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RENTAL INFORMATION

GENERAL TERMS & CONDITIONS	General Terms and Conditions are present on **Madeira Rent (MR)** rental agreement. This with any other specific document supplied by **MR** is defined as the legal rental agreement of the **MR** vehicle. When signed the Driver expressly declares that he received the vehicle on the date indicated as the beginning of the contract, in good use conditions and without any visible damage, unless otherwise stated in the present agreement. The Renter is obligated to return the vehicle in the same conditions as it was handed to him, at the agreed date and time and at the location registered at the start of the contract, within business hours, unless otherwise expressly authorized by **MR.** Failure to do so could result in incurring in civil and criminal responsibility and the Renter would lose, with immediate effect, the rights granted by any insurance coverage. Before the vehicle collection, the Terms and Conditions, accepted services and charges description, is presented to the main Driver. The signed Rental Agreement confirms drivers' acceptance of **MR**'s Rental Terms and Conditions and it's only valid if signed by the main Driver. **MR**'s vehicles cannot be driven on unpaved or unlicensed roads. Some Services are charged up to a maximum value per month. Service charges are renewed every thirty (30) days.
RATE INCLUSIONS	**MR** rates are inclusive of Collison Damage Waiver (CDW), Theft Protection (TP), Third Party Insurance, Unlimited Mileage, Basic Cleaning Service and VAT. The Renter is liable for the payment of the damages up to the value of the excess amount. The excess amount is established accordingly with the car group reserved and it's registered on the first page of the Rental Agreement. In case of damages due to accident and/or to any other situation caused due to the Renters and/or the additional Drivers negligence, **MR** reserves the right to hold/charge the total amount of the vehicle repair or the value of the vehicle (without CDW), according to the price list in force.
OPERATIONS HOURS	Hours of operations vary by location and day of the week. Please check the rental locations list.
RENTAL QUALIFICATIONS	**All drivers must present** a valid driving license with no major endorsements issued one year before the beginning of the rental, passport, valid credit card and booking voucher (when applicable). International driving licenses are accepted if recognized by the Portuguese Authority IMT-Mobility and Transport Institute, I.P. (IMT - Instituto da Mobilidade e dos Transportes). Driving licenses written in non-Roman alphabet will not be accepted. **Digital Drivers Licenses** are not accepted, except Portuguese driving licenses. **MR** reserves the right to refuse the deliverance of the vehicle to any person that is considered unfit to drive and/or if it does not meet the basic **MR** rental requirements (terms and conditions).
DRIVER AGE	Minimum: 21/25 years old Maximum: 85 years old The minimum age is 21 years old and 25 for some car groups but a driving license must be held at least for one year- please refer to **MR** Fleet description.
ADDITIONAL DRIVER	While on rental, the rented vehicle can only be driven by the Driver registered on the **MR** Rental Agreement. Bookings are confirmed under one name only. Additional Drivers can be added upon payment of the **Additional Driver Service**. Driver Requirements must be met by each driver.
YOUNG DRIVER POLICY	If the Renter's age is under the required, the **Young Driver Service** can be subscribed by paying an additional charge, but the driving license must be held at least for one year. If the car group requires 25 years old, Young Driver Policy can be applied but the Renter must be at least 21 years old and held a driving license for at least for one year - please refer to **MR** Fleet description.

