

LEGAL INFORMATION

Terms and conditions of hire

Victoria Car Hire S.L. · Alicante Airport · Valencia Airport · Calpe office · Delivery to your accommodation on the Costa Blanca

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These terms govern the hire of cars, vans and motorbikes from Victoria Car Hire S.L. (Victoria Cars), whether you book on our website, by email, by phone or through an agency or booking portal. They apply to all our customers, private individuals and businesses alike; where a rule is different for businesses, we say so in the relevant section. Please read them before you book: by completing your booking, you confirm that you have read and accept them.

Your hire contract is made up of three documents, which complement one another:

- 1. These general terms and conditions**, which set out the rules of the hire.
- 2. Your booking confirmation**, which you receive by email when you book. It sets out the specific details of your hire: the vehicle group, the dates, the places and times of collection and return, the price and, with their exact amounts, all the charges that apply to you: the deposit, the excess, the full-tank fuel charge, the surcharges (new driver, out-of-hours collection or return, return to a different office) and any extras you have added. Whenever these terms say that an amount 'is shown in your booking confirmation', that is where to look for it.
- 3. The rental agreement you sign when you collect the vehicle**, with the vehicle condition report (photos, fuel level and mileage) and the list of authorised drivers. If you booked through an agency or booking portal, we give you these terms before you sign the rental agreement. If the rental agreement you sign at collection contains any term that differs from these, these general terms apply, unless the term in the agreement is more favourable to you.

If any term in your booking confirmation does not match these general terms, the one in your confirmation applies, because it was set for your specific hire, unless these general terms are more favourable to you.

If you have any questions about these terms, you can reach us using the contact details in section [1](#).

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1. Who you hire from, how to contact us and where

The hire company is **Victoria Car Hire S.L.**, tax ID (NIF) B54598198, with its registered office at Avenida Generalitat Valenciana, 1, 03710 Calpe (Alicante), entered in the Alicante Companies Register (volume 3566, folio 116, Section 8, sheet 127788, entry 5). We have been hiring out vehicles on the Costa Blanca for more than 50 years.

Your contract is always with us, even when you book through an agency or booking portal: Victoria Cars hands the vehicle over to you and is responsible for the hire. There are no charges other than those set out in these terms and in your booking confirmation.

How to book and how to contact us

- On our website, victoriacars.com.
- By email, at bookings@victoriacars.com.
- By phone, on [+34 965 830 254](tel:+34965830254).

For any questions or complaints, use the same email address or phone number. Changes to and cancellations of a booking are requested as described in section [10](#), and complaints have their own procedure in section [15](#).

Where we hand over and collect vehicles

- At our office at Alicante-Elche Airport.
- At our office at Valencia Airport.
- At our Calpe office, Avenida Generalitat Valenciana, 1.
- At your accommodation, in the Costa Blanca towns within our delivery area.

Handover times, the exact meeting point at each airport and the terms for delivery to your accommodation are set out in section [8](#). Motorbikes are only hired from our Calpe office (section [13](#)).

2. What the price includes and what it does not

Your hire price includes:

- VAT (21%), airport fees and local taxes.
- The vehicle's compulsory insurance and third-party liability cover, within the limits set by law.
- Damage and theft cover under the insurance taken out: Super Relax on all bookings made directly with us, with what it covers and what it does not as set out in section [6](#).
- The mileage allowance in section [9](#).
- A 24-hour assistance phone line.
- Roadside assistance and towing, with either insurance option, after an accident in which the vehicle cannot be driven and after a mechanical or electrical breakdown due to wear and tear or natural failure (section [6](#)). Incidents caused by the driver's oversight or misuse are dealt with under section [6.5](#). With Super Relax, the second driver is also free (section [3](#)).
- Handover and collection of the vehicle at our offices and, free of charge, at your accommodation within our delivery area (section [8](#)).
- The option to cancel or change your booking free of charge, on the terms in section [10](#).

The price does not include:

- Fuel or, where applicable, the refuelling service fee (section [9](#)).
- Accessories and extras you add to your booking (section [7](#)).
- The new driver surcharge and the third and fourth drivers (section [3](#)).
- The out-of-hours surcharge for handover or collection at the airports and the charge for returning the vehicle to a different office (section [8](#)).
- Super Relax Premium (section [6.5](#)).
- The excess in the cases set out in section [6](#); fines and tolls, with the €30 administration fee for each fine (section [11](#)); and anything no insurance covers, which you pay for if it happens (section [6.4](#)).

All these amounts are shown, with their exact figures, while you book and in your confirmation. The price you see before you pay is the final price: any surcharges that apply to your booking, such as the new driver surcharge or the out-of-hours surcharge, are added automatically before you confirm it. The only charges added afterwards are those arising

from what happens during the hire (sections [8](#), [9](#), [11](#) and [12](#)) and any extras you take out later.

The deposit is not a cost: it is a guarantee which, in the cases set out in section [5](#), is blocked or charged on your card and returned to you at the end of the hire.

You can pay for the hire when you book, with the prepayment discount in section [5](#), or when you collect the vehicle.

3. Driver requirements and additional drivers

These requirements apply to all drivers: the main driver and any additional drivers.

Age and licence history. To drive our vehicles you must be at least 19 years old and have held a driving licence for at least 1 year. There is no upper age limit: what we require is a valid licence, and we respect any restrictions shown on the licence itself (for example, automatic vehicles only). Licence history is counted from the date your category B licence was first issued. For motorbikes, the requirements are those in section [13](#).

New drivers. If you are between 19 and 23 years old (inclusive) or have held your licence for between 1 and 2 years, the new driver surcharge applies: €10 per day, with a minimum of €50 per hire. If both apply at the same time, the surcharge is only charged once. It applies to each driver in that situation and is added to the price before you confirm your booking. New drivers always hire with Super Relax insurance (section [6.1](#)); they cannot choose Basic insurance. If you are a new driver and have booked through an agency or portal with Basic insurance, your booking is switched to Super Relax when you collect the vehicle and you pay the price difference between the two, which we tell you before you sign the rental agreement.

