

## Important Information

### Terms conditions and exclusions

#### What is included?

Unlimited mileage  
Third Party Insurance (TPI)  
Theft Protection (TP)  
Collision Damage Waiver (CDW)  
Airport surcharges  
VAT charged at the prevailing rate  
(all insurances, TP,TPI,CDW etc. are subject to a deductible excess)

#### What's not included?

Personal Accident Insurance (PAI).  
Additional optional insurance/waiver products.  
Insurance restrictions and exclusions - see the relevant insurance sections.  
Garaging, tolls, congestion charges, parking and traffic fines.  
Additional drivers charges which are payable locally.  
Delivery and collection of your car can be arranged during normal working hours.  
Out of hour's charges.  
Optional extras.  
Young drivers charges where applicable.  
Off island fees where applicable

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#### Arrival Information

If you are arriving by air, our offices are in the Arrivals Terminal. Please ensure that you state your correct flight number and arrival time to ensure your vehicle is ready on time.  
Customers arriving by ferry must contact IOMRAC at least 48 hours prior to the specified pick-up date/time to ensure we have full driver's license and credit/debit card information as required to prepare your rental agreement. Vehicle deliveries are subject to our being able to accommodate your request. Where this is not possible we may offer to collect you and your party and bring you to our offices to complete your rental contract.

**Note the Sea Terminal is not a manned office, this is a meet and greet service.**

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#### Young Driver's

A young driver's surcharge applies as follows:  
21-22 years GBP 14.00 per day  
23-24 years GBP 9.95 per day  
There is no maximum charge.  
The Minimum rental age is 25 years of age for vehicle groups C, D, E, F, MPV, X, V1 & V2.

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#### Duration of Hire

The duration of your rental starts and finishes according to the pick-up and drop-off dates and times detailed on your reservation, the price of which will be confirmed at time of booking. If you wish to extend the rental beyond the pre-booked period, or if you return the car later than stated on your reservation, you may be charged locally at the standard daily rate which may be higher than our web rates. No refunds are payable on vehicles returned early.

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#### Request Items

Child seats are mandatory in the Isle of Man should be requested at the time of booking. Instructions will be provided, you will be required to fit the child seat yourself. For older children, it is recommended that you take your own booster seats.  
Satellite Navigation Units are available from our offices and can be requested on line and paid locally.  
As these items are request only, we advise all customers to call 24 hours prior to arrival to confirm their availability.  
**Isle of Man Rent a Car Limited accepts no responsibility for request items not made available where you do not do this.**

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#### Amending your Reservation

Reservation amendment requests should be made by email to [reservations@iomrac.com](mailto:reservations@iomrac.com) , all requests will be answered within 48 hours.

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#### Credit card charges

Bookings made by credit card will incur a credit card fee, to avoid being charged a credit card fee, Isle of Man Rent a Car recommends paying by Switch/Maestro or Visa debit card.

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#### Out of Hours

Out of Hours reservations are subject to an out of hours fee which is quoted and payable at the time of reservation. The out of hours fee may differ depending upon the time of day. **If you are delayed you may be subject to additional charges should you arrival fall into a higher charge time band.**

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#### Driving License

All persons wishing to hire a vehicle must possess a full and valid driver's license, which has been held for a minimum of 12 months. UK license holders possessing the 2 part photo and counterpart license are advised to bring both parts when collecting their vehicle. Where either part is not available a license check will be carried out with the DVLA at the point of collection. A service charge of £12.00 applies.

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#### Additional drivers

Additional drivers are subject to a fee of £12.00 per day per additional driver.

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**Fuel**

Unless otherwise stated, vehicles are supplied with a minimum of £8.00 inc VAT which is payable along with your rental charges. Vehicles should be returned empty at the end of hire, no refunds will be issued for remaining fuel at the end of the hire.

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**Additional Waivers**

The standard damage excess liability amount will be shown to you at the time of reservation, the following optional products are available to you.

Risk Reduction Cover  
Reduce your excess liability to £250

Risk Reduction Cover +  
Reduce your excess liability to £0.00 and benefit from a free additional driver

All excess charges apply in each instance of damage, e.g. front & rear, left & right etc. no waiver chosen by you provides coverage for damages caused to the vehicle due to negligence, abuse or misuse, refer to our terms & conditions for further details.

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**Deposits**

On collection of your vehicle a security deposit will be required, this is usually £250.00 held on a credit/debit card. Cash deposits are not acceptable. Should you not be able to provide a credit/debit card deposit on collection Isle of Man Rent a Car Limited shall be under no obligation to provide either the vehicle or a refund of the reservation.

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**Reservation Guarantee**

Where a flight number has been specified on a reservation, IOMRAC will guarantee to keep your vehicle ready to collect within 90 minutes of your flight arrival time as stated by the flight information screens. Where no flight information is specified, should you fail to collect your vehicle within 59 minutes of your reserved pick-up time you will be deemed to be a no show and the vehicle will be unallocated, if a vehicle is available on your arrival one will be provided, should this not be possible no refund will be issued for failure to collect on time.

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**Cancelling your reservation**

All cancellations are subject to charges and should be notified to us as soon as possible prior to the start of your rental.

**Cancellation charges**

**7 or more days before start date £15**

**3-6 days before start date 50% of pre-payment**

**0-2 days before start date 75% of pre-payment**

**No refunds will be given for rentals ended early, late collections, no shows or cancellations made after the rental start date & time, even if cancellation waiver is taken.**

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**Cancellation Waiver**

For just £1.50 per rental day, you can protect yourself against any cancellations charges that may apply. So if you booked for example a 4 day rental at a cost of £180.00 and chose to pay the additional £1.50 per day Cancellation Waiver and find you need to cancel your reservation, all you will pay is the £6.00 (4x£1.50).

These terms conditions and exclusions are in addition to our standard rental terms and conditions, which can be found here <http://www.iomrac.com/resources/pdf/terms.pdf>