

Policies

Additional drivers must qualify with a valid driver's license in their own name. There may be charges for additional drivers including the spouse.

COVERAGE INSURANCE: INSURANCE COVERAGES PURCHASED ON THIRD PARTY WEBSITES ARE NOT ACCEPTED IN MEXICO.

Loss Damage Waiver (LDW): Cost for this collision and comprehensive coverage, including theft, ranges from US\$14.00 to US\$30.00 per day based on the vehicle category and the rental location, and reduces the renter's financial responsibility for the Dollar vehicle to US\$1,500.00 for Economy through Fullsize vehicles and US\$2,500.00 for Minivans and SUVs. Vandalism is not covered.

This protection is optional if customer is paying with a credit card that extends coverage options to Mexico. All credit cards are subject to verification and acceptance at the rental counter. If credit card coverage cannot be verified and accepted, the customer will be required to purchase our basic protection, which includes basic liability insurance (PLI) and loss damage waiver (LDW). The cost ranges from US\$30.00 to US\$50.00 per day, depending on vehicle category and the rental location, and reduces the renter's financial responsibility for the vehicle to US\$1,500 for Economy through Fullsize vehicles and US\$2,500 for Minivans and SUVs.

Customers using a credit card to waive the LDW will be ***REQUIRED*** to purchase the basic liability insurance (PLI). Customer will be responsible for the full value of the rental vehicle. If LDW is declined then an additional credit card approval of US\$3000.00 will be required in addition to the estimated total for the rental.

Super Damage Waiver (SDW): This optional coverage will allow the renter to have zero responsibility for the vehicle. This optional coverage covers the deductibles of US\$1500.00 for Economy through Fullsize or US\$2500.00 for Minivans and SUVs. It includes tires, glass, rims, and other incidentals not covered by the LDW. The price for this product ranges from US\$12.00 - US\$30.00 per day depending on vehicle category and the rental location, and can only be purchased together with LDW. If you accept the PLI & LDW but decline the SDW then we require an additional credit card approval of US\$1500.00 or US\$2500.00 in addition to the estimated total for the rental.

Personal Liability Insurance (PLI): Personal Liability Insurance is optional unless the customer can provide written evidence of liability coverage that is accepted in Mexico. PLI covers the responsibility of the client for bodily injury to persons other than the driver and on property damage to anything other than the Dollar vehicle up to 250,000 Mexican pesos in Basic Third Party Liability Protection. The price ranges in cost from US\$12.00 to US\$20.00 per day, depending on vehicle category and the rental location.

Supplemental Liability Excess (SLE): This optional coverage increases Third Party Liability Protection of the PLI from 250,000 Mexican pesos up to 1 million pesos. The price for this protection is US\$7 per day all locations. SLE can only be purchased in conjunction with the PLI. Only available at certain locations.

Personal Accident Insurance (PAI): This optional coverage covers medical costs for the renter and/or the passengers up to 200,000 Mexican pesos per event. This is available for just US\$4.00 per day surcharge.

Vehicles are only allowed to be driven in México. An exception will be granted for driving into the United States only at crossing points Tijuana, Mexicali and Monterrey and the customer will be required to purchase additional U.S. liability insurance at a cost of US\$8.00 per day surcharge in addition to the PLI.

Emergency Roadside Assistance Program (ERA) is automatically added to all contracts at a surcharge of only US\$1.99 per day. Key Services (locked in car), Tire Change, Jump Starts and Gas Service (maximum 5 liters) in case you run out of gas will be provided. (These services will only be provided within 120 km of the rental location). If the renter wishes to decline this coverage they must do so at rental pickup, and they will be responsible for any charges incurred in the event they require any of the services listed above.

Emergency Travel Services (ETS) coverage is automatically added to all International renter contracts at a surcharge of only US\$2.49 per day. This covers all transportation arrangements & costs associated with emergency victims due to serious injury or illness. If the renter wishes to decline this coverage they must decline the coverage at rental pick up.

A major credit/debit card in the renter's own name must be presented at the time of pick-up.

CREDIT CARD DEPOSIT REQUIREMENTS: If you decline LDW then we require an additional credit card approval of US\$3000.00 in addition to the estimated total for the rental. If you accept the PLI & LDW but decline the SDW then we require an additional credit card approval of US\$1500.00 or US\$2500.00 in addition to the estimated total for the rental. If you accept one of our Protection Packages that includes LDW, SDW, and PLI, then we only require an authorization of US\$300.00 in addition to the estimated total.

DEBIT CARDS: Debit Cards and check cards with the Master Card or Visa logo will be accepted upon time of rental for all International renters. For your protection the purchase of a Protection Package that includes LDW, SDW, and PLI, and pre-paid gas is a necessary condition of the rental. Approval for the estimated total plus an additional deposit of US\$300.00 will be required. Once the vehicle is returned the US\$300.00 deposit (if applicable) will be refunded and it can take up to 30 business days to show up in your account. The time frame for the credit of the deposit to appear depends on the issuing bank's policy for this type of credit. Verification of the rental return date and departure date on the renter's flight itinerary will also be required.

By paying with a credit card not issued in Mexico, your bank may convert the total amount paid in Mexican Pesos into your home currency. This conversion may be subject to constant fluctuations between Mexican Pesos and your home currency. The rental location has no control over the monetary conversions. Cash is accepted upon return ONLY in local currency (Mexican Pesos)

We will honor all reservations of up to two hour after the reserved pick up time has passed. You may call us or email us to change your pick up time and we will honor your reservation. Two hour after your reserved time will be considered a "No-Show" and we may or may not be able to honor your reservation depending on availability.

Our locations have the following products and services available upon request at the time of rental: GPS / Baby Seats / Maps / Accessories. All prices may vary and are subject to availability.

Please be advised that all "one way" rentals are subject to a drop off fee.

Location does not provide transportation to and from the airports, check at counter for pick up and drop offs to area hotels.

Return the vehicle with a full tank of gas to avoid refueling charges. For your convenience we recommend our prepaid gas option at the time of the rental.

Renter must qualify with a valid driver license and a credit card in their own name at time of rental and be at least 21 years of age. Renters 21-24 are subject to a surcharge of USD 15.00/day.

Any changes to the reservation or rental may result in a change of rate or additional fees.

Beware of other local companies trying to lure you into renting from their company. Dollar Rent a Car is not responsible for any losses incurred as a result of renting from an unauthorized airport car rental agent. Always drive safe, buckle up and never drink and drive.