



Booking Conditions

1. Making a Booking

A booking allows you to reserve a vehicle of a particular category and optional extras to be collected at a particular time, date and location and for the agreed rental period so long as you meet our rental requirements.

2. Payment

2.1 If you are booking through our website, it is possible to pre-pay your rental as well as to pay at your rental station. If you choose to pre-pay you are agreeing that Adyen, our payment service provider, can debit your chosen method of payment the sum as well as agreeing to our Booking Conditions.

2.2 Not all optional extras can be pre-paid online. These costs are paid for at the rental location upon arrival.

2.3 In order to validate a rental, you are required to present a credit card in your name. We cannot remotely authorize credit cards, nor can we accept authorization from a credit card if the cardholder is not present. We accept Visa or Mastercard debit cards for pre-payments. Whether your debit card is acceptable or not depends on if we can authorize payment in the same manner as we would a credit card. We do not accept cash, or prepaid credit cards.

2.4 At the time of collection, we will take a pre-authorization on the main driver's credit card to cover the estimated cost of any extras, fuel and traffic fines. If your rental is not pre-paid the pre-authorization will also include the total cost of your rental and at the end of the lease, the authorization is used to pay for the rental. If at the end of your rental, your costs are higher than the pre-authorization, you agree that we may charge the outstanding balance to the same credit card. For pre-authorizations we do not accept cash, debit cards or prepaid credit cards.

3. Changing your Booking

3.1 Any changes to a booking are subject to availability of our vehicles at any given time. Please be advised that changes to bookings are subject to the current rates at the time of modifications meaning the price could change.

3.2 If the bookings is pre-paid and changes are made which stand to lower the overall price of the rental, it is not possible to refund the difference. You can, however, take advantage of the difference in the form of credit to pay for extras as part of your rental.

3.3 If the booking is prepaid and you decide to return the car earlier than booked, it is not possible to refund any un-used days.

4. Cancelling your Booking

Time of cancellation	Pre-paid booking	Not pre-paid booking
At least 3 complete days before pick-up.	You will be charged a cancellation fee of 50 EUR.	No fee.
Less than 3 complete days before pick-up.	50% of the amount you paid to us, plus 50 EUR.	No fee.
On day of pick-up or if you do not cancel and fail to show up.	No refund. We will retain the full amount.	No fee.

5. Minimum Age and Driving License

5.1 Passenger cars: the driver must be at least 20 years old. Drivers who are 18-19 years old can drive subject to paying an additional Young Driver fee. All drivers must have held their licence for at least one year before the start of the rental.

5.2 Jeeps and SUVs: the driver must be at least 20 years old. Drivers who are 18-19 years old can drive subject to paying an additional Young Driver fee. All drivers must have held their licence for at least one year before the start of the rental.



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5.3 Large SUVs and Luxury cars: the driver must be at least 23 years old. Drivers who are 20-23 years old can drive subject to paying an additional Young Driver fee. All drivers must have held their licence for at least three years before the start of the rental.

5.4 At the time of rental, the driver must present a fully valid driving licence (i.e. not a provisional license) that they have held for at least one year (three years for larger SUVs and luxury cars). If the driving licence does not show the driver has held it for the minimum period then they must provide evidence, such as previous driving licences or a letter from their driving licence authority stating that they have held it for at least the minimum period.

5.5 The rental of larger vehicles which require advanced licenses necessitates the driver to present the appropriate valid licence.

5.6 Drivers must bring an international driving licence or an official translation if:

- The driving license was issued in a non-roman alphabet like Arabic, Chinese, Greek, Russian, Hebrew or Japanese or other similar non-roman alphabet-based languages.
- The driving licence was issued outside of Europe or North America.

5.7 Additional drivers must be registered on the rental agreement and meet the same driving license criteria that the main driver is.

6. Late for 'pick-up'

6.1 In the case of flight delays, we will keep your car ready for you at no extra cost as long as your flight information is in the booking so that we can be prepared for your arrival.

6.2 We guarantee your vehicle will be made available to you up to 24 hours after the rental was due to start. After 24 hours from the time of collection we cannot guarantee that the vehicle is ready or available.

7. General Conditions

7.1 You are not permitted to travel with the car outside of the country in any circumstances.

ALP hf. reserves the right to change these terms at any time.