

## Portugal - Passenger vehicle

### General Rental Information

#### Important documents

At the time of vehicle collection, the renter and all authorized drivers must present a valid driving licence as well as a passport or national identity card.

Copies of documents, digital driving licences (except those issued by Portuguese authorities and available via the gov.pt portal), learner permits and driving licences with restrictions are not accepted.

Depending on the issuing country of the driving licence, the following rules apply:

#### EU Driving Licences

Driving licences issued by all EU countries are accepted.

#### All Other Driving Licences

Driving licences printed in non-Roman alphabets (Arabic, Japanese, Cyrillic, etc.) must be accompanied by an International Driving Permit (IDP).

Driving licences issued in countries that are not signatories to the international driving agreement must be presented together with an official translation into Portuguese.

Driving licences issued outside the EU (except Switzerland) are accepted if:

- No visa is stamped in the passport;
- The customer holds a visa and has not been in Europe for more than 6 months at the time of rental;
- If the customer has been in Europe for more than 6 months, a driving licence issued by an EU country must be presented.

#### Age restrictions

In Portugal, the following minimum age and licence holding requirements apply, depending on the reserved vehicle category:

Minimum Age	Car Category
18	M***, E***, C***, I***, S***, F***, P***, J***, GFAR
20	GWSR, L***, W***, X***

A surcharge applies for drivers under 30 years.

### Tariff Information

#### General

#### Credit and Debit cards

All cards must be issued in the name of the main driver. The following cards are accepted: Visa, MasterCard, American Express, Diners Club, Discover, JCB, Airplus and Amex BTA/iBTA.

Sixt Portugal does not accept V-Pay, prepaid credit or debit cards, or Visa Electron.

Driver details and the payment method are confirmed and recorded at the time of reservation and cannot be changed afterwards.

The credit card used for the reservation must remain valid for at least 1 month after the scheduled end of the rental period and must be presented at vehicle collection. Any additional charges incurred during the rental period will be charged to this credit card.

The SIXT CarExpress Servicecard (Advantage Circle) is only accepted when accompanied by a valid credit or debit card.

Payments and authorizations require PIN entry.

#### Vouchers

The use of vouchers is subject to presentation of the original document at the counter and confirmation of its validity. A credit or debit card will also be required for any additional charges.

### Security Deposit

At vehicle collection, an authorization hold is obtained on the selected payment method as a guarantee.  
The exact deposit amount is determined at the time of pick-up and depends on the vehicle group and the total rental amount.

(Deposit table remains structured exactly as original, currency in EUR.)

Advance Charge Approval	
Vehicle Group	EUR
MBMR, MDMR, MDAR, MDAE, MBAE, MTMR, EDMR, EDMM, EDAR, EDAE, CFMR, CFMM, CFAR, CFAE, CDMR, CDAR, CWMR, CWAR, CWAH, CVMV, CSMR, CCCC, CTAR, CTMR, IDMR, IDAR, IFMR, IFAR, IFAE, IVMR, IVAV, ITAR, ITMR	200.00
SPMR, SQMR, FDAR, FDMR, FWAR, FWMR, FWAH, FFMR, FFAR, FFAE, FDAE, FWAE, GFAR, FVMR, FVAR, LVMR, LVAR, UVAR, JFAR, JDAR, SFAR, SPAR	300.00
PDAR, PWAR, PSAR, PFAR, PDAE, PFAE, PTAR	500.00
XDAR, XFAR, XVAR, XFAX, GWSR, JFSR	750.00
LSAR, LSAX, LTAX, LFAR, LFAE, XSAM, XTAM, XTAX, XTAR, XFAH, XFAZ, XSAE, XSAH, XFAE, XFAH, XFAZ, XSAX, WFSR	2,000.00

### Special rental information when booking Prepaid rates

#### Prepaid tariff - Pay now

Upon booking a prepaid rate, full payment of the rental (including extras and fees) is required immediately.

The renter must be the cardholder of the payment method used. Driver and card details cannot be changed after booking.

The credit card must remain valid for at least 1 month after the rental end date and must be presented at pick-up.

No refund will be issued for no-show, late pick-up or early return.

#### Changing booking

Prepaid reservations may be modified up to 48 hours before rental start, subject to confirmation and a €25.00 modification fee.

No refund of prepaid amounts or rate differences will be granted if the modification reduces the total rental cost.

It is not possible to change from a prepaid to a non-prepaid rate.

#### Cancellation

Reservations may be cancelled before rental start.

In case of cancellation, the prepaid amount will be refunded subject to a cancellation fee of up to 3 rental days (including extras and charges).

Cancellations can be made online, by phone (+351 255 788 199) or via email (reservations@sixt.pt).

#### No-show

If the booked vehicle is not picked up or the pick-up takes place beyond the time agreed upon in the reservation, the rental amount already paid will be retained in full by Sixt Portugal.

