

The very long queues of up to 4 hours at some car rental desks at Alicante airport are not just because they are very popular, which indeed they are, but because the queues are a consequence of the car rental firms processing unexpected extra charges upon the hirer and the ensuing complaints raised about them by holidaymakers.

Why is this? In order for competing car rental firms and brokers to be seen at the top of the compare websites search results the lowest rates need to be shown by such firms.

To achieve a low rate the packaged product excludes Fully Comprehensive insurance and may exclude breakdown cover, so it is primarily these costs that can effectively double the cost of the car hire, although the holidaymaker is unaware of such cover, and the extra charges, until arrival at the destination airport, whereby one is then asked to pay for the extra cover and/or pay a high deposit.

What happens upon arrival at the airport if I have TP, CDW & TC cover? Upon arrival to your destination airport you will be asked by such car rental firms to pay for added insurance cover that is between 60-84 Euros per week. If you do not pay this added insurance cover, then you will be asked to pay cash or leave your credit card details and pay between 300 - 1200 Euros in case any damage or theft occurs to the car. With some firms like Gold Cars you are asked to pay extra for breakdown cover, or you risk the cost of recovery yourself in the event of the car breaking down (see below Gold Cars and complaints and breakdown cover fees). Your deposit and credit card details are then held by them and therefore a deduction will be made for any damage that occurs or any missing item of the cars inventory.

Does CDW, Theft Cover and Third Party fully protect me? No. A common misconception is the belief that Third Party (TP), Collision Damage Waiver (CDW) and Theft Cover (TC) packaged together gives you full protection and eliminates your liability if the car is damaged or stolen. This is not the case whatsoever. You will be responsible for the cost of repair up to the excess amount, but only if you bought the extra excess cover protection.

What is Damage Excess Refund? Some firms offer this cover for around £5 per day, but it should not to be confused with Fully Comprehensive cover. You will still be asked to pay for additional cover for fuller protection and leave a high deposit at the desk.

Does car rental include breakdown cover? Only if it says so in the details. This can be an extra charge requested by some firms when you arrive to the airport. If you do not pay you're then liable if the car breaks down (see Gold Car on pages 2 & 3 and consumer comment on page 29 by Sabinal on moneysavingexpert thread). In all cases an excess is payable and common in all European countries, though the sum should be low at around £200.

What is the policy on fuel? Most rental firms have a policy of full/empty, meaning you leave the tank empty at the airport. This is an unfair policy since you can never use all the fuel that the tank holds, although you're charged the full price. Some firms allow you to leave the car at the same level on the fuel gauge as when the car was collected or a full full policy, whereby you fill the tank prior to dropping it back and getting a credit for it.

What should I do? Do not book any car hire unless Fully Comprehensive cover is included.

The following 35 pages show 15 website screenshots of quotes from major and minor car rental firms and brokers serving Alicante airport, based upon a Cat B car rental, along with some reviews that highlight the issues to each firm.

Wherever possible the screenshot includes the insurance cover given within the quote and where this has not been possible the text is copied and pasted.

The car rental firms listed also include Brokers such as Car Trawler and HolidayAutos, for which they both link to Gold Car Rental in Spain as part of their offers.

The quotes mostly all reveal insurance cover for third party (TP) collision damage waiver (CDW) and theft cover (TC) being included.

None show Fully Comprehensive (FC) insurance cover, though some show an option button giving additional insurance cover for a fee, though this still does not always minimise your liability that would be available ordinarily with Fully Comprehensive cover. In addition, personal accident insurance (PAI) is included with (FC), whereas on all quotes it is either excluded or available at an extra cost.

Issues arising with Gold Car Rental are as follows; Only third party, CDW and theft cover is offered in the quote. The rental is subject to a high insurance excess, for which insurance is offered to reduce this liability upon arrival to the airport. Excludes breakdown cover, though protection for this liability may be quoted at the destination airport.

Charges can be made for loss of rental income in the event the hirer has an accident or the vehicle is damaged (see page 3).

Additional driver cost 4.5€ per day. Baby seat 5€ per day. Priority check-in charge of 30€ with GoldCar rental as at 14/2/1 for rentals in winter, then dropping to 18 Euros in spring April. See terms & conditions of Gold Car, extract below, that exclude key cover. **Read some complaints about Gold Car on page 26**

GOLDCAR
rental

HOME - RESERVATIONS OUR OFFICES FLEET NEWS MY BOOKINGS CUSTOMER SERVICES

✓ Fiat 500, Ford Ka, Kia Picanto or similar
Economy Cars - Group AA

Pick up at **Alicante**, 28 February 2013, at 20:30 h
Drop off at **Alicante**, 07 March 2013, at 23:59 h

Remember, your reservations includes:

- VAT and local taxes.
- CDW insurance without excess, car passenger insurance and theft cover..

Travelling with children? Travel safely:

Car seat	Weight	Price / day
Car seat 0 to 13 Kg	4.61 € / day	0
Car seat 9 to 18 kg	4.61 € / day	0
Car seat 15 to 36 kg	4.61 € / day	0

Reservation price
65,00 €
approx. £52,20

Vehicle characteristics:

4 3 1 M B

Your car without delays
+ Add Priority Check-in
Only 30.00€ Pick up your car without waiting. You have an exclusive desk for immediate pick up.

Never get lost again
+ Add GPS
Only 8.25€/day. TomTom SatNav System with step-by-step instructions. (Max. price: 82.00€)

GOLDCAR
rental

HOME - RESERVATIONS OUR OFFICES FLEET NEWS MY BOOKINGS CUSTOMER SERVICES

✓ Ford Fiesta, Peugeot 207, Audi A1 or similar
Economy Cars - Group BB

Pick up at **Alicante**, 13 April 2013, at 12:30 h
Drop off at **Alicante**, 20 April 2013, at 12:30 h

Remember, your reservations includes:

- VAT and local taxes.
- CDW insurance without excess, car passenger insurance and theft cover..

Travelling with children? Travel safely:

Car seat	Weight	Price / day
Car seat 0 to 13 Kg	5.00 € / day	0
Car seat 9 to 18 kg	5.00 € / day	0
Car seat 15 to 36 kg	5.00 € / day	0

Reservation price
109,00 €
approx. £87,53

Vehicle characteristics:

5 3 2 M B

Your car without delays
+ Add Priority Check-in
Only 18.00€ Pick up your car without waiting. You have an exclusive desk for immediate pick up.

Never get lost again
+ Add GPS
Only 8.50€/day. TomTom SatNav System with step-by-step instructions. (Max. price: 85.00€)

Gold Car small print on insurance

8 INSURANCE

Rates include Compulsory Insurance for the vehicle and Supplementary Civil Liability insurance to cover damage to third parties as a result of using the vehicle.

The insurance cover is guaranteed and assumed by **Goldcar**'s insurance company and is subject to the insurance policy's general and specific clauses, and current legislation. By signing the vehicle hire agreement, **customers** accept the conditions of the insurance policy, which are available to **customers** upon request.

The insurance cover includes damage to the vehicle caused by collision, theft, accidental fire and acts of vandalism, providing that:

- a. In the event of a collision, **customers** send **Goldcar** the full details of the third party and any witnesses before forty-eight hours have elapsed, as well as a completed accident report form (DAA – Amicable Accident Report) stating the number plate, the name and address of the third party, the circumstances of the collision, a sketch of the accident, the name of the third party's insurance company and, if possible, the number of the insurance policy. The accident report form must be signed by the two drivers involved in the accident. If there is no accident report form, the parties must complete a Claims Report provided by **Goldcar**.
- b. The insurance company does not refuse to accept the claim because, at the time of the accident, the vehicle's driver was not in the physical and mental condition required by the Highway Code.
- c. The collision, theft, fire or act of vandalism was not the result of non-authorised use of the vehicle as set out in section 10, and
- d. **Customers** sent notice of the collision, theft, fire or act of vandalism caused to the vehicle within forty-eight hours of the event, together with the relevant documents (accident report, report to the authorities, etc.).

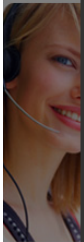
Notwithstanding the foregoing, **THE INSURANCE COVER EXPRESSLY EXCLUDES:**

- e. Damage to tyres, tyre rims, the vehicle's interior, outside rear view mirrors, glass and underside
- f. Flat tyres and blowouts
- g. Damage to the clutch
- h. Loss-of-income for the days the vehicle cannot be used due to repairs.
- i. Tow-truck costs
- j. Battery recharge

These exclusions may be covered in full or in part by expressly taking out a specific insurance at an extra price. The insurance cover and guarantees of the additional insurance are only valid if **customers** meet the terms and conditions established for the damage they cause to the vehicle.

Gold car charges per item depending on category of car should damage arise.

Custom Goldcar i



Reserva

Damage and Accesories/Groups	AA	CC	D E F F G	DD	J I	K	LL P PP	R	S	X
Clutch	490 €	610 €	695 €	540 €	670 €	720 €	705 €	470 €	520 €	620 €
Rim	105 €	100 €	370 €	295 €	115 €	165 €	125 €	265 €	105 €	235 €
Hubcaps	25 €	50 €	25 €	45 €	25 €	75 €	45 €	20 €	30 €	5 €
Duplicate Key	110 €	110 €	110 €	220 €	120 €	230 €	220 €	155 €	125 €	110 €
Crankcase	260 €	180 €	260 €	290 €	250 €	390 €	345 €	270 €	205 €	265 €
New Engine	5.000 €	5.900 €	8.160 €	11.350 €	5.140 €	8.515 €	11.350 €	4.890 €	4.730 €	7.320 €
Crankcase Cover	220 €	120 €	120 €	165 €	120 €	130 €	85 €	125 €	165 €	130 €
Catalyst	840 €	1.025 €	1.900 €	1.310 €	1.275 €	1.425 €	1.305 €	700 €	605 €	610 €
Radiator	320 €	210 €	310 €	350 €	305 €	345 €	305 €	320 €	350 €	205 €
Windscreen	370 €	370 €	365 €	745 €	950 €	365 €	325 €	420 €	405 €	315 €
Fixed Side Glass	100 €	160 €	115 €	180 €	215 €	220 €	125 €	135 €	155 €	130 €
Side Window Down	130 €	140 €	155 €	110 €	190 €	540 €	120 €	110 €	105 €	120 €
Front Seats	2.060 €	2.460 €	1.315 €	1.965 €	990 €	1.485 €	1.965 €	1.860 €	975 €	1.590 €
Rear Seats	1.210 €	2.150 €	2.470 €	2.495 €	1.185 €	1.435 €	2.495 €	2.480 €	1.780 €	1.120 €
Last Row Seats					3.000 €					
Complete Outside Rearview	190 €	200 €	190 €	430 €	180 €	195 €	430 €	245 €	265 €	135 €
Rearview Mirror	30 €	50 €	50 €	85 €	35 €	65 €	85 €	25 €	50 €	35 €
Flat Tire					50 €					
New Tire					150 €					
Underside Damage					600 €					
Special Cleaning					150€					

CRANE RATE (calculate RETURN TRIP):

KM	0-25	25-50	50-100	100-150	150-250	More 250
AMOUNT	80 €	110 €	180€	240 €	370 €	40 € Departure + 1,3/Km

v.2013.02.05.es.en






Car Trawler is a broker, giving results that show only third party, CDW and theft cover and not FC. Results show Gold Car and others too.