Driving licence. You must show your physical, original and valid licence; photos, copies and digital licences are not accepted. All licences issued in the European Union and the European Economic Area (Norway, Iceland and Liechtenstein) are valid. Licences from outside the European Union and the European Economic Area are accepted if they are in the Latin alphabet and follow the international format; otherwise, they must be accompanied by an International Driving Permit or an official translation. If you are coming

from outside the European Union and the European Economic Area, we recommend that you bring an International Driving Permit.

Documents at collection. The main driver must show their original national ID card or passport, their driving licence and a card in their name as described in section [5](#). Each additional driver must show their ID card or passport and their licence, also originals.

Airport handovers. At our offices at Alicante and Valencia airports, we will also ask to see your confirmed plane ticket, at least for the return flight, or, if you do not have one, an official document showing that you live in Spain (for example, a water or electricity bill).

Checks. We may ask for any documents we need to identify you, to check that you are able to drive the vehicle and to make sure it is returned in good condition and used properly. If you do not provide them, or if the personal or contact details you gave when booking are incorrect, we may refuse to hand over the vehicle; in that case, the no-show rules in section [10](#) apply.

Additional drivers. You can add up to three additional drivers as well as the main driver: four drivers in total. With Super Relax insurance the second driver is free; the third and fourth cost €4 per day each. If your booking includes Basic insurance, the second driver is also charged, and the price is shown in your booking confirmation. All additional drivers must meet these same requirements, be present when the vehicle is collected and show their original documents. Only the lead booker can request and pay for them. If you want to add a driver after collecting the vehicle, you can do so at any of our offices; the same price is charged for the remaining days of the hire.

Important. Insurance and cover are only valid when the vehicle is driven by someone named in the rental agreement as an authorised driver. If someone not named in the agreement drives, you lose your cover and are liable for all damage (section [6.4](#)).

Driver register. By law, we report the details of each hire and each driver (identity, driving licence, payment method and vehicle) to the Spanish Ministry of the Interior. We explain this in section [16](#).

4. Booking, confirmation and vehicle

How your booking is confirmed. Whether you book on our website, by email or by phone, we send you your booking confirmation by email, with the details described at the start of these terms. Your booking is confirmed as soon as you receive that email. Check it as soon as it arrives: the dates and times, the collection and return locations, your flight number, the drivers and the extras. If anything does not match what you wanted to book, email or call us (section [1](#)) and we will correct it. Changes of date, time or vehicle are made under section [10](#).

You book a vehicle group, not a specific model. Our fleet changes throughout the year. That is why the models shown on our website are examples ('or similar') and we cannot guarantee that you will get exactly that model. What we do guarantee is a vehicle from the group you booked, with the features of that group. If no vehicle from your group is available when you collect it, we give you one from the next group up at no extra cost. If your booking includes Super Relax insurance, you have priority over customers without it for that upgrade. If we cannot give you a vehicle from your group or a higher one, section [10](#) applies.

Combi vans (group H1, Opel Vivaro or similar). Group H1 vehicles are classified in Spain as 'vehículo mixto adaptable', a dual-purpose vehicle for passengers and goods. This means their speed limits are lower than for a car: 100 km/h on motorways and dual carriageways and 90 km/h on other roads. You are responsible for keeping to those limits; fines for exceeding them are treated like any other fine (section [11](#)).

How long we wait for you. If you have given us your flight number, when booking or later by email or phone, we wait for you until you land, even if your flight is delayed, at no extra cost; the out-of-hours surcharge in section [8](#) only applies if the delay pushes the handover into the out-of-hours period. If you have not given us a flight number, we wait for one hour from the booked collection time. If you have not turned up or contacted us by then, your booking is treated as a no-show (section [10](#)). If your flight is cancelled, you miss it or you know you will arrive later, let us know as soon as possible on the phone number in section [1](#): changing the collection time is free (section [10](#)). If the new time falls outside handover hours, the out-of-hours surcharge applies at the airports (section [8](#)). If you are going to arrive outside the handover times in Calpe or for delivery to your accommodation, you must let us know so that we can find a solution together. If you are late returning the vehicle, the rule on hire duration applies: 59 minutes' grace and, after that, each 24-hour period started is charged as an extra day (section [8](#)).

5. Payment, card and deposit

When and how to pay. You can choose to pay for the hire when you book or when you collect the vehicle.

- **If you pay when you book**, you pay by card on our website and get a 3% prepayment discount on the hire price (not on extras or surcharges). The discount is already applied to the price you see before paying and in your confirmation.
- **If you pay when you collect the vehicle**, nothing is charged when you book. You pay at the office, by card or in cash up to the legal limit for cash payments.
- If you book by email or phone, we tell you how to pay in your confirmation.
- Businesses can also pay by bank transfer.

Any other amount you need to pay at the office (extras, surcharges, fuel) can also be paid by card or in cash, within the same legal limit.

Your card at collection. When you collect the vehicle, the main driver must show a physical Visa or Mastercard credit or debit card in their name. We do not accept other card brands. The cardholder must be the main driver on the rental agreement and be present at the handover. That card is the guarantee for the charges set out in these terms: it is the card we use for the deposit, where there is one, and for any charges that may arise during or after the hire (missing fuel, damage, unpaid tolls and parking, and the fine administration fee), always as set out in sections [9](#), [11](#) and [12](#). Prepaid cards, virtual cards or cards with no physical card, and payments from a mobile phone or other devices are not accepted as a guarantee. Before you travel, check that your card has enough available credit. Without a card that meets these requirements, we cannot hand over the vehicle (section [3](#)).

Debit cards. With Super Relax insurance, which comes with every booking made directly with us, we accept debit cards, with three exceptions: Mercedes, premium vehicles and 7- and 9-seater vans are only hired with a credit card. With Basic insurance, the guarantee is always a credit card (section [6.2](#)).

Deposit. With Super Relax insurance there is no deposit, with two exceptions: if you present a debit card, or if you hire a Mercedes or a premium vehicle, we may ask you for one. If your booking requires a deposit, the exact amount is shown in your booking confirmation. With Basic insurance the deposit is compulsory and is taken on a credit card;

the amount depends on the group booked and is also shown in your confirmation (section [6.2](#)).

