

A. CONTRACTUAL CONDITIONS

If you wish to pick up/return a vehicle at one of our stations and it is closed, your reservation will incur additional costs. The additional cost will be added to the total amount when confirming your reservation.

If you choose a vehicle from categories H, J, K, L, M, N or P4, the selected schedules could be modified according to availability. In our stations these vehicles cannot be returned later than 21:00h., without exception.

- Free Airport Service. Pick up your vehicle directly from Parking G, located on the 0th floor of the airport car park, without transfers or waiting times.
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- Car category guaranteed:

When making your booking you should choose the category of the car you want to hire, and we will provide you with one of the models in the category required and confirmed. In the event that there are no vehicles available in the category you have booked, VANRELL will provide you with a model that is similar or from a higher category at no extra cost.

It is important to take into account that the images on our website are illustrative.

- A valid driving license and identity document / passport must be presented when picking up the car.
- Customers wishing to rent a car must be over 21 years old, and have had a driver's license for at least 2 years. **(Applicable to second drivers)** You must enter your age when starting your reservation, and only available vehicles will be shown based on it; no exceptions can be made in this regard.
- Under no circumstances may you take your rental vehicle off Mallorca or ship it using any type of maritime transport. See section E.
- Privacy and data security guarantee. VANRELL respects the privacy of its customers and for this reason does not sell or disclose confidential information to third parties.
- Payments on arrival are accepted, with some exceptions. However, a valid credit/debit card will be required and stored in our system regardless of the booking option chosen, even when booking any of the COMFORT options.
- All prices include VAT.
- It is a mandatory requirement to have the rental contract in the vehicle at all times.
- According to legal regulations, it is mandatory to leave the rental data visible on the dashboard. These need to include: model of the car, registration number, rental period and the accommodation place in Mallorca. In the event of not being visible, the client must assume the possible fine and the correspondent management fee.
- Any complaints must always be reported within 24 hours after taking over the vehicle. Claims made after this period are not going to be considered.
- The translations offered of these conditions are merely informative and do not have any legal character. Only the conditions offered in Spanish have legal force.

- By signing the rental contract, the hirer authorizes **VANRELL LUXURY CARS, S.L.** to charge for circumstances like: traffic fines, police tow truck, damages not covered by the insurance, missing car parts, prolongations, out of hours' surcharge, petrol (see section D) damages occurred to the vehicle and to third parties because of alcohol influence, drugs, negligent driving or damages caused by an unauthorized driver, etc.
- No amount will be refunded in the event of returning the car before the ending of the contract.
- All transactions will be carried out in EUROS and, in the event of a refund, the payment will be made according to the CURRENCY exchange rate corresponding to the date of the refund.
- It is completely forbidden smoking in the cars. See section E.
- The transportation of domestic animals is permitted in the rental vehicle, as long as a pet carrier is used.
- Removing the company sticker without authorization is not permitted. This action will result in an additional charge.
- Not responding to comments included in the reservation confirmation or to emails requesting additional information or firm confirmation may result in the cancellation of the reservation without further notice.
- The subleasing of vehicles to third parties is strictly prohibited, without prior knowledge by the Company or a current collaboration contract. In this case, the vehicle will be blocked as soon as possible and a charge of 3,000 euros per vehicle will be issued against the lessee who appears as the contract holder.

B. INSURANCE POLICY

- **VANRELL BASIC RATE**

Our low-cost rate (**VANRELL BASIC**) implies immediate payment at the time the reservation is formalized and does not admit changes or cancellations. In addition, when the vehicle is withdrawn, the corresponding franchise will be blocked and the following conditions will apply:

Franchise block 1.500 – 4.500 €
Assistance management: 29,90 €
Roadside assistance: 1,00 € / KM
A replacement vehicle is not guaranteed
No changes or cancellations allowed

VANRELL BASIC Assistance: Under this option, you will have roadside assistance between 9:00 AM and 9:00 PM. It is billed based on the kilometres travelled (1.00€ / KM) and will incur an additional charge of 29.90€ for management expenses. We guarantee roadside assistance within a maximum period of 6 hours.

