

Canada Car Hire Essential Information for 2021, 2022 and 2023 departures booked up to 1st November 2021

What car hire products do we offer?

We offer two different car hire products, car hire within a holiday/flydrive package and car hire only.

Holiday & Flydrive package inclusions:

Basic (Minimum 3rd Party Cover)

- Third Party Liability up to the state minimum where applicable (Covers for damage to a third party person or car, not your own hire car)
- 24/7 Roadside Assistance
- Unlimited Mileage

Virgin Holidays Fully Inclusive

- Third Party Liability up to the state minimum where applicable (Covers for damage to a third party person or car, not your own hire car)
- 24/7 Roadside Assistance
- Unlimited Mileage
- Collision Damage Waiver (Cover for damage to the hire car)
- Extended Protection (Extended third party cover up to \$1million)
- Uninsured Motorist protection
- Pre payable State/Local Taxes and Surcharges
- Airport charges and fees
- Ski rack rental
- One free additional driver

Virgin Holidays Gold Plus

- Third Party Liability up to the state minimum where applicable (Covers for damage to a third party person or car, not your own hire car)
- 24/7 Roadside Assistance
- Unlimited Mileage
- Collision Damage Waiver (Cover for damage to the hire car)
- Extended Protection (Extended third party cover up to \$1million)
- Uninsured Motorist protection
- Pre payable State/Local Taxes and Surcharges
- Airport charges and fees
- Ski rack rental
- Up to three Additional Drivers
- A tank of fuel
- Underage Driver Fees
- Unlimited Child Seats
- GPS rental

Car Hire only inclusions:

Fully Inclusive

- Third Party Liability up to the state minimum where applicable (Covers for damage to a third party person or car, not your own hire car)
- 24/7 Roadside Assistance
- Unlimited Mileage
- Collision Damage Waiver (Cover for damage to the hire car)
- Extended Protection (Extended third party cover up to \$1million)
- Uninsured Motorist protection
- Pre payable State/Local Taxes and Surcharges

- Airport charges and fees
- One free additional driver

Gold

- Third Party Liability up to the state minimum where applicable (Covers for damage to a third party person or car, not your own hire car)
- 24/7 Roadside Assistance
- Unlimited Mileage
- Collision Damage Waiver (Cover for damage to the hire car)
- Extended Protection (Extended third party cover up to \$1million)
- Uninsured Motorist protection
- Pre payable State/Local Taxes and Surcharges
- Airport charges and fees
- Up to three Additional Drivers
- A tank of fuel
- GPS Rental

Taxes and fees are applicable on anything purchased locally.

GPS Rental

GPS can be pre purchased from as little as £6 per day by selecting one of our GPS packages. As per the above breakdown GPS is included in our Gold Plus and Gold car packages. Alternatively GPS can be purchased locally for \$12.99 plus tax per day.

Insurance Excesses

If you have taken the Fully Inclusive, Gold or Gold Plus Package there is no excess if you have an accident or damage the car, unless you have invalidated the rental agreement ie drink driving, racing etc.

Taxes and Fees

If you have not upgraded to our Fully Inclusive, Gold or Gold Plus package and just have the Basic package then there are compulsory taxes and fees payable on arrival locally. Our Fully Inclusive, Gold and Gold Plus packages include all compulsory pre payable taxes and fees.

Taxes and fees will be charged on everything purchased locally.

Driving Licence Requirements

For UK licence holders, you will be required to show your plastic photo card or the old style paper licence. You will need a valid driving licence in English. If you have a licence written in another language you will require an International Driving permit. USA or Canadian Driving licences are not accepted.

Alamo does not recognise the UK endorsement system so as long as the licence is a full, valid licence and in date it will be accepted by Alamo.

Deposits

You will need a credit card in the lead driver's name. The credit card is for security purposes and will be used for authorisation and any additional products that are purchased. Major bank Visa/MasterCard Debit cards are also accepted and used in the same way as the credit card for authorisation and any additional products. Alamo will swipe your card for \$1, this is for security. No actual deposit amount is taken.

Minimum Ages

The minimum age to hire a car is 21. If you are aged between 21 – 24 years inclusive then a young driver fee is payable locally, unless you have taken our Gold Plus Package where these fees are included.

Please note some car groups are restricted to 25 and above and some states have more restrictions than others.