How the deposit works. The deposit can be blocked on your card or charged to it, and in both cases it is returned to you at the end of the hire. It is always blocked or charged in euros. When you return the vehicle with no issues, we return your deposit, by releasing the block or refunding the charge, within 30 days of the return at the latest; on top of that, allow for the time your bank takes to process it. If there is any outstanding charge when you return the vehicle (fuel, damage, unpaid tolls or parking), it is deducted from the deposit or charged to your card following the procedure in sections [9](#), [11](#) and [12](#), and we give you the supporting document. With Basic insurance, if there is an incident, the deposit is held until liability has been established (section [6.2](#)).

Currency. We always charge and refund in euros: the hire price, the deposit, any charges and any refunds. If your card is in another currency, your bank does the conversion, at its own exchange rate and with its own fees. We are not responsible for those fees, or for any difference, in your favour or against you, between what you were charged and what you are refunded due to changes in the exchange rate.

Secure payment. Payments on our website are made through a secure server: your details are encrypted.

6. Insurance and cover

All our vehicles are covered by the compulsory insurance and the third-party liability cover in section [2](#). What changes from one hire to another is the cover for damage to and theft of the vehicle itself, and there are two insurance options for that:

- **Super Relax**, our fully comprehensive cover, included in every booking made directly with us: on our website, by email or by phone (section [6.1](#)).
- **Basic**, the basic cover with an excess, currently only offered through agencies and booking portals (section [6.2](#)).

The table in section [6.3](#) compares them. In section [6.4](#) you will find what neither of them covers and what you pay in those cases, and in section [6.5](#), Super Relax Premium, the optional roadside assistance for incidents caused by the driver.

6.1 Super Relax

With Super Relax, the vehicle is covered as follows:

- **Theft of the vehicle:** 100% covered, with no excess. You only need to report it to the police and give us the vehicle key. If the vehicle is stolen with the keys left in it or because you do not return the keys to us, section [6.4](#) applies.
- **Accident or damage with a European Accident Statement or police report:** full cover, with no excess. Provide the European Accident Statement (the accident report form completed with the other driver) or, if there is none, the police report (section [12](#)).
- **Damage without an accident statement or police report** (collisions with fixed or moving objects, bodywork and paintwork, and any other damage with no report): an excess applies depending on the group booked, from €50 to €300; the exact amount is shown in your booking confirmation. For Mercedes, premium vehicles, motorbikes and group H1 (Opel Vivaro or similar) the excess is fixed at €300. In these cases you pay the cost of the repair up to the amount of the excess, never more, except in the cases in section [6.4](#) (for example, reckless driving or driving off-road), where you pay for the damage in full. The excess is charged when you return the vehicle, following the procedure in section [12](#).
- **Windscreen, windows and mirrors:** covered at no cost with an accident statement or police report; without one, the excess above applies.
- **Tyres:** repair or replacement after a puncture is covered; blowouts are not (section [6.4](#)). Roadside assistance for a puncture or a blowout is covered by Super Relax Premium (section [6.5](#)).
- **Clutch:** covered.
- **Flat battery:** covered, unless it went flat because the lights or another device were left on; in that case, assistance is covered by Super Relax Premium (section [6.5](#)).
- **Roadside assistance and towing, 24 hours a day, at no cost**, after any accident in which the vehicle cannot be driven, whether or not there is a report, and after any mechanical or electrical breakdown due to wear and tear or natural failure. If the incident is due to the driver's oversight or misuse, section [6.5](#) applies. Assistance is provided throughout Spain, within the area in which the vehicle may be driven (section [11](#)). Call the assistance number in section [12](#) and do not have anything repaired yourself.
- **Replacement vehicle:** always, free of charge, after a covered breakdown or accident.

- **Loss of use:** we do not charge you for the days the vehicle is off the road at the garage because of covered damage.

On top of this, with Super Relax you have priority for an upgrade when no vehicle is available in your group (section [4](#)), the second driver is free (section [3](#)), you get the most generous mileage allowance (section [9](#)) and returning the vehicle is quick, with no waiting. And there is no deposit, except in the cases set out in section [5](#).

6.2 Basic

Basic insurance is only offered through agencies and booking portals. If your booking includes it, this is shown in your confirmation. With Basic:

- **Theft of the vehicle:** covered with an excess that depends on the group booked; the exact amount is shown in your booking confirmation. You must report it to the police and give us the key. If the vehicle is stolen because the thief gets hold of the keys, you are liable for the full value of the vehicle.
- **Accident, collision and bodywork and paintwork damage:** covered with the same group excess, which is a single amount, the one in your confirmation. You must always provide the accident statement or the police report (section [12](#)). Without an accident statement or police report, your group's excess still applies.
- **If there is an incident,** your deposit is held, up to the amount of the excess, while liability for the accident is established. For any incident, whether or not you are at fault, we charge you €70 for handling and processing the accident claim, plus the days the vehicle is off the road at the garage, under the rule in section [12](#). If it is established that you were not at fault, we return your deposit minus only those two items. If the other party's insurer pays us for the days off the road, we refund what we charged you for them.
- **Compulsory deposit,** on a credit card; the amount is shown in your booking confirmation (section [5](#)).
- **Not included:** priority for an upgrade, a free second driver (the price is shown in your confirmation, section [3](#)) or a free replacement vehicle.
- **Roadside assistance and towing:** included, 24 hours a day, on the same terms as with Super Relax: after an accident in which the vehicle cannot be driven, whether or not there is a report, and after a mechanical or electrical breakdown due to wear and tear

or natural failure (section [6.1](#)). Driver oversight and misuse are dealt with under section [6.5](#).

- **Not covered:** windscreen, windows and mirrors; wheels, rims and hubcaps; keys; clutch; battery; damage to the underside of the vehicle; or aerials and other non-fixed parts. In those cases you pay the actual cost of the repair, with the invoice.
- **Mileage:** the Basic allowance, section [9](#).

