

## FAQ IslaBlanca Car Rental

Q: When is the booking final?

A: After receiving your booking request, we will inform you of either a confirmation or rejection of your booking. In case your preferred car is not available, we will inform you of alternatives.

Q: Am I required to make a downpayment?

A: No, you will pay upon receiving the car in the airport.

Q: What is the minimum age to rent a car?

A: The minimum age depends on the group:

Group A/B/C/E 22 years old AND 2 years experience

Group D/F/G/S 25 years old AND 3 years experience

Group S1/S2/H/I/J/K/M/N1/N2/N3/N4 27 years old AND 4 years experience

Group 5/6 30 years old AND 4 years experience

Q: Is there a queue to get the car?

A: No, you'll walk straight to the parking lot and someone there will be waiting for you to hand over they keys. Upon confirmation of your booking, you will receive the full details of the pick-up location.

Q: What is the fuel policy?

A: You will have to return the car with the same level of fuel that you picked it up with.

Q: Do I need a credit card in order to book a car?

A: You can pay the car rental fee in cash, by debit or credit card. Your credit card details will be taken in case the fuel policy is not adhered to. In case you don't have a credit card, then you'll pay for a full tank upon getting the car, and can return the car with an empty tank.

Q: Is a security deposit applicable?

A: No, there is no security deposit applicable on any of the cars, but there is on the fuel. Our partner notes down your credit card details as per above.

Q: Is an excess applicable?

A: No excess is applicable on group A until N. The other groups have the exact excess amount noted on our website.

Q: What is excluded from the insurance?

A: Damages to tires and clutch, as well as loss of keys.

Q: Can I add an extra driver?

A: Yes you can add two extra drivers free of charge (so 3 in total). No more than 3 drivers are allowed, neither against a fee. All drivers need to be physically present upon picking up the car and carry their drivers license.

Q: Do all cars have air conditioning?

A: Yes.

Q: Can I add child seats?

A: Yes at no charge. Please note the exact age in the booking so our partner can arrange the right seats.

Q: Can I drive the car to another island?

A: No, the car has to stay on Ibiza and is not allowed to Formentera, Mallorca, mainland Spain or any other location outside of Ibiza.

Q: Should I keep any additional charges in mind?

A: All prices are exclusive of an airport charge:

Pick up and drop-off between 08:00 – 20:00 € 15,-

Pick up and drop-off between 20:00 – 08:00 € 30,-

