

Have a look at the table of contents of the Terms and Conditions of Hire (on the following page or in your chapter, page 3).

Then decide which sections you have to read to have answers to the following questions:

- Puis-je utiliser ma voiture de location dans un autre pays ?
- Dois-je rendre la voiture avec le plein d'essence ?
- Que se passe-t-il si je rends mon véhicule en retard ?
- Ai-je l'âge requis pour pouvoir louer une voiture ?
- Puis-je annuler ma réservation ?
- Que se passe-t-il si je cause des dégâts au véhicule ?
- Combien de kilomètres puis-je parcourir avec la voiture ?
- En cas de panne, ai-je droit à une assistance ?
- Que dois-je faire si je constate des dégâts sur le véhicule ?
- Puis-je transporter mon chien dans le véhicule de location ?

Terms and Conditions of Hire.

Table of contents

1. To whom do the rental terms and conditions apply?
2. Who can rent and who can drive?
3. Where can I drive a vehicle?
4. What type of vehicle can be rented and for what purpose?
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6. What services are included if I rent a vehicle only?
7. What other ancillary services are available that are not included in my rental?
8. What is included in the price I pay?
9. What are the other fees / charges that I may have to pay?
10. What should I pay attention to when I pick up the vehicle?
11. What will happen when I return the vehicle?
12. Damage to the vehicle
13. What is expected of me regarding the vehicle maintenance?
14. What should I do in case of accident or mechanical breakdown?
15. When shall I receive my invoice and pay for the rental?
16. What if I want to cancel or modify my booking?
17. What if I want to extend my Hire Period?
18. What is the fuel policy?
19. Must I pay a deposit before picking up the vehicle?
20. Can I pay my rental with a foreign credit card?
21. How is Europcar protecting and using my personal information?
22. Are the vehicles equipped with a tracker?
23. What happens in case of dispute related to my rental?
24. Is there a code of conduct applicable to the car rental industry?
25. General
26. Insurance and protection provisions

Now, answer the questions thanks to these excerpts from the 'Terms and conditions of hire'.

⇒ Quel est l'âge requis pour pouvoir louer une voiture ?

Il faut avoir ans (varie en fonction du type de voiture)

et avoir son permis depuis minimum mois.

Excerpt:

- **Non UK driving licence holders:** must have held a full and valid driving licence for a minimum of 12 months. Licences issued overseas must be clearly identifiable as a driving licence, otherwise an international driving licence will be required. Some licences are only valid in the country of issue e.g. India, so an international driving licence is required. In addition the following documentation must also be provided: (i) Passport; and (ii) proof of entry/exit into/out of the UK (e-tickets acceptable);

and

they comply with the minimum age requirements set out in the table opposite. A "Young Driver Surcharge" as set out in the Tariff Guide will apply to all Drivers aged 22-24. The age policy may vary at certain UK locations and some Vehicles and / or products will not be available at all to Drivers under the age of 25. These restrictions will be indicated during the booking process.

If you are under the age of 25 you should contact the UK Europcar Station directly for more details on their renting policy. The minimum age to drive one of our Selection range of vehicles is 25 or 30 depending on the Vehicle. These restrictions will be indicated during the booking process.

* Age depends on the vehicle or van type

**Minimum Drivers Age Requirements
(years of age) by category of vehicle**

SIPP	Vehicle Category	Age
(M***)	Mini	22
(C***)	Compact	22
(E***)	Economy	22
	Economy Elite	23
(I***)	Intermediate	23
(S***)	Standard	23
(F***)	Full Size	25
(P***)	Premium	25
(L***)	Luxury	25
	Selection	25 - 30*
VPIW	Vans	23 or 25*

⇒ Puis-je utiliser ma voiture de location dans un autre pays ?

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Excerpt:

« You must not take our Vehicle outside mainland UK and Northern Ireland ("the Territory") without obtaining our prior written consent. »

- ⇒ En cas de panne, ai-je droit à une assistance ?
- ⇒ Combien de kilomètres puis-je parcourir avec la voiture ?

Excerpt:

6. WHAT SERVICES ARE INCLUDED IF I RENT A VEHICLE ONLY ?

Basic hire charge includes the following services

Technical assistance to the Vehicle for breakdown recovery due to mechanical faults (not driver error or abuse) see further details under sections 8.3 and 14.1 below)

The initial cleaning of the Vehicle

Our Basic Protection Package which includes Collision Damage Waiver ('CDW') and Theft Waiver ('TW') unless section 9.2 applies to your rental

Third party liability insurance

Limited / Unlimited Mileage (depending on the applicable rate or product)

- ⇒ Que dois-je faire si je constate des dégâts sur le véhicule ?

