



ESTUDIO EUROTTEST

ALQUILER DE COCHES: CONDICIONES Y ESTADO DE LOS VEHICULOS

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0 INTRODUCCIÓN

una comparación de 60 agencias de alquiler de vehículos europeas

Desde un coche de alquiler en perfecto estado, hasta un vehículo antiguo listo para el desguace; desde servicios orientados al cliente, hasta personal muy poco profesional.

Los clubes asociados en EuroTest, bajo el liderazgo y coordinación del ADAC (automóvil club alemán), han analizado empresas de alquiler de coches en populares destinos vacacionales. El test se ha centrado en un total de 60 coches alquilados y en los servicios prestados por las empresas que los alquilan. Los inspectores viajaron a Grecia, Italia, Malta, Portugal, España y, fuera de la UE, Croacia y Turquía. La selección se realizó según la importancia para el turismo, el número de agencias de alquiler de coches existente y la frecuencia de los alquileres.

En este estudio los auditores se vieron enfrentados a casi todo lo que uno se puede imaginar. Nuestros inspectores recorrieron siete países europeos, -incluyendo Croacia y Turquía- y llegaron a la conclusión de que más de la mitad de las agencias de alquiler de vehículos hacen un buen trabajo y alquilan coches decentes. Dos agencias lograron obtener puntuaciones impresionantes y se les concedió la valoración de “muy buenas”.

Pero también hubo algunos resultados desagradables. Al final de la lista se encuentran siete agencias con resultados desastrosos. Sus vehículos ya no estaban en condiciones de circular. En general, una de cada cinco agencias fue incapaz de lograr un aprobado. En la mayoría de agencias el gran fallo es el aspecto del servicio. Más de un 50 % de las agencias recibieron una puntuación baja en esta categoría – esto es más preocupante aún si consideramos que además del servicio en si, esta categoría incluye también el aspecto de los contratos y, en consecuencia, el dinero del cliente.

1 SERVICIOS DE ALQUILER

buen servicio, un concepto desconocido para muchas agencias de alquiler de vehículos

Sol radiante, cielo azul y una familia feliz: el día de vacaciones perfecto para hacer una excursión al campo. Tiempo justo para alquilar un coche y salir. Pero la aventura empieza antes de lo esperado, con algunas curvas y giros más bien desagradables, por ejemplo, en la misma oficina de la agencia de alquiler, en la que el aire es denso, lleno de humo y donde empieza la espera. Cuando finalmente ha llegado el momento de acercarse al mostrador el personal parece no tener ningún interés en atenderles. Las preguntas sobre seguros y depósitos se toman a la risa, y la única información que les dan es que el coche se encuentra en algún lugar del parking. Cuando la familia finalmente encuentra el coche, el tanque está vacío, la radio rota y los ánimos son todo menos radiantes.

¿Le suena esta situación? ¿Alguna vez ha alquilado un coche sin realmente saber si está asegurado y cómo? Nuestros compradores ficticios (auditores “de paisano”) experimentaron más de una vez escenas similares durante el último *Estudio de Alquiler de Vehículos* de EuroTest. Sorprendentemente, de las 60 agencias inspeccionadas, 37 fueron incapaces de lograr un aprobado en el apartado de servicios.

Un ejemplo, la agencia HI-CAR en Fethiye, Turquía, donde nuestros inspectores fueron recibidos por una estruendosa música de guitarra, atmósfera de fiesta y una copa de whisky. Lamentablemente la comunicación en inglés fue muy complicada, además de ser imposible aclarar temas relacionados con el seguro. Pero esto no fue una excepción. A la mitad de las agencias se les tuvo que preguntar varias veces antes de que se dignaran a explicar las pólizas de seguro. Las cosas se pusieron aún peores cuando se trataba del contrato de alquiler. En 40 casos la cobertura indicada en el contrato sólo se podía entender parcialmente o no se entendía en absoluto. Esto significa que los turistas deben demostrar

determinación al preguntar sobre la cobertura del seguro, antes de firmar el contrato.

