Units are available and can be confirmed at all major Airports for a fee of \$18.00 CAD* per day to a maximum of \$169.00 CAD*. A replacement fee will be charged, in addition to the rental cost of the GPS Unit, if the unit is damaged or not returned.

Early and Late Return

If the rental is returned earlier than paid for, there are no refunds for any unused days. For late returns, a late return fee will be payable locally to Avis.

Extension of rental

Should you wish to extend your car hire whilst on holiday, please contact us directly. You will be charged at the current price subject to availability. It is necessary to provide your local car hire rental agreement number.

Driving Restrictions

Avis vehicles can be driven into the USA but not Mexico. Use of vehicles on unpaved roads will void the insurance and the renter will be liable to any damage caused.

Third Party Liability Cover

Third Party Liability is provided by Avis, which addresses issues when the renter damages somebody's property, or causes injury or death to another party. Third Party Liability is provided up to the provincial minimum, based on the province where the rental occurred. It is already included in the rate.

Loss Damage Waiver



LDW places the responsibility of the vehicle in the hands of Avis. As long as the renter operates and uses the vehicle under the terms of the rental agreement, there is no deductible to pay. LDW is already included in the rate.

LDW covers damages to the car due to:

1. Theft
2. Collision
3. Vandalism
4. Or any other cause that complies with the terms of the rental agreement

Avis does NOT cover for any damages caused through violation of the terms set within the agreement, such as:

1. Negligent driving / dangerous driving
2. Misfuelling
3. Driving under the influence of drugs or alcohol
4. Lost Keys
5. Battery Boost
6. Towing of vehicle (excluding if the client got into a collision)
7. Gas delivery (up to 3 gallons)
8. Tyre replacement

Avis will require a holding deposit of \$100.00 CAD. This is only held off the credit card in the event the driver misuses the vehicle and causes any damage, of which the renter will be liable for, or returns it without the correct level of fuel. The holding deposit could be higher if it is a large vehicle or a long rental.

Wi-Fi

Mobile Wi-Fi is available on request for \$21.99 CAD* per day, \$153.93 CAD* per week, \$659.70 CAD* per month.

"Mobile WIFI offers the freedom of mobile connectivity for up to 5 devices, without the fear of expensive data roaming charges.

- Wi-Fi Hotspot for up to five devices without data limits
- Turn by Turn Navigation (Google Maps, Waze, MapQuest)
- Unlimited International Talk and Text
- Local offers attractions and restaurants
- Games and Entertainment library for the kids
- Stream Video (Netflix, Hulu, Amazon Prime Video)
- Stream Audio (Sirius XM, Pandora)
- and a growing library of apps, and more

Roadside Safety Net

Roadside Safety Net provides renters with the added reassurance of having roadside service for items that are not included in the rental. Those services include, but not limited to:

- Windshield & Tyre Repair & Replacement;
- Key delivery for lost keys;
- Battery boost; Towing of vehicle (excluding collision);
- Gas delivery to a maximum of \$6.00.

When a renter accepts Roadside Safety Net, he/she won't have to worry about incurring additional expenses while on the road for the items listed above and can be reassured that all these items will



be covered under the terms and conditions of the RSN service.

RSN Pricing

Alberta: \$19.00 CAD* a day / \$133.00 CAD* a week / maximum \$456.00 CAD*

Rest of Canada: \$17.00 CAD* a day / \$119.00 CAD* a week / maximum \$408.00 CAD*

Personal Accident Insurance & Personal Effects Coverage (P&C):

***not available in rentals originating in British Columbia.**

Personal Accident Insurance provides certain benefits for passenger vehicle rental customers and up to 7 eligible traveling companions, that experience a covered accidental body injury as a result of a sudden, unexpected, and unforeseen event. Not available at all locations.

Maximum covered amount per insured:

A. Accident Plan

1. Accidental Death Benefit \$150,000
2. Accidental Dismemberment Benefit \$150,000
3. Exposure and Disappearance Benefit \$150,000

B. Emergency Evacuation and Repatriation Plan

1. Emergency Evacuation and Repatriation Plan \$10,000

C. Funeral Expense and Coma Plan

1. Funeral Expense Benefit \$5,000
2. Coma Benefit \$150,000

The aggregate limit of liability per covered loss for which benefits are payable under the Personal Accident Insurance is \$500,000.

Personal Effects Protection (PEP) offers passenger vehicle rental customers protection for their personal belongings while in the rental vehicle and up to 8 eligible traveling companions. Maximum covered amount per reservation is \$2,000. Maximum covered amount per item is \$1,000.

Miscellaneous

Billy Bishop: Please note that when making a reservation to pick up / drop off at Billy Bishop Toronto City Airport, you will be transferred by shuttle to Avis' downtown depot (Brookfield's Place).

*Local costs and fees are subject change without notice.