#### Protection conditions

##### Third Party Insurance (TI)

The vehicle is covered by mandatory third-party liability insurance with a maximum indemnity limit of €50 million for personal injury and property damage.

Exclusions from mandatory civil liability insurance are, among others:

- Damage caused to the insured vehicle itself;
- Damage caused to goods transported in the insured vehicle, whether during transport or during loading and unloading operations;
- Any damage caused to third parties as a result of loading and unloading operations.

##### Loss damage waiver (incl. theft protection) (LDW)

LDW covers all damage caused to the vehicle in the event of a road accident (crash, collision, rollover), as well as theft and robbery of the vehicle, the renter being subject to payment of a deductible, in accordance with the table in force mentioned below.

If no loss damage waiver has been arranged, the lessee is responsible for all damage to the rental vehicle not proven to be caused by a third party, and shall be liable for up to the full value of the vehicle plus further recoverable damages (e.g. reduction in value, expert assessor fees, etc.).

When there is no proof that the damage was caused by third parties, the renter is liable up to the following limits:

Total Deductibles	Deductibles without LDW (only for Exclusive rates)	Deductibles with LDW (only for Inclusive rates)
Grupo do Veículo	EUR	EUR
MBMR, MDMR, MDAR, MBAE, MTMR, EDMR, EDMM, EDAR, EDAE	14.000,00	2.000,00
CFMR, CFMM, CFAR, CFAE, CDMR, CDAR, CWMR, CWAR, CWAH, CVMV, CSMR	22.500,00	2.900,00
CCCC	24.000,00	2.900,00
CTAR, CTMR	38.000,00	2.900,00
IDMR, IDAR, IFMR, IFAR, IFAE, IVMR, IVAV	22.500,00	3.400,00
ITAR, ITMR	30.500,00	3.400,00
SPMR, SQMR	35.000,00	4.200,00
SDMR, SWMR, FDAR, FDMR, FWAR, FWMR, FFMR, FFAR, FFAE, FDAE, FWAE, GFAR	42.000,00	4.300,00
FVMR, FVAR	35.000,00	4.300,00
LVMR, LVAR, UVAR, JFAR, JDAR, SFAR, SPAR, SPAE	40.000,00	4.300,00
PDAR, PWAR, PSAR, PFAR, PDAE, PFAE	55.000,00	6.000,00
PTAR	62.000,00	6.000,00
GWSR, JFSR, LSAR, LSAX, LTAX, LFAE, L FAR, XDAR, XFAR, XFAX, XVAR	83.000,00	8.000,00
XSAM, XTAM, XTAX, XSAE, XFAE, XFAH, XFAZ, XSAH, XTAR, XSAX, WFSR	158.000,00	15.000,00

This protection does not cover damage to the underbody, passenger compartment, tyres, windows and mechanical components.

#### **Loss damage waiver (including Theft Protection) with reduced excess - Top Cover LDW (BE)**

If LDW is already included in the rates, the renter can choose Top Cover LDW to reduce the Non-Waiverable Responsibility.

Damage to the underbody, passenger compartment, tyres, windows and mechanical components is excluded from the scope of this coverage.

If Top Cover LDW is accepted, customer is only responsible for the following amounts:

700,00 EUR (MBMR, MDMR, MDAR, MBAE, MTMR, EDMR, EDMM, EDAR, EDAE)

950,00 EUR (CFMR, CFMM, CFAR, CFAE, CDMR, CDAR, CWMR, CWAR, CWAH, CVMV, CSMR, IDMR, IDAR, IFMR, IFAR, IFAE, IVMR, IVAV)

1.050,00 EUR (CCCC)

1.500,00 EUR (CTAR, CTMR, ITAR, ITMR, SDMR, SWMR, FDAR, FDMR, FWAR, FWMR, FFMR, FFAR, FFAE, FDAE, FWAE, GFAR, FVMR, FVAR, LVMR, LVAR, UVAR, JFAR, JDAR, SFAR, SPAR, SPAE)

2.800,00 EUR (PDAR, PDAE, PSAR, PFAR, PFAE, PWAR, LSAR)

4.500,00 EUR (PTAR, XDAR, XFAR, XFAX, PTAR, XFAE, XVAR)

5.000,00 EUR (GWSR, JFSR, WFSR, LSAR, LSAX, LTAX, LFAE, LFAR, XDAR, XFAR, XFAX, XVAR)  
8.000,00 EUR (XFAR, XSAE)

Top Cover LDW is not available for WFSR, XSAM, XTAM, XTAX, XSAE, XFAE, XFAH, XFAZ, XSAH, XTAR, XSAX. car groups.