En la mayoría de agencias, el precio de alquiler incluía una amplia cobertura de daños, pero no en todas. En nueve casos era necesario pagar un cargo adicional, siendo el más alto los 14,40 euros diarios exigidos por Avis en Portimão. En esta oficina fue donde, además, encontramos el vehículo con la franquicia más alta: 1,150 euros por un Fiat Punto. Por lo general, la franquicia solicitada por un coche pequeño fue de 300 euros, lo que es aceptable. Las recomendaciones ofrecidas por los automóviles club europeos son que aunque estos cargos adicionales sean molestos, lo mejor es contratar una amplia cobertura de daños y si es posible sin franquicia.

El seguro a terceros es obligatorio en toda Europa, también en Croacia y Turquía. Sin embargo, los importes de la cobertura varían significativamente. En muchos países los daños personales son ilimitados o están cubiertos con importes sustanciales, pero en Turquía están cubiertos con 137.000 euros. La situación es similar cuando se trata de daños a la propiedad, en que las aseguradoras turcas cubrirán, en el mejor de los casos, con 5.200 euros. Este es el motivo por el cual resulta razonable contratar una póliza de viaje válida en todo el mundo, que cubra un importe de 500.000 euros. Este tipo de póliza generalmente va incluida en el seguro de responsabilidad civil propio o en el contrato de la tarjeta de crédito. También puede ser razonable contratar otro seguro internacional. Si ocurre un accidente con un coche alquilado se requiere de acción rápida para asegurar que la empresa de seguros realmente pague. "Por regla general, si un vehículo es robado o se ve involucrado en un accidente, la persona que ha alquilado el vehículo está obligada a llamar a la policía inmediatamente, redactar un informe del accidente por escrito para la empresa de alquiler y contactar con ella inmediatamente", indica el CEC. Lamentablemente, sólo una de cada tres agencias inspeccionadas ofreció instrucciones sobre qué hacer en caso de emergencia.

Las cosas no mejoran cuando se llega al tema del seguro contra robo. Una de cada tres agencias fue incapaz de explicar este seguro, incluso si se hubiese necesitado, debido a cláusulas especiales en el contrato. Algunas agencias, por ejemplo, excluían en su contrato piezas del vehículo, como los neumáticos, o

incluían condiciones, como en el caso de Trio Rent a Car en Marmaris, donde, si el coche era robado, se tendría que seguir pagando el importe completo del alquiler durante 45 días más. Por ello, ¡siempre hay que leer la letra pequeña!

Esto siempre y cuando la podamos leer. En una de cada tres agencias, nuestros inspectores se las vieron con contratos que sólo estaban disponibles en el idioma local o rellenos a mano, sin ningún cuidado. En la isla de Kos, la agencia Auto Bank Car Rental presentó un contrato que no contenía prácticamente nada. En 40 contratos no se indicaban los precios individuales, y en 12 contratos faltaba el precio total. Información por escrito o verbal sobre el depósito, eran una excepción. El procedimiento habitual era: “¡DNI, permiso de conducir, tarjeta de crédito por favor!”, seguido de un silencio de varios minutos, ¡y obviamente ninguna información adicional! En algunos casos, los importes eran considerables. Kompas Rent a Car en Dubrovnik quería 2.500 euros por un Peugeot 407 - un importe que puede superar fácilmente el límite de muchas tarjetas de crédito. Y en Turquía, el depósito con frecuencia era ilimitado según los contratos.

Muchas agencias de alquiler no disponen de personal para informar al cliente sobre el vehículo. El rellenar conjuntamente un informe de daños o la documentación del nivel de carburante al devolver el vehículo no tuvo lugar en la mayoría de los casos. Pero precisamente esto puede preparar el terreno para reclamaciones más adelante. Sin recibos ni documentos, los turistas no pueden demostrar que el coche que alquilaron no presentaba daños y que estaba con el tanque lleno al devolverlo. En nuestro estudio, por lo menos un tercio de las agencias de alquiler hubiesen podido presentar reclamaciones posteriores. Total, es fácil pasar el cargo a la tarjeta de crédito. Los turistas deben insistir en que personal de la empresa confirme por escrito que el vehículo fue devuelto sin daños y correctamente repostado. Esto es, al menos, la recomendación de la BVRLA (Asociación Británica de Alquiler y Leasing de Vehículos).