- **VANRELL COMFORT RATES**

By contracting our VANRELL COMFORT rates, payment will be accepted upon collection of the vehicle if the client so indicates at the time of formalizing the reservation, and changes and cancellations will also be allowed up to 48 hours before in the case of a vehicle from GROUPS 1 and 2 and seven days before in the case of belonging to GROUPS 3, 4, 5 and 6. This rate offers two modalities:

VANRELL COMFORT FLEX / SMARTLOCK RATE

VANRELL offers, at the time of formalizing the rental contract, the additional (non-mandatory) VANRELL COMFORT FLEX coverage under the following terms:

Excess Reduction: 500 € - 1800 €
Roadside assistance 09.00 – 21.00h
Replacement of the damaged vehicle
Changes with additional cost: 10 €
Wheels and glass not included.
Free cancellation up to 48h before **
Option to pay on arrival ***

VANRELL COMFORT FLEX Assistance: With this option, you will have roadside assistance between 9:00 a.m. and 9:00 p.m. No management fees are charged. We guarantee roadside assistance within a maximum period of 3 hours.

VANRELL COMFORT PLUS / SMARTLOCK PLUS RATE

VANRELL offers, at the time of formalizing the rental contract, the additional (non-mandatory) VANRELL COMFORT PLUS coverage under the following terms:

Excess 0
24-hour roadside assistance: Included
Replacement of the damaged vehicle

Cost-free changes

Second driver included

Free cancellation up to 48 hours before**

Option to pay on arrival***

VANRELL COMFORT PLUS Assistance: With this option, you will enjoy 24-hour roadside assistance with no management fees. We guarantee roadside assistance within a maximum of 3 hours. In specific situations where short-term assistance is not possible (due to the lack of a replacement vehicle or tow truck available), we will provide transportation to your hotel or home while we work to offer you a replacement or repair solution as soon as possible.

VANRELL SMARTLOCK RATE

Picking up and returning your car with your mobile phone.

VANRELL offers the possibility of picking up your rental vehicle with your mobile device, without queues or waiting.

The additional cost caused by a change of dates or category will be assumed by the client based on the current rate. However, in no case will any amount be refunded.

**7 days in advance in the case of vehicles in GROUPS 3, 4, 5 and 6.

*** Payment at destination will not be possible when the client selects the VANRELL SMARTLOCK option or chooses NOT to have the item picked up in one of our branches/point of sale payment upon collection is not possible.

In all cases, when the breakdown is due to driver negligence or the vehicle is involved in an accident due to lack of skill behind the wheel, the full amount of the repair or damages caused may be claimed, which may exceed the blocked amount and/or the corresponding franchise.

VANRELL COMFORT FLEX and VANRELL COMFORT PLUS online rates:

Groups	Categorías	Vanrell Comfort FLEX	Vanrell Comfort PLUS
Group 1 Excess: 1.500 € Excess Reduction: 500 €	Category A	14 € / día	19 € / día
	Fiat Panda, Hyundai i10, Peugeot 108, Mitsubishi Space Star, etc.		
	Category B	14 € / día	19 € / día
	Fiat 500		
	Category C	14 € / día	19 € / día
	VW Polo, Citroen C3, Ford Fiesta, Hyundai i20, Nissan Micra, Peugeot 208, etc.		
Group 2 Excess: 1.800 € Excess Reduction: 600 €	Category F	14 € / día	19 € / día
	Polo Aut, Micra Aut, Fabia Aut, Seat Ibiza Aut, Peugeot 208 Aut, etc.		
	Category ECO1	16 € / día	21 € / día
	Peugeot 2008 ELECTRIC, Jeep Avenger ELECTRIC		
	Category ECO2	16 € / día	21 € / día
	Peugeot Rifter ELECTRIC		
	Category D	16 € / día	21 € / día
	VW Golf, Peugeot 308, Seat Arona, Seat Leon, Fiat Tipo, Renault Captur, etc		
	Category G2	16 € / día	21 € / día
	VW TCross, VW Taigo, Peugeot 2008, Seat Arona, C3 Aircross, etc.		
	Category G3	16 € / día	21 € / día
	VW TRoc, Peugeot 3008, etc.		
	Category F1	16 € / día	21 € / día
	Alfa Romeo Junior AUT		
	Category F2	16 € / día	21 € / día
VW Golf AUT, Seat Leon AUT, Fiat 500X AUT, Hyundai Kona AUT, etc.			
Category F3	16 € / day	21 € / day	
VW TCross AUT, Peugeot 2008 AUT, etc.			
Category F6	16 € / day	21 € / day	