6.3 Basic and Super Relax compared

	Basic	Super Relax
Where you get it	Agencies and portals	Bookings made directly with us
Theft	With excess	No excess
Accident and damage with an accident statement or police report	With excess	No excess
Damage without an accident statement or police report	With excess	Reduced excess depending on the group (section 6.1)
Deposit	Compulsory, on a credit card	None, except in the cases in section 5
Card	Credit only	Credit or debit (exceptions in section 5)
Priority for an upgrade	No	Yes
Free replacement vehicle	No	Yes, always
24-hour roadside assistance and towing (accident with the vehicle immobilised or breakdown due to natural failure)	Included	Included
Quick return, no waiting	No	Yes

	Basic	Super Relax
Windscreen, windows and mirrors	Not covered	Covered, with an accident statement or police report
Tyres	Not covered	Punctures covered (assistance with Premium); blowouts not
Clutch and battery	Not covered	Covered (battery: unless flat through oversight)
Keys	Not covered	Not covered (section 6.4)
Loss of use	Payable by you, even if you were not at fault (sections 6.2 and 12)	Covered
Mileage included	100 km per day	200 km per day (section 9)
Second driver	Charged	Free

6.4 What no insurance covers, and what you pay

This list is exhaustive: there are no exclusions other than these. In all these cases you pay the actual cost of the damage, supported by the garage's invoice or estimate, following the procedure in section [12](#), except for cleaning, which has the fixed amounts in no. 12, and the fine administration fee in no. 11; in the most serious cases, that cost can reach the value of the vehicle.

- 1. Driving under the influence of alcohol, drugs or any substance prohibited by law, or refusing to take the tests** required by the authorities: you are liable for all damage to the vehicle and for anything the insurer may claim from you for damage to third parties.

2. **The vehicle being driven by someone not named in the rental agreement** as an authorised driver: the same as in the previous case.
3. **Lost, stolen or broken keys:** the cost of the new key and its programming.
4. **Theft of the vehicle with the keys left in it, or because you do not return the keys to us** (with Basic insurance, also when the thief gets hold of the keys, section [6.2](#)): the value of the vehicle.
5. **Filling up with the wrong fuel:** the cost of the repair and of cleaning the fuel system.
6. **Damage to the interior of the vehicle through misuse** (burns, permanent stains, breakages): the cost of the repair.
7. **Prohibited use of the vehicle** (section [11](#)): driving off-road, on unsurfaced tracks or roads unsuitable for traffic or on roads where driving is not allowed at that time, taking it outside the permitted area (mainland Spain, section [11](#)), taking part in competitions, towing, carrying passengers or goods for payment, sub-letting or lending it, and carrying more load or more people than authorised: all damage.
8. **Reckless driving:** all damage.
9. **Tyre blowouts:** the cost of the tyre.
10. **Personal belongings** left behind, stolen or damaged inside the vehicle: we are not liable for them.
11. **Fines, tolls and other costs attributable to the driver:** you pay them and, for each fine, the €30 administration fee applies (section [11](#)).
12. **Cleaning**, always with photos or other evidence of the condition in which the vehicle was handed over and returned. With Super Relax, we only charge if the vehicle is returned obviously dirty: €60 for cleaning the interior and €150 for cleaning the upholstery or removing odours, including the smell of tobacco. With Basic insurance, you must return the vehicle as clean as you received it, inside and out; otherwise we charge €35 for standard cleaning, inside or out, €60 if the interior is obviously dirty, and €150 for cleaning the upholstery or removing odours, including the smell of tobacco.
13. **Breakdowns caused by misuse of the vehicle, as confirmed by the garage**, for example continuing to drive with a warning light on or without oil or coolant: the cost of the repair.

6.5 Super Relax Premium: roadside assistance for driver-caused incidents

Super Relax Premium is an optional roadside assistance service that covers the call-out of our staff or a recovery truck when the incident is due to the driver's own oversight or misuse. Towing after accidents and after breakdowns due to natural failure is already included with either insurance option (sections [6.1](#) and [6.2](#)). It costs €3 per day, with no minimum or maximum, and you can add it when you book on our website or at the desk when you collect the vehicle. It is provided in the Valencian Region (Comunitat Valenciana) and the Region of Murcia. It covers assistance in these cases:

- Flat battery from leaving the lights or another device on.
- Lost or broken keys: we send you the spare key urgently.
- Filling up with the wrong fuel.
- Running out of fuel.
- Punctures and blowouts.
- Breakdowns caused by misuse of the vehicle.

Super Relax Premium covers the assistance, not the damage itself: the tyre, the new key, the repair after misfuelling and the fuel remain payable by you under section [6.4](#). Without Super Relax Premium, assistance and towing in these cases are charged by the kilometres travelled, counting the outward and return journey from our nearest office: €1.50 per kilometre, with a minimum of €50, and, between 22:00 and 08:00 and on public holidays, €2 per kilometre, with a minimum of €75.

6.6 Cancellation

There is no separate cancellation insurance: every booking can be cancelled on the terms in section [10](#).

7. Accessories

What you can book. Along with the vehicle, you can book child seats, booster cushions and snow chains. Depending on the number of seats in the vehicle, you can add from 1 to 6

accessories. The price is shown while you book and in your confirmation, and the same price is charged at the office. You can also request them after booking, by email or phone, subject to availability.

Availability. Accessories are subject to availability at the time of handover, even if you have booked them. If one is not available when you collect the vehicle, we refund what you paid for it (section [14](#)).

Condition and liability. You are responsible for the accessories from when we hand them to you until you return them, and you must return them in the same condition in which you received them, by hand, to the person dealing with the vehicle return. Accessories are not covered by the vehicle insurance: if they are lost, stolen or damaged through improper use (not normal wear and tear), you pay the cost of repairing or replacing them, with the invoice.

Child seats and booster cushions. In Spain, children under 18 who are 135 cm tall or less must travel in an approved child restraint suited to their height and weight, in the rear seats, except where the regulations allow otherwise. The seats and boosters we hire out are approved under European regulations. So that we can give you the right one, tell us the child's age, height and weight when you book. We do not fit the seats in the vehicle: you fit them yourself, following the manufacturer's instructions, and if you are not sure how, we will show you. You are responsible for making sure the seat is fitted correctly; we are responsible for giving you an approved seat, in good condition and suitable for the age, height and weight you gave us.