Conclusión:

La profesionalidad de una agencia de alquiler de vehículos se puede reconocer con frecuencia con sólo entrar en la oficina o según la condición del vehículo. Si le preocupa si el contrato o el coche están correctos y son seguros, busque alguna otra agencia.

2 METODOLOGÍA

lo esencial del estudio sobre alquiler de coches: requisitos, expertos, planteamiento

Los coches fueron alquilados directamente in situ para una excursión espontánea de un día. El test no tuvo en cuenta otros tipos de reserva, como la reserva por Internet, reservas hechas con anterioridad al viaje o empresas de alquiler en aeropuertos. Se eligió una muestra representativa de las empresas de alquiler de coches, que va desde grandes empresas que operan en varios países hasta cadenas regionales o proveedores locales.

La calidad del servicio y los procedimientos para el alquiler fueron examinados por los inspectores conocidos como “mystery shoppers” (“compradores misteriosos”), provenientes de la empresa dedicada a la realización de estudios de mercado Marktforschungs- und Beratungsinstitut Consulimus AG con sede en Colonia, Alemania. Los aspectos técnicos del estudio fueron gestionados por expertos en vehículos e ingenieros de los despachos de ingenieros Conzelmann (Munich), Plöchinger (Tiefenbach) y Schaller (Gaimersheim). En el lugar de la inspección, cada equipo de inspectores estuvo formado por un experto técnico y un “mystery shopper”.

Los equipos estuvieron trabajando durante el período de mayor cantidad de desplazamientos comprendido entre el 5 y el 18 de julio de 2008. Con el fin de obtener una selección representativa, los inspectores se presentaron de incógnito y alquilaron seis coches en cuatro días en diferentes empresas de alquiler. Ya que el test se había planteado como “excursión de un día” se alquilaron vehículos pequeños como el Fiat Punto, Opel Corsa o Renault Clio, así como un todo terreno. En Rimini y Dubrovnik no suelen tener todoterrenos en alquiler y en Portimão no hubo ninguno disponible en el momento de la inspección.

Como modelo de cliente para el estudio se partió de una familia de cuatro personas con un niño de seis años de edad. El período de alquiler fue generalmente de 24 horas. Un aspecto clave del estudio fue la demanda de los

automóviles club europeos, que los turistas tienen que poder esperar los mayores niveles de seguridad y un buen servicio independientemente del país, lugar, empresa de alquiler o vehículo. Para el seguro se eligió la cobertura habitual o la cobertura recomendada por la empresa de alquiler (generalmente todo riesgo con franquicia). Además se contrató o consultó por seguros de robo y extras como la sillita infantil o costes para un segundo conductor.

Como base objetiva para la evaluación se utilizó una lista de comprobación elaborada por expertos. Esta lista de comprobación comprendía la parte relativa al servicio para el procedimiento de alquiler y la técnica para el vehículo.

El catálogo de criterios para el análisis técnico estuvo orientado según las normas de seguridad europeas, como las directivas UE sobre los sistemas de inspección de vehículos motorizados, las directrices alemanas para inspecciones de seguridad, y los procedimientos y reglas de inspección nacionales habituales. La lista de comprobación también incluyó requisitos relacionados con la seguridad determinados por los automóviles club europeos, como por ejemplo la inclusión de kits de primeros auxilios y triángulos de advertencia en los vehículos.

Los servicios y la información ofrecida en las agencias de alquiler fueron analizados respecto a tres aspectos principales: calidad del servicio, el seguro y aspectos contractuales. Se definieron procedimientos y planteamientos uniformes para ambas partes de la inspección y se pusieron a prueba bajo condiciones prácticas antes de empezar.

I.1 Procedimiento de alquiler

Servicio al cliente (ponderación: 15 %)

- Personal: Dominio de idiomas, amabilidad, competencia y profesionalismo, explicación de los procedimientos de alquiler, como la normativa para el repostaje, el kilometraje y el período de alquiler.
- Servicios: Información sobre qué hacer en caso de emergencia, números de teléfono de contacto y documentos, como números de servicio y mapas.
- Condición del vehículo en el momento de la entrega y la devolución: Control de daños y documentación en el contrato de alquiler en el

momento de la entrega y la devolución, personal presente para ofrecer información en esos momentos.

