

Frequently asked questions

1. What age should I have to rent a vehicle?

The rental of our car is possible from the age of 21.

2. What license should I have?

A category B licence, valid for at least one year, shall be sufficient.

3. Is the holder of the rental contract obliged to disclose the name of the driver?

Yes. The driver's licence must be presented when the vehicle is removed.

4. Can the rental vehicle be driven by a person other than the designated driver?

Yes, with an additional cost of Euro 5.00 per day. The owner of the rental has in any case the obligation to inform the agency of exit any other names that may drive the vehicle.

5. How much does it cost to rent a car?

The cost varies depending on the type of vehicle chosen, from the insurance covers, the equipment and the duration of the rental.

6. Can the final price be different from the estimated price?

The initial cost includes services that by their nature can be modified; for example, the refueling of the car, the return to a different place, any fines etc..

7. Are there any insurance cover?

Rental fees include statutory civil liability insurance (R.C.A.), theft and fire insurance (with relief) and vehicle damage coverage caused by the driver (with relief).

8. Are there any allowances?

Yes. There are allowances for damages and theft, the amounts of which vary in relation to the rented vehicle. These allowances can be reduced by taking out insurance schemes (Super kasco, Super Theft).

9. When and how do I pay for the rental?

The calculation of the amount due and the payment is made at the beginning of the rental and must be done by Credit Card. In case of payment for cash a deposit of Euro 500,00 must be paid.

10. Where can I rent a car?

At any of our agencies. For delivery to the hotel or to home is provided the service of delivery and pick up of the vehicle with variable cost depending on the distance from the office nearest to our headquarters.

11. When should the car be returned?

The end of the fixed period at the time of hiring. A rental day is considered to be 24 hours starting from the time of delivery) with a tolerance of 1 hour. After that time will be charged an additional day's rental.

12. Can the rental be extended?

Yes, after informing the agency that it will extend the insurance coverage, to be given within 24 hours from the expected delivery time at the time of rental.

13. Does the car have to be returned with a full tank of fuel?

Yes, otherwise we will charge over the amount of missing liters also a supplement of Euro 20.00 for the refuelling service.

14. What should be done in the event of an accident?

The incident must be notified to our agency within 24 hours. It is necessary for the driver to fill in every part of the C.I.D.form, in order to avoid the payment of the franchise in the absence of proven liability.

15. Can you have a replacement car?

A customer who needs a replacement vehicle can obtain it from the agency subject to availability. The Agency may, however, in its sole judgement not grant a replacement vehicle.

16. What should be done in the event of a fine?

The driver shall be liable for the fine resulting from the driver's conduct, which shall be paid immediately or if he is unable to notify the Agency in due time in order to avoid the application of the surcharges in the event of late payment. In the event of a specific request by the police, the rental car is obliged to provide the name of the driver who will receive the notification of the fine for payment.

17. What should be done in case of lost keys?

The custody of the keys is by the customer. In case of loss a charge of Euro 300,00 is charged. (IVA included).

18. What should be done if documents are lost?

The custody of the documents is by the customer. In case of loss, a charge of Euro 300,00 is charged to him (IVA included).

19. Is it possible to use the rented vehicle outside Sardinia?

Yes, subject to authorization from Olbia management.