

Booking Reference Number: 12393601

Car Detail: Kia Rio or similar Auto/4 Passengers CDAR

Confirmation No. 1108508533	Main driver name Trond Bentsen	Car Supplier Europcar
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Pick-Up	Drop-Off
<p>Thursday, September 5, 2019, 10:00 AM Fortitude Valley downtown, Brisbane, Australia</p> <hr/> <p>Address SOFITEL BRISBANE - 249 TURBOT ST,FORTITUDE VALLEY,QLD,4000,AU</p> <p>Telephone +61 (0) 7 39059120</p> <p>Office Hour 08:00-17:00</p>	<p>Monday, September 9, 2019, 5:00 PM Sydney downtown, Sydney, Australia</p> <hr/> <p>Address PULLMAN HOTEL / 26-36 COLLEGE ST,SYDNEY,2010,AU</p> <p>Telephone +61 (0) 2 82559050</p> <p>Office Hour 07:30-18:00</p>

Your Rental Includes
<input checked="" type="checkbox"/> Collision Damage Waiver
<input checked="" type="checkbox"/> Theft Waiver
<input checked="" type="checkbox"/> Third Party Liability Protection
<input checked="" type="checkbox"/> Windows, Mirrors, Chassis and Tyres Coverage <small>(Covered by a master policy insured by AXA TP Insurance)</small>
<input checked="" type="checkbox"/> Personal Accident Insurance <small>(Covered by a master policy insured by AXA TP Insurance)</small>
<input checked="" type="checkbox"/> Towing & Roadside Assistance Costs <small>(Covered by a master policy insured by AXA TP Insurance)</small>
<input checked="" type="checkbox"/> Loss of Leased Items & Pick-up Delay Insurance <small>(Covered by a master policy insured by AXA TP Insurance)</small>
<input checked="" type="checkbox"/> Clean Up Fee and Misfuelling Charge <small>(Covered by a master policy insured by AXA TP Insurance)</small>
<input checked="" type="checkbox"/> Vehicle Rental
<input checked="" type="checkbox"/> One Way Fee
<input checked="" type="checkbox"/> Rate Distance Unlimited
<input checked="" type="checkbox"/> Taxes And Surcharges
<input type="checkbox"/> Note: This plan reduces your excess liability to 0. If the car body is damaged or the car is stolen, the car hire company could charge you up to the original excess amount- but AXA HK will refund you.

Rental Car Charges	Amount Due at Pick-up:
US\$ 250.90	AUD 0.00

Insurance Notice

Insurance Notice: You've purchased insurances insured by AXA as noted above. We kindly remind you to avoid buying duplicated insurances at the counter. Whether or not the staff at the car hire counter acknowledges the insurances insured by AXA, your claim settlement with AXA will not be affected. If you are still suggested to add similar insurance packages at the counter, please show the AXA Insurance Voucher or contact support@easyrentcars.com.

Your AXA Insurance Voucher was sent via your booking confirmation email. Or you [download it here](#).

*View more details on [AXA Insurance Terms and Conditions](#).

----- The following are cautions. No need to be handed over to car rental staff. -----

Important Information

1. You may be offered additional insurance at the counter. We would suggest that you avoid purchasing any duplicated insurance if you have already purchased Damage Refund insurance or another excess insurance product. If you had signed the contract to accept additional service at counter, you will be charged for additional service and related tax & surcharge.

2. **If the staff at the car hire desk attempt to refuse your pick-up** by any reasons like no availability of cars or else, please keep the relative evidence like the name of the staff or some printed notice which might help us to argue for your best interest.

3. If you collect or return your vehicle **outside the pick-up/drop-off time and date booked**, additional charges may be applicable. The vehicle may not be available if you arrive late to the rental desk. If the vehicle is not released due to a late arrival no funds will be reimbursed. **In the event of a delay**, please contact the desk and get their response.

4. **Please feel free to contact us any time if you have any problems at pick-up or during your rental. The Easyrentcars Hotline** is kindly advised as below.

Car Rental Instructions

Pick-Up

Fortitude Valley downtown

Location: SOFITEL BRISBANE - 249 TURBOT
ST,FORTITUDE VALLEY,QLD,4000,AU

Drop-Off

Sydney downtown

Location: PULLMAN HOTEL / 26-36 COLLEGE
ST,SYDNEY,2010,AU

Emergency Contact Number

Country	Police	Fire	Ambulance	Easyrentcars Hotline
Australia	000	000	000	+65-31585008 +60-392125422

Precautions & Car Rental Tips

What You'll Need To Take

Driver's Licence

To drive in Australia, the license should be a full driver's license **held for at least 2 years** with no major endorsements. Car renters in **Tasmania** must have held a Full driver's license for **at least 3 years** and not be on a provisional license. Provisional licenses are not accepted in Tasmania.

