



VILLA ETERNA

Hiring a Car - Information Sheet

Andalucia Tourist
Office Registration No.
VFT/CA/01522

1 INTRODUCTION

Hire Car rental is particularly cheap from Malaga Airport due to the large number of companies hiring cars. However it can be slightly confusing due to the large number of low price offers. The objective of this document is to act as a guide to make the booking process less confusing and highlight possible pitfalls.

Whilst we aim to update this document when we are aware of changes you should be reminded that some of this information could change. Also if you have some relevant information that you would like to share please don't hesitate to send to us and so that we can include it in this document.

The main reasons that hiring a car is so cheap at Malaga Airport is the approach to Additional Insurance and the Fuel Policy. We recommend that you take a close look at Sections 3.1 and 3.3. The approach you take is a personal matter taking into consideration multiple factors (e.g. duration of your stay, budget, your approach to risk, driving abroad etc.) For this reason we can't offer a single firm recommendation.

2 BOOKING A CAR ON LINE

On line Search Engines like www.skyscanner.net, www.travelsupermarket.com will present you with offers and then redirect you to the third party booking agent (which is the most common and economical way to book hire cars on line nowadays).

Some examples of third party booking agents that operate at Malaga Airport are www.doyouspain.com, www.autoeurope.co.uk, www.holidayautos.co.uk, www.arguscarhire.com.

It is also possible to book directly with the Car Rental Suppliers at Malaga Airport. The Prices are generally higher than the third party booking agents but it is possible to purchase Additional Insurance on line (See Section 3.3). (example links www.goldcar.es, www.recordrentacar.com, www.uk.fireflycarrental.com)

We have recently been using www.doyouspain.com a lot as the prices are good, the final hire company is clearly indicated and well as the Fuel Policy. It is also possible to filter the search by Fuel Policy type and select cars with unlimited mileage only. We also find that www.skyscanner.net is a good clear search engine that provides us with a good range of offers and clear information.

3 IMPORTANT INFORMATION TO CONSIDER

3.1 Fuel Policy

There are two main options for fuel policy; **FULL TO FULL** and **FULL TO EMPTY**

With **FULL TO FULL** your credit card will be blocked with the amount of the fuel (F) + refuelling charge (RC). If the car is returned with a full tank the amount blocked on your credit card (CC) will be released. Failure to return FULL will result in a payment for the missing fuel and a refueling charge.

With **FULL TO EMPTY** you purchase the fuel (F) from the hire company and pay a refueling charge (RC) upon collection of the car. This will usually add a payment of approximately 90 € to 140 € upon collection. For this reason these offers will appear cheaper than FULL to FULL deals. For this reason the payment should be taken into consideration when comparing prices.

The table below summarises the process of these options in the case of returning the car empty, half full or full.

	Collection of Car	Car Return Tank Full	Car Return Tank Half Full	Car Return Tank Empty
Full to Full	(F+RC)€ blocked on CC	(F+RC)€ released from CC	(0.5F+RC)€ debited from CC	(F+RC)€ debited from CC
Full to Empty	(F+RC)€ debited from CC	Fuel € refunded to CC	0.5 Fuel € refunded to CC	Nothing



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3.2 Limited Mileage

More recently we have noticed more offers appearing with limited mileage (e.g. 60 kms per day). When considering this as an option you have to consider that the return trip from Malaga Airport to Villa Eterna will be approximately 220km.

3.3 Insurance

The basic insurance includes usually Third Party Insurance and an excess payment that you will be liable for in case of damage, stolen or keys are lost. This excess is generally between 1000 € to 1500 € and will be blocked on your credit card on arrival at the Collection Desk.

The basic Car Rental Hire is cheap so all the companies mentioned above aggressively sell their additional Insurance at the collection desk. This additional Insurance will generally remove the requirement for an excess and will protect you 100% in case of damage, theft, etc. They may also provide roadside assistance in the case of mechanical failure and cover cracked windscreen and tyre punctures.

