

FAQ

Online reservation

What are interRent's rental car rates? Why are there different rates?

interRent rates vary according to supply and demand!

interRent prices are demand-oriented, i.e. the rental rate is adapted daily in keeping with the current fleet capacity scenario. Please remember also that the prices may vary at different rental stations. As a rule, you will be able to take advantage of especially favourable offers if you make your reservations well in advance.

Do you have a minimum advance reservation period?

We do not have a minimum advance reservation period.

What are the benefits of utilising the Quick Sign In (as of the second reservation)?

If you have rented from interRent before, you will be able to use the customer log-in. Your user profile is then automatically completed by the system upon entry of your e-mail address and personal password. As a result, all information required for the rental contract is already available.

Benefit: Instant reservation

Speedy processing of your pickup

What are the advantages of making a complete reservation (new customers only)?

When you make a complete reservation you give us all the information we need to generate the rental contract on the pickup day in advance. To make a complete reservation, you will need identification documents, a valid driver's license (minimum age 21) and your personal credit card.

Benefit: Detailed reservation

Speedy processing of your pickup

What are the benefits of the express reservation (new customers only)?

For express reservations, all you need is your personal credit card. This service allows you to make reservations very quickly. All other information required to complete the rental contract is added when you pick up the car by an interRent customer service agent.

Benefit: Instant reservation

Missing data entered during pickup

Can I change my personal information?

Yes. In the <My account> section you can change the personal profile you have submitted to interRent at any time. If you have for example changed your address or want to use a different credit card, you can easily edit this data yourself and we will have current data available when you make your next reservation.

How does interRent protect my personal information and credit card data?

The online reservation service is located on a server that warrants the security of each transaction. The system utilises the so-called SSL-encoding technology (Secure Socket Layer). SSL encodes each data exchange between your computer and our server, so that the information is transmitted securely.

My address is different from the one stipulated in the rental contract.

The address in the rental contract must correspond with the one in your identification documents.

When is my reservation complete?

At the end of the reservation process, a page is displayed that once again shows you all reservation information. Once you click <Reserve>, the contract with interRent is complete. You will receive a reservation confirmation with a reservation number. Please print this confirmation and bring it with you when you pick up the vehicle.

Is it possible to cancel my reservation after I have received a confirmation?

Yes, you can cancel your reservation online even after you have received a confirmation. To do this, go to www.interRent.com into section <My account>. You will get an overview of all your active reservations, which can then be cancelled accordingly.

Cancellation Matrix interRent.com (Status 10/2006)		
Cancellation time (Reference date = reservation date)	Cancellation fee	
	Without Cancellation Insurance	With Cancellation Insurance
Plus than 15 calendar days, prior to check out date	0 €	0 €
Less than 14 calendar days, however, no later than 1 calendar day prior to the activation of the rental	10 % of prepaid rental price	0 €
Booked pick-up date	100 % of prepaid rental price	100 % of prepaid rental price

Do I have to provide information on additional drivers?

For each rental contract you can stipulate no more than one additional driver. There is a fee for it. The additional driver will also have to present his/her valid driver's license and identification documents when the vehicle is picked up.

All drivers of the vehicle must be stipulated in the rental agreement to ensure insurance coverage and potential liability exclusions.

What does the message <Your session has expired> mean?

This is a security measure. If you remain idle on the website for an extended period of time, we interrupt the connection to our system and warrant that the entered personal data is removed securely.

Does the print-out at the end of the reservation constitute a confirmation of the reservation?

The print out at the end of the reservation is not a reservation confirmation. This page simply provides a complete overview of your reservation details. To successfully complete your reservation, please click the <Reserve> button. An automatic e-mail confirmation is then sent to your e-mail address.

If you do not receive a confirmation, please contact info@interrent.pt.

Vehicles

What do the terms ACRISS or SIPP-code stand for?

ACRISS is the acronym for "Association of Car Rental Industry Systems Standards", a car rental standards association interRent is a member of. ACRISS-codes are codes for vehicle categories that have been established to achieve common utilisation standards for car rental service reservations via automated reservation systems. Based on an ACRISS definition, these codes are also referred to as SIPP-codes (Standard Interline Passenger Procedure).

What types of vehicles does interRent offer for rental?

InterRent usually offers just one vehicle category per rental station. This allows better fleet planning and results in better rates. Maintenance and inspection after each rental as well as regular servicing warrant that our vehicles are absolute safe and reliable. For more information on our fleet, check section <Fleet overview>.