### **Loss damage waiver (including Theft Protection) with minimum excess - Super Top Cover LDW (BF)**

If LDW is already included in the rates, the renter can choose Super Top Cover LDW coverage to eliminate the Non-Waiverable Responsibility.

Damage to the underbody, passenger compartment, tyres, windows and mechanical components is excluded from the scope of this coverage.

If Super Top Cover LDW is accepted, customer is only responsible for the following amounts: 0.00 EUR.

\*Super Top Cover LDW is not available for WFSR, SPMR, SQMR, PTAR, LSAR, LSAX, LTAX, LFAR, LFAE, XDAR, XFAR, XFAX, XVAR, XSAM, XTAM, XTAX, XTAR, XFAH, XFAZ, XSAE, XSAH, XFAE, XFAH, XFAZ, XSAX.

### **Tyre and Glass Coverage (TG)**

The Tyre and Glass Coverage includes damage to glass components (excluding rear lights) and tyres (excluding rims), with a deductible of EUR 0.00.

If this protection is not purchased, the customer shall be fully liable for the total cost of such damages.

Tyre and Glass Coverage is not available for vehicles in group XTAM.

### **Personal Accident Protection (I)**

This protection covers medical expenses up to a maximum of EUR 1,500.00 in the event of illness or hospitalization resulting from a road traffic accident occurring during the rental period, and up to EUR 15,000.00 in the event of death or permanent disability.

### **Interior Protection (BQ)**

Interior Protection covers all damage to the interior of the vehicle, including the cargo area.

In the event of any breach of the General Rental Terms and Conditions, all protections mentioned above shall be deemed null and void. This includes, for example, situations where the vehicle is driven by an unauthorized driver or where the driver does not hold a valid driving licence at the time of the incident giving rise to the claim.

For further information, please visit our rental counters or contact us by phone at +351 255 788 199 or by email at [reservations@sixt.pt](mailto:reservations@sixt.pt).

### **Roadside Assistance**

During the rental period and at no additional cost, the customer benefits from 24-hour roadside assistance in the event of vehicle breakdown and/or accident.

Assistance services may include, where necessary:

- a) Towing or vehicle recovery
- b) Transportation of the renter and passengers to the nearest SIXT station or another designated location
- c) Replacement vehicle
- d) One night's hotel accommodation including breakfast, up to a maximum of EUR 65.00 per rental

In the event of breakdown or accident, the customer must contact roadside assistance using the contact details provided in the Particular Conditions of the rental agreement.

### **Roadside Protection (BC)**

Road Protection extends the scope of Roadside Assistance (points a), b), c), and d) above) to situations arising from renter negligence that are otherwise excluded from standard accident or breakdown coverage.

This service covers costs resulting from:

- a) Lost or forgotten keys
- b) Immobilization due to lack of fuel or battery failure
- c) Refuelling with the wrong fuel
- d) Towing and taxi service in case of tyre puncture or blowout

### **Cross border rentals and territorial restrictions**

Travel outside Portugal is subject to prior confirmation and authorization and is permitted only to the following countries:

Austria, Belgium, France, Germany, Italy, Spain, Switzerland.

Cross-border rentals between Mainland Portugal, Madeira Island and the Azores are not permitted. The following vehicle groups are not permitted to cross borders: Extraordinary cars (X\*\*\*) and Luxury cars (L\*\*\*). Therefore, authorization cannot be issued for customers renting these vehicles.

In the event of breach of Cross-Border and Territorial Restrictions, all protection products shall become invalid. Please contact your rental station for further clarification.

### **Charges when traveling abroad**

For permitted journeys abroad in accordance with the above-mentioned entry restrictions, Sixt will charge the contractually agreed travel abroad fee as part of the booking process (selectable under "Extras"). This fee applies independent of the return location and, in the case of a one-way rental, in addition to the one-way fee.

For unauthorised use abroad, a contractual penalty of 150.00 EUR will be payable.

### **Extras**

SIXT offers various additional services subject to availability at the rental station.

### **One-way rentals (OW)**

One-way rentals between SIXT stations in Mainland Portugal are permitted under certain conditions depending on the applicable rate.

One-way rentals between Madeira Island and Mainland Portugal or the Azores are not permitted. All international one-way rentals are subject to confirmation.

### **Navigation system (NV)**

A navigation system is available for an additional fee.

### **Personal Travel Assistant - Sixt Connect**

A mobile device may be provided for internet access and worldwide phone calls, subject to availability at selected stations. SIXT Connect is available for an additional charge.

A prepaid SIXT Connect eSIM card is also available for a fee. To use an eSIM, your device must be eSIM-compatible and unlocked.

### **Additional Driver (AD)**

Additional drivers may be added to the rental agreement for an extra charge. Additional drivers are subject to the same identification and driving licence requirements as the main driver, as stated in the "General Rental Information" section.

