
Vehicle fleet provider is Avis. We kindly request you to read this information thoroughly. For further information please contact your travel agency.

For last minute bookings and/or in the weekend you can go to: <http://production.rent-at-avis.com/avisonline/es/IBE.nsf/ReservationStep1?OpenForm&MST=A35EAB6209DEDBECC1257BB2004E2D2A>

INCLUDED IN THE RENTAL RATE

- UNLIMITED MILEAGE
- AIRPORT SERVICE CHARGES
- LIABILITY INSURANCE according to the conditions of the country where rental takes place
- EXCESS LIABILITY COVER (EXTENDED PROTECTION) UP TO 7,5 MILLION EUR: included, because the local amount covered is not high enough according to our standard.
- CDW INSURANCE (damage to the rental car): included, no excess.
- TP INSURANCE (theft protection): included, no excess.
- WINDOW-TYRE-UNDERCARRIAGE-ROOF COVERAGE: In case of damage you will pay the amount locally to the rental company and Sunny Cars will refund this after returning home. It is therefore not necessary to purchase an extra insurance locally.
- ADDITIONAL DRIVER: 1 included, every other additional driver € 5 per driver per day (max. € 70 per rental period per driver)

IMPORTANT RENTAL INFORMATION:

- PICK UP OUTSIDE OPENING HOURS: on request only possible for € 50
- DEPOSIT: Credit card (with pincode) on renters name is obligatory. The deposit is a tank of fuel.
- DRIVERS LICENSES: Each driver must have been in possession of valid drivers license for at least 1 year
- MINIMUM AGE: Minimum age is 25
- UNDERAGED DRIVERS SURCHARGE: for drivers aged 21-24: € 17 per day per driver (max. € 170 per rental period)
- MAXIMUM RENTAL PERIOD: max. 30 days per voucher, please make separate bookings for longer rentals

ONE WAY/ CROSS BORDER

- HOTEL DELIVERY: only on request possible with a minimum of 5 days, free of charge. In most cases the car can be picked up in a different hotel or the local office or a shuttle service, Sunny Cars will provide you with the information of which hotel/office you can go to. When you take the taxi to this hotel/office, you can give the receipt to the rental company, you will get a refund for this. Return: please arrange this with the rental company upon pick up. Please note: when you didn't request delivery, it's not possible to leave your car at the hotel.
 - For your info: On Intranet is a word document with the hotels where there is actual Delivery! Please send this also on request. <http://scdeintranet01/wordpress/departments/reservation-nl/reserveringen/landen-info/spanje/>
 - HARBOUR DELIVERY GRAN CANARIA: on request only free of charge, only possible within opening hours of Las Palmas city office
 - Please use location LP4 (Las Palmas) for cruises.
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- **ONE WAY RENTALS:** on request only free of charge within the same island and between Lanzarote and Fuerteventura.
 - **CROSSING OF BORDERS:** not possible. It's allowed to take your car to another Canary Island, as long as you return the car to the same island where you picked it up.
 - Cofete area in Fuerteventura is not allowed, it's unpaved

ACCESSORIES

- **BABYSEAT:** on request only for € 8 per day (max. € 80 per rental period)
 - **CHILDSEAT:** 1-4 years: on request only for € 8 per day (max. € 80 per rental period)
 - **BOOSTER SEAT:** on request only for € 3 per day (max. € 30 per rental period)
 - **GPS:** on request only for € 5 per day (max. € 50 per rental period)
 - **ROOF RACK:** on request only for € 4 per day (max. € 40 per rental period), only possible for Gran Canaria, Fuerteventura, Tenerife South.
- Above mentioned costs for extras like baby and childseats, additional drivers etc. are exclusive of local taxes. Local taxes and costs for extra's are subject to change and therefore cannot be refunded by Sunny Cars.

INFORMATION ABOUT THE LOCAL EXCESS AND GLASS/TYRE-/UNDERSIDE OF CAR INSURANCE, WHICH YOU CAN RECLAIM FROM SUNNY CARS

- Local excess information: € 788 for cat. YB, YBB; € 803 for cat. AB, BB; € 979 for cat. CB, BF; € 1029 for cat. DB, DO, DF; € 1100 for cat. CJ; € 1261 for cat. VB; € 1387 for cat. WB
- It is not necessary to buy any additional insurance (DVW, Super CDW, EXW) for the excess waiver coverage and damages to windscreens, tyres, the underside or roof of the car. Should you decide to take these optional insurances, Sunny Cars will not refund the charge.

EMERGENCY NUMBER: In case of an emergency you can contact Sunny Cars on the following number: +31 23 - 5 699 690 on Monday - Friday from 09.00 - 20:00 hrs, Saturday and Sunday from 09.00 - 17.30 hrs. Outside of these hours you will be automatically forwarded to our 24 hours emergency assistance.

EMERGENCY NUMBER: In case of an emergency you can contact Sunny Cars on the following number: +49 (0)89/ 82 99 33 10 on Monday - Friday from 09.00 - 20:00 hrs, Saturday - Sunday from 10.00 - 18.00 hrs.

PLEASE NOTE: COMPLAINTS THAT HAVE NOT BEEN REPORTED TO SUNNY CARS ON THE DAY OF OCCURRENCE CAN NOT BE DEALT WITH AFTERWARDS