Payment Details

This booking can be paid for by either credit card or debit card. Please be aware that car rental agents require a credit card in the primary driver's name at time of pick-up.

Total Payable Now: £ 16.26

Fields marked with * symbol are mandatory

Name on Card: *

Rate Details

Ford Fiesta or similar

GBP 85.14 for 7 days

Collision Damage Waiver (Cdw)	Included in Rate	✓
No Excess	Included in Rate	✓
Third Party Liability Protection (Tp)	Included in Rate	✓
Theft Waiver (Tw)	Included in Rate	✓
Tax	Included in Rate	✓
Airport Fee	Included in Rate	✓
Unlimited Mileage	Included in Rate	✓
Breakdown Assistance	Included in Rate	✓

Insurance Coverage

Collision damage waiver (CDW): Includes 21% Tax; Excess 0 EUR
 Theft waiver (TW): Includes 21% Tax; Excess 0 EUR
 Third party liability protection (TP): Includes 21% Tax
 You may be held responsible for damage to or loss of tyres, windcreens, glass and undercarriage. Please check with the car rental agent on arrival.
 If you purchase the Excess Cover Insurance from a third party, the credit card holder will be required to present his/ her credit card at the rental desk in order for the car rental agent to authorize the deposit.

[Glossary Of Terms](#)

CONDITIONS and BOOKING ENGINE TERMS AND

offers and services. Please uncheck this

your card to be debited with the amounts due. All

do not attempt to re-submit your request whilst

As at 14/2/13

Complaints

joe 7 months ago listed on https://getsatisfaction.com/cartrawler/topics/dont_use_car_trawler#reply_9734451

DONT USE CAR TRAWLER.

I booked with these cowboys to pick up a hire car for the week myself and my family where staying in ibiza. Upon arrival we waited at the " meeting Point" for over 45 minutes at 0130 in the morning with several other families who had booked with the hire company. The van could only hold 8 people and the driver said he would be back within 10 minutes, an hour later we took a taxi to our hotel as no van returned. I called the hire company who Cartrawler had booked the car with (BK car Hire) and was told to take a taxi back to ibiza airport or lose the rental, they gave me a number for car dollar to cancel if I wished, no one could speak English at this office and our Hotel receptionist was told that that car dollar would not deal with the matter as it was a third party rental agreement. I e-mailed Car trawler from the hotel and upon my return to the uk and recieved no reply or correspondance from them . i called them directly and was told the claim was being investigated by their customer services department. I have now issued a county court claim and summonsed a representative from Car trawler to court in order to get my £400 returned. My advice use a reputable hire company such as Avis or Hertz it will save you a lot of messing about . This company are nothing but cowboys doing third party bookings BE WARNED !

Wyn House 4 months ago

Thank you for setting up this website - I wish I had read it before booking the car with Argus, who turned out to be Cartrawler. We did not realise initially that they were agents, who then subcontracted our booking to Sixt (County Cars), Dublin. I did not read the small print in the terms and conditions which meant that I did not know that we had to pay for a full tank of petrol regardless of our mileage, as all other cars we have hired were "full tank out full tank back".

The car was unroadworthy, no headlights, no water, no heating, faulty interior light and broke down within half an hour of collection. We have written to Car Trawler whose E Mail reply gave us a link site, however you cannot communicate via the link; we are therefore having to put everything in writing to their H.O. address via the post. Sixt have offered us half price on a further car hire booking. (Would anybody every want to use either company again?)

We have hired cars before and have never experienced their fuel policy. We only wanted the car for the weekend and the weekend was ruined because of this.


We are trying to get our hire costs and fuel costs returned - does anybody out there know how best we can do this? To date, they appear to be just investigating the matter despite the fact that the Irish AA were involved (produced a report). We will stick with Hertz next time.

DO NOT USE ARGUS, CARTRAWLER, or SIXT, WHEN CONSIDERING HIRING A CAR.

Hertz car rental as at 14/2/13. Taking super cover adds 110.11 Euros to the price. Taking PAI adds a further 55.90 Euros.

of your Nectar card number
counterpart where held, and (2) a valid credit or charge card.

Your Vehicle



Mini, 2-3 Door, Manual, Aircon, MBMR
(A) Hyundai i10 or similar
[More Details](#)

Payment method: Pay at Location

Breakdown of mandatory items included in rate
1 Week at 96.56 EUR

Included in the rates	
Location Service Charge	Included
Collision Damage Waiver	Included
Theft Protection	Included
Tax and other charges	20.28 EUR
Unlimited Free Kilometers Included	
Not included in the rates	
Super Cover	
Personal Accident Insurance / Personal Effects Coverage	
Refueling Options	
Additional Driver / Operator	
Young Driver Surcharge	
Vehicle Subtotal	116.84 EUR
Total Estimated Charge	116.84 EUR

Rate Code EOWPGB

Optional Information
Available Optional Items at the Counter

Super Cover	
weekly	110.11 EUR
Personal Accident Insurance / Personal Effects Coverage	
weekly	55.90 EUR

Breakdown of mandatory items included in rate

1 week

Included in the rates

- Location Service Charge
- Collision Damage Waiver
- Theft Protection
- Tax and other charges
- Unlimited Free Kilometers Included

Included in the rates

- Super Cover
- Personal Accident Insurance / Personal Effects Coverage
- Refueling Options
- Additional Driver / Operator
- Young Driver Surcharge

Vehicle Subtotal **116.84 EUR**

Estimated Charge **116.84 EUR**

Rate is Guaranteed. Taxes, fees and extras, if included in the rate, are subject to change.

[Currency Converter](#)
[More Details About Your Quote](#)
[Details](#)

Optional Information
Available Optional Items at the Counter

- Super Cover
- weekly 110.11 EUR
- Personal Accident Insurance / Personal Effects Coverage
- weekly 55.90 EUR

for Optional Items are exclusive of tax and associated charges

Top Countries & Cities

- [Car Hire UK](#)
- [Car Hire Spain](#)

Complaints

Review of Hertz Car Rental Written on: 18/02/2013 http://www.reviewcentre.com/Car-Hire/Hertz-Car-Rental-review_1869631

"TOTAL RIP OFF"

Booked a car on line and picked up at Fuerteventura airport, where they demanded either 7500 euro off our credit card or 140 euro insurance. This doubled to price of the car and the staff were not at all helpful. We booked the car for 11.30am and were still waiting in the car park at 1.00pm for a car and no one to help. Avoid this rip off.

Review of Hertz Car Rental Written on: 10/12/2012 "Do not use Hertz!!" http://www.reviewcentre.com/Car-Hire/Hertz-Car-Rental-review_1794567

I booked a week's car hire at Malaga Airport through their website. The price seemed reasonably competitive and I thought I was dealing with a reputable company. The booking details stated that Collision Damage Waiver (CDW) and theft protection was included. There was no reference to any excess applying to the insurance. On arrival at Malaga I was informed by their staff that an excess of almost 1100 euros would apply unless I paid an amount almost equal to the original hire charge. I protested to no avail and asked to speak to the Manager but he was 'unavailable'.

As I was not prepared to drive with such a huge excess charge I most reluctantly paid the extra under protest and told the staff that I would take the matter up with their head office on my return to the UK.

When home I emailed Hertz head office expressing my views. They replied claiming that by clicking a 'submit' button on their website I had agreed to a further list of terms and conditions which had not been shown at any point during the booking process. They say that the excess was included in these hidden terms and conditions.

I responded to their reply on 9th November and so far have not had the courtesy of any reply.

I consider this practice to be verging on dishonest. The true cost of hiring should be clearly displayed before the booking is confirmed and should not be deliberately hidden away in this manner.

I will never deal with Hertz again and would recommend others to do likewise.

	<div>Customer Remarks</div> <div></div>	<div>Vehicle Subtotal156.21 EUR</div> <div>Total Estimated Charge156.21 EUR</div> <div>This Rate is Guaranteed. Taxes, fees and extras, if not included in the rate, are subject to change. Currency Converter ② More Details About Your Quote Hide Details ▾ <div>Optional Information Available Optional Items at the Counter ② Super Cover weekly110.11 EUR ② Personal Accident Insurance / Personal Effects Coverage weekly55.90 EUR Rates for Optional Items are exclusive of tax and other associated charges</div></div>
	<div>Estimate Total.....156.21 EUR</div> <div>By clicking on the "Book Now" button, you confirm that you understand and accept our Rental Qualification and Requirements, Terms and Conditions and you understand the Age Restrictions.</div> <div>BOOK NOW</div>	

Avis car rental quote shows CDW, TP and TP. You will notice under estimated total cost it says super cover cost will be advised to you upon arrival at the airport. As at 20/2/13

AVIS

- [Cookie Policy](#)
- [Book Car Hire](#)
- [Home Page](#)
- [Return to Booking](#)
- [Help](#)

[Car Hire Offers](#) |
 [Car Hire Branches](#) |
 [Products & Services](#) |
 [UK Fleet](#) |
 [Avis Delivers](#) |
 [Business Rentals](#) |
 [Join Avis Preferred](#) |
 [Help & Contacts](#) |
 [Newsletter](#)

1 When and Where
2 Your Car Choice
3 Price and Extras
4 Checkout

Pricing and Optional Extras

Pay Now or Pay on Return?

☒ **Pay Now price GBP 146.85 (approx. 179.85 EUR)**

Basic price includes: All Mandatory Charges Vehicle Damage Cover (CDW), Vehicle Theft Cover (TP), Tax Unlimited kilometres Please note, that in the case of cancellation, no show or modification of your Pay Now reservation, your payment will be refundable subject to the fees set out in Booking Terms and Conditions.

