

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

USA Car Hire Essential Information

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. GPS is included in our Gold Plus and Gold 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. Please see the below guide:

USA (excluding New York State and Michigan)

- 25 with no Young Driver Surcharge
- 21 -24 years with a Young Driver Surcharge of approximately USD\$25 per day plus tax

New York State

- 25 with no Young Driver Surcharge
- 21-24 years with a Young Driver Surcharge of approximately US\$23.50 per day plus tax
- Young Drivers can rent up to full size cars only

Michigan

- 25 with no Young Driver Surcharge
- 21-24 years with a Young Driver Surcharge of approximately US\$14 per day plus tax
- Young Drivers can rent up to full size cars only

One Ways with a Debit Card

There are certain locations that do not accept a debit card for one way rentals.

Please refer to the below table for some of our key locations:

Key rules -

The primary renter's name on the card must be an exact match to the name on the driver's license.

The card must be physically present at check in.

Debit card has Visa or Master Card logo on it

LOCATION	One-Way	REQUIREMENTS
Fort Lauderdale	Y	Proof of return flight information required.
Miami	Y	Proof of return flight information required.
Fort Myers	N	
Phoenix	N	
Seattle	N	
Seattle DT	Y	Proof of return flight information required,
Atlanta	N	
Washington (B.C) - WAS	Y	Proof of return flight information required, showing flight out of returning location
Washington (B.C) - DCA	Y	Proof of return flight information required, showing flight out of returning location
Washington (B.C) - IAD	Y	Return flight itinerary required showing flight out of drop off location.
Charlotte	N	
Orlando	Y	Proof of return flight information required.
Orlando - Downtown	Y	Return flight itinerary showing that the customer will be flying out within 24 hours of the vehicle

LOS ANGELES	Y	Proof of return flight information required.
BOSTON	Y	Proof of return flight information required. Customer has a return flight leaving the airport on the day they are returning.
SFO	Y	Proof of return flight information required. Provide an itinerary leaving the same day of the return
SFO - DOWNTOWN	Y	Have to by flying out of the drop off location
Las Vegas	Y	Proof of return flight information required. Debit card as long as it has a Visa or Master Card logo on it.
PORT CANAVERAL	Y	Proof of return flight information required.
DFW -	N	
Manhattan	N	
Newark	Y	Proof of return flight information required.
JFK	N	
San Jose	N	
MLB -MELBOURNE	Y	Proof of return flight information required.
BNA - NASHVILLE	N	
PHX	Y	Proof of return flight information required.
TULSA	Y	Proof of return flight information required.
ORD	Y	Proof of return flight information required, showing flight out of returning location
ORD - DOWNTOWN	N	
SANTA BARBARA	Y	Proof of return flight information required.

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

If you have to call out Roadside Assistance because you have lost your keys, locked them in the car, run out of fuel, have a flat battery or need assistance replacing a tyre then Alamo will charge a call out fee. You can cover yourself for this by taking Roadside Assistance Plus locally at approximately \$6 per day plus tax. Roadside Assistance Plus is an **optional** product and like all the extras you purchase locally can be removed within 24 hours if you change your mind by contacting Alamo or visiting a depot.

Alamo Online Check in

Alamo's online check in page gives you the option to pre enter most/all 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

What is Choice?

Choice is available at 42 Airport locations (Including all our Virgin Gateways). Choice allows you to select the make, model and colour of the car you want from a row which contains the car category you have booked e.g Intermediate, Full size etc. At locations where Choice is not available a specific car of the type you booked will be given to you.

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 (apart from rentals in Manhattan) so you can just return the car empty.

One Way Fees

If your car hire is dropping off in a different location from where you pick it up, it may incur a one way drop off fee. The following one ways are free of charge.

One ways **within** Florida

One ways **within** California

One ways **within** Nevada

One ways **between** California, Nevada and Arizona

For any other one ways a fee will be charged. This varies on the distance between the two depot locations and fall into the below guide.

One way mileage guideline:

0-200 miles - \$99

201-500 miles - \$150

501-1000 miles - \$300

1001+ miles - \$500

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.

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.

Toll passes

At most Tolls there is the option to pay in cash or use the Express lanes. If you wish to use the Express lanes you can purchase a Toll pass from Alamo. Alamo will charge you an admin fee of \$3.95 each day you use a toll plus the cost of the toll. The maximum admin fee that Alamo will charge you is \$19.75 total regardless of how many days you go through tolls. So if you travel through a toll every day on a 14 day holiday, Alamo will charge you \$19.75 admin fee plus the cost of every toll. If you only go through a toll on 1 day of your 14 day holiday Alamo will charge you \$3.95 admin fee plus the cost of the tolls you use that day.

Driving Restrictions

Cars cannot be driven into Mexico.