Car Makes and Models

We cannot guarantee any car make or model shown. The model shown is for guidance only to provide an indication of the size and type of car in the group you book.

Breakdown Assistance and Unlimited Mileage

All of our insurance packages include unlimited mileage and 24/7 roadside assistance in the event of an accident or breakdown.

Alamo Online Alamo Check in

Alamos online check in page gives you the option to pre enter most/all of your details prior to travel. If you are picking up a car at one of the Choice airport locations you can complete 'Skip the Counter'. This means that when you arrive you can head straight to the garage to the row of the car type you have booked and choose a car. Then you just drive to the barrier, show your rental agreement, driving licence and credit card to exit the garage.

If you are picking up from a non Choice location or a downtown depot you can complete online check in prior to travel but you will still need to go to the desk to complete the rental agreement.

Online check in / skip the counter is available at www.alamo.com/virgin

Fuel

Every car comes with a full tank of fuel and you are required to return it full by filling up locally before you return the car. If you return it empty or part full then Alamo will charge you for the missing fuel. You can pre pay for a tank of fuel at the counter using Alamo's local rates. If you choose to do this you can then return the car empty. Alamo's pre-paid option is subject to taxes and fees.

Our Gold & Gold Plus include a tank of fuel so you can just return the car empty.

One Way Fees within Canada

ALL one way car drop offs within Canada will incur a fee that is subject to tax and payable locally.

These fees vary on the distance between the two depot locations and fall into the following categories (*0-50 miles - \$50, 51-300 miles - \$199, 301-800 miles - \$300, 801-1600 miles - \$500, 1601-2500 - \$750, 2501+ \$1000)

*includes airport to downtown and vice versa.

THE EXCEPTIONS TO THESE CHARGES ARE THE FOLLOWING:

One way between Vancouver Airport to Calgary Airport – free of charge

One way between Toronto Airport to Montreal Airport – free of charge

One way between Montreal Airport to Toronto Airport – free of charge

One way between Calgary Airport to Vancouver Airport - \$150 plus tax payable locally

One ways within Vancouver – free of charge

One ways within Calgary – free of charge

One ways within Montreal – free of charge

One ways within Toronto – free of charge

Transborder One Ways

Selected One ways are permitted between Canada to the USA or vice versa a one fee payable locally will apply. All one way fees are subject to tax and payable locally. Please call to check routes and prices.

Additional Drivers

All additional drivers must take their driving licence and the same restrictions apply as per the main driver. You can purchase as many "additional drivers" locally as you like at an additional cost. Our Fully Inclusive package includes one additional driver. Gold & Gold Plus includes up to three additional drivers.

Grace Period

Alamo will give you a 2-hour Grace period to return your car in case you are stuck in traffic etc. For example, if you are due to return the car at 1800 and return the car at 1930 you will not be charged any extra fees.

Child seats

Unlimited Child Seats are included if you have purchased our Gold Plus Package. You can purchase Child Seats locally from \$6.99 per day plus tax payable on arrival (maximum charge of \$70 per rental per 30 day period).

Renters are responsible for fitting the car seat into their rental vehicle themselves.

Early Returns, Rental extensions and Upgrades

If you return your car earlier than what is stated on your reservation no refunds will apply.

If you wish to extend your rental then contact Alamo locally to arrange and Alamo's local rates will apply. Alternatively, contact Virgin Holidays to arrange with at least 72 hours' notice.

If you decide to upgrade your car on arrival, then Alamo's local charges will apply. Alternatively, contact Virgin Holidays to arrange with at least 72 hours' notice.

Winter Tyres

All-season tyres are provided on all vehicles. We recommend SUV hire for any vehicle renting in ski locations.

Snow chains and ski racks

Alamo do not provide snow chains. In some ski areas during periods of heavy snowfall it is mandatory to have snow chains fitted which you will need to purchase and be responsible for installing on the vehicle yourself. If snow chains are fitted incorrectly, the wrong size fitted or you drive recklessly this will invalidate the collision damage waiver insurance and you will be liable for any damage to the tyres/car.

Ski racks are available free of charge in a Package/Flydrive with Fully inclusive or Gold Plus. Ski racks can be purchased on a car hire only booking for \$7.50 plus tax per day payable locally.

Ski racks are not available on economy cars or minivans.