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FLEET AVAILABILITY	In the event of the hired car not being available, the renter will be upgraded to the next higher car group available in the fleet, with no additional cost.
CROSS BORDER TRAVEL	Due to insurance coverage **MR** vehicles can only be driven in Madeira Island. Cross border is only valid to Porto Santo and authorization must be required at the beginning of the rental.
RENTAL PERIOD	**MINIMUM** rental period is 24 hours (1 day). **MAXIMUM** rental period is forty-two (42) days. In case of rental extension, authorization must be required to the **MR** Representative. Rental can't be extended without the payment in advance of the additional rental days together with any other services that might have been subscribed and/or applied. A renewed rental agreement will be sent to the renters' email which must be signed and returned on the same date of the renewal. In the absence of a valid rental agreement (signed), Police Authorities can consider that the vehicle is being used against the wishes of MR, incurring, therefore, the Renter, in the crime of abuse of trust. **GRACE PERIOD** Drivers benefit from a three (3) hours grace period to collect the vehicle, counting from the time registered on the confirmed reservation, and 59 minutes grace period for the deliverance of the rented vehicle, counting from the time of collection registered on the rental agreement. Pick Up**:** after the 3 hours of grace period, **MR** will consider the confirmed reservation as a **No-Show**. The Driver will be subject to fleet availability and **MR** Public Rate valid at the date/time of the pick-up will be applied. Drop off: after the 59 minutes of grace period, **MR** will charge an extra day based on **MR**'s Public Rate, directly to the renter - including insurances, extras, and any optional services subscribed at the vehicle collection. **EARLY DELIVER** If the Driver wishes to return the vehicle before the confirmed date/time registered on the rental agreement, rental days aren't subject to refund. Partially used vouchers are due to reimbursements only by the travel agency or tour operator. **LATE ARRIVAL** In the event of a flight delay, **MR** Station will remain open to meet the incoming renters, but the flight details must have been registered on the booking confirmation. Bookings confirmed for one (1) hour before the closure of the rental station must include the flight number information (airport rentals). **NO SHOW** **MR** allows a grace period of 180 minutes (3 hours) before considering the rental as No-Show. **BOOKING CANCELLATION** • Up to 8 days before rental start: no cost or penalty. Full refund of any advance payment, including optional extras, services and coverages. • Between 8 and 3 days before rental start: Charge equivalent to up 3 rental days (including optional extras, services and coverage). Any remaining amount will be refunded. • Within 2 days before rental start: no refund • Cancellations **must** be requested by email: **reservas@madeirarent.pt**
LAST MINUTE BOOKINGS	Last Minute Bookings are accepted but subject to confirmation by the Reservations Centre or Rental Station.
DELIVERY & COLLECTION	Deliveries and Collections out of a **MR** Rental Station are all subject to confirmation. The request must be sent to **MR** Reservations Centre 24 hours before, and a full address must be provided. An additional Service Charge will be applied directly to the renter. The Service Charge varies accordingly with the distance from the nearest **MR** location.

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OUT OF HOURS

The Out of Hours Service is always subject to confirmation and an extra charge for each provided service will be applied directly to the Renter.
Confirmation must be required to **MR** Reservations Center, or confirmed with the Rental Station, 24 hours previously to the pick-up and/or drop off time.

ONE WAY RENTALS

One Way Rentals are subject to confirmation and an additional Service Charge will be applied directly to the renter. The Service Charge varies accordingly with the distance from the pick-up location.

Vehicles must be returned to the original rental station, or a Confirmation Request must be required to **MR** Reservation Center up to 24 hours previously to the drop off date and time.

RENTAL EXTENSIONS

Vehicles must be returned on the date and time indicated in the rental agreement as rental extensions are subject to confirmation. Renters must call the rental location directly or our Reservations Centre Contacts are printed on the header of each rental agreement.

The rental can't be extended without previous acceptance of the proposed rate and advance payment of the additional rental days together with any other services that might have been subscribed and/or applied.

A renewed rental agreement will be sent to the renters' email which must be signed and returned on the same date of the renewal.

In the absence of a valid rental agreement (signed), Police Authorities can consider that the vehicle is being used against the wishes of MR, incurring, therefore, the Renter, in the crime of abuse of trust.

Because some car groups are subject to fleet availability, the replacement of the rented vehicle by another may be required and organized between **MR** with the Renter.

EXTRAS CHARGES

MR offers several additional services and/or coverages that will add quality to the Renters journey. Please refer to the Extras & Optional Services page.

When signing the **MR** Rental Agreement Terms & Conditions and Vehicle Reception/Delivery Information, the Renter declares that on the date and time registered as the beginning of the contract, the **MR** vehicle is in perfect conditions to be driven during the rented period, and that all visible damages are registered on the signed documents that are sent to the Renters email address.

Vehicle must be returned in the same conditions or additional charges may apply.

FUEL POLICY

Rates do not include fuel. All **MR** vehicles must be returned with the same fuel level as at the time of collection or a Refueling Service charge will be applied.
Mixed fuel is not included at any of the **MR** coverages.

CLEANING SERVICE

All vehicles are delivered clean and sanitized. At the Car Return, the **MR** Representative evaluates the level of dirt, inside and outside, of the vehicle and an extra fee may be applied if the vehicle is delivered with a level of dirt not considered as being caused due to normal use.

DRIVERS IDENTIFICATION SERVICE

By law, when a Portuguese Official Authority requests the driver identification **MR** is obliged to provide the required information (accordingly with GDPR UE).
MR applies an Administrative Service Fee to the Renter due to process management.
The information is sent to the Renter's email address.