☐ **Pay on Return price GBP 169.00 (approx. 206.98 EUR)**

Child Seats

Need a child seat? [+ More Info](#)

We have a range of child seats to fit different ages and heights from just 10.16 EUR (approx. £9.15) per day. Click the More Info button to see the full list of childseats available.

The images below represent the size of the child seats available for hire, and do not reflect the specific brand or colour of seat that would be supplied.

Other Extras

Avis GPS The maximum price of GPS for rental is € 78.02 (Tax included)

12.91 EUR (approx. £1.62) Per Day

Available to book now

Reserve now

Additional Driver Price will be confirmed at pickup, please ensure all drivers bring their driving licence

Reserve now ☐

Avis Super Cover – reduce your excess to 0 - Avis Super Cover is an option that relieves you of financial responsibility if your rental vehicle is damaged or stolen during your rental.

Sign in

[Sign in](#) to your Online account ? [Create an account](#)

Your Booking

- WHEN AND WHERE [Change](#)
- YOUR CAR CHOICE [Change](#)
- PRICE AND EXTRAS

TO PAY NOW	GBP	EUR
Selected Car	146.85	179.85
Total To Pay Now	146.85	179.85

ESTIMATED TOTAL PRICE 146.85 179.85

The following items have been added to your booking:
Avis Super Cover

Please note that price for these items is not displayed in the above Estimated Total Price but will be charged at time of rental

* Price may depend on exchange rate at time of rental.

- CHECKOUT

Checkout [Empty basket and start again](#)

Written on: 11/01/2013 [Review of Avis Car Hire](http://www.reviewcentre.com/Car-Hire/Avis-Car-Hire-review_1822650) http://www.reviewcentre.com/Car-Hire/Avis-Car-Hire-review_1822650

"beware the hidden cost of extra insurance-AVIS CAR HIRE"

I did an internet booking for a hire car from AVIS Edinburgh in June[the cost was £175.74]-the holiday was actually in october 2012. When I was planning another trip this week I noticed my bank statement showed the extra payment i made at the airport to reduce the excess of £1000 [I had no idea it would be this large] was a staggering extra £199.54 !!! I thought I must have paid twice at first but the company checked my account and said it was correct and that they had more than doubled my cost to provide "premium cover" my only memory was that I didn't dare take on such a big basic excess in the event of a collision.

IT MAYBE THAT AVIS ARE NOT ALONE IN DOING THIS SCAM TO EXTORT EXTRA MONEY. However having obviously decided NEVER TO HIRE FROM AVIS AGAIN I was easily able to find another company who charged LESS THAN AVIS for the whole inclusive deal [no charge for collision damage and no charge for second driver]. I JUST WISH I HAD DONE A BIT MORE RESEARCH and not been fooled by a quick link to their site offering a good deal-surely even AVIS cannot claim they are good value !!!!!



Hissing Kitty

COMPLAIN ABOUT ANYTHING

Search

[MOST RECENT](#) [SUBMIT A COMPLAINT](#) [HOW IT WORKS](#) [ABOUT US](#) [KNOW THE RULES](#)

Avis™ Rent A Car

Reassure yourself and rent with a brand trusted for more than 60 yrs

www.avis.co.uk

AdChoices 

← Chase Bank Account Problems with Money

Great Value Dry Roasted Peanut Sprinkles →

APR 14

Insurance Problems with Avis Car Rental

 These consumer complaints, scams, and reviews via our [Submit a Complaint](#) form.

I rented an economy car through Expedia. It turned out Avis had the best deal at 225 (UK pounds). after renting the car I ran over a pot hole in a road. Avis sent out roadside assistance that towed me to a Tire company. I paid out nearly 90 pounds for a new tire. Avis told me my insurance did not cover this and since the car was in my care i had to pay. I have just received another credit card statement with an extra cost to Avis for 265 pounds. They told me first it was car damage (Which there was none) then changed it to 'I had taken out extra insurance'. I of course challenged but they said I signed for this.

Of course the tire was not part of the insurance!! So in attempting to hire a cheap economy car it's cost me more than i could have imagined. Avis and a lot of car rental companies need a watchdog or ombudsman. Avis are not nice people to deal with.

COMPLAINTS DEPARTMENT



Budget car rental booking as at 21/2/13. Note the CDW box on the left hand side states that you are responsible up to the excess amount, so in the case of a category B car you will pay the first 1232.14 Euros. CDW cover serves only to reduce your liability to the figure stated.

Scroll down further and you will see that theft protection (TP) has an excess of 1232.14 Euros too, meaning you pay the first 1232.14 should the car be taken.

You will therefore be offered upon arrival at the airport fully comprehensive insurance or super cover that reduces the amount of liability you pay to a substantially lower level, but you then pay 60-84 Euros for this protection. There will still be an excess payable and should be around 150 Euros.

If you do not accept the insurance offered then you will be asked to pay a substantial sum on your credit card in case of an accident or theft of the vehicle.

http://pluto.budgetinternational.com/budgetonline/gb/ibe.nsf/ReservationStep2?OpenForm&SessionID=4E1D7B141C270653C1257B1800641B18

Alicante; Alicante El Altet Airport

Start date & time: 06/04/2013 10:00

Return location: Alicante; Alicante El Altet Airport [Change](#)

End date & time: 13/04/2013 10:00

Please choose your car

All Small Medium Large Automatic

Group B - e.g. Nissan Micra 1.2 or similar

Number of people: 5 Number of doors: 5 Pieces of luggage: 1 suitcase / 2 bags

Air-conditioning Gearbox: Manual

98.51 GBP

Pay online now

Add extras (to be paid at rental location)

Additional Driver	7.26 EUR per day	<input type="checkbox"/>
Prepaid Fuel	79.86 EUR per rental	<input checked="" type="checkbox"/>
Total for extras - paid at the rental location		79.86 EUR

Your quote includes:

- Local Tax (TAX)
- Theft Protection (TP)
- Airport/city surcharge
- Collision Damage Waiver (CDW)
- Vehicle Registration Fee (VRF)
- Unlimited Mileage

Additional information:

- You must be at least 21 years old to rent this car. If you are aged between 21 and 25, a young driver surcharge of 21.00 EUR per day applies. The maximum young driver surcharge per rental is 209.63 EUR.

[Click here to view Insurance Coverage and Excess Information](#)

Email me this quote 98.51 GBP [Continue](#)

Local Additional Information - Windows Internet Explorer

http://pluto.budgetinternational.com/budgetonline/terms.nsf/TermsByStationAndLngCategories/ALC-COV-GB-Cc

Alicante El Altet Airport

Collision Damage Waiver (CDW)
Collision Damage Waiver reduces your liability if the vehicle is damaged. If the vehicle is damaged you will pay the cost of repair up to the excess amount.
CDW is available at this location. The costs and excess charges are detailed in the table below. If your rate includes CDW this cost is already included in your rental price.

CDW (All prices are quoted in EUROS and include tax)
Car Group Cost per day Excess (in case of damage)

A	28.64	1209.52
B	30.84	1232.14
C	36.31	1501.61
D	37.47	1577.72
E	55.96	1577.72
F	40.23	1577.72
G	52.36	1620.92
H	54.97	1577.72
I	59.10	1933.58
J	56.47	1933.58
K	60.29	2375.84
L	63.02	2591.82
M	64.41	1933.58
N	55.66	1707.31
O	74.21	1933.58
P	61.86	1900.67

If CDW is not included in your rate and you do not purchase CDW you will be liable for the full market value of the vehicle in case of damage.

Theft Protection (TP)
Theft Protection reduces your liability if the vehicle is stolen (subject to an excess). The costs and excess charges are detailed in the table below. If your rate includes Theft Protection this cost is already included in your rental price.
Theft Protection is included in Collision Damage Waiver.

TP (All prices are quoted in EUROS and include tax)
Car Group Cost per day (including VAT) Excess (in case of theft)

A	6.59	1209.52
B	7.01	1232.14
C	8.40	1501.61

Sixt as at 21/2/13. Note price is £116.68 and includes only TP & LDW. To get full cover, though with a 600 Euro excess, it shows extra cost is £79.24 pw making then £195.92 pw.

Reservation Offersselect - Windows Internet Explorer


http://www.sixt.co.uk/php/reservation/directoffer?kdnr=9936152&pasw=tsm&utm_source=TSM&utm_medium=TSM&utm_campaign=TSM&ctyp=P&grp=MBMR&uci=8050&rci=8050&uda=20130420&rd=2013

SIXT

1 Rental details 2 Vehicle selection 3 Rate & Extras 4 Personal details

Travelsupermarket.com

Please select your rate, additional services and extras



Ford Ka

Limousine (MBMR)

Equipment

Age restrictions:

Minimum age of driver: 18 years
Minimum time driving licence held: No limitation

1. Your rate

<input type="radio"/> Pay upon arrival	per day	£ 18.04
<input checked="" type="radio"/> Pay now online	per day	£ 16.67

included:
Unlimited kilometres, Third Party Insurance, Loss damage waiver (Insurance Excess: € 600; approx. £ 522), Premium location fee, Additional driver

2. Recommended Additional Services

<input checked="" type="checkbox"/> Third Party Insurance	per day	included
<input checked="" type="checkbox"/> Loss damage waiver	per day	
<input checked="" type="radio"/> Insurance Excess: € 600 (approx. £ 522)	per day	included
<input type="radio"/> Insurance Excess: € 0	per day	£ 11.32
<input type="checkbox"/> Tire and Windscreen Coverage	per day	£ 6.22
<input type="checkbox"/> Personal accident protection	per day	£ 5.22

3. Recommended Extras (Subject to availability)

<input type="checkbox"/> Navigation System guaranteed	per day	£ 5.74
---	---------	---------------

☒ Click here for additional extras (0 extra(s) chosen)

Your total price: **£ 116.68 ***

Rental period: 7 days

Actual amount payable **€ 133.95 ***

Accept rate and extras

Internet | Protected Mode: On

Ebookers via Europcar as at 21/2/13 give a price of £114.98 including TP, CDW & TC but not FC.

However, you can purchase for £23.80 pw excess car cover reimbursement as noted below, but this is not fully comprehensive cover, since the car rental firm will charge your credit card for the excess, for which you then need to reclaim it in the UK.

