

## Car rental booking voucher

Dear Alain RAINIER

Thank you for choosing Stressfreecarrental.com. We've confirmed your booking with SurPrice Car Rentals and your vehicle will be ready to collect at Catania Airport on 01-Mar-2024 at 19:00 using your collection reference SC2148299

You will need to show this email at the desk when you collect your vehicle. Displaying it on your phone is fine but, if you can, we suggest bringing a printed copy in case there's an issue with your phone. Make sure to read the "Required Documents" information below before you get to the collection desk -without the correct documentation you will be unable to hire your vehicle.

Your booking information is listed below:

**Booking reference:** 247513972  
**SurPrice Car Rentals reference:** SC2148299  
**Date confirmed:** 16-Nov-2023  
**Lead driver:** Alain RAINIER  
**Country of Residence:** France  
**Contact Number:** +33673982068  
**Pickup:** Catania Airport on Fri 01-Mar-2024 at 19:00  
**Dropoff:** Catania Airport on Sun 10-Mar-2024 at 16:00  
**Driver Age** (at time of collection): 30 - 69 (not specified)  
**Vehicle:** Volkswagen Touran 5+2 seater or similar (SMMR)



Number of passengers: 7  
Transmission: Manual

Your vehicle rental supplier is:

SurPrice Car Rentals  
Catania Airport  
Via S. Giuseppe Alla Rena, 4  
Catania  
Catania (IT)  
95121  
**Phone: +39 345 158 3163**  
Email: [reservations@surpricecars.com](mailto:reservations@surpricecars.com)

Standard opening hours (as at time of booking): Monday:  
08:00 - 22:00  
Tuesday: 08:00 - 22:00  
Wednesday: 08:00 - 22:00  
Thursday: 08:00 - 22:00  
Friday: 08:00 - 22:00  
Saturday: 08:00 - 22:00  
Sunday: 08:00 - 22:00

### Required Documents

IMPORTANT INFORMATION – WITHOUT THESE DOCUMENTS YOU WON'T BE ABLE TO PICK UP YOUR VEHICLE

- Valid Driver's License  
*(When renting within the EU, If your license is from outside EU (also applies to renters from the UK), or contains non-Roman alphabets, you must bring BOTH your license and an International Driver's Permit)*
- Passport or National ID
- Credit card in the lead driver's name  
*(Visa and Mastercard only).*
- Booking confirmation email  
*(No need to print this, may be shown on your phone)*

**\*UK Driver's Licence:** Please note that all UK license presented must contain a photo of the driver.

**For this vehicle all drivers must be aged between 19 and 80 and you must have at least 1 year experience on your license.**

All licenses should show their issued date. Unless stated otherwise above, most rental companies only accept physical copies (not electronic/mobile) of driver's licenses and permits. Licenses must usually show your photograph; we recommend you contact the rental location if you do not have a photo driver's license to check if you will be able to hire or if maybe some additional documents are needed. The same usually applies to bank cards where again a physical card must be shown and with the long number and lead driver name printed across the front. It is also a common requirement that the card must remain valid for several weeks after the rental has ended. Cards issued by online "neobanks" such as Revolut are not usually accepted. There is no need to show the policy documents for the extra cover you purchased from stressfreecarrental.com. We recommend you read the 'What to expect at the desk' section below for information about the insurance that may be offered when you collect your vehicle.

SurPrice Car Rentals explicitly lists the following card types as **not accepted**:

**Debit card (Visa/Mastercard), American Express, Maestro, Electron, Dinners, Cash, Non embossed card, Prepaid card, Chinese Union pay credit card**

### Directions

Rental office is situated within airport at the

### Late Collection

You should check carefully at the collection desk because Out of hours will be added as On Request and will attract an additional charge if the reservations that fall outside of the location' stated opening hours.

If you're due to arrive at the end of the day, we recommend that you arrive at least 20 minutes before closing time as the branches **won't stay open past opening times**.

If you are delayed and will be more than 1 hour late for collection or arriving near to closing time, Surprice ask that you must contact your collection office and inform them of the delay or your booking may be cancelled. This also applies for customers arriving at an airport whose flight has been delayed. If the delay take you past normal closing time, you may be asked to collect the vehicle the following day.

*(The above does not apply if you booked an out of hours collection time. The office will already know to remain open for you and we always include any fees that may have been charged for this in the price shown).*

Please be advised that unless you have received confirmation from the car rental company directly, then we cannot guarantee that they will be able to remain open after hours or hold your vehicle for you outside of their standard late collection policy.

### Payment

You've paid a total of €116.42 EUR - €29.52 to secure your rental vehicle plus €86.9 for your additional cover. The balance of €472.32 EUR (excluding any extras) will be paid directly to SurPrice Car Rentals at the collection desk when you collect the vehicle.

