

## Wichtige Information zur Selbstbeteiligung

Vor Ort ist es notwendig, bei der Übernahme eine Fahrzeugkaution zu hinterlegen. Im Fall von Beschädigungen oder Diebstahl des Fahrzeugs wird diese Kautions als Selbstbeteiligung vom Vermieter einbehalten und anschließend durch TUI CARS erstattet, sofern der Leistungsumfang des gebuchten Paketes keine Selbstbeteiligung vorsieht.

### Ausgenommen von der Erstattung sind:

- Schäden, die durch die Missachtung der Anmietbedingungen entstehen (insbesondere durch das Befahren unbefestigter Straßen)
- Grob fahrlässiges Handeln oder Trunkenheit am Steuer
- Verlust oder Beschädigung des Autoschlüssels
- Beschädigung der Kupplung durch unsachgemäße Handhabung
- Durch Falschbetankung entstandene Kosten
- Aus dem Auto gestohlene oder beschädigte Gegenstände
- Folgekosten z. B. Abschlepp-/Telefonkosten, Hotelübernachtungen
- Bearbeitungsgebühren für Schäden, die von einigen Vermietern berechnet werden.

Ebenso kann keine Erstattung vorgenommen werden, wenn der Hauptschaden von der Versicherung vor Ort nicht reguliert wird, da hier das Vorliegen grober Fahrlässigkeit angenommen wird.

### Im Schadenfall muss vor Ort die folgende Vorgehensweise unbedingt beachtet werden:

- Umgehende Benachrichtigung der Mietstation
- Bei jedem Unfall umgehend die Polizei rufen und einen Polizeibericht erstellen lassen.
- Bei Rückgabe des Fahrzeugs vor Ort einen Schadensbericht von der Station ausstellen und unterschreiben lassen.

### Zur Erstattung der Selbstbeteiligung sind folgende Unterlagen einzureichen:

- TUI CARS Reisebestätigung
- Kopie des Mietvertrages
- Schadens- und Polizeibericht
- Zahlungsnachweis (Quittung oder Belastungsnachweis der Kreditkarte)

### Bitte senden Sie diese Unterlagen zusammen mit der Angabe Ihrer Bankverbindung (IBAN+BIC) an:

TUI Deutschland GmbH  
TUI CARS  
Karl-Wiechert-Allee 23  
30625 Hannover  
mailto: [tuicars.kundenservice@tui.de](mailto:tuicars.kundenservice@tui.de)

## Important information about personal excess

A vehicle deposit must be paid in the destination when you pick up the vehicle. In the event of the vehicle being damaged or stolen this deposit will be withheld by the rental company (this is the personal excess) and subsequently reimbursed by TUI CARS insofar as a personal excess is not included in the conditions of the booked package.

### This excess will not be refunded:

- If the damage was caused by disregarding the rental conditions (in particular driving on unsurfaced roads or tracks)
- If it is a case of grossly negligent action or drink-driving
- For a lost or damaged car key
- For costs that arise as a result of damage to the clutch caused by incorrect use
- For costs that arise as a result of filling the wrong type of fuel
- For items that have been damaged or stolen from the vehicle
- For follow-up costs, such as towing or telephone costs, cost of overnight stay in hotel
- For any charges made by the rental company for processing the damage.

Likewise a refund cannot be made when the main damage is not settled by the insurance in the destination because then it must be assumed that it is a case of gross negligence.

### In the event of damage, the following procedure must be always be adhered to:

- The rental office must be informed immediately.
- In case of an accident, the police must be notified immediately and a police report made.
- When you hand back the vehicle in the destination, get the rental office staff to prepare and sign a damage report.

### To claim the refund of the excess you must provide the following documents:

- TUI CARS travel confirmation
- Copy of the rental contract
- Damage and police report
- Proof of payment of excess (receipt or proof that your credit card has been debited)

### Please send these documents together with your bank details (IBAN+BIC) to:

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Karl-Wiechert-Allee 23  
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mailto: [tuicars.kundenservice@tui.de](mailto:tuicars.kundenservice@tui.de)

## General Terms and Conditions of Rental

**1. Agency:** TUI CARS arranges rental vehicles for various vehicle rental companies (hereinafter referred to as "rental company"). The rental contract is concluded directly between yourself and the respective rental company in the destination. Read the rental contract carefully before you sign it and keep a copy for yourself. It is essential that you read the rental conditions printed on the voucher (extract) of the rental company.

**2. Payment/Additional services:** The rental price in euros must be paid in advance (at the latest 28 days before commencement of the vehicle rental). In the case of short-notice bookings less than 28 days before commencement of the rental payment is due immediately. Changes to the agreed form of payment can only be made up to 28 days before the rental period starts. Any other fees for additional services must be paid directly in the car rental office. You must present the rental voucher issued after booking at the rental company office.