Official Authorities will communicate directly with the Renter, by letter, to the home address registered on the Rental Agreement.

SEATS

BABY, CHILD, AND BOOSTER SEATS

Baby, Child, and Booster Seats are provided upon request.
The availability of these seats is subject to previous confirmation by **MR** Reservations Centre.
An additional daily charge will be applied up to a maximum of 10 days per seat and per rental.

Fitting the rented seats inside the vehicle:

For safety reasons the **MR** Representative is not authorized to fit or help on the installation of the Baby, Child, or Booster Seat. Every seat has fitting instructions.

Driving with children
Children under 12 years of age and less than 135 cm in height, must use an approved 'restraint system' suitable for their height and weight. Using seat belts alone is not sufficient.
They must be secured in the back seat of the vehicle, except if the child is less than 3 years old:

a. the child may occupy a front (passenger) seat in the vehicle equipped with a special child safety seat that faces towards the rear of the vehicle,
b. the safety airbag must be disabled for that vehicle front seat.

Children with recognized disabilities may use a seat or other restraint systems suitable for their specific needs however **MR** only provides Baby, Child, and Booster Seats.

The **fine** for violating seat belt restrictions is €120-€600 for each person transported improperly (**MR**) *has no responsibility on any changes of the amounts imposed by the Portuguese Laws*).

SEAT REMOVAL
Removal of the seats of our vans (minivans, minibuses, or commercial vans) is only permitted for disabled renters travelling with a wheelchair or any other device.
This information must be mentioned on the booking request for a previous removal by a **MR** Representative.

ADDITIONAL EQUIPMENT

Key Car Tag: The wood tag attached to car key gives the renter important information about the rented vehicle, such as, make, model and license plate number.

SEAT BELTS: Portugal has mandatory seat belt law. All Passengers must always wear a seat belt, even when traveling in the rear seats.

TIRES: All cars are equipped with all-weather/season tires. Snow tires are not available.

HITCHES: the use of any equipment which may require the use of a hitch is not permitted.

ROOF RACKS: roof-racks are not provided, and their use is not permitted on any vehicle.

PAYMENTS & SECURITY DEPOSIT

Security Deposit
All Renters are required to place a deposit in the form of a credit card authorization.
The amount is based on the sum of the insurance excess amount plus a tank of fuel.

Way of Payment
All major credit cards, such as Visa and MasterCard are accepted.
Prepaid or virtual credit cards are not accepted for security deposit or deductible purposes.

Debit cards are only accepted as payment for rental charges due to the rental.
Cash, personal checks, debit cards and “traveler-checks” are not accepted as Security Deposit.

Credit Cards must hold a validity of sixty (60) days from the drop off date and main driver must be the credit card holder.

If the vehicle is immobilized, any repairs or interventions can only be carried out with the prior written consent of **MR** and strictly observing all instructions given by **MR** to the Renter.
If the repair or intervention is authorized by **MR**, the invoice must be issued on behalf **Madeira Rent** and the VAT number registered on the header of the Rental agreement must be present on the invoice, as well as the full description of performed work and number of hours required.

Reimbursement of any expenses will be applied **only if all requirements are met**.

ROADSIDE ASSISTANCE & DAMAGE REPORTS

24-hour roadside assistance is provided 7 days a week.
Roadside Assistance telephone number: + 351 291 70 60 70
Only the renter and authorized persons registered on the MR Rental Agreement (additional drivers) are allowed to drive the rented vehicle.

In case of accident, theft, robbery or fire, Driver must always request the presence of Police Authorities. In the event of a dispute regarding the determination of responsibilities, a Police Report will be required by the authorities.

In the event of serious damages to the MR vehicle without the intervention of a third party the Renter