8. Handover and return

Where and when. We hand over and collect vehicles at these places and times:

- **Calpe office**, Avenida Generalitat Valenciana, 1 (north entrance), 03710 Calpe: we hand over and collect vehicles Monday to Friday from 9:00 to 13:00 and from 16:30 to 18:30, and on Saturdays from 9:00 to 12:30; there are no handovers or returns on Sundays. We do not hand over vehicles in Calpe outside those times; to return a vehicle outside them, you can leave the keys in the office's 24-hour key drop box (unattended return, below).

- **Alicante-Elche Airport:** 24 hours a day, every day of the year, always on prior request in your booking. We meet you in the arrivals terminal car park, at the point shown in your confirmation, and our free minibus takes you to our base in two minutes, where we hand over the vehicle. You return it to the same base.
- **Valencia-Manises Airport:** 24 hours a day, every day of the year, always on prior request in your booking. You will find us in the Parking Express car park at the arrivals terminal, at the point shown in your confirmation; our base is at Calle Maestrat, 17, 46940 Manises.
- **At your accommodation,** within our delivery area: Monday to Friday from 9:00 to 13:00 and from 17:00 to 18:00, and on Saturdays from 9:00 to 12:00; there are no deliveries or collections on Sundays. We do not deliver or collect outside those times. The other terms are set out below.

The exact meeting point and time are shown in your booking confirmation. This airport service is free of charge.

Out of hours at the airports. At the airports, handovers and collections between 22:00 and 08:00 carry an out-of-hours surcharge of €20 to €50, which is added automatically when you book and shown with its exact amount in your confirmation. It is charged per service: a handover and a collection during those hours count as two surcharges. It also applies when your flight delay, or any other cause beyond our control, pushes the handover into that period. In Calpe and for delivery to your accommodation there are no handovers outside the times shown, so this surcharge does not apply.

Delivery to your accommodation. We bring the vehicle to your accommodation (hotel, apartment, villa or campsite) and collect it at the end of your hire, free of charge, in these 37 Costa Blanca towns, between Oliva and Villajoyosa: Albir, Alcalalí, Alfaz del Pi, Altea, Altea Hills, Altea la Vella, Benidorm (including the Gran Hotel Bali), Benissa, Benitachell, Cala de Finestrat, Callosa d'En Sarrià, Calpe, Cap Negret, Cumbre del Sol, Denia, El Vergel, Finestrat, Gata de Gorgos, Guadalest, Jalón, Jávea, La Fustera, La Nucía, La Sella, La Xara, Llíber, Moraira, Oliva, Ondara, Orba, Pedreguer, Pego, Polop, Pueblo Mascarat, Teulada, Vall de Laguart and Villajoyosa. Book at least 24 hours in advance and give us the address and a time within the delivery hours. We do not deliver outside this area. We only deliver to train and bus stations if they are inside the area, as with any other address.

Returning the vehicle to a different office. You can return the vehicle to an office other than the one where you collected it. This service costs €40 to €70 depending on the destination office; the exact amount is shown when you book and in your confirmation. If you return the vehicle to the office where you collected it, there is no charge.

How the hire period is counted. The hire is counted in 24-hour periods from the collection time shown in your rental agreement. You have 59 minutes' grace to return the vehicle. After that, each 24-hour period started is charged as an extra day at the daily rate in your agreement, with no fixed fee on top. If you know you will be returning it later, tell us before the hire ends: that way we can look at an extension (section [10](#)) and the vehicle is not missing for the next customer who has booked it. If 24 hours pass after the return time without the vehicle being returned and without any word from you, we will report the failure to return it to the authorities as misappropriation and claim from you the costs this causes us.

Vehicle condition report. When we hand over the vehicle, we complete a condition report with you, with dated photos, the fuel level and the mileage, and we do the same when you return it; you are welcome to be present for that check. Check the vehicle when you receive it: if you see any damage that is not on the report, tell us before you drive off and we will note it. The condition report forms part of your rental agreement and is the reference for any damage (section [12](#)).

Unattended return. If you prefer, you can return the vehicle without any of our staff present, including outside handover times, provided there is a safe place to leave the keys: in Calpe, the office's 24-hour key drop box; at your accommodation, the reception desk or a similar place agreed with you. If there is nowhere to leave the keys, the return must take place within handover times and with our staff. It is optional and works like this: you leave the vehicle locked in the agreed place, leave the keys in that safe place and send us photos of the exterior, the interior, the fuel level and the odometer. For the purposes of the hire period, the return time is the time of the photos you send us. We inspect the vehicle within the first working hour and, if we find anything, we let you know within 48 working hours at most, with photos. You are responsible for the vehicle until that inspection, except for any damage you can show was not there when you left it and any damage that occurs on our premises or is caused by our staff.

9. Fuel and mileage

Fuel. Fuel is not included in the hire price. We hand over the vehicle with a full tank and, with every booking, you pay for that tank when you collect the vehicle; the amount is shown in your booking and in your confirmation as 'payable at collection, refundable', and the price per litre we charge is stated in your rental agreement. What we refund when you return it depends on whether your booking includes the Refuelling Service, as stated in your confirmation.

With the Refuelling Service: you don't pay for what you don't use. The Refuelling Service is included in every booking made directly with us. You can return the vehicle with whatever fuel level it has: we refund the fuel you have not used, at the same price per litre you paid, with no fee. Unused fuel is measured in eighths on the fuel gauge, and any fraction is always rounded in your favour.

Without the Refuelling Service: return it full. With some bookings, particularly those made through agencies and portals, the Refuelling Service is not included. With those bookings you must return the vehicle with a full tank. When you return it, we fill it to the top to check, with a 2-litre margin: if it takes less than 2 litres, it counts as full and we refund your tank in full. If it takes 2 litres or more, it does not count as full: we deduct from your refund all the missing fuel, including those 2 litres, at the same price per litre you paid, plus a €25 refuelling service fee. If the amount to be deducted is more than what is left to refund, the difference is charged to your card (section [12](#)).

Refunds. The refund is made on the spot, at the return office and by the same method you paid with; if none of our staff are present when you return the vehicle (for example, at your accommodation), we refund you within 48 working hours at most.

