

Prepayment Terms

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Prepayment means that you make the payment for your rental in advance at the time of booking.

If you have paid your rent in advance, the prepayment confirmation from Europcar will be issued based on the following conditions. If you do not agree with these conditions, you can cancel your reservation according to clause 5. You can still make online reservations and pay your rent at the rental station.

1. **Rental price:** The rental price is agreed upon in the rental contract and is based on the price valid at the time of booking or at the time of a later change to the booking. The price is based on the premises stated at the time of booking.
2. Subject to any time-limited promotions/special offers, discounts cannot be granted for prepaid rentals, nor can other promotional offers be claimed. The prepayment confirmation from Europcar cannot be transferred to third parties. The use of a prepaid rental is exclusively for the cardholder.
3. Services not expressly included in the rental price in the Europcar prepayment confirmation, as well as additional services the customer wishes to use, are not included in the rental amount. To cover additional costs not included in the prepayment amount, a valid accepted credit card must be presented at the time of vehicle pickup at the rental station. An appropriate authorization will be obtained from the credit card company at the time of rental. The credit card will only be charged with the rental price upon vehicle return.
4. In some countries, the renter has to pay a non-waivable excess in the event of theft or damage to the vehicle - regardless of the reason. This applies even if partial coverage, especially theft protection and/or comprehensive coverage, is concluded or included in the rental price.
5. You can change your reservation free of charge; for this purpose, you must use the same booking channel as for the original reservation or contact our call center. Changing a reservation may affect the rental price and require the issuance of a new prepayment confirmation by Europcar.

A refund in the case of changing a booking with prepayment or partial refund of the difference amount is only envisaged if the change to the booking was necessitated by Europcar.

6. You can cancel your reservation; in this case, too, you must use the same booking channel as for the reservation or contact our call center. Cancellations via the Europcar website for reservations are effective from the time of your registration in the Europcar reservation system. You can cancel your prepaid reservation as follows:

A reservation can be canceled free of charge up to 48 hours before the agreed rental start. Prepaid rentals canceled less than 48 hours before the pickup of the reserved vehicle will be refunded minus a cancellation fee of EUR 50.00 net (this amount will be calculated either in the local currency or, if applicable, in the billing currency of your card, as well as at the exchange rate and conditions applicable at the time of processing). In both cases, you will receive a cancellation confirmation.

If you have not canceled a reservation and have not appeared to pick up the vehicle at the Europcar rental station, the prepaid amount will be refunded minus a "No-Show" fee (non-pickup fee) of EUR 95.00 net (this amount will be calculated either in the local currency or, if applicable, in the billing currency of your card, as well as at the exchange rate and conditions applicable at the time of processing).

7. If you have not made the change to your reservation according to clause 4, no refunds will be made for unused rental days if the rental is terminated early (the customer returns the vehicle before the end of the agreed rental period) or in case of late pickup, i.e., the customer does not pick up the vehicle at the agreed start of the rental or does not cancel.
8. All rentals are subject to the General Rental Conditions valid at the time and place of vehicle rental, which form the basis of the rental contract. Minimum age and other requirements for driving a Europcar vehicle may vary from country to country and depending on the vehicle category. For further information, please refer to the General Rental Conditions applicable in the country of rental, which you can view by clicking here and selecting the rental country.
9. You can rent specific vehicle brands/models depending on availability at the start of the rental.

10. A rental day covers a period of 24 hours from the time of vehicle pickup. If a Europcar vehicle is used longer than agreed, an additional rental price per day will be charged (a next day begins after a grace period of 30 minutes and is calculated at the applicable rental rate).
11. All drivers are informed that the provision of data is voluntary. The data is stored in an electronic database. You can view the data at any time and contact the Sales Administration department in your country of residence to have it checked and corrected.
12. These prepayment terms are subject to Austrian law and can be viewed on the website www.europcar.at.
13. If you have paid for the vehicle in advance in your capacity as an entrepreneur, Vienna is the exclusive place of jurisdiction for all disputes arising from or in connection with the reservation.

Please also note the General Terms and Conditions of Europcar Austria, which can be viewed at www.europcar.at/agb.