If your domestic driver's licence is **not in English**, an **International Driving Permit (IDP/IDL)** or an official translation in English is required **together with your driver's licence** when you drive in Australia.

***Attention!** Some car rental companies would have different requirements. Please check [Terms and Conditions](#) during the booking process.

Deposit And Payment Methods

Accepted payment method(s) by Europcar for payment due at pick-up:

- Credit card(s) in the name of main driver

Accepted cards: Visa; Master; DinersClub; AMEX

In the case of payment made by credit cards not in the name of main driver at pick-up, the driver may need to supplement evidentiary materials for scrutiny of payments or car rental agent may refuse to release the vehicle. No funds paid will be reimbursed.

Deposit: Approx.AUD 100 for pre-authorization on main driver's credit card(s) at pick up.

Usually a deposit will be held as a guarantee by car rental companies at pick-up. This will be fully released or refunded if there is no damage/theft of the vehicle or any due payment after car return. Please note that this does not represent your total excess liability which can be found in the Insurance Coverage/ Excess liability section.

In the event that you fail to present a valid payment method with enough funds for deposit,the car rental agent may refuse to release the vehicle. In these instances, no funds paid will be reimbursed.

Identification

A valid photo ID (Passport or National ID).

Voucher

Booking voucher. This will be sent to you within 48 hours after booking. **E-voucher is supported to get car and you don't need to print it out.** It must be produced upon arrival at the rental desk. You can get E-voucher on EasyRentCars App. [Download App](#)

At Pickup Time

Car Inspect

Before you drive away from the pickup station, inspect the car carefully for body damage. Be sure the lights and turn signals are working properly, and check the mileage odometer. Report any defects at once. Familiarize yourself with the workings of the car before you leave the lot. Check which side your gas tank is on, and learn how to use the headlights, windshield wipers and turn signal. It may seem obvious, but you'll also want to memorize the make, model and color of your car -- that way you won't lose it the first time you park in a crowded lot!

Early Pickup

If you need to pick up the car earlier than the reserved time, please call the store in advance to confirm the availability. Often, you need to return the car earlier the same period that you put forward your pick-up. Otherwise, it may cost you additional fees. **Please refer to the Terms and Conditions of your rental agreement for more accurate details.**

Late Pickup

Your reserved car may not be guaranteed if you do not pick up the car in time. Please call the store in advance in the event of late pickup. In addition, late pick-up may be charged full price for no-show or be charged the respective rental costs for the delayed time. **Please refer to the Terms and Conditions of your rental agreement for more accurate details.**

During Your Rental

Roadside Assistance

Roadside Assistance is commonly offered as an optional paid service by your rental company. Keep in mind that you can either sign up for roadside protection at the beginning of your rental (when you do your contract) or you may automatically "opt-in" to the purchase of this service if you use it during your rental -- for example: calling the provided number to request help for lost keys, towing, fuel delivery, etc. It's always best to carefully read your rental contract and discuss this type of program with your rental agent before leaving the rental counter. Find out what is included and what is not covered (ie ask about flat tires, lost keys, etc)

Cross-border

Most U.S. car rental agreements do not allow you to drive the car across international borders. Additionally, your U.S. car insurance rarely covers international car rentals, so you will likely want to purchase insurance from the rental company at the time of rental. Outside the U.S., policies on border crossing vary by destination and car rental agency. In some cases driving into another country is permitted if you give advance notice and/or pay an extra fee. If you do drive across international borders without authorization and you have a problem, the protections of your rental contract, insurance and other sources may be negated.

Returning Your Car

Gasoline

Be wary of prepaid gasoline plans. Always fill the tank yourself before returning the vehicle so that you're only paying for the amount of gas you actually used. Try to avoid the gas stations right near the airport where you're dropping off your car -- the prices tend to be highest there. Instead, fill up a few miles away.

Early Return

It may seem counter-intuitive, but returning your car early may actually cost you money. You might have to pay an early return fee, but even worse, your rate structure might change, leaving you responsible for the difference. (If you're paying a weekly rate but return the car after only six days, you could end up paying a more expensive daily rate.) **Please refer to the Terms and Conditions of your rental agreement for more accurate details.**

Late Return

Of course, returning the car late could cost you too -- many car rental companies only give you a 30-minute grace period before beginning to rack up the late fees. Before leaving the vehicle, check to be sure you haven't left any personal belongings. Don't forget to check the trunk! The most common lost articles include cell phones, sunglasses and umbrellas. **Please refer to the Terms and Conditions of your rental agreement for more accurate details.**

Check the charges

Be sure that the check-in attendant inspects the car's body in your presence and that you agree about any damage. Examine your rental agreement carefully for all charges and make sure the agent credits any deposit to your account while you wait.