Mileage included. With Super Relax, your hire includes an average of 200 km per hire day, calculated over the full length of the agreement, up to a maximum of 2,400 km per agreement (from 12 days' hire, the included kilometres no longer increase). For example, a 6-day hire includes 1,200 km and a 15-day hire includes 2,400 km. With Basic insurance, the average is 100 km per day, with the same maximum. Mileage is not capped: you can drive further than the included kilometres.

Extra kilometres. Each kilometre over the allowance in your agreement costs €0.20, including above 2,400 km. Extra mileage is calculated on return using the odometer

readings on the condition reports at handover and return.

Check at 2,000 km. For your safety and that of your passengers, if you drive 2,000 km during the hire, bring the vehicle to our nearest office so that we can check it. The check is free of charge and no penalty is charged for it.

10. Cancellation, changes, extensions and early return

How to cancel or change your booking. If your booking has not been paid (payment at collection), you can cancel or change it by email or by phone (section [1](#)). If you have already paid, cancellations and changes can only be requested by email, at bookings@victoriacars.com. In both cases, quote your booking number. We confirm the cancellation or change by email. Refunds under this section are made within the period in section [14](#). All time limits are counted from the collection time shown in your confirmation.

Free cancellation up to 48 hours before. If you cancel at least 48 hours in advance, we refund everything you have paid. There is no cancellation insurance and you don't need one: this applies to every booking.

Cancellation less than 48 hours before. If you cancel less than 48 hours in advance, we keep 20% of the amount paid, with a minimum of one day's hire, and refund the rest.

If you do not turn up. If you do not turn up to collect the vehicle and have not told us, the amount paid in advance is not refunded, up to a maximum of three days' hire; anything you have paid above that limit is refunded. If you still want the vehicle afterwards, you can make a new booking, subject to availability. Remember that if you let us know you are running late, changing the collection time is free (section [4](#)).

In all cases, extras and fuel paid in advance are refunded in full. If you chose to pay at collection, we do not charge you anything for cancelling or not turning up.

Refusing the vehicle at the desk counts as a cancellation less than 48 hours before, unless the reason is a failure on our part: the vehicle is from a lower group than the one booked, it is faulty, or something you booked is missing. In that case, the next paragraph applies.

If we let you down. If we cannot give you a vehicle from the group you booked or from the next group up, we refund everything you have paid.

Duplicate bookings. If you have made two bookings for the same hire by mistake, we cancel the duplicate free of charge, provided you tell us before collection.

Right of withdrawal. Because this is a vehicle hire for specific dates, the 14-day right of withdrawal under Spanish consumer law does not apply (article 103(l) of the Spanish consumer protection act, texto refundido de la Ley General para la Defensa de los Consumidores y Usuarios). Cancellations are governed by this section.

Changes of date, time or vehicle. You can change the dates, times, collection or return locations or the vehicle group of your booking, subject to availability, and we do not charge you anything for making the change. If you only change the collection or return time within the same day, your hire price stays the same. If the dates, locations or group change, the price is recalculated at the rate in force on the day of the change for the new conditions, and you see and accept it before we confirm the change: if it is lower, we refund the difference; if it is higher, you pay it. At the airports, if the change moves the handover or collection out of the out-of-hours period, we refund that surcharge; if it moves it into that period, the surcharge is added (section [8](#)).

Extensions. If you want to keep the vehicle for longer, ask us before your hire ends, by phone or by email. An extension is never guaranteed: we may refuse it for reasons including lack of availability, the condition of the vehicle, its servicing, the season or the rates, the payment method, the mileage driven or the hire's incident history. Before charging for it, we tell you the price and you accept it; only then is it charged, by payment link or to the card on your rental agreement. When a hire, including its extensions, reaches 30 days, we draw up a new rental agreement at the office. If you do not return the vehicle on time and have not asked for an extension, the rules on late return in section [8](#) apply.

Early return. If you return the vehicle before the agreed date, unused days are not refunded.

11. Use of the vehicle, prohibitions and fines

Where you can drive. The vehicle may only be driven in mainland Spain. You must not take it out of Spain or to Ceuta, Melilla, the Balearic Islands or the Canary Islands, including by ferry. If you break this rule, you pay €100 for each day the vehicle is outside the permitted area and, during that time, Super Relax does not apply (neither the damage cover, nor the assistance, nor the replacement vehicle); the vehicle's compulsory insurance continues to cover third parties, as required by law. Any damage or incident outside the permitted area is at your expense (section [6.4](#)).

Prohibited uses. You must not use the vehicle to:

- drive off-road, on unsurfaced tracks or roads unsuitable for traffic, or on roads where driving is not allowed at that time;
- take part in competitions, sporting events or rallies, or carry out speed tests;
- tow or push other vehicles or trailers;
- carry passengers or goods for payment (taxi, private hire with a driver, deliveries);
- sub-let or lend it, or let someone not named in the rental agreement drive it (section [3](#));
- carry more people than stated on the vehicle registration document, or more load than authorised;
- carry dangerous goods, or goods or materials that could damage, spoil or soil the vehicle.

Damage that occurs during any of these uses is not covered by any insurance (section [6.4](#)).

Animals. You can travel with your pet, provided it is in a carrier or on a cover that protects the seats. If the vehicle needs cleaning because of the animal, section [6.4](#) applies.

No smoking. Smoking is not allowed in the vehicle, including e-cigarettes. If the vehicle is returned smelling of tobacco or with ash or cigarette ends, the upholstery and odour cleaning charge in section [6.4](#) applies, always with evidence.

Taking care of the vehicle. Treat the vehicle with the care of a good driver: lock it whenever you leave it, do not leave the keys or valuables in view, use the fuel stated in the rental agreement and, if a warning light comes on or you notice anything unusual, stop when it is safe to do so and call us (section [12](#)).