Can I also rent trucks from interRent?

No, interRent's portfolio is restricted to cars.

Can I choose the car model I am going to get?

InterRent vehicles can only be reserved by category.

Will I get the exact car I have reserved?

As a rule, we only confirm the vehicle category you will get, not a specific car.

How many passengers can I take with me?

We offer vehicles for up to 5 occupants.

What do I have to do before I return the vehicle?

To make sure you do not incur any additional expenses, you will have to clean the vehicle – if required (interior and exterior) and you will have to ensure that the car is returned with at least the amount of gas in the tank that you agreed to when you picked up the vehicle.

Do you place owner's manuals into the vehicles?

Yes. If you have questions, you may also ask our on location customer service personnel.

Insurance

Is insurance included in the rental rate?

Pursuant to statute, each vehicle you rent from interRent is covered by liability insurance for personal injuries as well as material and property damages.

This insurance coverage is included in the rental rate at no additional charge. The scope of insurance coverage hinges on the respective legal requirements and countries. Please get all related information when you pick up the car. In addition, you may obtain passenger insurance or a comprehensive insurance package, which always includes a deductible. If you do not obtain comprehensive coverage, you will be completely liable pursuant to our Terms and Conditions.

How high is the insurance deductible?

If you do not obtain comprehensive coverage, you will be completely liable pursuant to our Terms and Conditions.

If a liability damage waiver (LDW) is contracted against payment of a fee, interRent will indemnify you based on the principles of a comprehensive insurance policy with the respectively agreed upon deductible for damages to the rental car. This liability damage waiver includes partial comprehensive coverage. In the event of a partial comprehensive coverage damage, the renter is liable in particular for glass, ground game, fire, theft and elementary damages with a deductible of € 900 or € 450 per event, depending on the LDW negotiated.

What are the other options for liability indemnification or additional insurance coverage?

You are not required to obtain additional insurance coverage to drive our cars; you will have the protection of liability insurance at all times.

For payment of a fee, you have the option to obtain comprehensive coverage with a respectively agreed upon deductible.

If you obtain comprehensive coverage at the time you pick up your vehicle, you are protected against theft of the vehicle or parts thereof, against ground game and fire damage, broken glass or even accidents you are responsible for as well as parking damages. A premium will be charged, the amount depends on the vehicle. In the event of damages, you will be required to pay the deductible in all cases. The liability indemnification is valid only if the vehicle is used properly and is void in the event of intentional or grossly negligent acts resulting in damages and in the event that you are driving under the influence of alcohol.

Potential surcharges

How high are the potential surcharges*

In addition to the basic rental rate you may incur expenses if you do not comply with the contractual agreement or use services that are not included in the rate:

[Actual price list](#)

What do I have to do when cleaning the vehicle?

To be able to offer you attractive prices, we make vehicle cleaning your responsibility.

If you should return a dirty vehicle (interior/exterior), interRent will charge a cleaning fee. The interior must be in perfect condition suitable for the next renter, with the exception of traces of use on the floor. This means that all ashtrays must be emptied, there must be no sand, hair, stains or smudges on windows, upholstery, in the trunk or on the floor.

The exterior must be in perfect condition suitable for the next renter, with the exception of traces of use in the splash water area.

The vehicle is a transportation object which may have minor traces of use when you pick up or return the car. Upon return, it must however always be returned in the same condition it was in when it was picked up by the renter.

To save money you can order return cleaning services for a nominal fee when you reserve or pick up the vehicle.

Which optional accessories can I choose from?

For a fee, and subject to availability, you have the option to obtain child safety seats and winter tires.

**Extras only available if rented at an interRent rental station and subject to availability.

What does the basic rate include?

The basic rate for each day is displayed in the calendar. The price includes value added tax and also respective free kilometres per day along with statutory liability insurance coverage. For each portion of a new calendar day, the quote basic rate will be charged.

What is excess mileage?

If you drive more than the kilometres included with each calendar day, you will be charged for the additional kilometres driven.

Our vehicle fleet is equipped with calibrated odometers, so that this information is used as the basis for potential calculations.

Will I have to pay fines for traffic citations issued during the rental period?

Fines incurred in connection with your rental for traffic violations and citations must be paid by the renter or the additional driver in full. Moreover, a standard handling fee will be billed to the renter ([see table Potential Surcharges](#)).

