

[www.cecluxembourg.lu](http://www.cecluxembourg.lu)

# Car rentals

updated in July 2023



## Car rentals

You can book your hire car on site or online. If you book online, you can more easily compare offers and prices between companies, and you have the option of booking directly with the company or with a comparator organisation.

Extras such as an additional driver, a car seat, a navigation system or winter tires can generate additional costs.

Furthermore, many companies only offer certain categories of car, such as city cars or SUVs, and not specific car models. It is very important to read the general terms and conditions to find out what services are included in the contract and what additional charges may apply.

## Insurance

When you book your hire car, you can choose from a range of insurance options.

It is advisable to take out a full comprehensive insurance that also covers damage to the hire car. A partial comprehensive policy offers only limited protection.

Make sure you know in advance what insurance cover is included in the rental offer. Both types of insurance are available: with or without a franchise. To limit or exclude a franchise in the event of a claim, it is advisable to conclude a limitation of liability contract (collision and damage waiver).

Make sure you know what damage is covered by the limitation of liability and how much you have to contribute in the event of a claim. Damage to the windscreen, tires or roof may not be covered by the liability limitation contract.

You can also take out an insurance policy against theft, with or without a franchise.

Third-party insurance is compulsory in most countries. It covers damage you cause to third parties. Civil liability insurance should cover you for damage of at least €1 million.

## Fuel option

For most companies, you hire the car with a full tank of fuel and return it with a full tank of fuel. So keep the receipt after you've filled up and take a photo of the fuel level.

If you do not return the car with a full tank as stipulated in the contract, the company may charge you extra for refuelling.

Some companies offer you the option of returning the car with an empty tank (Full-Empty-Option). However, under this option, companies often charge for expensive fuel and for refuelling.

## Taking possession of the vehicle

It is advisable to read the rental contract and clarify any questions before you take possession of the vehicle.

Check the car carefully for any damage, scratches, dents or other defects. If there is any damage, no matter the extent, inform the company. Ask for a written confirmation of the damage report and take pictures. In this way, you can avoid being held responsible at the end of the hire period for damage that was already there.

## Returning the vehicle

On the return, it is advisable to check the car in the presence of a company employee. Put any damage in writing. This will reduce the risk of you being charged for damage that is not your fault.

## Returning the vehicle outside opening hours

For some companies, it is possible to return the car outside opening hours. However, it is important to remember that you are responsible for any theft or damage until the car is taken back by the company. In this case, it is advisable to take a series of photos of the car.

## Road infractions and fines

Find out about national traffic regulations in different countries. Be aware that the company will charge you for any fines for which you are responsible, as well as administrative processing fees.



### Contactez-nous

+352 26 84 64 1  
info@cecluxembourg.lu  
www.cecluxembourg.lu



European  
Consumer Centre  
Luxembourg



This infosheet was funded by the European Union. The content of this press release represents the views of the author only and it is his/her sole responsibility; it cannot be considered to reflect the views of the European Commission and/or the European Innovation Council and Small and Medium-sized Enterprises Executive Agency (EISMEA) or any other body of the European Union. The European Commission and the Agency do not accept any responsibility for use that may be made of the information it contains.

ECC Luxembourg is a GIE - Groupement d'intérêt économique and is financially supported by the European Commission, Luxembourg's Government and the Union Luxembourgeoise des Consommateurs (ULC). Our services are free of charge.



LE GOUVERNEMENT  
DU GRAND-DUCHÉ DE LUXEMBOURG



Cofinancé par  
l'Union européenne