<p>Group 3</p> <p>Excess: 2.100 €</p> <p>Excess Reduction:</p> <p>700 €</p>	VW TRoc AUT, VW Taigo AUT, Peugeot 3008 AUT, etc.		
	Category E	16 € / day	21 € / day
	Peugeot Rifter, Vw Caddy, Fiat Doblo, Nissan Townstar		
	Category E1	16 € / day	21 € / day
	Peugeot Rifter AUT, Vw Caddy AUT		
	Category J	16 € / day	21 € / day
	Fiat Quinientos CABRIO		
	Category F9	20 € / day	25 € / day
	VW Tiguan AUT		
	Category J3	20 € / day	25 € / day
	VW TRoc CC AUT		
	Category J5	20 € / day	25 € / day
	Mini CC COOPER AUT		
	Category P1	20 € / day	25 € / day
	Peugeot 5008 AUT, VW Touran AUT		
	Category P2	20 € / day	25 € / day
VW Maxi Caddy 7PAX			
Category P3	20 € / day	25 € / day	
VW Maxi Caddy 7PAX AUT			
Category H4	25 € / day	30 € / day	
Mercedes E Klass CC AUT			
Category H5	25 € / day	30 € / day	
Grupo 4			
Excess: 2.500 €			
Audi A5 CC AUT			
Category H6	25 € / day	30 € / day	
BMW S4 CC AUT			
Category K3	25 € / day	30 € / day	
NEW Jeep Wrangler 5PAX AUT			
Categoría M	25 € / day	30 € / day	
Excess Reduction:			
800 €			

<p>Grupo 5 Excess: 3.500 €</p> <p>Excess Reduction: 1.500 €</p>	Mercedes E Class AUT		
	Categoría ECO 3	25 € / day	30 € / day
	Tesla Model 3 AUT		
	Categoría N2	25 € / day	30 € / day
	Mercedes GLC AUT		
	Categoría P5	25 € / day	30 € / day
	Mercedes Vito 9 pax, VW Caravelle 9 pax		
	Categoría P6	25 € / day	30 € / day
	VW Caravelle 9 pax AUT		
	Categoría P7	25 € / day	30 € / day
	Mercedes Vito 9 pax AUT		
	Categoría H1	30 € / day	35 € / day
	Ford Mustang CC AUT		
	Categoría H2	30 € / day	35 € / day
	Chevrolet Camaro CC AUT		
	Categoría H3	30 € / day	35 € / day
	Ford Mustang CC AUT V8, Chevrolet Camaro CC AUT V8		
	Categoría L	30 € / day	35 € / day
	Ford Mustang 5.0 V8 AUT		
	Categoría L1	30 € / day	35 € / day
Dodge Challenger V8 AUT			
Categoría N4	30 € / day	35 € / day	
Range Rover Sport AUT			
Categoría H	35 € / day	40 € / day	
<p>Grupo 6 Excess: 4.000 €</p>	Porsche Boxster CABRIO AUT		
	Categoría ECO 4	35 € / day	40 € / day
	Porsche Taycan 4S ELECTRIC AUT		
	Categoría M2	35 € / day	40 € / day

Excess Reduction: 1.800 €	Porsche Panamera AUT		
	Categoría N	35 € / day	40 € / day
	Porsche Macan AUT		
	Categoría N3	35 € / day	40 € / day
	Porsche Cayenne AUT		

Our customers can change the RATE at their destination as long as they choose a higher rate. However, in this case the amount will be increased:

Example: CATEGORY A	COMFORT FLEX RATE +1,50 €	COMFORT PLUS RATE +2,00 €
CLIENT WITH BASIC RATE	15,50 € / DAY	23 € / DAY
CLIENT WITH COMFORT FLEX RATE	-	7 € / DAY

Any category not expressly mentioned will be affected by the conditions of the group to which it corresponds alphabetically.