Excerpt:

« 10.1. When you pick up the Vehicle from us you will be asked to sign a section on the Rental Agreement that describes the Vehicle's condition at that particular time. Before you sign the Rental Agreement you should inspect the Vehicle and any accessories for any pre-existing damage.

10.2. If you notice any apparent defect or damage that is not described on the Rental Agreement then you should ensure a note is made on the Rental Agreement and that we both sign it. »

- ⇒ Que se passe-t-il si je rends mon véhicule en retard ?

Pas de problème jusqu'à minutes de retard.

Après heures de retard, le véhicule est considéré comme .

Excerpt:

« Late Return

We allow you a grace period of 29 minutes after the expiry time and date of the Hire Period shown on the Rental Agreement in which to return the Vehicle to us. (...) then if we do not hear from you for a period of 24 hours concerning the delay in its return we will regard the Vehicle as having been stolen and will report this to the police.»

⇒ Que se passe-t-il si je cause des dégâts au véhicule ?

Je devrai prendre en charge

Excerpt:

« 12.1. **Unless any of the charges are covered by our Protection packages or our third party liability insurance (...)** you will be responsible for the following charges:

12.1.1. The cost of repairing any damage caused.»

⇒ Puis-je annuler ma réservation ?

Si annulation minimum 24h avant :

Si annulation moins de 24h avant :

Si pas d'annulation :

Excerpt:

« **Prepaid Rentals**

If you have prepaid your booking online via our direct booking channels

You can cancel your rental free of charge provided that you have given us **at least 24 hours notice before the Hire Period is due to start.** (...)

If you cancel giving us less than 24 hours notice, the prepaid amount will be refunded less a cancellation fee at the rate shown in the Tariff Guide.

If you have not cancelled your reservation and fail to pick up the Vehicle then your prepayment will be refunded less the no-show fee at the rate shown in the Tariff Guide.

Pay on arrival rentals

If you have not prepaid for your rental then you may modify or cancel your rental free of charge up to the time of pick up. »

⇒ Dois-je rendre la voiture avec le plein d'essence ?

SAUF

Excerpt:

« 18.2. All Vehicles are supplied with a full tank of fuel. 2 options may then be made available to you:

18.2.1. Full to full

- We provide you with a Vehicle with a full tank of fuel.
- You return the Vehicle with a full tank of fuel.
- You pay nothing for either refuelling charge or fuel.

If (...) the Vehicle is not returned with a full tank of fuel you will be charged the cost of the missing fuel (...) plus a refuelling charge which will be a charge for each litre at the cost shown on the Tariff Guide.

18.2.2. Full Tank Option

- At pick up you pay for the price of a full tank of fuel. The cost of this will depend on the Vehicle category.
- You may return the Vehicle with whatever fuel is left in it. Whilst Europcar will not charge you for refuelling the Vehicle Europcar will not reimburse you for any unused fuel. »

⇒ Puis-je transporter mon chien dans le véhicule de location ?

Excerpt:

« 25.1. Animal Policy

25.1.1. We do not allow any animals other than assistance dogs ('Assistance Dogs') to be transported in our Vehicles. »

Vocabulary:

	to rent a car	_____
disponible	the vehicle	le véhicule
free of charge	_____	le but
included	available	inclus
le carburant	the fee / the charge	_____
le dommage, les dégâts	_____	le coût, le prix
le lavage → laver	to pick up the car	faire attention à quelque chose
louer une voiture	to return the car	aller chercher la voiture
rapporter la voiture	the damage	_____
rembourser	to cancel	la panne
required → to require	the fuel	annuler
the breakdown	a deposit	_____
the driving licence	overseas	un acompte
the purpose	technical assistance	le permis de conduire
the rental agreement	the cleaning => to clean	d'outre-mer
to allow	the theft / to steal (stole, stolen)	requis => exiger
to pay attention to sth	(un)limited mileage	l'assistance technique
to supply	_____	_____
un réservoir plein	a delay	le vol / voler
	notice => 24h notice	kilométrage (il)limité
	to refund	le contrat de location
	the rate	un délai
	_____	sans frais
	a full tank	préavis => un préavis de 24h
	to provide	_____
	_____	le taux
		fournir

		fournir
		autoriser