**3. Prices:** The spot prices are valid only for bookings made in advance. You can ask TUI CARS about prices for extending an existing booking prior to the end of the rental period.

**4. Reservation according to motorbike classes:** Reservations are made for motorbike classes. If for some reason the booked model is not available at short notice the rental company reserves the right to provide a similar or better category model at no extra charge. With booking of the model guarantee the booked model can be confirmed.

**5. Period of rental:** The confirmed rental price is based on a period of 24 hours as from the commencement of the hire. If you want to rent the vehicle for instance at 10.00 am on the first day and you don't intend to return it until noon on the last, please book an additional day to avoid being charged an extra day at local higher rates when the vehicle is returned.

**6. Picking up the vehicle:** Picking up the vehicle outside of office opening hours or at the airport is not possible. The pick-up time indicated on the voucher is binding. A maximum period of grace of one hour will be granted (excepted from this ruling are any late pick-ups that result from a delayed flight arrival). Subsequently the rental company is entitled to otherwise rent the vehicle. When picking up the vehicle, check to make sure that any possible vehicle damage is properly noted in the rental contract. This way you will avoid difficulties when returning the vehicle.

For EagleRider the transfer from the airport or hotel to the rental office and back is free of charge during opening hours up to a distance of 7 miles for rental periods of 3 days and more.

**7. Age of Driver/Driving licence:** At the start of the rental contract the driver must be at least 21 years of age and have held a class 1 licence (class A, A1 or A2 euro standard) for at least one year. A driving licence class 3 (class B euro standard), is sufficient for renting a trike, however, experience of driving a motorbike is a requirement. Any exceptions that may apply in certain countries will be indicated on the voucher. The driving licence must be presented in original together with a valid passport or identity card. In certain destinations it is necessary to additionally be in possession of an international driving licence.

**8. Changing/cancelling a reservation:** Cancellation of a motorbike booked with EagleRider incurs the following charges:  
Till to 31st day before rental: no charge  
From 30th day before rental: 40% of the rental price  
From 24th day before rental: 50% of the rental price  
From 17th day before rental: 60 % of the rental price  
From 10th day before rental: 80 % of the rental price  
From 3rd day before rental or in event of not picking up the motorbike: 95% of the rental price.

For all other rental companies amendments and cancellations are accepted free of charge up to 24 hours prior to the start of the rental period. Subsequently a fee of 90% of the rental price is charged.

No refund will be given for vehicles returned earlier or picked up later than agreed.

## 9. Insurance:

Liability insurance is included in the price and covers personal injury, damage to property and financial loss to third parties. As the amount of cover provided differs from country to country, the rental price includes extra third-party insurance cover that takes effect after the liability insurance concluded with the rental company has been exhausted. The exact amounts of insurance cover are detailed in the relevant car rental terms and conditions of the respective rental company.

Any insurance claims in countries in which extra third-party insurance cover is given must be sent to the address below. We will then forward your claim to the insurance company. Fully comprehensive insurance and theft cover: is included in the rental price of the Platinum and Gold package including a reimbursement of the excess (unless the rental conditions are violated). Damage to tyres is likewise covered in the Platinum and Gold package (except of South Africa). The price of the Silver package includes fully comprehensive insurance and theft cover and has a personal excess (non-returnable). Damage to tyres is not covered here. Not insured are items carried in the vehicle, such as sat navs and laptop computers.

Passenger accident cover is not included in the price and cannot be booked in the destination.

**10. Extra insurance in the destination:** Rental companies frequently offer optional extra insurance. Consider carefully whether you actually need such extra insurance and please remember that a refund is subsequently not possible.

**11. Vehicle deposit:** The deposit must be guaranteed by providing a credit card issued in the name of the driver (prepaid cards or debit cards are not accepted). The vehicle deposit (personal excess) will be withheld by the rental company in the event of any damage and reimbursed by TUI CARS insofar as a personal excess is not included in the conditions of the booked package.

**12. Filling the petrol tank:** The following options exist:  
**a)** You are usually given the vehicle with a full tank of petrol. When you return the vehicle make sure the tank is as full as when you picked up the bike as otherwise the rental company will charge you the cost of the petrol used plus a service fee for refilling.  
**b)** You are given the vehicle with a full tank of petrol for which you will be charged based on the local conditions (included in the Platinum package). You can then return the vehicle with an empty tank. No refund will be made for any petrol left in the tank when you return the vehicle.

**13. One-way rental:** In most destinations it is possible to return the vehicle to a rental office different to the one you picked it up from. When making your reservation please ask about the various options and about the additional costs charged locally.

**14. Motoring offences:** Take parking tickets and fines seriously and pay these in the destination. Some rental companies charge an extra handling fee for processing and forwarding the paperwork.

**15. Making claims:** Any claims against TUI CARS as the agency or against the respective rental company must be made within three months after returning the vehicle.

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