### Extras

All extras are paid for at the collection desk if they are not listed as included in the rental price

Extra	Quantity Price
Additional Driver 1	€81
<b>Total</b>	<b>€81 EUR</b>

### Excess and Security Deposits

You've chosen to add protection from stressfreecarrental.com. If there was an accident or theft of the vehicle, you would still be liable to pay SurPrice Car Rentals up to €2000 but you would claim this back through your protection policy.

We've attached two documents to this email for you - your Insurance Certificate and, for the full details of what's covered, the Policy Wording Document. (If you just want a quick reminder of what's covered, you can also refer to the Insurance Policy Information Document via [this link](#)). If you extend your vehicle rental and would also like to extend your protection, please let us know by emailing [help@stressfreecarrental.com](mailto:help@stressfreecarrental.com).

You will still be required to leave a security deposit on your payment card when you collect your vehicle and these funds will be unavailable until after the vehicle is returned.

Your security deposit will be **€ 2000**

Please be aware that there are some situations where you are not covered. Mostly these relate to negligence, unlawful driving or failing to report incidents to local authorities but, with some suppliers and countries, there can also be parts of the vehicle which are not covered (like tyres or the windscreen). For full details about the standard waivers offered by SurPrice Car Rentals, please read the Rental Agreement you'll be given when you collect the vehicle. For your Stressfree policy please refer to the attached Policy Wording Document.

### Fuel Policy

You've selected Level to Level

Surprice vehicles are supplied on a Level to Level basis.

The vehicle's current fuel level will be noted in your rental agreement when you collect the vehicle and this is the level expected when you return the vehicle to avoid further charges. If you do not return the vehicle with the correct amount of fuel, you will be charged for the missing fuel PLUS a €30 service charge.

### Mileage Policy

This vehicle comes with unlimited kilometres. Travel to other countries, between islands or on ferries is not permitted.

### Additional Drivers

Additional drivers are added at the time of collection. All additional drivers are subject to the same age and identity requirements as the lead driver and must be present to sign the rental agreement.

### What to expect at the desk

When you get to the collection desk, the first thing to show the staff is this email (which they may refer to as your 'booking voucher'). You will also be asked to show your driver's license and other forms of identity (as listed above) plus the payment card in the lead driver's name.

You will then be offered some additional products including the supplier's own protection. **You do not need to take out any extra cover.** The policy you purchased from stressfreecarrental.com is one of the best on the market so you can relax - we've got you covered. (If you feel like you're being pressured into buying extra cover, please ask the agent for their name and let us know).

SurPrice Car Rentals will typically offer you the following...

**Additional Cover:** You may have already taken out Surprice's premium level of cover as part of your booking but, if you didn't, you will be offered the Full Damage Waiver at the collection desk. With FDW your insurance excess risk is reduced to zero and your deposit amount will be reduced (usually to around €80). The cost is around €24 per day depending on vehicle type.

**Premium Roadside Assistance:** Depending on the location, you may be offered an extra level of roadside assistance. This adds roadside cover from the kinds of issues where you may be at fault such as unable to change a tyre, no fuel, lock out service, jump start due to lights left on etc.

**Additional Drivers:** Additional drivers can be added at the collection desk. Each driver will need their driver's license and must be present to sign the rental agreement.

**Extras:** Three types of child seat are available - infant, child and booster seats. You can choose the most suitable one when you are at the collection office. GPS devices also available. Winter Driving: Depending on your collection office and vehicle type, snow chains will be included in rentals during the winter months (15 November-15 April). Please note - Surprice do not reserve extras. Any extras included on your booking are subject to availability at the collection desk. They do say it's very rare that an extra be unavailable but you could contact your collection office a few days prior to arrival to double-check availability of essential items.

*(If you do decide for whatever reason to take out extra protection from SurPrice Car Rentals, please be aware that you can cancel the policy you bought from stressfreecarrental.com with a full refund but only prior to the rental beginning. As soon as you sign the rental agreement and are given the keys, our protection has begun and refunds will not be possible).*

### Cross-border travel:

Cross border travels are allowed (with an additional fee of €61) only for the following countries: Austria, Belgium, Cyprus, Czech Republic, Germany, Denmark, Spain, Estonia, France, Finland, Greece, UK, Hungary, Croatia, Italy, Ireland, Iceland, Luxembourg, Lithuania, Latvia, Malta, Norway, Holland, Portugal, Sweden, Slovakia, Slovenia, Switzerland, Andorra and Poland.

