

been breached or that the vehicle is in a bad state, they may charge the credit card that was used for the payment. If you notice any charge of this kind and you do not agree with it, you can ask the bank to return it and to block any further payments to that company.

3. PROCEDURE TO BE FOLLOWED

In the event of a conflict, consumers will firstly need to contact the contracted company. If it does not address the customer's issues, a complaint may be lodged in the Directorate General for Consumer Affairs of the corresponding regional government. If you live in a European country, you may lodge the complaint in the European Consumer Centre of your country. You may also contact the Transport Arbitration Board.

ONLY IF THE ESTABLISHMENT
SHOWS THIS EMBLEM IT IS
RESPECTING THE BASIC
CONSUMER RIGHTS



Where to find us



900 16 60 00 (toll-free)



In the offices of the General Directorate for Consumer Affairs

By appointment only

Palma

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Maó

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Govern de les Illes Balears

Conselleria de Salut
Direcció General de Consum



Govern de les Illes Balears

Conselleria de Territori, Energia i Mobilitat
Direcció General de Mobilitat i Transports



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d'Innovació, Recerca i Turisme
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Consum al teu costat

VEHICLE RENTAL



If you rent a car, you must
be aware of

1. GENERAL INFORMATION

Vehicle rental can be a good alternative during a trip or whenever a vehicle is required for a given time.

2. CONSUMER RIGHTS AND RECOMMENDATIONS

2.1. Before you rent a vehicle

If you rent through the internet:

- Make sure you contract your rental through a secure web page (<https://>) and that the company data are indicated.
- Consumers do not have a right to withdraw from the contract (unless allowed by the terms and conditions of the company)
- If you rent through an intermediary, compare the price through the web page of the car rental company you have selected

Price: before you rent a vehicle you should compare the prices offered by the companies.

The price that is listed on the internet shall include all the mandatory or inevitable expenses for consumers (fees, local taxes, handling costs, third-party insurance, refuelling fee, etc). In other words, the drive away price should be displayed.

Insurance: the compulsory insurance against civil liability is included in the rental price. Nevertheless, full insurance is recommended, but the amount of the excess should be known. You should therefore ask about the price and coverage of the insurance. The company needs to provide information about insurance exclusions.

If you contract an insurance policy through an agent or intermediary, ask about your coverage and whether it is the same as in the insurance provided directly by the vehicle rental company.

Fuel policy: it is advisable to pay special attention to the refuelling policy in the contract. Companies normally provide a full tank of fuel, and the car should be returned with a full tank (full/full option). In that case, if consumers do not return the car with a full tank, companies may charge a refuelling fee, as long as consumers have been informed and the fee is reasonable.

Companies sometimes allow the option of collecting the vehicle and charging for a fuel tank and a refuelling fee. When the vehicle is returned, companies refund the amount corresponding to the unused fuel (full/empty option).

The clause whereby consumers are required to pay an amount for the full tank upon collection and to return the car with an empty tank could be considered unfair.

2.2. Collecting the vehicle and signing the contract

- Read the contract carefully before you sign it and keep a copy. The lettering in the general conditions needs to be clear, with a size no smaller than a millimetre and a half.
- The price charged by companies cannot be higher than what is advertised on the internet when the online booking is completed.
- If the car model that is booked is unavailable, there should be no additional charge if a higher range car is offered. However, if a lower range car is offered, the price will need to be adjusted.
- Companies sometimes require a deposit or a certain

amount of money to be blocked in the credit card to finalise the rental, except if full coverage insurance is contracted.

- Do not yield to any pressure about contracting additional insurance if you do not want it.
- Clients should take the same credit card as was used for the booking when collecting the car.
- Check that all the additional contracted elements are included (sat nav system, booster seats, etc).
- Check the vehicle together with company personnel. Take pictures of any visible damage.

2.3. During the car rental

- If the rented car breaks down, contact the company. The car should not be fixed without permission from the company.
- In the event of an accident or theft, it is advisable to collect the personal information of the people involved and to contact the rental company and the local police immediately.
- The driver shall be liable for any fines or infringements. He/she may also be liable for any administrative fees related to their management, as long as he/she has been informed about said fees and they are reasonable.

2.4. When you return the vehicle

Return the vehicle preferably at the opening hours of the company and make sure you are present when it is checked. Sign the vehicle return form and make the employee in the company sign it.

If the vehicle is returned outside normal opening hours, take pictures to certify that the vehicle is in good condition, so that you are not held liable for any repair expenses.

Sometimes, if companies consider that a clause has