Cobertura del seguro (ponderación: 6 %)

- Cobertura del seguro y servicio: Explicación, conclusión y cobertura del seguro contratado prestando especial atención a la cobertura a todo riesgo y contra robo.

Contrato (ponderación: 9 %)

- Contratos: Presentación clara, comprensible e idioma del contrato de alquiler.
- Extras: Cargos adicionales por segundo conductor, disponibilidad de sillita infantil adecuada y costes.
- Procedimientos de facturación: Depósito, gestión de la tarjeta de crédito, comprensibilidad del precio de alquiler.

I.2 Vehículo

Compartimiento del motor (ponderación: 9 %)

- Mantenimiento de los líquidos: Condición y nivel de líquido en el sistema de refrigeración, líquido de freno y embrague, aceite de motor y sistema de limpiaparabrisas.
- Mantenimiento de los tubos: Ajuste de los sistemas como los tubos de combustible, tubos y mangueras de frenos, amortiguadores, sistemas de escape.

Chasis y dirección (ponderación: 27 %)

- Neumáticos: Tamaño, marca, antigüedad, profundidad de dibujo, presión de neumáticos y daños relevantes para la seguridad.

- Ruedas: Tipo y condición de las llantas, aseguradas con pernos/tuercas para ruedas.
- Suspensión y frenos: Rodamiento de ruedas, espoletas, triángulos de suspensión, discos de freno, guarniciones y rendimiento.
- Dirección: Mecanismo de dirección y caja de dirección.

Iluminación y electricidad (ponderación: 18 %)

- Iluminación: Faros, reflectores, luces cortas, largas, luces de freno, luces de advertencia, luces de marcha atrás y antinieblas traseros.
- Electricidad: Batería, luces de control, bocina, limpiaparabrisas y arandelas.

Equipamiento y seguridad de pasajeros (ponderación: 13 %)

- Equipamiento: Kit de primeros auxilios, triángulo de advertencia y chaleco reflectante, manual, rueda de recambio, herramientas, aire acondicionado y documentos del vehículo.
- Seguridad de pasajeros: Cinturones de seguridad, parabrisas, cristales laterales y espejo retrovisor, airbags y sillita infantil.

Condición general y carrocería (ponderación: 3 %)

- Limpieza: interior y exterior.
- Impresión general de la carrocería: Rayadas, abolladuras, daños (de accidentes).

Para la evaluación, las dos listas de comprobación se evaluaron conjuntamente utilizando un sistema de puntuación: Muy bien, bien, aceptable, deficiente y muy deficiente. Respecto a los sistemas de los vehículos, los expertos técnicos definieron los llamados criterios "K.O.", que tuvieron como consecuencia la devaluación de los vehículos comprobados. Estos criterios se aplicaron cuando



los vehículos tenían defectos tan serios que representaban una amenaza para la seguridad de los pasajeros.

3 RESULTADOS GENERALES

Siguen habiendo demasiados resultados negativos

Este último estudio ha revelado muchas diferencias significativas en la calidad. Dos agencias de alquiler de vehículos destacaron positivamente y obtuvieron una valoración de “muy bien”. Por el contrario, siete agencias fueron valoradas con “muy mal” puesto que entregaban vehículos que ya no estaban en condiciones de circular. Tras la devolución de cinco coches, las correspondientes agencias recibieron la valoración de “mal”. En términos generales, una de cada cinco agencias no fue capaz de aprobar el estudio. Sin embargo, también hay buenas noticias: 32 agencias de alquiler de vehículos, y en consecuencia más de la mitad de los candidatos sometidos al estudio obtuvieron una respetable valoración de “bien”. 14 agencias se consideraron “aceptables”. Fue decepcionante, sin embargo, que este estudio no haya podido demostrar mejoras en comparación con años anteriores.

1.1 Los mejores y peores

El mejor de 2009 ha sido la empresa internacional de alquiler de vehículos National en la isla griega de Kos, que proporcionó un buen servicio y un muy buen vehículo (un Chevrolet Matiz). En segundo y tercer lugar quedaron agencias en Croacia. De hecho, Hertz de Dubrovnik, con un Fiat Punto nuevo, fue la única agencia de todo el estudio que entregó un coche en perfecto estado, sin un sólo fallo. Sin embargo esta franquicia de la empresa internacional Hertz resultó tener algunos puntos débiles en el servicio, por lo que no pudo obtener el primer puesto. Fallos similares se encontraron en el aspecto de la atención al cliente en la agencia que obtuvo el tercer puesto, Suntrust Rent a Car, una empresa regional, con un Opel Corsa que se encontraba en muy buenas condiciones.