	is obliged to contact and report the incident to the Police Authorities. The circumstances and Drivers driving capabilities at the time of the occurrence must be confirmed by the Police report. If the Renter fails to present the Occurrence Report, **MR** reserves the right to charge the total cost of repairing the damage. Renter must inform **MR** of any accident, mechanical difficulties, theft, robbery, serious damages, or fire (even if partial) of the rented vehicle, within a maximum timeframe of 8 hours of the incident. All documentation should be provided to the **MR** Representative or to helpdesk@madeirarent.pt . Assistance for vehicles that are located off-road is the sole responsibility of the driver. **MR** will cover the cost of a taxi service to one of our rental stations, if required. Transportation to hotels or other destination **is not included**. **112** (European Emergency number) A road accident is necessarily shocking, so it is essential to keep calm and act thoughtfully so that help is organized quickly and efficiently: ▪ Vehicle's hazard warning lights must be activated, the ignition must be switched off and the parking brake as far as it will go must also be applied, ▪ Self-reflective vests are inside the glove compartment. Driver must wear it, ▪ Evacuate from the vehicle on the right side and keep everyone as far away from the road as possible, If the emergency happens on the highway Driver and all passengers must go to behind the security fence, ▪ The warning triangle must be paved at least 30 meters before the accident site. Vehicle and Driver must be visible without taking unnecessary risks, ▪ Emergency services must be contacted - 112 (European number), ▪ Call **MR** Roadside Assistance: + 351 291 70 60 70 ▪ The "Declaração Amigável de Acidente Automóvel", the Portuguese Friendly Auto Accident Declaration, must also be filled (inside the glove compartment). ▪ It is recommended to photograph the accident site, vehicles, and damage. All documentation should be provided to the **MR** Representative or be sent to helpdesk@madeirarent.pt as soon as possible.
LOST & FOUND	The Renter is solely responsible for any losses or damages to his goods or those of any other person, left or transported in the vehicle, received, or kept by **MR** at any time, before, during or after the rental, and expressly disclaims any liability from **MR** as well as its staff and collaborators. However, if an item is found, **MR** tries its best to identify the rental agreement and to contact the Renter to organize the collection at our Station or, if required, to dispatch it to the Renter's address. This Handling Service has a service fee of 25,00€ plus the mail costs. Items are kept for thirty (30) days. After this period **MR** donates the item to a Charity Organization of its choice.
CUSTOMER SERVICE SLA (Service Level Agreement)	**MR** Customer Service Team assumes that all necessary information will be made available within 3 to 7 working days, counting from the date of the request. However, for files related to damage, accidents, refunds, or any other issue involving another party or department, **MR** may need to extend the number of days to respond. No Show Confirmation, Rental Agreement, and Invoices: up to 7 days Damage Reports, Estimated Repair Invoice, etc: up to 14 days

CHAUFFEUR SERVICE	The Chauffeur Service is available upon request and must be required 48 hours before the beginning of the service. The service must be required to **MR** Reservations Centre, and the **MR Proposal** will include the Chauffeur and associated expenses such as meals and accommodation, Collection and Deliver Service, and Car Group daily rate. It doesn't include fuel, tolls, fines, and all the other exclusions mentioned on Rental Information chapter. **MR** Terms & Conditions will apply.
AIRPORT SERVICE	INCLUDED. Please note that some rates do not include this service.
VIOLATIONS OF PORTUGUESE LAWS	The **Renter is responsible for** any parking fines, traffic violations penalties, and all infractions arising from the use and driving of the vehicle, as well as towing fees, removal of tire clamps, etc. As stated in the Terms and Conditions of the Rental Agreement, **MR** applies the Administrative Service Fee.

	The information is sent to the Renter's email address.
VAT	All options, services and extras presented here are VAT included.