Will I have to provide a security deposit?

When you pick up the vehicle, a reasonable security deposit will be blocked on your credit card, i.e. the security deposit will not be charged to your credit card at the time! For this reason, the credit card holder on whose card this deposit is blocked will have to present when the car is picked up. Upon return of the undamaged vehicle, the deposit amount is released. If additional costs for excess mileage, late return, damages to the vehicle, fines, etc. are incurred during the rental period, these are charged against the security deposit. If the security deposit is not authorised by the credit card company, the rental car cannot be handed over.

Do I have to return the car with a full tank of gas?

When the vehicle is picked up, a transfer protocol is generated for each rental, into which the tank level is entered. If the vehicle is not returned with at least the tank level agreed upon when it was picked up, we will have to refuel and a fee will be charged.

How old do I have to be to rent a vehicle?

You have to be at least 21 years old and need to have had a valid driver's license for at least one year to rent from interRent. These rules also apply to additional drivers.

Are one-way rentals available?

interRent does not offer any one-way rentals. If you should decide to return the vehicle to a different station than the agreed upon station nonetheless, a return fee will be charged.

Can I also have my rental delivered or picked up?

Deliveries or pickups of rental vehicles are not possible. The rental car must be returned to the place of pickup at the end of the rental period.

What impact does the time I pick up and return have on the rate?

If you do not need the rental car the whole day on the first and last day of your rental period, you may be able to get a rebate on the rate for the first and last day, if you mark the requested time block for pickup and return when making your reservation. Your savings will be displayed instantly.

Will I get a credit if I return the car early?

No. We will bill the amount that was contractually agreed upon when you made the reservation.

Which payment options are available?

interRent accepts only standard credit cards for the payment of your rental and potential surcharges. To apply for a credit card, please contact your bank.

Renter and credit card holder must be identical.

What happens if I return the vehicle too late?

Late returns may affect the final price. In most cases, the maximum leeway we grant for late returns without additional charges is 30 minutes. Returns that are 31 minutes or more late will encounter a late return fee. If you do not return the vehicle to interRent on the day agreed upon, each additional day after the return date will be charged at the rate of an additional day (the free kilometres for the additional days depend on the applicable calendar day). Cars may only be returned during our business hours.

Can cars be picked up/returned outside of your business hours?

No. Pickups and returns must be done during the rental station business hours. You must hand your key over to an interRent employee. There is no night deposit box. For information on the business hours of the respective rental station, please click <Stations>.

How do I get my invoice?

The invoice will be handed over to you immediately at the interRent station. Please verify whether the itemised costs are correct. Invoices cannot be mailed.

Processing

How do I find the interRent rental station closest to me?

At this time, interRent can be found exclusively in selected metropolitan areas. We are expanding our station network continuously. To search for a station or get information on a station, please click <Stations>.

May anyone beside me drive the vehicle?

Our insurance coverage comprises only drivers stipulated in the rental contract. For a minimal fee, you can select one additional driver.

I have lost my driver's license. Will I be able to rent a car despite this fact?

We are bound by statute to verify that you have a valid driver's license when the vehicle is handed over. A copy or a police loss certificate cannot be used to rent vehicles.

Are there any age restrictions for interRent car rentals?

You have to be at least 21 years of age and must have held a valid driver's license for at least 1 year. This also applies to additional drivers.

Is it possible to extend my rental?

Extensions of rental periods can be arranged only during our business hours and individually in person at the rental station, and are subject to availability. Additional days will be charged at the rates published in the applicable price list

What happens if I drive the vehicle longer than expected, i.e. return the vehicle too late?

Given that we depend on very precise fleet planning to offer great rates, you are required to return the vehicle exactly as agreed. If you are late beyond the allotted leeway, a late return fee will be charged. If you do not return the vehicle to interRent on the agreed-upon return date, you will be charged an extra day for each day after the agreed-upon return date.

Which documents will I have to present when I pick up the car from the interRent counter?

Please bring your reservation confirmation. You absolutely need a valid driver's license issued in your name in your home country. The driver's license must be valid in the rental country (driver's licenses that cannot be understood in the rental country for language reasons must be accompanied by an international driver's license).

In addition, you will have to present a valid standard credit card issued in the name of the renter. An identification document showing your registration address, such as a personal identification card is also required. The same documents (driver's license and identification card or passport with registration confirmation) are required from the potential additional driver. The latter must be personally present when the car is picked up.