Car excess Waiver Reimbursement

This insurance type can only be booked in conjunction with a car rental. At most car rental locations, the customer is responsible for the excess on the rental vehicle in case of an accident or theft of the vehicle. This insurance type covers the excess on damage or excess on theft. If your car gets damaged or stolen, the car rental company will charge your credit card. When you return home make a claim to Allianz Global Assistance

www.ebookers.com - Review and book - Windows Internet Explorer
<https://www.ebookers.com/book/bookingpath?execution=e1s1> ebookers ltd [GB]

ebookers.com
book easier, travel happier


Search results Review and book Confirmation

CHECKOUT Review and book *required item

[Back to search results](#)

Sign in (optional) Sign in to use saved traveller and payment information

Car

 **Europcar Economy Car**
Fiat Panda or similar
Manual, A/C
4 seats, 1 car, 2-3 days
[Inclusions & Exclusions](#)

Pick-up: 2013 10:00
Drop-off: 2013 10:00
[Close](#)

Your price includes:
Airport Service Charge.
Collision Damage Waiver with excess (Optional: you can purchase the excess waiver insurance by ticking the appropriate box in the insurance selection before you finish the booking).
Licences and Fees
Third Party Liability.
Theft Waiver.
Unlimited Mileage.
V.A.T.

Your Price Excludes:
Additional Driver.
Fuel (Must be Returned with Full Tank or a Refilling Charge will Apply).
Navigational System GPS
Personal Accident Insurance.
Personal Effects Protection.
Underage Driver Charges are not included, and are payable locally. Underage driver ages vary from supplier to supplier, but can start at 21 and go up to 25 years of age, depending on the category of car being rented.

Optional: Add Travel Insurance

Protect Your Trip:
Add insurance now
I can confirm that all travellers to be insured have residence Insurance Premium tax. Please note that you will not be able to schedule with Allianz Global Assistance.

Insurance Type

☐ Add [Cancellation Insurance and Car Excess Reimbursement](#) £23.80 7 days

☐ Add [Cancellation Insurance](#)

☐ Add [Car Excess Reimbursement](#)

☐ No, thank you. I prefer to decline travel insurance.

[Frequently asked questions](#) | [Policy Wording](#) | [IDD](#)

Who is travelling?

Please be aware that car hire companies require the driver to supply a credit card in his/her name in order to pick up the car. Read age restrictions if the driver is under 25 or over 65. Hire may be refused based on driver's age. [Car hire age restriction information](#)

Driver's name

*Title *First/given name Middle *Last name/surname

Need help to book?
0203 320 3320
Regular call costs apply


Trip cost

Car hire
Base rate: £114.98

Total trip cost £114.98
Taxes and fees included
[Currency Converter](#)

Trip Information

Car hire

 **Europcar Economy Car**
Fiat Panda or similar
Pick-up: Sat, 20 Apr 2013
Alicante Airport (ALC)
In terminal
Drop-off: Sat, 27 Apr 2013
Same as pick-up

[Feedback](#)

javascript:void(0); Internet | Protected Mode: On 100% 14:11 21/02/2013


Holiday Autos as at 21/2/13.

Small print says on point 5.1: All customers will be required to leave a deposit to cover the excess for collision damage waiver, theft protection (where applicable) and fuel.


If you include total damage waiver on point 6.3 at an extra cost of £34.93 cover remains restricted as follows;

The excess otherwise payable under the Collision Damage Waiver and the excess otherwise payable under the Theft Protection Damage to: Wheels & Tyres Windows/Windscreen, Interior, the underside or roof of the car, Replacement Keys.

Holidayautos, as a broker, uses Gold Car Rental, so you may well be subject to Gold Car rules upon arrival at the airport.



0800 093 3111
FREEPHONE


24 hours
7 days a week

[my booking](#) | [customer support](#) | [special offers](#) | [about us](#) | [other rentals](#) | [agent login](#)

[you are here](#) | [home](#) | [1 search results](#) | [2 booking](#) | [3 confirmation](#)

booking details

▶ [see the full list of cars available for your search criteria](#)

Please enter the required details below to complete your booking.

1. itinerary

pick up:	alicante airport	drop off:	alicante airport
pick up date:	Saturday April 20 2013 at 10:00	drop off date:	Saturday April 27 2013 at 10:00

2. your car

Peugeot 107 or similar



Your rental includes:

- ✓ airport fee
- ✓ breakdown assistance
- ✓ collision damage waiver
- ✓ unlimited mileage
- ✓ local taxes
- ✓ theft waiver
- ✓ third party liability insurance

car price: **£86.00**

price detail

payable online

▶ car rental	£ 86.00
▶ pre-bookable options	£ 0.00
▶ credit card fee	£ 0.00

payable online now

£ 86.00

payable at pick-up

▶ total extra	0.00 EUR
<small>(extras are subject to availability and cannot be guaranteed in advance)</small>	

3. options

pre-bookable

Your booking automatically includes collision damage waiver and theft protection cover. However, we suggest you upgrade your damage waiver option to ensure you're fully covered for any damage that may occur to your hire car.

<input checked="" type="checkbox"/> cancellation waiver protection (CWP) £0.00	£ 0.00
▶ more info	
<input type="checkbox"/> standard damage excess waiver (SDEW) £24.43	£ 0.00
▶ more info	
<input type="checkbox"/> total damage excess waiver (TDEW) £34.93	£ 0.00
▶ more info	

Total pre-bookable option to be added to your booking today: **£ 0.00**

payable online now

£ 86.00

payable at pick-up

▶ total extra	0.00 EUR
<small>(extras are subject to availability and cannot be guaranteed in advance)</small>	

Alamo

CDW has an excess of 1299 Euros, below extract and full T&C at <http://www.alamo.co.uk/rentalpolices/740/uk/ES>

Options exclude breakdown cover, delivery of car to airport, FC.

[alamo.co.uk](#)

[RATES & RESERVATIONS](#)
[LOCATIONS](#)
[CARS](#)
[HOT DEALS](#)
[EXISTING RESERVATIONS](#)

[>> car hire home](#)
[>> UK van hire](#)
[>> partners](#)
[>> travel tools](#)
[>> rental policies](#)
[>> news](#)

1. When & Where
2. Choose a Vehicle
3. Extras & Details
4. Review & Book

Extras & Details

Upgrade to Economy 5-Door/Manual/ Air for only €0.82 a day.

5 2 1

[Information](#)

Upgrade

Select Upgrade

Information

Upgrade

Choose Optional Extras

Your package inclusions are shown within the Booking Summary but additional items can be added below. Prices are per item, exclusive of local tax and are to be paid at the rental location.

<input type="checkbox"/>	Booster seat	€63.91
<input type="checkbox"/>	Infant seat (0-2 years)	€76.44
<input type="checkbox"/>	Child seat (2-5 years)	€76.44
<input type="checkbox"/>	Navigational system (GPS)	€99.54
<input type="checkbox"/>	Snow chains	€48.80
<input type="checkbox"/>	Additional driver	€63.00

Booking Summary

Pick up
Alicante, Airport From 01feb
07 Apr 2013 12:00

Drop off
Alicante, Airport From 01feb
14 Apr 2013 12:00

Rental Period
7 Days

Vehicle
Economy 3-Door/Manual/Air

Package
[Show package inclusions](#) ▼
Collision Damage Waiver
Theft Protection
Apt Surcharge 41.59 Per Rntl Pls Tx
State Tax
Unlimited Mileage

Extras
Not yet chosen

Package Price (Pay on arrival)	€193.68 approx. £168.10
Estimated Total	€193.68 approx. £168.10

Driver Details

* Required

Insurance Excess says:

For rentals from 1st February 2013: Collision Damage Waiver & Theft Waiver limits the customer's financial responsibility for loss, damage or theft of the rental vehicle. The maximum excess that is payable in the event of one of these incidents is EUR 1299.41. The maximum excess will vary depending on the vehicle you are renting, please ask at time of rental for further information on which excess applies. If you would like to reduce or remove your excess responsibility please ask the rental staff when collecting your vehicle about additional products that are on offer.

- Frank Jacobi 6 months ago https://getsatisfaction.com/cartrawler/topics/dont_use_car_trawler#reply_9734451

Similar has happened to me on 13. August in Jerez de la Frontera. Car prepaid. Agent at Airport ALAMO. They have demanded to pay additional € 568.- which might be reimbursed later to me if the rental rate was paid to them by Cartrawler. At a rental price of € 189.- this is outrageous. So far I have not come across any e-mail address or phone number to claim the advance payment back since I had to hire another car from another company

A Travel supermarket result shows Car Rentals.net which says No hassle and no Hidden extras. Cover includes TP, CDW, TC and breakdown cover. Excess reimbursement cover is available at an extra cost of 5.70€ per day (£35pw) up to a claim of 2284 Euros. The damage cost will be debited from your credit card by Car Rentals.net in Spain, for which you then reclaim this back in the UK, much like how most excess cover protection cover firms work and is normal.

However note you will be responsible for any damages that cost above 2284 Euros even with this cover. You would be better off with an annual policy at around £50 that offer double the protection at £4,000 with someone like insurance4hire .

You still are not protected with Fully Comprehensive cover. An additional driver costs £24.50 per rental.

CarRentals.net.au
"No Hassles - No Hidden Extras"

Home About us Customer Service FAQs

1. Quote 2. Book 3. Confirm

Change your search

Pick Up:
At an airport
Alicante - Airport
Date:
13/04/2013 10:00
✓ Sat 13 Apr 2013
Drop Off:
Alicante - Airport
Date:
20/04/2013 10:00
✓ Sat 20 Apr 2013
[More Options](#)
update results

Included in price

- ✓ collision damage waiver (cdw) no excess
- ✓ third party liability protection (tp)
- ✓ theft waiver (tw)
- ✓ tax
- ✓ airport fee
- ✓ unlimited mileage
- ✓ breakdown assistance

Booking Details

[Ford Fiesta or similar](#)

Pick Up:
Alicante - Airport
Sat 13 Apr 2013 10:00

Drop Off:
Alicante - Airport
Sat 20 Apr 2013 10:00

[E-mail Quote](#)

Summary of Charges

Total Rental Cost	€ 107.43
Rental Cost Payable Now	€ 30.93
Amount Payable Now	€ 30.93
Rental Cost Payable on Arrival	€ 76.50

Special Equipment

The following special equipment can be selected now, but must be paid for locally when you collect your vehicle. Special equipment is subject to availability.