Traffic rules, fines and tolls. During the hire you are responsible for complying with traffic rules and for all penalties imposed on the vehicle in that period: traffic offences, speeding, parking, regulated parking zones and low-emission zones. When we receive a penalty notice, we identify the driver to the authority dealing with it, as the law requires, and the penalty is sent directly to you. For handling each fine or penalty notice relating to your hire that we receive (receiving it, identifying the driver to the authority and letting you know), we charge an administration fee of €30, whatever insurance you have. We charge it to the card on your rental agreement, after notifying you by email with a copy of the notice. Tolls and parking charges left unpaid during your hire are also yours to pay: if we are charged for them, we charge them to the card on your rental agreement with the supporting document, after notifying you by email (section [12](#)).

Tracking device. Some of our vehicles are fitted with a GPS tracker. We do not continuously monitor their position or record how you drive. We only check the vehicle's location in these cases: if it has been stolen or we suspect misappropriation; if it has not been returned on time and we have not heard from you; if it has had an accident or a breakdown and assistance needs to be sent; if the vehicle leaves the permitted area; if we suspect prohibited use; if the device gives a disconnection or tampering alert (you must not disconnect or tamper with it); if an authority requests it; to defend ourselves against a claim or a chargeback; and to manage the fleet when the vehicle is not on hire. How we handle that data and how long we keep it is explained in section [16](#) and in our privacy policy.

12. Breakdowns, accidents and damage

24-hour assistance line. For any breakdown, accident or incident during the hire, call our assistance line, available 24 hours a day, every day: [+34 965 830 254](#), the same number as the office (section [1](#)). We will help you straight away and tell you what to do.

If you break down. Stop in a safe place, do not abandon the vehicle and call us. Do not repair anything or have any repair carried out yourself: we only reimburse a repair if we have authorised it beforehand, and against the invoice. With either insurance option, assistance and towing are free when the breakdown is mechanical or electrical and due to wear and tear or natural failure; if it is due to misuse or one of the oversights in section

[6.5](#), that section applies. With Super Relax we also always give you a replacement vehicle; with Basic there is no free replacement vehicle.

If you have an accident. Fill in the European Accident Statement with the other driver, with all the details and signatures; if the other driver will not cooperate, has left the scene or anyone is injured, call the police or the Guardia Civil so that they can draw up a police report. If you can, note the registration number and witnesses' details and take photos. Do not admit liability or reach any agreement with third parties yourself. Let us know as soon as possible, within 24 hours at the latest and always before returning the vehicle, and give us the accident statement or police report: with them, Super Relax covers the damage with no excess (section [6.1](#)); without them, the excess applies. If the vehicle cannot be driven, roadside assistance removes it free of charge, with either insurance option and whether or not there is a report, and, with Super Relax, we give you a replacement vehicle.

If the vehicle is stolen or something is stolen from it, report it to the police immediately, let us know and give us the police report and the vehicle key (section [6](#)).

Damage not covered by the insurance. If, when you return the vehicle, there is damage that is not covered (section [6.4](#)), an excess to apply (section [6](#)) or damage under Basic insurance, we deal with it as follows:

1. We compare the condition of the vehicle with the condition report at handover (section [8](#)).
2. We email you a report with photos of the damage and the garage's estimate or invoice. We do not use our own price lists or scales: it is always the actual cost of the repair, supported by the garage.
3. You have 14 calendar days from receiving the report to raise any objections. If you object with reasons, we reply, also giving our reasons, before charging anything.
4. We do not charge you any handling, processing or assessment fee for the damage, except those for Basic insurance (section [6.2](#)).
5. If repairing damage that is not covered (section [6.4](#)) or an incident under Basic insurance leaves the vehicle off the road at the garage, each day it is actually at the garage is charged, with the garage's supporting document: 50% of the Super Relax excess for your group (section [6.1](#)), with a minimum of €50 per day. With Super Relax, garage days for covered damage are not charged, even when the excess applies (section

[6.1](#)). A maximum of 15 days is charged per incident, and in no case will what we charge you for loss of use and, where applicable, for handling and processing exceed the value of the vehicle according to the average sale prices approved each year by the Spanish Ministry of Finance.

6. In the cases in section [6.4](#), the amount can reach the value of the vehicle.

With Basic insurance, the deposit held is dealt with under section [6.2](#).

What we can charge to your card. After the return, we only charge the following items to the card on your rental agreement, each with the amount or method of calculation stated in its section, and always after notifying you by email with the supporting document:

- missing fuel and, where applicable, the refuelling service fee (section [9](#));
- extra kilometres (section [9](#));
- extra days for returning the vehicle late (section [8](#));
- unpaid tolls and parking (section [11](#));
- the €30 administration fee for each fine (section [11](#));
- the charge for each day outside the permitted area (section [11](#));
- the excess, damage not covered and the days the vehicle is off the road at the garage (this section and section [6](#));
- with Basic insurance, the handling and processing fee (section [6.2](#));
- assistance and towing for driver-caused incidents, if you do not have Super Relax Premium (section [6.5](#));
- cleaning (section [6.4](#));
- lost, stolen or damaged accessories (section [7](#)).

No other item is charged to your card without your express agreement. If you disagree with a charge, you can complain as described in section [15](#).

13. Motorbikes

What we hire and where. We hire 125 cc scooters (Piaggio Liberty 125 or similar) only from our Calpe office. Motorbikes are not delivered to your accommodation or to the airports, and are collected and returned at that office within its handover times (section [8](#)).

Who can ride one. To hire a motorbike, you must meet the requirements in section [3](#) (minimum age, documents, card) and also hold one of these valid licences: a motorcycle licence (A1, A2 or A) held for at least 1 year, or a car licence (category B) held for more than 3 years. The new driver surcharge applies in the same way as for cars (section [3](#)).

Helmets. The hire includes two approved helmets, for the rider and a passenger; wearing a helmet is compulsory by law for both. Helmets are accessories: you must return them in the same condition in which you received them and, if they are lost or damaged through improper use, section [7](#) applies.

Price, insurance and excess. The motorbike price is per hire period and is shown in your booking and in your confirmation. Motorbikes are hired with Super Relax; the excess is the fixed motorbike excess shown in section [6.1](#). In everything else (payment and deposit, fuel and mileage, cancellations, use, fines, breakdowns and damage) the same terms apply as for cars.

