



## Car hire conditions.

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## LOCATIONS

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### HEAD OFFICE:

MARBENJO S.L.

AVDA. GENERAL DUQUE DE AVIERO, 4 29140 CHURRIANA-MÁLAGA (SPAIN)

PHONE: (0034) 952 622 698

FAX: (0034) 952622 247

HOTLINE: (0034) 670 443 979

EMAIL: [reservations@marbenjo.com](mailto:reservations@marbenjo.com)

OPENING HOURS (summer: from 31st of March until 31st of October)

MONDAY TO SUNDAY 08.00 TO 22.00

OUT OF WORKING HOURS AVAILABLE (SEE EXTRA CHARGES)

OPENING HOURS (winter: from 1st of November until 30th of March)

MONDAY TO SUNDAY 08.00 TO 21.00

OUT OF WORKING HOURS AVAILABLE (SEE EXTRA CHARGES)

24/12 and 31/12 Christmas timetable: 08.00 until 19.00 (out of working hours not available).

### MEETING INSTRUCTIONS:

We wait at T3 arrival hall MALAGA AGP in the space reserved for car rental companies. We kindly ask our customers after collect luggage proceed to the arrivals hall and not downstairs (where rental companies operate)

Somebody from our staff will be waiting with a board with orange logo Marbenjo and will indicate the way to get to the shuttle bus. After that will be transferred to the main office (just outside the airport) to our head office where we can fill the RA giving time enough to solve any question, pack everything and get ready to drive.

Out of working hours will be same procedure, but the car can be delivered directly at airport. Cars returned outside the working hours will be returned directly at airport

(We explain the procedure upon delivery). There is an extra charge for this service.

## GENERAL INFORMATION

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### MANDATORY REQUIREMENTS

- Passport/Id card and driving license original and valid. Not photocopies, fax scanned documents will be valid. For UK customers green paper/photocard accepted.
- Credit card Visa or Mastercard (no AMEX, Diners, electronic nor debit cards as Maestro or visa electron).
- Minimum / Maximum age 23 - 80 YEARS. Customers who are under the age of 25 or over 75 will be able to drive our vehicles but they must pay a surcharge
- Driving License minimum issued 5 years ago.

(International Driver's License required if the renter's national driver's license is not in Roman alphabet)

### INCLUDED IN THE PRICE

- Unlimited mileage.
- On-road breakdown assistance 24h
- Public liability cover for the driver, third party liability cover, collision damage waiver liability with excess (CDW), theft loss waiver (TLW) .
- Local taxes
- 1st additional driver free of charge.
- Vehicle license fee/ vehicle registration fee.
- 24 Emergency phone number .



- ·2 hour grace period for the drop-off of vehicles without any additional costs to the customers. Must be confirmed in advance.
- ·Crossboard to Portugal and Gibraltar free of charge.
- ·Vehicles with no advertisement to avoid possible thefts.

#### **NOT INCLUDED IN THE PRICE**

- ·Any extra equipment (GPS, Baby seat...)
- ·Out of working hours service
- ·Fuel
- ·Fines
- ·Damage

#### **FUEL**

- - Pick up the car full and return empty. Valid for rentals for 4 days and longer. No refund will be made for unused petrol.
- Diesel vehicles are available, but diesel vehicles can never be confirmed to the client before pick-up (except those groups which are only diesel specified).

#### **PAYMENT**

- The payment will be done by credit card and at least one of the drivers must be the holder.
- · We do not accept payment by American Express, Diners or debit/electronic cards

#### **DURATION AND EXTENSIONS OF THE RENTAL PERIOD**

The maximum duration for a request of booking is 45 days. For reservations longer than this, please contact by email. The car hire contract may have a maximum duration of 30 days.

After the month, a new contract is required.

All contracts for all car groups to be extended need the approval from Marbenjo S.L.. The client has to renew the contract at the offices of Marbenjo S.L. in order to sign the rental agreement.

In case that the rental contract can't be extended the client is obligated to return the car as it was stated on the original contract. Wish of extension must be communicated to Marbenjo at least 48h in advance to benefit from the same rate, otherwise normal rate without any discount will be applied.

#### **RETURNING VEHICLES EARLY**

If the customer returns the vehicle earlier than the agreed upon drop-off date stated in the rental contract, Marbenjo will not refund the customer for any unused days.

#### **CUSTOMER SERVICE**

Our customer service is multilingual: Spanish, English, French, Italian, Russian and Polish.