- At no time are the following included:
 - Damage to the vehicle or to third parties due to negligent driving, driving under the effect of alcohol or drugs, and/or reckless driving.
 - Damage caused by driving over roads in bad condition.
 - Filling the car up with the wrong fuel.
 - Key loss or damage.
 - Damage caused inside the vehicle: touchscreen, dashboard, seat burns, etc.
 - Damage to the underside of the car.
 - Damage caused by incorrect clutch use.
 - Damage, loss or theft of the vehicle's accessories (such as the antenna, jack, windscreen wipers, petrol cap, boot tray, triangles, jackets, child car seats etc.) or of your personal belongings.

- VANRELL does not accept any responsibility for any possessions that you may leave behind in the vehicle.

In the event of not contracting any of the optional **VANRELL COMFORT FLEX** or **VANRELL COMFORT PLUS** modalities, the customer will not be entitled to the replacement of the rented vehicle if, due to an at-fault accident, it becomes unusable, nor to the reimbursement of any amount.

Damage caused by the customer, not covered by the contracted coverages and caused by irresponsible, reckless, and/or negligent use, will have to be assumed by the lessee, and this amount may be higher than the corresponding franchise or blocked amount.

In order for the insurance cover to be valid, customers must comply with all the conditions given in the car rental agreement. This includes the condition that in the event of an accident a customer must present the accident statement or police accident report within a maximum of 24 hours, starting from when the incident occurred. Only reports received through our official channels will be accepted: [WhatsApp \(+34 680 30 30 20\)](https://www.whatsapp.com/business/profile/680303020) or email vanrell@rentacarvanrell.com

If a customer has taken out insurance with another insurance broker, this in no way implies that they are covered by VANRELL. Consequently, the customer is solely responsible for claiming reimbursement for damages from the insurance broker.

The vehicle must only be driven by the person or persons that appear in the rental contract. Failure to comply with this condition will entail legal measures being taken by the Company. These legal measures will also entail the payment of the entirety of the damages in the event of an accident.

C. SUPPLEMENTS AND ADDITIONAL ITEMS

- Car child seats:
 - Car child seat Group 0 / Maxi-Cosi baby car seat type (0 - 13 kg): 8€ / day – Max. 64€
 - Car child seat Group 1/2 (9-18 kg; 9 months - 4 years): 8€ / day – Max. 64€
 - Elevators (18-36 kg; 4 - 12 years): 6€ / day – Max. 48€

These child seats are attached with the seatbelt to the car and the client must install them in the vehicle.



- Car child seats with ISOFIX:

- KLIPPAN KISS 2 PLUS: Group 0 / I (0-18 kg): from 17€ / day
- KLIPPAN TRIOFIX RECLINE: Group I / II / III (9 – 36 kg / 135 cm): from 17€ / day
- KLIPPAN BOOSTER “WEGO”: Group II / III (15 – 36 kg / 150 cm) from 17€ / day
- BE SAFE IZI TURN I-SIZE 360: Group I / II / III (6 months - 18 kg / 135 cm): from 19 € / day

These child seats are attached to the structure of the vehicle and we install them following the client’s instructions

		
<p>KLIPPAN KISS 2 PLUS Gr 0/I (0 - 18 Kg) ISOFIX Asiento a contra marcha Rear-facing baby seat Tres inclinaciones Three recline positions <i>Equivalentes: Maxi-Cosi y Sillas 0-18Kg</i></p>	<p>KLIPPAN TRIOFIX COMFORT Gr I/II/III (9 - 36 Kg / 135 cm) ISOFIX Asiento a contra marcha (9 - 18 kg) Rear-facing baby seat (9 - 18 kg) Dos inclinaciones a contra marcha Two rear-facing recline positions Asiento a favor de la marcha (+18 kg) Forwards facing seat (+18 kg) <i>Equivalentes: Sillas 9 - 18 Kg y elevadores con respaldo</i></p>	<p>KLIPPAN BOOSTER “WEGO” Gr II/III (15 - 36 Kg / 150 cm) ISOFIX Asiento a Favor de la marcha (+18 kg) Forwards facing seat (+18 kg)</p> 

- Additional drivers (max. 2 additional drivers per rental agreement): from 3€ / day / driver.
- The VANRELL COMFORT PLUS rate includes a second driver:

PRICE PER ADDITIONAL DRIVER	
Group 1	3 €
Group 2	3 €
Group 3	5 €
Group 4	10 €
Group 5	20 €
Group 6	25 €

- Young drivers (younger than 25 years old): 5€ / day – Max. 100€ / month.
- Drivers older than 70 years old are welcome with no additional charge.
- One way rate. An additional €20 will be charged if the car is collected from one of our branches and returned to a different one.
- Out of hours' surcharges: there are no fees for picking up or returning a vehicle from 8:00h to 21:59h at any time of the year.
 - If you pick up or drop off your car at any other time the following charges are applicable:
 - Early morning pickup (6:00 – 7:59): 30€
 - Late evening pickup (22:00 – 23:30): 30€
 - Late night pickup (23:31 – 5:59): 50€
 - Late evening return (22:00 – 1:00): 15€
 - Late night/early morning return (1:01 – 7:59): 20€
 - Return before the expected time and with no previous notice: 20€
- The client is responsible of paying the corresponding hourly supplement in case the flight suffers any delay and it implies a pick up after 22:00h. In the same way, an additional supplement will also be charged when the vehicle is dropped off before 08:00h without prior notice.
- Airport carpark ticket:
 - CHECK IN: The ticket starts to count a maximum of 2 hours before the time indicated by the client.
 - DROP OFF: If the car is returned more than 1 hour before or after the contract, without prior notice, the full price of the ticket will be charged.

D. PETROL POLICY

We do not charge for fuel or refuelling fees. We deliver the vehicle with a certain amount of fuel and you should return it with the same amount.

If you are unable to fill up the tank and then you return the vehicle to us with less petrol than you started with, you should inform the company representative before leaving the airport, and pay the corresponding amount. There will be no refund if the vehicle is returned with a higher fuel level than the fuel level on delivery.

<u>GROUPS</u>	<u>1/4</u>	<u>1/2</u>	<u>3/4</u>	<u>4/4</u>
Group 1	35 €	55 €	70 €	90 €
Group 2	40 €	60 €	80 €	100 €
Group 3	40 €	70 €	90 €	115 €
Group 4	50 €	80 €	110 €	140 €
Group 5	50 €	80 €	110 €	140 €
Group 6	60 €	90 €	120 €	150 €

In the event of mechanical breakdown or failure due to misfuelling, you are responsible for the expenses derived from: emptying the tank, refuelling with the correct fuel, repairing any mechanical breakdown or failure, and the round-trip travel expenses, 1.00 € per kilometre.

D.1 ELECTRIC VEHICLES

Electric vehicles are delivered with a minimum charge of 75% and must be returned with the same charge. If it is not possible to recharge the battery and you return the vehicle with a lower charge, you must inform company staff before leaving the premises and pay the appropriate amount.

<u>CATEGORIES ECO</u>	<u>25%</u>	<u>50%</u>	<u>75%</u>	<u>100%</u>
Eco 1, Eco 2, Eco 3 y Eco 4	20 €	40 €	60 €	80 €

E. MILEAGE AND OTHER FEES:

- Unlimited mileage.
- Fine management fee: 49.90€ for each fine. This does not include the payment of the fines.
- Dirtiness in the rental vehicle:
 - Additional cleaning: 50€

- When an extra vacuuming or washing is required due to the poor condition of the vehicle, presence of sand, etc.
 - Special cleaning: 150€
 - When a special cleaning is required due to stains that cannot be removed with a regular cleaning cycle and/or may affect the immediate use of the vehicle by the next user (tobacco smell, presence of ashes, pet hair, stains on upholstery).
- Smoking in the car is strictly forbidden. An additional 90€ will be charged if this point is not respected
- Loss or damage to child seats: 90€
- Loss or damage to KLIPPAN child seats: 300€
- Returning the vehicle to the wrong location (60€), or abandoning it (120€).
- Breakdown assistance that is not covered: 0.90€ / km round trip.
- Assistance management: 29.90€ (only applicable to the VANRELL BASIC option).
- Penalty for taking the car out of the island: 1800€
- Penalty for removing the company sticker/identifier: 50€
- Tow truck (round-trip):
 - 0 – 25 km: 99 €
 - 26 – 50 km: 140 €
 - 51 – 100 km: 210 €
 - 101 – 150 km: 270 €

F. OFFICE HOURS

- **Airport:**

We accept bookings 24 hours, 365 days of the year. If you book a car to be picked up between 22.00h. and 6:00h. you will need to give us a valid telephone number and flight number so that we can confirm the booking. The booking will also need to be paid in advance by credit card.