Booster seat € 24.50 per rental	Child toddler seat € 28.00 per rental	GPS - Satellite Navigational System € 38.50 per rental
Additional Driver € 24.50		

Avoid costly Excess Charges for just EUR 5.70 a day! Allianz Global Assistance Excess & Security Deposit protection Insurance gives you peace of mind. Most rental companies charge an Excess or take a security deposit. If you damage the vehicle or if it is stolen you will pay the first EUR 2284.56



Our Policy covers:

- ✓ Excess up to EUR 2284.56
- ✓ Deductions from your security deposit
- ✓ Windows
- ✓ Tyres
- ✓ Undercarriage
- ✓ Roof
- ✓ Rental car key cover up to EUR 571.14
- ✓ Personal Possessions up to EUR 342.68

Allianz Global Assistance is authorised and regulated by the Financial Services Authority (FSA)

- ☒ I wish to purchase excess reimbursement insurance for EUR 39.90 (EUR 39.90 = GBP 34.93)
- ☐ I have read and understand the [excess reimbursement terms and conditions](#)

Continued Car Rentals.net

Total Payable Now: € 30.93

Fields marked with * symbol are mandatory

VISA

DELTA

VISA Electron

MasterCard

Maestro

Name on Card:*

Rate Details

Ford Fiesta or similar

EUR 107.43 for 7 days

Collision Damage Waiver (Cdw)

Included in Rate

✓

No Excess

Third Party Liability Protection (Tp)

Included in Rate

✓

Theft Waiver (Tw)

Included in Rate

✓

Tax

Included in Rate

✓

Airport Fee

Included in Rate

✓

Unlimited Mileage

Included in Rate

✓

Breakdown Assistance

Included in Rate

✓

Insurance Coverage

Collision damage waiver (CDW): Includes 21% Tax; Excess 0 EUR

Theft waiver (TW): Includes 21% Tax; Excess 0 EUR

Third party liability protection (TP): Includes 21% Tax

You may be held responsible for damage to or loss of tyres, windscreens, glass and undercarriage. Please check with the car rental agent on arrival.

If you purchase the Excess Cover Insurance from a third party, the credit card holder will be required to present his/ her credit card at the rental desk in order for the car rental agent to authorize the deposit.

Glossary Of Terms

Booking

I co

CO

Fr

bo

By clicking

transacti

Please no

this oper

ONS and BOOKING ENGINE TERMS AND

fers and services. Please uncheck this

ur card to be debited with the amounts due. All

o not attempt to re-submit your request whilst

The following is only a summary of the main cover limits. You should read the rest of this policy for the full terms and conditions.

Cover	Limit (up to)
1 Excess / Deposit reimbursement	£2,500 each claim
- Excess / deposit charged by hire company	£2,500
- Roof of the vehicle	£600
- Windows, windscreen or glass in sunroof	£800
- Undercarriage	£500
- Tyres	£100 / tyre for replacement or £50 repair / flat tyre
2 Personal possessions	£300 each claim
- Single article limit	£150
3 Rental vehicle key cover	£500 each claim

Note
The maximum amount we will pay for each and every claim is £2,500 in total.

lite al System 0

Allianz

Global Assistance

Expedia.No fully Comp. No breakdown cover. Says additional charges may be payable at airport.

Summary	
Record Rent A Car	
Pick up:	13/04/13 10:00 Alicante, Spain (ALC)
Drop off:	20/04/13 10:00 Alicante, Spain (ALC)
<hr/>	
Rental rates:	
Total	£87.11

Expedia Special Rate requires that your credit card be charged for the full payment upon reservation. Please read the rules and restrictions carefully!

Record Rent A Car Economy 2-door car

- Air conditioning, manual transmission, unlimited mileage, Collision & Damage Waiver, Theft Protection, Third-Party Liability Insurance, City/Airport Surcharges, Road Tax, VAT/Tax, Additional Liability Insurance for the U.S. and Canada.
- Ford Ka or similar, 3 adults, 2 small carry-ons, 2 doors

Pick up:	Drop off:
Sat 13/4/2013 10:00	Sat 20/4/2013 10:00

Location: counter and car in terminal, Alicante, Spain (ALC) [More location info](#)
Hours of operation: 13/4/2013: 07:00 - 23:59 20/4/2013: 07:00 - 23:59



Image shown above is representative only.

 £87.11 (7 days) Expedia Special Rate
(daily average of £12.44 for 7 days)

Please contact Expedia.co.uk at 0330 123 1235. Calls to the above number costs the same as calls to local rate numbers. for complete rental details.


Rate Rules:

- Credit card is charged for the total cost listed at the time of booking.
- Expedia Special Rate includes insurance. Car taxes and fees included.
- Additional charges may be payable locally and/or applied at the time of rental such as refuelling, additional driver charges, young driver surcharge and delivery and collection fees.
- **Date changes may result in rate changes.**
- Additional fees or surcharges may be applied at the time of rental.
- **An excess may be applicable if hire car is damaged or stolen. Excess varies per car group/hire country. Optional insurance can be purchased locally to remove/reduce this excess. Expedia.co.uk is not liable for such excess or additional insurance provision.**

Advance booking requirements:

- Minimum rental: 3 Days
- Maximum rental: 60 Days
- Car rentals are reserved until the scheduled pickup time. The car rental company may allow a grace period, at their discretion.
- If false information is provided, company liability may be void and the customer may be liable for damage to him or herself, the car, and property as well as for any injury to others.

Economycarrentals.com only refer to TP, CDW & TC and not FC.


ECONOMY CAR RENTALS™

[Home](#)
[Club Economy](#)
[Deals](#)
[Contact us](#)
[Travel Tips](#)
[Help](#)
[English US](#)

[Live Support](#)
[My booking](#)

Step 1 2 3

★
Mini - Manual cars "Today's Specials": Great Value for money in Alicante.
📌 **Take advantage of this last chance offer & enjoy a saving of 14,21 GBP.**


✔ Every day our customer saves up to an average of 35 % on each car rental booking!
 We check the market daily to ensure value for money!

Booking Summary

Pickup Alicante - Airport
 06-04-2013 11:30

Return Alicante - Airport
 13-04-2013 11:30

Ford Ka or similar
 Car category Mini - Manual



x4 x2 3 Doors

Options
📌 **Pick Up OOH**

Rates:
INCLUDED

< Change

Car rental 71,05 GBP

Options Total: 0,00 GBP

Price breakdown

FINAL PRICE:

Car rental 71,05 GBP	+	Options 0,00 GBP	71,05 GBP
Rental amount payable now			7,06 GBP
Rental amount payable at rental desk			64,00 GBP

Additional Benefits With This Deal

- ✔ Airport taxes
- ✔ 20% Off!!
- ✔ Free Cancellation

+ **PLUS**

Your rental includes:

- ✔ Rental Rates & VAT
- ✔ Airport Taxes
- ✔ 24h Roadside Assistance
- ✔ Collision Damage Waiver
- ✔ Third party insurance
- ✔ Theft insurance
- ✔ Unlimited mileage
- ✔ All taxes and fees
- ✔ Premium Location Fee
- ✔ Road Tax

Chosen Package

- ✔ **Inclusive ZERO Deductible (refundable)**

Your rental excludes:

- Highway tolls
- Fuel

Tripadvisor comments about Economycarrentals.com

101. Re: economycarrentals.com RiLP OFF
23 November 2012, 19:05

I rented a car in Italy, Bergamo airport, when my credit charge account arrived I found an extra charge tripling the charge I was quoted, the local hire firm was called advantage. Despite my writing and telephoning economy car hire only a standard response has been given stating they need more time to resolve the issue. I have placed the problem with my bank and credit card protection system. The car was booked on the net in England, ECR are in greece, the car was collected in Italy, hence my warning to UK prospective customers.

BE WARNED

97. Re: economycarrentals .com RiLP OFF
02 August 2012, 22:15

BE AWARE!

Just avoid this company, they don't really refund you the money that their partners charge you!

I needed car in [Munich](#), economy car rentals gave me AWFUL partner TERSTAPPEN that is trying to charge my bank account on 7000 EUR, cause usual accident is considered BY THEM as NEGLIGENCE.

Now economy car rentals, that is dealer, is just out. They wrote me "no compensation on such amount, we only refund up to 1050 EUR, but as our partner sees this accident as negligence, we won't refund you any amount".

Is that ok? YOU gave me this partner, YOU write on the voucher that partner is Thrifty/Dollar, but just at the airport desk I understand that it's Terstappen, that even had not that car type I selected...they demanded to overpay 100 EUR for another car type (if not - we don't have car for you at this moment, sorry), and also 50 EUR for diesel car (NO gas, but for diesel you need to pay TOO)...I was so tired that I paid them, but now I need to pay more.

DON'T DEAL WITH ECONOMY CAR RENTAL, REALLY, DON'T REPEAT MY FAULT...=(You don't know the partner, don't have possibility to read all the contract at home, they send you to the cheapest companies they work with - that's horrible attitude and you don't know how to get out that story after, as economy car rental is just DEALER...

104. Re: economycarrentals.com RiIP OFF

13 December 2012, 11:10

I was offered a car for 99 euros ALL INCLUSIVE (insurance and with ALL THE INCLUSIVES listed below. I knew about the fuel policy I thought it was expensive and the top of that I got charged 20% taxes. NOW my fuel was even more expensive. The Car company in [MAdrid](#) had no idea who economy car rental is and i was forced to buy full insurance I was charged taxes so my 99 euro car at this point cost me 250 euros. I true RIPP OFF. When i contacted economy car rental they tried to justify ALL the cost and they did not even try to work with me. They maded sounded like I misunderstood the the agreement however it seemed pretty clear at the time of reservation what is included and what is not.

Economy Car Hire is a broker that uses different car firms. They State that there is no excess on CDW &TC.

Small print says: **Deposit Requirements:** Full Collision Damage Waiver and Full Theft Waiver are included (with no insurance excess). Clients need to be in possession of a valid credit card to collect the vehicle. This MUST be in the name of the main driver and CANNOT be a pre-paid credit card, an AMEX card or a debit card and must have sufficient funds available. **This enables the supplier to authorise a security deposit, which covers any parking or speeding fines, damage to un-insured parts of the vehicle, fuel charges if applicable,** and in the unlikely event that a claim is made when the insurance has been invalidated.

It says you are covered for breakdown, but in the lower box under their T&C says mechanical breakdown is not included, so confusing.

<https://www.economycarhire.com/quote/results.php?sid=kl0ira3mmekmk477g4ag525fb3>

The screenshot shows the Economy Car Hire website interface. At the top, there's a navigation bar with links: Home, Get a Quote, Destinations, Travel Extras, Travel Info, About Us, Contact Us, Help, My Account, and Blog. The 'My Account' link is highlighted in orange. Below the navigation bar, there's a section for a specific quote. On the left, there's a photo of a silver Ford Ka* car. Below the photo, the text reads: 'Ford Ka*', '2 Doors, 4 Seats, Air-Con', and 'Desk in Airport'. The 'Online Price' is listed as '£85.00'. To the right of the car details, there's a list of inclusions under the heading 'Get more for your money!'. The inclusions are: 'FREE Additional Driver', 'Full Collision Damage Waiver with NO Insurance Excess', 'Full Theft Loss Waiver with NO Insurance Excess', 'Unlimited Mileage', 'FREE 24HR Support Service', and 'Breakdown Assistance'. At the bottom of the quote section, there's a link to 'Show Rental Conditions >>'. The background of the website is blue.