Does the additional driver have to be present when the car is picked up?

During the pickup, the renter, and if applicable, the second driver must be present with their valid driver's licenses, a valid credit card (issued in the renter's name) and a valid identification document. The respective paperwork for the second driver must be presented when the car is picked up.

Will my credit card incur a security deposit when I pick up the car?

Yes. Please find out the amount of the security deposit when you pick up the car. The deposit is blocked on your credit card, but not charged to it.

Can I select another car when I pick up the vehicle?

No, because you booked a specific vehicle category when you made your reservation, which has been allotted to you.

Should I check the condition of the vehicle prior to leaving the station?

Yes, you should check whether the vehicle is in the condition stipulated in the transfer protocol. If an obvious defect is not listed there, you must check the vehicle together with an interRent employee to prevent problems that might come up later. Please also verify the functionality of the tank warning display and how clean the vehicle is.

What is a transfer protocol?

When you pick up and return the vehicle one of our employees compiles a transfer protocol with you. It stipulates the current odometer reading, the tank level, damages that are already present and damages that have been incurred during the rental. This protocol is the basis for damage assessments and possible charges for damages.

The condition of the tires, and the presence of potential accessories, as well as the fill levels of oil and water are checked as well. You are responsible for maintaining appropriate levels while the vehicle is in your custody.

What do I have to do during the rental in terms of servicing the vehicle?

During the rental period you are responsible for checking the tires, oil and water and for proper refuelling.

What do I have to do if repairs are required?

Repairs that are essential to ascertain the operational and traffic safety of the vehicle, may be arranged by you at your discretion if they do not exceed € 50.--. More expensive repairs require the prior approval of interRent. interRent will reimburse the repair costs upon presentation of the respective receipts, unless you are liable for the repairs as the renter. If the vehicle should have a defect, please call our service centre under any circumstances at **(Not Available at a moment)** to obtain further information!

Can I add an additional driver to a rental that is already underway?

No, this must be done immediately during the reservation or pickup of the car.

What happens if the vehicle breaks down or I become a party in an accident?

Remember to always complete a damage report with a detailed description of the circumstances. A form can be found in the folder containing your vehicle documents. If you fail to do so, you may become liable for the rental car repair costs. In case of an accident, you must call the police. The authorities are required to report the accident if a rental car is involved.

If you are involved in an accident, please call our service centre under any circumstances at **(Not Available at a moment)** to obtain further information!

What happens if the vehicle is towed/impounded?

You are responsible for any costs incurred. The vehicle must be returned to interRent as agreed upon. The rental contract will continue during this time and will end only once the vehicle is returned to the agreed upon interRent station.

Am I allowed to remove stickers from the car?

No. If you should remove stickers, interRent will bill you for any expenses resulting from this.

What happens if I return the vehicle too late?

Late returns may affect the final price. In most cases, the maximum leeway we grant for late returns without additional charges is 30 minutes. Returns that are 31 minutes or more late will encounter a late return fee. If you do not return the vehicle to interRent on the day agreed upon, each additional day after the return date will be charged at the rate of an additional day (the free kilometres for the additional days depend on the applicable calendar day). Cars may only be returned during our business hours.

Do I have to return the car with a full tank of gas?

When the vehicle is picked up, a transfer protocol is generated for each rental, into which the tank level is entered. If the vehicle is not returned with at least the tank level agreed upon when it was picked up, we will have to refuel and a fee will be charged.

Can I return or pick up the vehicle outside of the station's business hours?

No, pickups and returns are possible only during our business hours. You will receive the vehicle from one of our employees and must also return it to an interRent staff member. You will be able to identify interRent personnel by their blue uniforms. Dropping keys into the mail box is prohibited.

Do I have to check the condition of the vehicle before I return the key to the counter?

Yes, and in the event of an apparent defect (which is not stipulated in the vehicle declaration handed over during pickup) you are required to inform the interRent staff member so you can jointly verify the issue.

Can I return the vehicle in another town or country?

No. One-way rentals are not possible. You must return the vehicle to the agreed-upon station (same as the rental station).

Can the rental cost for the interRent car be paid by another person?

No. The renter must be present when renting the vehicle with his/her own method of payment and valid documents and must meet the minimum age requirements as well as hold a valid driver's license.

Can I get points or mileage credits for a bonus programme when renting from interRent?

No.