### **Baby and child seats**

Child seats and booster seats are available in compliance with the highest safety standards. Installation is the responsibility of the customer.

### **Vehicle refuelling**

If the vehicle has not been returned in a completely refuelled state, and if you have not booked "Prepaid fuel" or "Fuelling service" extras, Sixt will charge you the fees in accordance with the tariffs applicable upon rental, for the fuelling of the vehicle and for fuel. The respectively valid tariffs are available at the Sixt branches.

#### **Prepaid fuel (PF/ TF):**

You can purchase the "Prepaid fuel" extra at the comparable fuel station price and thereby return the vehicle without a full fuel tank. In this case, you will not be charged any additional refuelling costs in accordance with the above paragraph. Please note that unused fuel will not be reimbursed.

#### **Fuelling service (FF):**

Subject to availability at the respective branch, you can book our "Fuelling service" at the specified price and thereby return the vehicle without a full fuel tank. In this case, you will only be charged for the subsequently fuelled litres of fuel at comparable fuel station prices, in addition to the above-mentioned fee.

### **Electric vehicle charging**

All fully electric vehicles are supplied with a battery charge level above 80% and must be returned with at least the same level. Otherwise, a fee per missing kWh of battery capacity will be charged.

Alternatively, customers may purchase the optional "Prepaid Charging" supplement and return the vehicle with a lower charge level. In this case, no additional charging costs will apply. No refunds will be issued for unused battery capacity.

#### **Delivery and collection**

Deliveries and collections are available at the local rental station subject to a fee.

This service is available on request for an additional commitment fee outside opening times at selected locations.

#### **E-Toll (mandatory membership of Via Verde)**

By signing the rental agreement, the renter automatically subscribes to a toll management service provided by SIXT PORTUGAL.

A legally defined daily fee of EUR 2.23 applies (maximum EUR 22.30 per 30 days per rental).

This service uses an electronic toll device installed in the vehicle to record toll charges during the rental period.

If no toll roads are used, the amount charged will be refunded within 30 days from the end of the rental.

If toll roads are used, the renter expressly authorizes SIXT PORTUGAL to debit the respective toll charges within 30 days after the rental ends and must ensure that the credit card allows international transactions during that period.

#### **Other Fees and Taxes**

##### **Premium Location Fee (Y)**

A premium location fee is charged for rentals starting at airports and train stations.

##### **Out Of Hours**

Pick-ups and returns out of opening hours are possible at selected stations. In this case, an additional charge applies for the provision of the service.

##### **Local rental surcharge**

All rentals are subject to a local rental surcharge.

##### **Fine Handling Fee**

The renter is responsible for payment of all traffic/parking fines that occur during the rental.

If the renter has a traffic/parking fine during the rental where SIXT is required to identify the driver, an administrative Fee of 35.00 EUR shall be charged. Additionally, the renter will be contacted by the competent authority to pay the fine.

##### **Vehicle Cleaning**

If the condition of the vehicle upon return requires special cleaning procedures (i.e. removing odors, dirt resulting from transporting pets, spills of liquids etc) an additional fee shall apply.

##### **Flexi Return Guarantee**

Plans may change. As a flexible mobility partner, we are available to our clients to adapt their plans. Our Flexi Return Guarantee allows our clients to have the freedom to return the vehicle at any time, at any authorized Sixt station, regardless of what is stipulated in their rental agreement.

If there is a change of plans during the agreement period, we ask you to notify us by phone at +351 255 788 199, by e-mail (reservations@sixt.pt) or go to any of our several rental stations, so that our employees can change the rental agreement according to your needs. Sixt adapts to your plans.

##### **Flexi Early Return for both types of rates (Prepay Now/Pay Later)**

When booking<sub>7</sub> with a pre-pay now, or pay at the counter rate, no refund shall apply in case of early return. The renter must inform the lessor in advance, otherwise a fee corresponding to 50% of the value of unused days shall apply. For more information, see the Pay Now Rate section.

##### **Flexi Late Return service for both types of rates (Prepay Now/Pay Later)**

If you return the vehicle later, without notifying us, we will bill you 12.30 EUR service fee for the Flexi Return Service. This fee applies in addition to any extra days which might incur due to the rental extension.

##### **Flexi Return Location for both types of rates (Prepay Now/Pay Later)**

If the renter returns the vehicle at a rental station other than that initially agreed within a perimeter of 50 km, without prior notice up to 12 hours before returning the vehicle, a fee of 19.68 EUR shall

apply. If the return takes place at a station located at an airport, a surcharge of 16% of the total rental price will also be added.

With our Flexi Return guarantee, you will always have maximum flexibility and cost-efficiency when driving.

**VAT**

23% Portugal Mainland

22% Madeira Island

16% Azores

All rates include tax/VAT (if incurred).

For corporate customers with individual agreements alternative prices and regulations can apply.