What is not covered?

1. Mechanical breakdown and wear and tear to the rented vehicle
2. Losses caused by a driver not authorised to drive the vehicle
3. Losses caused by a driver not eligible to purchase this insurance
4. Vehicles with a value greater than \$80,000
5. Motorcycles, campervans, mobile homes, trucks and other commercial vehicles and vehicles with more than 12 seats
6. Losses caused by a driver under the influence of drink or drugs

Comments made about [economycarhire.com](http://www.economycarhire.com) at review centre http://www.reviewcentre.com/Car-Hire/Economy-Car-Hire-www-economycarhire-com-review_1885685

Written on: 01/01/2013 by jonty2002: why when you book a [car hire](#) it says you have full insurance and then when you get to the desk you are persuaded to take extra cover , for what they call full cover , for example tyres etc, and if you dont they want a big deposit from you - you just get sick of it

Written on: 27/02/2013 by Nicoled: We hired a car (and purchased the most comprehensive insurance possible) from Economy Car Hire. We had an incident with the car in Portugal where my partner damaged the garage door to our hotel car park.

Our claim has been going on for nearly 5 months now (nearly \$900) as Economy [Car hire](#) told us to pay the hotel directly for the damages, they gave us the incorrect company to claim through so it was rejected. Then they gave us the correct company to claim through but they have been sitting on the claim for nearly 3 months now because they said it was incorrect procedure to pay the hotel direct (as we were instructed to do through Economy Car Hire)

We have spent nearly 5 months in total - LOTS of money and LOTS of time - calling and emailing overseas (we are now in Australia) chasing our tails and getting nowhere. I am so stressed and upset by the way this has been handled (or not handled).

We paid Economy Car Hire for the vehicle hire as well as insurance and we no longer believe we should have to wait to be reimbursed just because we were given incorrect information. Yet they refuse to take responsibility and help us, they just tell us to wait. HOW MUCH LONGER DO YOU WANT US TO WAIT?

Written on: 03/08/2012 : When I placed my order I was promised good service. They recommended Centauro (Palma). We had to wait and 1hr 30mins in the hot sun with two young children then a further 2hr 30mins to collect the car. The staff were not apologetic, and told us "we don't care". We then received a car (not what we ordered) which was basically smashed up. We had also paid extra for a car seat for my baby which was defective and would have been extremely dangerous for my child. We then got a puncture during our holiday and agreed a 25 euro repair with Centauro. We then arrived home to find out as soon as we had left the office in Palma they had charged us for a replacement tyre (180euros for one tyre). A disgrace. When I took this up with economy [car hire](#) they didn't care. Both companies a disgrace. I will never use them again.

Written on: 27/11/2012

We hired a car through [economycarhire.com](http://www.economycarhire.com).....(we thought?) at Fuerteventura Airport. I chose them because of a previous experience with them at Glasgow.

I was not aware, till completing the booking, that this company do not operate here but subcontract to HERTZ.

It was not as cheap as others but did claim to offer complete insurance cover with no additional excess...wrong!!!. At the end of the online booking I was offered yet another insurance option of £14 to cover [windscreen](#) tyres and underbody. Luckily we chose this option.

When arriving at the HERTZ desk it was 6 deep and it took almost an hour to get attention. I was then told I must pay 670 euro deposit against windscreen tyres and underbody, or a £38 waiver. On reading the small print later the £14 did cover this RISK but I must pay the deposit to HERTZ and claim it back from a third party insurer in the event of a claim.

The rest of the hire went ok and the collection point was conveniently close and easy to find. the car was dirty outside, had done 71000 miles and had no wheel trims.HERTZ did refund my 670euros on inspection of the vehicle.

Netflights link to HolidayAutos, who in turn link to Gold Cars

NETFLIGHTS.COM
More than flights, for less.

GUARANTEED
BEST PRICE

Local rate. UK call centres. Calls cost 5.2p per minute, plus network extras.

0844 692 6792*

Mon - Thu
09:00 - 21:00

Fri - Sat
09:00 - 19:00

Sun
10:00 - 19:00

Basket

0 items

Home

Flights

Hotels

Car Hire

Holiday Deals

Destinations

Latest Offers

Our Community

Useful Tips

Check My Booking

Holiday Extras

1

2

3

4

5

6

Choose Depot

Compare Cars

Quote Car

Review Basket

Traveller info & payment

Confirmation

GUARANTEED ON
BEST PRICE
SCHEDULED FLIGHTS

Cars at: Alicante Airport

More Search Options

Pick Up Date

13 - 04 - 2013

Drop Off Date

20 - 04 - 2013

Search Car Hire

Ford KA (or similar)

Pick Up Location:

Alicante Airport, Desk Located in the Arrivals Hall, ALICANTE, Spain

Pick Up Date:

10:00
13 April 2013

Duration:

7 Days Inclusive

Drop Off Location:

Alicante Airport, Desk Located in the Arrivals Hall, ALICANTE, Spain

Drop Off Date:

10:00
20 April 2013

Supplier:

holiday autos

Fully Inclusive Including:

Unlimited Mileage

Theft Protection Insurance

Premium Location Surcharge

Airport Surcharge

24 Hour Breakdown Assistance

Collision Damage Waiver

Local & State Taxes

Value Added Tax

Vehicle License & Fees

Car Capacity

Car Features

x 2

x 2

x 0

x 2

2 doors

Manual

Air conditioning

Small print shows you are liable for the first 610-870 euros, but this can possibly be reduced by paying 13-15 Euros per day extra, which is presumably when you arrive.

Insurance Excess Charges

Collision Damage

In the event of a collision or theft of the rental vehicle during the hire, the renter will only be liable for the insurance excess. The details of these excess charges are shown in the table below and this represents a renters maximum financial liability, provided they are not contravening the terms of the rental agreement.

Car Type	Insurance Excess
Economy cars	610 Euros
Compact & Intermediate cars	783 Euros
All other vehicles	870 Euros

Excess Reduction

It may be possible to eliminate the amount of Insurance Excess by purchasing Super Damage Waiver when collecting the rental vehicle from the depot. This must be purchased directly from the supplier at the rental depot and is priced between 13 and 15 Euros per day depending on the type of vehicle.

Enjoy Car Hire. 300 Euros security deposit. No Fully Comp. They offer extra protection on some items at £4.95 per day, though will still debit your credit card..

CALL OUR UK BASED SUPPORT TEAM
+ 44 (0)845 900 3727

[LOG IN](#)

[CAR HIRE](#)
[Terms & Conditions](#)
[FAQ](#)
[Contact Us](#)
[About Us](#)
[Travel Extras](#)
[Reviews](#)

SEARCH

Pick up country
Spain - Mainland

Pick up city
Alicante

Pick up location
Alicante Airport

Pick up date
13 Apr 2013

Pick up time
10:00

Drop off country
Spain - Mainland

Drop off city
Alicante

Drop off location
Alicante Airport

Drop off date
20 Apr 2013

Drop off time
10:00

Driver's age
26

Promotion code

Transmission
Manual and Automatic

Car type
☒ Any size car

Booking Details

Pick up: Spain - Mainland, Alicante, Alicante Airport 13.04.2013 10:00
Drop off: Spain - Mainland, Alicante, Alicante Airport 20.04.2013 10:00
Number of days: 7

*****DEPOSIT ONLY*****

ENJOY CAR HIRE'S BEST DEAL
Book now to avoid disappointment as availability at this price maybe limited!

You have decided to book this vehicle, Great Choice!!

Ford Ka or similar **£ 86.63**
(€ 103.96)

Mini

Details: (3) (4) *

[Vehicle details](#) [Terms & Conditions](#)

Total ENSurance

[Total ENSurance](#) £ 4.95 (€ 5.94) /day ☒ £ 34.65 (€ 41.58)

Total ENSurance covers you for any physical loss or damage to the Rental Vehicle for which You are responsible under the terms of the Vehide Rental Agreement, including: Physical damage to windscreens, tyres, roof and under carriage; Fire; Theft; Vandalism; towing costs relating to the loss or damage; loss of use of the rental vehicle.

SEARCH

Pick up country
Spain - Mainland

Pick up city
Alicante

Pick up location
Alicante Airport

Pick up date
13 Apr 20

Pick up time
10:00

Insurance Coverage

Full insurance is provided (CDW,TP,PAI) with ZERO excess.

You may remain responsible for damage to or loss of tyres, windscreens and glass. Please check with the car rental company on arrival.

*Additional Insurance can be purchased on arrival in order to cover the to wheels, clutch and windscreens/glass for the following car groups;

Mini & Economy: €6.60 per day (Min: €33.00 charge, maximum of €79.20 per rental)

Compact: €7.30 per day (Min: €36.50, Max: €87.60 charge per rental)

Estate & 7 Seats: €8.10 per day (Min: €40.50, Max: €96.00 charge per rental)

Please note that if you have taken the Total ENSurance offered on our website for £4.95 a day you will not need to take any additional insurances offered by the local supplier. In the cases where Total ENSurance has been taken before arrival the excess may still be blocked on your credit card, however any charges for damage that occurs during your rental is fully refundable via our Insurance partners Halo Insurance. Please see full terms and conditions for more details as conditions apply

Review centre <http://www.reviewcentre.com/reviews253492.html>

18/04/2012 **“Poor choice, even worse customer services”**

Booked car through Enjoy. Got all paperwork etc, good price and all looked good until I arrived in Malaga airport. Charged 97 Euros for a 55 litre tank of fuel, worth 77 Euros on local prices. Guy was late collecting my return, outside the main terminal. Nearly booked by Police. Cost me an international mobile call to sort. Car was adequate but with 155,000 miles on clock was hardly new!! The car did what we asked during week so not going to make any further comment on that. When I returned...

Written on: 05/10/2011 **“Very poor service”**

I have to agree with the other reviews on this website regarding Enjoy car Hire - who used a company called Advantage at Alicante airport (Advantage, what advantage) ...Avoid! I booked for 3 days car hire from Alicante Airport on an understanding from their own website which states you can return the car full of fuel, instead of paying for a full tank €85 - As I only had the car a few days and only planned on travelling a few hundred kilometres it would save me quite a lot of money -...