The sales representatives at the desk will often continue to advise you to take the additional insurance even if you say "no thank you" on several occasions. They will often employ scare tactics and may show you a price list for scratches, minor damage, punctures etc.

If you refuse the Insurance then you can expect a very detailed inspection when the car is returned. All the companies will not hesitate to charge 200 € to 300 € for a 5cm scratch on the bodywork. For this reason we recommend the following:-

- On collection carefully check the recorded damage provided to you against the actual damage. If there is a difference don't hesitate to point this out in the garage and have the additional damage recorded in the presence of a rental car company employee.
- On collection we would recommend pulling the car to a well lit area in the garage and taking photos of all the existing damage that you can see. Make these photos readily available to produce when you return the car
- We would recommend hosing down the car soon before you return the car (with the garden hose provided at Villa Eterna). On one occasion a company tried to charge us for scratch that we managed to eventually prove was dirt (we didn't clean the car on this occasion).

Excess Protection

It is possible to take out additional third party "excess insurance" to protect you in the eventuality that the rental car company keep all or part of your excess payment. You will need to make a claim to your insurance company on your return. There are also two options to this approach

- Purchasing this excess insurance when you book with the 3rd Party Booking Agent (e.g. Holiday Autos offer a product from AXA Insurance)
- Purchasing this excess insurance on an annual basis (for example www.reducemyexcess.co.uk) This may be cheaper than the above option if you are staying longer than 10 days or so.

Summary of Options

	Car Hire Booking	Additional Insurance	Excess
1	3 rd Party Booking Agent	None	Credit Card at Service Desk (e.g. €1500)
2	3 rd Party Booking Agent	Accept & Pay at Service Desk	Not Applicable
3	3 rd Party Booking Agent	3 rd Party Booking Agent	Credit Card at Service Desk (e.g. €1500)
4	3 rd Party Booking Agent	Annual Excess Insurance	Make Insurance Claim on return
5	Direct On Line (e.g. www.goldcar.es)	Direct On Line	Not Applicable



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4 RENTAL CAR COMPANIES

4.1 Airport Terminal Pick-Up

In the baggage reclaim area rental car companies are clearly signposted. There is a large concrete ramp that takes you down to 1 level below the baggage reclaim

Rental Company	Our Comments through experience with hiring cars
Firefly	Fast growing recent player at the terminal. They are well staffed at the collection desk and seem to have a fast throughput at service desk.
Record Go	Used on several occasions. Smaller queues than Goldcar & Firefly.
Goldcar	The largest company at the Airport and well staffed at the service desk. At peak times the collection queues can be horrendous (>1hour wait)

The following companies are also present at Malaga Airport Terminal but we have no experience of renting with these hire companies from Malaga Airport. Alamo, Budget, Thrifty, Enterprise, Hertz, Sixt, Avis.

4.2 Shuttle Bus Pick-Up

These companies are located a short distance from the Airport and are accessible via a transfer shuttle bus. Generally a representative from the company will meet you in the Arrivals hall, check your booking and direct you to the shuttle bus.

Rental Company	Our Comments through experience with hiring cars
Del Paso	We strongly recommend to avoid this company. The staff are very aggressive
Marbesol	We have no specific negative feedback with this company
Centauro	No experience with this company

5 HIRING A CAR FROM GIBRALTAR (LA LINEA DE LA CONCEPCION)

Hiring a Car from Gibraltar Airport is more expensive as only a limited number of companies operate here. To avoid potential delays at the border crossing it is better to hire the car in Spain (La Linea) which is a very short walk from the Airport Terminal.

All the information mentioned previously is mostly relevant with hiring at Gibraltar Airport. The Main Car Rental Companies operating here are Goldcar, Sixt, Espacar, Autos Aguirre & Keddy.

Avis & Budget are situated on the Gibraltar side of the border

6 FURTHER READING & USEFUL LINKS

www.moneysavingexpert.com/travel/cheap-car-hire