#### **GRACE PERIOD**

There is a 2 hour grace period for the return of all rental vehicles. In the event the vehicle is returned later than 2 hours past the agreed rental drop-off time stated in the contract, the insurance will no longer be valid and the customer will be responsible for paying a penalty fee. In addition to the corresponding late fees, the customer must also pay the daily rental rate.

·The grace period is subject to availability during high season and stop sales periods and under confirmation the pick-up date.

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## EXTRA CHARGES

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### EXTRAS AND ADDITIONAL CHARGES

- Deposit CREDIT CARD VISA OR MASTERCARD ONLY.  
(no deposit will be taken from the credit card)
- Fuel DEPEND OF CAR CATEGORY AND MODEL AND TYPE OF FUEL

#### OUT OF WORKING HOURS PICK UP:

SUMMER: from 31st of March until 31st of October  
from 22:00 until 07:59 +30€ tax included

WINTER: from 1st of November until 30th of March)  
from 21:00 until 00:59 +30€ tax included

#### OUT OF WORKING HOURS DROP OFF (all seasons):

from 22:00 until 01:59 +20€ tax included

- Snow chains (on request) 5 €/day. (Min. 15€ Max. 50 € to be charged)
- Baby, Child and booster Safety Seats 3€/DAY (Max. 42 € to be charged)
- Additional drivers: 3 €/day (Max. 42 € to be charged)
- Navigation System 5€/DAY (Min. 15€ Max. 50 € to be charged) 100€ deposit

UNDER REQUEST AT THE FRONT DESK, NOT CONFIRMED IN ADVANCE.

- Young/Senior driver 23-24/76-80 YEARS OLD 3€/DAY.
- A minimum charge of 30€ will be applied if the returned car requires special cleaning.

## BORDER CROSSING

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### BORDER CROSSING

The customer is allow to drive in Spain, Portugal and Gibraltar with no extra charge

It will not be allowed to go to Morocco, outside Spain or ferry trips

One ways:

- Not allowed
- (It will be possible between Málaga airport location and hotels)

## INSURANCE AND EXCEPTIONS

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### INSURANCE with excess

- group A - max 350€
- group A+/B/B1/S - max 400€
- group D/D1/G/F/K - max 500€
- group E - max 600€
- group E1 - max 650€
- group N - max 700€

## INSURANCE EXCEPTIONS

### OUR INSURANCE DOES NOT INCLUDE:

- Burnt clutch
- Windows and windscreens
- Undercarriage
- Lost or damage of the car key
- Negligence
- Bad car use
- Tyres and rims
- Wrong refuel
- Mirrors
- Interior of the vehicle (non-smoking cars)
- Extreme dirtiness
- Roof
- Loss of the vehicle accessories.

## INSURANCE

The renter and other drivers herein authorized overleaf will not benefit from a car insurance policy taken out by the rental agency in the following cases:

- a) When the renter, in case of accident or collision, sends an accident report to the car rental agency beyond a term of forty-eight hours as of said accident (or do not send)
- b) When the insurance company does not refuse to cover the accident.
- c) Loss, theft or damage caused to any goods transported in the rented vehicle are expressly excluded from the insurance coverage.
- d) The renter's liability as to the damages caused to the rented vehicle shall be limited, in case of accident, to the amount of the insurance excess if this option has been expressly taken out as long as it will not be considered negligence, in this case full cost of repair will be charged.
- e) The renter may be also charged the rental fee for any extra day in which the vehicle cannot be driven due to any of the above circumstances.

## ROAD ASSISTANCE/S.O.S

- Marbenjo is proud to have its very own Roadside Assistance Department. The out of office hours phone for breakdowns is 24 hours available.
- Accident/theft reporting (must be notified within 48 hours):
- Theft: All thefts must be reported to the police and an original copy of the report must be obtained by the customer
- Accident: In case of accident or collision, the client must correctly fill out the provided form (accident report), which can be found in the glove-box of the vehicle. to be covered by insurance accident report must be presented to be covered by insurance accident report must be presented

#### How Road Assistance works:

- After receiving notification of the renter and confirming that the car will need road assistance, the customer just need to follow directions from Marbenjo.
- The insurance company will collect the car (pick-up truck) and will provide the customer with a transportation to the base of Marbenjo where can be collected a new vehicle (under availability), or to the destiny chosen by him, this option will not be compatible with the collection of a new vehicle (unless the customer reach Marbenjo office on his own) The transport provided can be different depending on the location/destiny of the customer which could be, Taxi, Bus, train or other car rental always provided from the insurance company