Auto Europe is a booking agent that mostly uses for example SIXT Car Rental.
Small print says deposit must be left of between 400-600 Euros to cover items not covered in the so called No Access rate.

auto europe

Home

Manage Booking

Promotions

Service

Luxury & Sports Car Hire

Motorhomes

Our Company


Rentals in 3 Easy Steps

123

Your 7 Day Rental Itinerary

Limited Supply!

Opel Corsa 2 dr or similar
Economy Class



£89.46

No Excess Rate

Zero Excess Insurance

Manual Transmission
With Air-Conditioning
Large Suitcase x 1

2-Door
4-Passenger

[Product Information](#)

Book your Car Rental

Auto Europe 7 Day Rental
Payment Details

No Excess Rate

£89.46

Total to be paid to Auto Europe*

£89.46

*Rates for optional equipment such as racks and child seats are
calculated and paid locally at time of pick-up.

No Excess Rate Includes:

Value Added Tax (Vat)
Liability Insurance
Fire Insurance
Collision Damage Waiver (CDW) - zero excess
Theft Protection (TP) - zero excess
Unlimited Miles

Additional Options, Accessories, and Extras

Infant Seat

For children 0-12 months (0-13kg/0-29lb)

0

Child Seat

For children 1-3 years (9-18kg/20-40lb)

0

Booster Seat

For children 4-7 years (15-30kg/33-66lb)

0

GPS

No Excess Rate

Local Fees & Info

YOUR RENTAL FROM RECORD INCLUDES

- Appropriate local sales taxes at the appropriate rate(s) in force.
- Unlimited mileage and fire insurance.
- Liability Insurance for injuries or damages to persons or things outside the vehicle.
- Personal Accident Insurance.
- Rental includes Collision Damage coverage and Theft Protection for the vehicle. Rental limits potential vehicle damage or loss liability to an excess of approximately 0.00. As some damages & negligence are not covered by the zero excess, a deposit between EUR 400 to EUR 600 will be blocked on the primary driver's credit card.
- Rental includes Collision Damage coverage and Theft Protection for the vehicle. Rental limits potential vehicle damage or loss liability to an excess of approx. 0.00.

[Top](#)

RENTAL DOES NOT INCLUDE

- Gasoline or Diesel , Rentals less than 4 days, client is advised to return the vehicle with a full fuel tank and retain copies of fuel receipts. Rentals 4 days and longer, client will be charged for initial tank of fuel. (Tank price is typically EUR 60 or

Atlas Choice. Extras to be paid for upon arrival.

Atlaschoice Pound Sterling

set your self free

home car rental hotel bookings travel insurance airport parking resort contact us about us

upgrade your rental choice call: 08444 82 4973

your rental

Ford Ka or similar
pick up:
Alicante Airport
13/04/2013 at 10.00
drop off:
Alicante Airport
20/04/2013 at 10.00
Package information:

The Rate Includes
✓ Unlimited Mileage
✓ Collision Damage Waiver (CDW)
+
✓ Theft Protection (TP) +
✓ Road Tax
✓ VAT/TAX
✓ Airport Surcharge
✓ PLS (Premium Location Surcharge)
✓ 24hrs Roadside Assistance
Your rental cost:
80.27 GBP

selection results

Your rental selection at Alicante Airport on 13/04/2013 at 10.00 for 7 days

Ford Ka or similar

email me this deal
2/4 Door Mini class vehicle with manual transmission and air conditioning MCMR

(4) (0) (3) (2/4) M

Terms & Conditions
Excess Info

£80.27

back to search You can book your selected vehicle or go to upgrade continue

upgrade your rental

Take advantage of our low cost upgrading your car for as little as 0.59 GBP per day?

Why not take advantage of our low cost upgrades to treat yourself to something that

LOW DEPOSIT
LOWEST PRICE PROMISE
NO CREDIT CARD FEES!

EXCESS REIMBURSEMENT INSURANCE POLICY COVERAGE

In consideration of the payment of the appropriate premium, the Insurers shall reimburse you, the Insured Person, in respect of the Excess that you are obliged to pay, up to the maximum of £2,000 (or equivalent in local currency) each and every claim.

The Excess is defined as the amount for which you are held responsible under the terms of the Car Rental Agreement as a result of the loss of or damage to the Rental Vehicle, including fire, vandalism, theft and loss of use.

Written on: 25/02/2013 Review centre http://www.reviewcentre.com/Car-Hire/Atlas-Choice-www-atlaschoice-com-review_1883810

"Do not rent a car from Atlas Choice! "

I rented a cheap car for one week costing £75. I thought, bargain! Went to collect the car and was told i had to pay £950 deposit on a credit card before i could have the car! I was not aware of this. So, i lost my £75 and had no car. It spoilt my valentines weekend and all the plans i had. Cancelled wverything planned. It turned out to be a nightmare! Taxi costs, trains fares and the loss of the rental car money all added up. I have rented a luxury car from Europcar before and i only paid £300 deposit on my visa debit. Atlas choice are a rip off, stay away! I was not the only customer complaining at the office. Next time i'll go to Europcar. There is no customer service because no one phoned me to ask what happened and i didnt collect the car. Fatma

Written on: 20/02/2013 **Review of Atlas Choice www.atlaschoice.com**

Susan Verness on comments made on <http://www.attraction-tickets-direct.co.uk/forum/showthread.php?10327-Atlaschoice.com>

I would be slightly concered after reading some of the reviews here: <http://www.reviewcentre.com/reviews107184.html> There are enough 1-Star reviews that I would trust there may be a problem. I take most review sites with a huge grain of salt, since many post 'positive' reviews for themselves and many competitors post 'negative' reviews, but when the majority are negative I'd pay attention to that. Having said that, I'm not sure if this is the right place or not, but it's what came up under Atlas Choice car hire.

Auto Escape is a broker. It does show an option to take additional premium cover, which gives personal accident (PAI) CDW and TC, though you need to ensure you follow the instructions when returning proof of accident.

Cheap Car Hire. Auto Escape car hire for the best car rental deals

Autoescape
Car hire in the UK and 125 other countries

Need help ? Call us
0844 369 0109

About us Help Contact us Terms and conditions **My booking**

Booking

Vehicle **Pick-up** **Drop-off**
Saturday, 2013-04-13 10:00 ALICANTE EL ALTET (Es)
Saturday, 2013-04-20 10:00 ALICANTE EL ALTET (Es)
Your rental for a period of : 7 day(s)

If your pick up and drop off locations are different, you may have to pay a drop fee when you pick up your car. A member of our team will tell you if this is the case. For any information please call us:

Your itinerary (Choose your rental agencies)

Pick up: AEROPUERTO EL ALTET Desk in arrival hall ALICANTE 03008 **Flight Number:** ?

Drop off: AEROPUERTO EL ALTET Desk in arrival hall ALICANTE 03008

Extras

Sub-total excluding options: 134.87 GBP

Options payable on booking :

<input checked="" type="checkbox"/> Refundable excess	6.02 GBP per day	£42.15
<input type="checkbox"/> Premium refundable excess	7.85 GBP per day (included broken windows, wheels and hull top)	£0.00
Total payable on booking :		£177.02

Article 6 - Insurances of the rental contract (contract with the provider)

These insurances are either included or settled at the time of booking at Auto Escape: CDW and TP (and LIS in most cases, see the rental voucher) are either offered or invoiced on the spot by the providers upon signing the contract (PAI, 24/7 assistance, deductible buyback). If you ordered the «Reimbursement of the Deductibles Escape Car Insurance», there is no need to order the deductible buyback that is offered by the provider.

- 6.1 CDW (Collision Damage Waiver)
- 6.2 TP (Theft Protection)
- 6.3 Civil Liability LIS (Liability Insurance Supplement)
- 6.4 24/7 Assistance
- 6.5 PAI (Personal Accident Insurance)

Written on: 30/01/2013 **Review of Auto Europe Car Hire - www.auto-europe.co.uk**

"BEWARE CRIMINAL SCAM" [Visit auto-europe.co.uk](http://www.auto-europe.co.uk)

BEWARE AUTO EUROPE / NIZA CARS SCAM. I booked a car through Auto Europe and ended up acquiring my vehicle from Niza Cars in Malaga, Spain. I foolishly turned down the added insurance option, as I was only driving a short distance and not using the car during my week long holiday. When I returned the car I was taken immediately to the windscreen, where a 'chip' was pointed out. Daniel, the employee, took no time to look at any other part of the car and did not even pretend to look for said chip. He simply pointed straight away to a small mark on the windscreen and told me it was damaged. They took £350 off my deposit. I have read the same story countless times from other review sites.

When I returned to the UK, Auto Europe told me they had had a problem with Niza Cars in the past. Nonetheless, they did not help me debate the case with Niza Cars and needless to say, my money is long gone.

Written on: 15/11/2012 **Review of Auto Europe Car Hire - www.auto-europe.co.uk**

"Worst Car Hire rip-off" [Visit auto-europe.co.uk](http://www.auto-europe.co.uk)

Just came back from a trip to Tenerife where we hired a car through Auto Europe. We chose them as they were the cheapest. Big mistake. During booking through Internet the price for 11 days was 110 EUR and it was instantly charged from my credit card. When we went to pick the car up the longest queue was in front of Goldcar who handles Auto Europe's practical details. After waiting for over an hour I was asked if I want to pay a huge deposit or take an additional insurance, which the clerk said would cost only 7 EUR. Of course I took this, gave him my credit card he asked for and signed the papers. When arriving home I found out that they had charged also my the Debet side of my Visa card with an additional 165 EUR. When complaining they supplied a breakdown:

Prepaid fuel: €79.30 EUR

Upgrade: 4.41 EUR

Seguro RELax, optional insurance: €61.67 EUR

VAT on above items (13.5%): €19.63 EUR

In other words they charged close to 90 EUR (79,30 VAT) for filling the tank of the Renault Megane (some 80 liters with Spanish fuel prices) and charged close to 70 EUR, instead of the promised 7 EUR on the insurance. When complaining I was just sent copies of the documents I had sadly signed myself without reading the fine print.

Helpful article about extras from the Daily Mail at

<http://www.dailymail.co.uk/travel/article-2002693/Holiday-car-hire-How-steer-clear-potholes.html>

What does Excess mean?

When you hire a car your car rental agreement includes either Fully Comprehensive cover, or it may include components of this in the form of CDW (Collision Damage Waiver), Third Party Liability and Theft.