Please, visit <https://rentacarvanrell.com/en/contact-rentacar-majorca.html> to know our actualized schedules.

G. PICKING UP AND DROPPING OFF YOUR CAR

Airport:

- [Instructions for picking up your rental vehicle](#)

Leave the arrivals terminal via the “Other VTC” exit (located on the left, once you have crossed the baggage claim door and before going out onto the street), cross the walkway and you will reach the Parking building, once there, cross the red door marked “Other VTC” (Abandonados G). Our representatives will be waiting for you in the area designated for this purpose.



Airport parking fees for the release of the car from the airport car park can be paid at the airport ticket machines, in cash or by credit card.

- [Instructions for returning your rental vehicle](#)

Please return the car to the same place where you picked it up at the beginning of your rental period. Place the keys and the ticket in the trunk of the car and lock the car.

Please do not worry about this, as our agents will take the car in a short period of time.

Make sure you do not leave any of your personal belongings in the car. VANRELL accepts no responsibility for any possessions you may leave behind.

IMPORTANT!

To access the parking area designated as **Parking G**, you must follow the signs for CAR RENTAL RETURNS / PARKING G.



Returning a car to another location:

You must return the car to the office where you made the booking. If you want to return the car to a different location on the island, you should consult with our staff beforehand, and pay any applicable transfer fees.

The return of the car will always be done by parking the car in a place where parking is allowed. If this term is breached and the car receives any fine for erroneous parking (such as ORA zone, parking on yellow lines, etc.) this will always be the responsibility of the client who parked the car, no matter if the date of the fine is after the completion of the rental contract.

H. CANCELLATIONS AND NO SHOW

o For Groups 1 and 2:

When changes and cancellations, in the case of having contracted the COMFORT FLEX and COMFORT PLUS modalities, are made through the customer portal and with a period of at least 48 hours in advance, they will not generate any charge. In the case of having contracted any of the COMFORT modalities, changes and cancellations made with less than 48 hours' notice will entail the payment of €30 for cancellation fees (this includes cancellation due to price change or change of category).

When changes and cancellations are not processed through the customer portal, only requests received by email to vanrell@rentacarvanrell.com will be processed, generating an additional cost of €10 for management fees.

In all modalities, after 3 hours from the delivery time scheduled in the reservation without the client having collected their vehicle, the company will declare the reservation as a no-show and release the reserved vehicle. Cancellations received less than 2 hours in advance will also be considered no-shows.

Both no-shows and cancellations received less than two hours in advance will be charged 100% of the reservation value to cover operating costs and loss of profits.

o For Groups 3, 4, 5 and 6:

When changes and cancellations, in the case of having contracted the COMFORT FELX and COMFORT PLUS modalities, are made through the customer portal and with a period of at least 7 days in advance, they will not generate any charge. In the case of having contracted any of the COMFORT modalities, changes and cancellations made with less than 7 days' notice will entail the payment of 50% of the reservation for cancellation costs. Except for cancellations due to price change or change of category, in which case the charge will be €100.

When changes and cancellations are not processed through the customer portal, only requests received by email to vanrell@rentacarvanrell.com will be processed, generating an additional cost of €10 for management costs.

Cancellations received within less than 24 hours will require payment of 100% of the reservation.

After 3 hours have elapsed from the delivery time scheduled in the reservation without the client having picked up his vehicle, the supplying company will declare the reservation as a no-show and release the reserved vehicle.

Both no-shows and cancellations with less than 24 hours' notice must pay 100% of the reservation value to cover operating costs and lost profits.

I. PROLONGATIONS

Rental car bookings may be extended, subject to availability and price confirmation by the company. In this case you must sign a new contract at the company's offices, and pay the price set.

The customer must give 24 hours' notice of their intention to extend the contract. If the customer does so within a shorter period and the contract extension is possible, an additional €10 will be charged for administration fees. On the other hand, if the customer decides to extend the contract after the deadline, an additional €30 administration fee will be charged.