INSURANCE COVERAGE

RENTAL TERMS, GENERAL CONDITIONS	General Terms and Conditions are present on the **Madeira Rent (MR)** rental agreement. This with any other specific document supplied by **MR** is defined as the legal rental agreement of the **MR** vehicle. When signed the Driver expressly declares that he received the vehicle on the date indicated as the beginning of the contract, in good use conditions and without any visible damage, unless otherwise stated in the present agreement. The Renter is obligated to return the vehicle in the same conditions as it was handed to him, at the agreed date and time and at the location registered at the start of the contract, within business hours, unless otherwise expressly authorized by **MR**. Failure to do so could result in incurring in civil and criminal responsibility and the Renter would lose, with immediate effect, the rights granted by any insurance coverage. Before the vehicle collection, the Terms and Conditions, accepted services and charges description, is presented to the main Driver. The signed Rental Agreement confirms drivers' acceptance of **MR**'s Rental Terms and Conditions and it's only valid if signed by the main Driver. **MR**'s vehicles cannot be driven on unpaved or unlicensed roads. Some Services are applied with a maximum per month. These charges are renewed every thirty (30) days.
ACCIDENTS	Renter must inform **MR** of any accident, mechanical difficulties, theft, robbery, serious damages, or fire (even if partial) of the rented vehicle, within a maximum timeframe of 8 hours of the incident. All documentation should be provided to the **MR** Representative or to helpdesk@madeirarent.pt. In case of accident, theft, robbery or fire, Driver must always request the presence of Police Authorities. In the event of a dispute regarding the determination of responsibilities, the Police Report will be required to the authorities. In the event of serious damages to the **MR** vehicle without the intervention of a third party the Renter is obliged to call and report to the Police Authorities. The circumstances and Renters driving capabilities at the time of the occurrence must be confirmed by the Police report. If the Renter fails to present the Occurrence Report, **MR** reserves the right to charge the amount corresponding to the total cost of repairing the damage in question.
THIRD PARTY INSURANCE	All vehicles are covered by an insurance policy that provides statutory limits of public liability to the third party. The limit of indemnification is 50.000.000,00€ and a copy of the insurance certificate is available at all rental stations. This insurance may be considered void if the rental terms and conditions are violated. The insurance policy number and other information are fixed in a plastic tag on the windscreen.
COLLISION DAMAGE WAIVER (CDW)	**CDW** is included in rate and reduces the Renter's liability from the total cost of the damage to the excess amount registered on the front page of the Rental agreement. If the damages are intentionally caused by the Renter due to the influence of drink or drugs or if the vehicle is used in a prohibited or negligent way, the total cost of the damages caused to the **MR** vehicle and/or to the third parties involved are of renters' total responsibility. CDW includes coverage against fire and vandalism of the hired car, but does not cover Renter's luggage, personal goods or properties, windscreens, tyres, undercarriage, damaged locks, lost or damaged keys.

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THEFT PROTECTION (TP)	**TP** is included in the rate and reduces the renter's liability, from the total cost of the loss in the event of damage or theft of the vehicle, to the excess amount registered on the front page of the Rental agreement. If the damage/theft of the rented vehicle occurs through negligence, the Renter will be responsible for paying the commercial value of the vehicle - i.e.: non-return of stolen/damaged vehicle keys.
SUPER COLLISION DAMAGE WAIVER (SCDW)	**SCDW** it's not an insurance and it's not included in the rate. When subscribed, and in the event of damages to the body of the rented vehicle, reduces the excess responsibility of the Renter (insurance excess) to 0,00€. A Security Deposit on the amount of the deductible will be required. **Does not include** damage to windscreens, tyres, undercarriage, roof, interiors, damaged locks, lost or damaged keys, misfuelling, clutch damage and off-road assistance. Rentals confirmed for less than three (3) days must pay a total of three (3) days of coverage.
WINDSCREEN & TYRE WAIVER (WDW)	**WDW** it's not an insurance and it's not included in the rate. When subscribed it waives client's financial responsibility against any damage occurred with the windscreen and/or tyres in the consequence of an isolated incident. Rentals confirmed for less than three (3) days must pay a total of three (3) days of coverage. **Does not include** undercarriage, roof, interiors, rims, damaged locks, lost or damaged keys.
PERSONAL ACCIDENT INSURANCE (PAI)	**PAI** is not included in the rate. When subscribed, and in the event of an accident with the rented vehicle, **MR** guarantees to the Renter and Passengers a benefit of €15,000.00 in case of death or permanent injuries, and €1,500.00 for medical expenses. A copy of the insurance certificate is available at all rental stations.
FULL COVERAGE (FC) Includes: SCDW, WDW & PAI	**FC** is an optional coverage, not included in the rate. When subscribed, and in the event of damages to the rented vehicle, due to an accident or in the consequence of an isolated incident, the excess responsibility of the Renter (insurance excess) reduces to 0,00€. A Security Deposit on the amount of the deductible will be required. Full Coverage includes all other three **MR** additional Coverages (SCDW, WDW and PAI): Damages on the car body, windscreens, and/or tyres in the consequence of an isolated incident, guarantees to the Renter and Passengers a benefit of €15,000.00 in case of death or permanent injuries, and €1,500.00 for medical expenses. Rentals confirmed for less than three (3) days must pay a total of three (3) days of coverage. **Does not include** damages on the undercarriage, interiors, damaged locks, lost or damaged keys, misfuelling, clutch damage and off-road assistance. For categories YP1, YD1 and YA, roof damage is also excluded. If the damages are intentionally caused by the Renter due to the influence of drink or drugs or if the vehicle is used in a prohibited or negligent way, the total cost of the damages caused to the **MR** vehicle and/or to the third parties involved are of renters' total responsibility.

Last update date of the Terms and Conditions of the Rental agreement: **26/10/2026**