14. Invoices and refunds

Invoices. For each hire we issue an invoice in the hirer's name, with the details you gave us when booking, and email it to you; if you would prefer a paper copy, ask at the office. If you need the invoice in a company's name, give us the company name, its tax ID (NIF) and its address before you sign the rental agreement: once issued, the invoice cannot be transferred to another name. For any charge made after the return (section [12](#)), we also email you the corresponding receipt or invoice, with its supporting document.

Refunds. When we need to refund you, we do it as follows:

- **Unused fuel**, at the time of return or, if none of our staff were present when you returned the vehicle, within the period in section [9](#).
- **The deposit**, within 30 days of the vehicle's return at the latest, by releasing the block or refunding the charge (section [5](#)).

- **Any other refund** (a cancellation, an unavailable extra, a booking change, a charge found to be unjustified after your objections) is issued within 30 days at the latest of the vehicle's return, of the cancellation if the hire never started or, for an unjustified charge, of the date we accept it.

Refunds are made by the same method you paid with. If your card has expired or is no longer active, we refund you by bank transfer to the account you give us. We email you confirmation of every refund. Please bear in mind that, once the refund is issued, your bank may take a few days to show it in your account.

15. Complaints and accessibility

How to complain. If something has not gone well, we want to know. You can make a complaint by phone, on [+34 965 830 254](tel:+34965830254); by email, at bookings@victoriacars.com; using the contact form on our website; in writing at any of our offices; or by letter to the address in section [1](#), quoting your booking or rental agreement number and what your complaint is about. We give you a receipt for every complaint, including those made by phone, with its date and reference number, and we reply in writing within 15 days at the latest of receiving it. If we do not resolve your complaint, you can contact the public consumer services of your local council or of the Valencian regional government (Generalitat Valenciana).

Complaint forms. Official complaint forms of the Valencian Region (hojas de reclamaciones) are available at all our offices, and our staff also carry them for deliveries and collections at your accommodation.

Accessibility. Our website, our booking system and our customer service must be accessible to people with disabilities, in accordance with Spanish Law 11/2023 of 8 May. If you have difficulty booking or reading these terms on our website, you can do so by phone, on [+34 965 830 254](tel:+34965830254), where we will help you personally, and we can send you these terms in another format if you need them. If you find an accessibility barrier on our website or in our services, let us know at bookings@victoriacars.com and we will fix it.

16. Personal data

This section summarises how we handle your data in connection with your hire. Full information is in our privacy policy: victoriacars.com/en/privacy-policy/.

Who is responsible for your data. Victoria Car Hire S.L. (section [1](#)). If you booked through an agency or portal, we receive your booking details from them. For any question about your data, you can write to us at lopd@victoriacars.com.

What we use it for and on what basis.

- To manage your booking, your rental agreement, payment, the deposit, charges and refunds, assistance and complaints: because it is necessary to perform our contract with you.
- To meet the legal obligations we have as a hire company: reporting the details of each hire and each driver to the Ministry of the Interior, identifying the driver to the traffic authority when a penalty notice arrives, issuing and keeping invoices, and responding to the authorities when they require it.
- To locate the vehicle in the specific cases in section [11](#) and to defend ourselves against a claim or a chargeback: on the basis of our legitimate interest in protecting the vehicle and in performing the contract.
- To send you offers on our car hire two or three times a year: only if you ticked the consent box when booking. It is optional, does not affect your booking and you can unsubscribe at any time using the link in every email or by writing to lopd@victoriacars.com.

Ministry of the Interior driver register. The law (Spanish Royal Decree 933/2021) requires vehicle hire companies to report to the Spanish Ministry of the Interior, within 24 hours, the details of each hire: the identity of the customer and of each driver, their driving licence details, the payment method, the vehicle, the dates and places of handover and return, and the mileage. This reporting is compulsory and does not require your consent; without that data, we cannot hand over the vehicle.

Who we share your data with. The Ministry of the Interior and, where applicable, the traffic authority dealing with a penalty notice, the vehicle's insurer if there is an incident, and any authorities that require it. The companies that provide services to us (the booking system, card payments, email delivery, website hosting) only process the data on our behalf and under a contract that requires them to protect it. Victoria Cars, Victoria Parking and Victoria

Ocasión are the same company, so no data is transferred between them. We do not sell or pass on your data to other companies for their own marketing.

How long we keep it. Booking, rental agreement and invoice data: 6 years from the end of the hire, as required by commercial and tax law; after that, it is blocked until any possible liability becomes time-barred. Data reported to the Ministry of the Interior: 3 years from the end of the hire. Tracking device data: 12 months, unless there is an open claim. Data relating to a complaint or damage: until it is resolved and for 5 years afterwards. Your data for offers: until you unsubscribe. Enquiries that do not lead to a booking: for as long as we need to deal with them and one year afterwards.

Your rights. You can ask us for access to your data, to rectify or erase it, object to its processing, ask us to restrict it or receive your data in a portable format, by writing to lopdp@victoriacars.com and proving your identity. If you believe we have not handled your data properly, you can complain to the Spanish Data Protection Agency ([aepd.es](https://www.aepd.es)).

17. Language, applicable law and version

Languages. These terms apply in their Spanish version. The English, German and Dutch versions are translations, which we provide to make them easier for you to read.

Applicable law and courts. This contract is governed by Spanish law. If you are a consumer and normally live in another country, this choice of law does not deprive you of the protection given to you by the mandatory rules of the law that would apply without it. Any dispute will be heard by the courts that have jurisdiction under the law; if you are a consumer, you can go to the courts where you live. If the customer is a business based outside Spain, the parties submit to the courts of Dénia (Alicante).

If a clause is not valid. If any of these terms is declared void or unenforceable, the rest will remain valid.

Version and changes. These are the general terms and conditions of hire, version 2/2026, in force from 29 October 2026. We may update them; your hire is governed by the terms in force on the day you made your booking, which are the ones you receive with your confirmation. You can download this version in PDF and keep it: [terms and conditions of](#)

[hire, version 2/2026 \(PDF\)](#). Bookings made before 29 October 2026 are governed by
version 1/2026: [download version 1/2026 \(PDF\)](#).