You are **not allowed** to take your vehicle into: Bulgaria, Romania, Albania, Azerbaijan, Bosnia and Herzegovina, Belarus, Israel, Iran, Morocco, Moldova, North Macedonia, Montenegro, Russia, Serbia, Tunisia, Turkey and Ukraine.

Vehicle Upgrades: Where there is availability, you may be offered or wish to ask for a vehicle upgrade. We recommend that you already have a price in mind for what you would be prepared to pay prior to this conversation. Remember that this will be offered in the local currency and may be given as a cheaper sounding 'price per day'.

Rental Agreement: Before you're given the keys, you and any additional drivers will be asked to sign the Rental Agreement. This is a legal document and, by signing, you're confirming that you have read and understood the terms and conditions and are now liable for the vehicle. It will give a breakdown of your charges, specify your fuel policy, mileage allowance, roadside assistance and show what level of cover you have. And existing damage to the vehicle will also be listed.

**Check the vehicle:** It's really important that you take a close look at the vehicle before you set off. Look for \*any\* signs of damage, inside and out, including to the wheels & tyres. There should be no warning lights on the dashboard and the fuel level should be full or, if not, at the level noted in your rental agreement. If anything is not correctly noted, no matter how small, we recommend that you speak to a member of staff and take photos/videos of anything which you are concerned about.

### Vehicle Return

We offer the following advice to our customers to help ensure that your vehicle return goes smoothly:

- Fuel - unless your fuel was included or prepaid, make sure your vehicle has been refuelled to the correct level. It's also wise to keep the receipt for that final re-fuelling as proof that it was done locally.  
Tyres - if any of the tyres look a little flat you may wish to reinflate them so you're not billed for damage
- Time - make sure you've given enough time for the vehicle to be inspected or you may not be able to contest any damages that might be found
- Cleaning - if the vehicle is excessively dirty or even if you've got sand in the upholstery, you can be charged extra for "special cleaning"
- Location - it's a simple thing but make sure you leave your vehicle in the correct car park or this too can incur extra charges
- Damages - if damages are found and you're not able to reach an agreement with the return staff, make sure you take close-up photos of the damage along with another object (like a coin) to help show the scale of the damage,
- You may be able to use this to contest the charges at a later date.

### Flight Numbers

You have given TO3808 as your flight number. We have passed this on to SurPrice Car Rentals who will do their best to accommodate you if your flight is delayed. If your flight looks like being delayed past normal opening hours, we recommend that you phone them before departing to check if they will be able to remain open for you.

### Booking Amendments

Unfortunately the car rental companies require you to cancel and re-book if you need to make changes to your booking, especially for changes to location, driver name, vehicle type or dates and times. The only changes we may be able to make are to your contact details or (if relevant) flight number.

### Cancellation and Refund policy

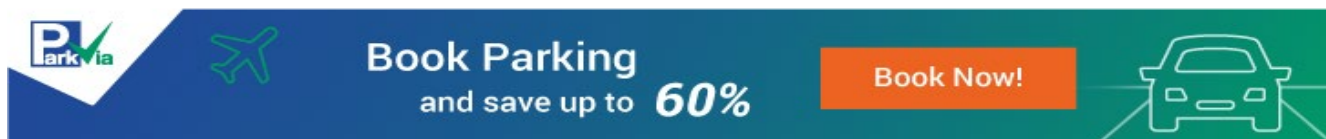
You can cancel your booking for free anytime up until 48 hours before the rental start time. Car rental companies do not allow cancellations once within 48 hours of collection so no refunds for your car hire will be possible after this time. To cancel please sign in to the [Manage My Booking](#) page with your email address and 247513972 as your booking reference number.

You have also bought additional cover from our partners at Riverside. This policy can be cancelled at any time right up until your rental start time by emailing us at [help@stressfreecarrental.com](mailto:help@stressfreecarrental.com). Note that once you pass the rental start time, your insurance policy has begun and no refunds will be possible.

Note that no refunds will be made in event of a customer being refused rental due to issues such as (but not limited to) not having the correct type of payment card, not bringing the correct documentation or being late for collection. Please ensure you have read the "Required Documents" section above.

### How did we do?

At Stressfreecarrental.com, we really do want to bring about change and take the stress out of hiring a car. As part of our mission, we don't believe anyone should have to trawl through complicated terms and conditions to find basic pieces of information. We want all the key details to be in plain sight and in words that everyone can understand. We'd love your help with this - if you have any feedback or suggestions about the information given here or on our website, please drop us an email.



**ParkVia** Book Parking and save up to **60%** [Book Now!](#)

### Contact Us

Stressfreecarrental.com

[help@stressfreecarrental.com](mailto:help@stressfreecarrental.com)

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