There is almost always an Excess on the CDW and Theft part of the car rental agreement. This means that in the event of theft or damage to the rental vehicle, you must pay the first portion of the cost to the car rental company. The amount of excess varies from country to country and company to company.


What does No excess mean?

Renters should however be aware that this does not mean that the car can be returned at the end of the rental entirely without worry. The following items would still be charged for depending on the small print:

Damages to the tyre and wheels, interior, roof, underside of the vehicle, lights and windscreen, wing mirrors, key, locks, aerials, vehicle documents, registration number plates and any additional equipment provided with the vehicle.

Forum thread extracts from the MoneySavingexpert link about Gold Car at <http://forums.moneysavingexpert.com/showthread.php?t=2744712>

Opendoor

 19-07-2012, 1:54 PM

MoneySaving Newbie

Join Date: Jul 2012

Posts: 1

Thanked 0 Times in 0 Posts

Gold Car Rental

I had the misfortune to use them this year on my trip to Spain.
I booked via Holiday Autos and took out the extra insurance with Hoilday autos for £50.00 which is their total waiver policy.


On arrival at the desk with Goldcar, They tell me this insurance is no good and I MUST take out their one for an extra 60 euros.

After much arguing, I am told I must leave a deposit of 300 euros if I dont take it out.

Not the start I wanted at the start of my much needed holiday, so just paid the extra. Plus of course their rip off charge for the full tank of petrol.

Currently still waiting to see if Holiday Autos refund me anything, and have informed them that Goldcar Rentals tell their customers their insurance they sell is no good.

Oh, and whilst I was there for aprox 45 mins, I was one of three brits who were all involved in disputes with them.


sabinal
 18-11-2011, 11:32 AM

 MoneySaving
Newbie

 Join Date: Nov
2011
Posts: 1
Thanked 0 Times
in 0 Posts


If you do not take out full insurance with this companies insurance at 35 euro per week. You will be in for a very large bill if you breakdown, they say roadside assistance (IMPLYING AA OR RAC) but only if you have their insurance. When I picked up the car it had a small dent in the rear passenger door but nothing stating this on booking form VERY DODGY I informed the only man issuing keys, who said DON'T WORRY ABOUT IT (O YES). I always get my wife to video my inspection of cars I hire, and also the reporting of the damage to the goldcar employee in case goldcar say it was damage by myself.

On returning the car to Malaga airport there was only one man in the goldcar portacabin office who only wanted the keys and would not come out and inspect the car. Again this is wide open for goldcar to levy a charge for any damage they say was caused by myself, or after the date of return when the car is refuelled (THAT'S A RIP OFF FOR FUEL) Hope this helps other hirers of cars from GOLDCAR

niblo
 05-11-2010, 3:02 PM

MoneySaving Newbie

Join Date: Jul 2006

Posts: 1

 Thanked 0 Times in 0
Posts


I have just returned from Spain where I hired a car through Goldcar at Jerez Airport (through Auto Europe).

I had the standard CDW provided through Goldcar.

I had an accident, which was not my fault but the other party did not stop. The car was a write off. When I got to the airport to make an accident report at the Goldcar desk 2 days later, (after getting out of hospital) they had already taken 4000 euros from my credit card.

Having spoken to MBNA upon arriving home I am told that they can carry on taking money out of my account to fund "repairs" even though the car has been written off. MBNA will get their fraud department involved if the firm cannot provide a breakdown of the figures.

The last email from the hire company states that the "repairs" will cost 12000 euros and that I am not covered for these damages by their insurance! HELP! Does anyone have any ideas about what I can do?



All the searches from Travel Supermarket show car rental firms without Fully Comp as at 20/2/13



<http://www.travelsupermarket.com/CarHire/CarHireResults.aspx?aggregationid=575500000000756434&c=16&a=366&l=666>





24 results found for Alicante, Spain

You have searched for **Mini Economy** in **Alicante** to pick up on **Saturday, April 06, 2013** at **10:00** and drop off on **Saturday, April 13, 2013** at **10:00**. [Change your search](#)



Website	Total Price	Car Type	Car Hire Details	
arguscarhire.com 	£80.23	 Mini Economy	7 Days Hire Unlimited Mileage 2 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection	Go to site »
BOOK NOW, PAY LATER! Secure your car today with a deposit from just £6				

 Atlas Choice	£80.27	 Mini Economy	7 Days Hire Unlimited Mileage 2 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection	Go to site »
---	--------	---	---	------------------------------



NO Credit card fees; NO Amendment & NO Cancellation fees; Freephone support. Book Now - Limited Special Offer!

<p>EconomyCarHire</p> 	<p><u>£81.00</u></p>	 <p>Mini Economy</p>	<p>7 Days Hire Unlimited Mileage 2 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection</p>	<p>Go to site »</p>
--	----------------------	---	--	-------------------------------------



Excess Protection Included | FREE Additional Driver | Airport Surcharges Included

<p>arguscarhire.com</p> 	<p><u>£85.19</u></p>	 <p>Economy</p>	<p>7 Days Hire Unlimited Mileage 2 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection</p>	<p>Go to site »</p>
--	----------------------	--	--	-------------------------------------

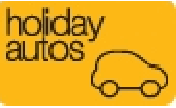

BOOK NOW, PAY LATER! Secure your car today with a deposit from just £6

<p>Atlas Choice</p> 	<p><u>£85.23</u></p>	 <p>Economy</p>	<p>7 Days Hire Unlimited Mileage 4 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection</p>	<p>Go to site »</p>
---	----------------------	--	--	-------------------------------------



NO Credit card fees; NO Amendment & NO Cancellation fees; Freephone support. Book Now - Limited Special Offer!

 <p>Rentalcars.com</p>	<p>£86.00</p>	 <p>Mini Economy</p>	<p>7 Days Hire Unlimited Mileage 3 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection</p>	<p>Go to site »</p>
---	---------------	---	--	-------------------------------------



No Credit card fees, No Amendment fees and Worldwide Freephone support.

 <p>Holiday Autos</p>	<p>£86.00</p>	 <p>Mini Economy</p>	<p>7 Days Hire Unlimited Mileage 2 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection</p>	<p>Go to site »</p>
--	---------------	---	--	-------------------------------------



Win FREE car hire! All Feb 13 rentals will be entered into a prize draw to win 1 of 10 free car hire prizes. T&Cs apply

 <p>EconomyCarHire</p>	<p>£86.00</p>	 <p>Economy</p>	<p>7 Days Hire Unlimited Mileage 4 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection</p>	<p>Go to site »</p>
---	---------------	---	--	-------------------------------------



Excess Protection Included | FREE Additional Driver | Airport Surcharges Included



 <p>Netflights.com</p>	<p>£86.00</p>		<p>7 Days Hire Unlimited Mileage 2 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection</p>	<p>Go to site »</p>
---	---------------	---	--	-------------------------------------

		Mini Economy		
--	--	--------------	--	--



 <p>Enjoy Car Hire</p>	£86.63	 <p>Mini Economy</p>	7 Days Hire Unlimited Mileage 3 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection	Go to site »
Deposit Only, No Amendment fees, Unlimited Mileage, All Airport Taxes Included.				



 <p>AutoEurope</p>	£88.04	 <p>Mini Economy</p>	7 Days Hire Unlimited Mileage 2 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection	Go to site »
No Amendment fees. No Credit Card fees and Worldwide Freephone support				









 <p>Netflights.com</p>	£89.00	 <p>Economy</p>	7 Days Hire Unlimited Mileage 2 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection	Go to site »
---	--------	--	--	------------------------------









 AutoEurope	£89.46	 Economy	7 Days Hire Unlimited Mileage 2 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection	Go to site »
No Amendment fees. No Credit Card fees and Worldwide Freephone support				

 Rentalcars.com	£92.00	 Economy	7 Days Hire Unlimited Mileage 4 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection	Go to site »
No Credit card fees, No Amendment fees and Worldwide Freephone support.				

 Budget	£93.72	 Mini Economy	7 Days Hire Unlimited Mileage 2 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection	Go to site »
--	--------	--	---	------------------------------

 Budget	£98.51	 Economy	7 Days Hire Unlimited Mileage 4 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection	Go to site »
---	--------	--	---	------------------------------

 ebookers	£110.27	 Mini Economy	<div> <div>7 Days Hire</div> <div>Doors</div> <div>Air Conditioning</div> <div>Optional Extras</div> <div>Local Tax</div> </div> <div> <div>Unlimited Mileage</div> <div>Deposit Required</div> <div>Free Cancellation</div> <div>Collision Damage Waiver</div> <div>Theft Protection</div> </div>	Go to site »
 ebookers	£114.36	 Economy	<div> <div>7 Days Hire</div> <div>Doors</div> <div>Air Conditioning</div> <div>Optional Extras</div> <div>Local Tax</div> </div> <div> <div>Unlimited Mileage</div> <div>Deposit Required</div> <div>Free Cancellation</div> <div>Collision Damage Waiver</div> <div>Theft Protection</div> </div>	Go to site »
 Sixt	£115.31 (€133.95)	 Mini Economy	<div> <div>7 Days Hire</div> <div>2 Doors</div> <div>Air Conditioning</div> <div>Optional Extras</div> <div>Local Tax</div> </div> <div> <div>Unlimited Mileage</div> <div>Deposit Required</div> <div>Free Cancellation</div> <div>Collision Damage Waiver</div> <div>Theft Protection</div> </div>	Go to site »
 Hertz www.hertz.co.uk	£117.89	 Mini Economy	<div> <div>7 Days Hire</div> <div>2 Doors</div> <div>Air Conditioning</div> <div>Optional Extras</div> <div>Local Tax</div> </div> <div> <div>Unlimited Mileage</div> <div>Deposit Required</div> <div>Free Cancellation</div> <div>Collision Damage Waiver</div> <div>Theft Protection</div> </div>	Go to site »
Hertz Best Rates Guarantee. For unbeatable value, come to Hertz first				

 Sixt	<u>£123.06</u> (€142.96)	 Economy	7 Days Hire Unlimited Mileage 2 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection	Go to site »
 AutoEscape	<u>£133.24</u>	 Economy	7 Days Hire Unlimited Mileage 3 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection	Go to site »
 AutoEscape	<u>£138.48</u>	 Mini Economy	7 Days Hire Unlimited Mileage 2 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection	Go to site »
 Avis <i>We try harder.</i>	<u>£141.57</u>	 Mini Economy	7 Days Hire Unlimited Mileage 2 Doors Deposit Required Air Conditioning Free Cancellation Optional Extras Collision Damage Waiver Local Tax Theft Protection	Go to site »