El Nissan Micra ofrecido por Europcar en Thira, en la isla griega de Santorini, se encontraba en un estado deplorable, lo que tuvo como consecuencia ser elegido

como el peor coche del estudio. Numerosos defectos graves, como dos llantas deformadas en el eje delantero, una chapa lateral del neumático con serios daños, y la falta de una tuerca de la rueda trasera derecha, hacían que este coche no estuviese en condiciones de circular, y menos de ser alquilado. Junto con el mal servicio ofrecido, la última posición era la única valoración posible para esta agencia de la renombrada empresa de alquiler de vehículos. Poco por delante acabaron dos empresas locales, Compass Car Hire en la isla de Malta y Aktif Rent a Car en Marmaris, Turquía. A sus vehículos todoterreno, Suzuki Samurai en ambos casos, nuestros inspectores les enseñaron la tarjeta roja por su mala condición técnica.

I.2 El caso especial de los todoterrenos

Cinco de los siete vehículos todoterreno incluidos en el estudio resultaron tener defectos considerables; daños en el chasis, la dirección o los frenos. El equipamiento y la seguridad para pasajeros también dejaron mucho que desear. Rara vez se encontraron airbags para el acompañante en el asiento delantero y cinturones de seguridad en los asientos traseros. Las malas valoraciones de los todoterrenos preocupan más aún si se tiene en cuenta que muchos turistas sólo conducirán un jeep estando de vacaciones, por lo que no disponen de mucha experiencia con estos vehículos.

I.3 Resultados del servicio

El servicio ofrecido por casi todas las agencias de alquiler no fue motivo de especial satisfacción. No se pudo asignar ni un sólo “muy bien” en esta categoría y sólo hubo ocho valoraciones de “bien”. Lo más frecuente han sido valoraciones negativas, incluyendo once “muy mal” y 26 “mal”. Demasiadas agencias de alquiler simplemente despachan rápidamente a los turistas, y no les ofrecen la información necesaria ni los tratan de manera educada. Pero una información deficiente puede tener consecuencias graves si la cobertura del seguro resulta ser insuficiente, si los turistas no saben qué hacer en caso de emergencia o si se descuenta un importe superior de la tarjeta de crédito que el acordado inicialmente (esto ocurrió dos veces en el estudio).

En otras palabras, el aspecto central al alquilar un vehículo, es decir, hablar con el cliente, brilló por su ausencia en más de la mitad de las agencias sometidas al estudio. Aunque el personal fuese simpático y hablara varios idiomas en la mayoría de los casos, con frecuencia no disponían de los conocimientos requeridos o no eran lo suficientemente profesionales. Nuestros supuestos clientes tuvieron que esperar muchas veces en vano para información sobre el vehículo, para personal en el momento de la devolución, para la documentación de daños, para la información sobre el procedimiento de repostaje o qué hacer en caso de emergencia. En 23 casos, hubiera sido teóricamente posible que la agencia de alquiler presentara reclamaciones posteriores injustificadas al cliente. La información sobre la cobertura del seguro con frecuencia era confusa, insuficiente e incluso incorrecta. Además, un tercio de los contratos de alquiler tenían lagunas legales. En la zona turística de Rimini en Italia, tres de seis contratos sólo estaban redactados en italiano.

I.4 Resultados respecto a los coches

Hubo una diferencia enorme entre los 60 coches sometidos al estudio, desde un todoterreno de once años de antigüedad hasta un Seat Ibiza completamente nuevo con 40 kilómetros, pasando por un Renault Clio que ya tenía 152.638 kilómetros recorridos en sólo cuatro años. 28 vehículos tenían un antigüedad inferior al año. La mayoría de los vehículos eran de rango medio, aunque esto fue eclipsado especialmente por los graves defectos encontrados en los siete vehículos pequeños y los cinco todoterrenos que ocuparon los últimos puestos.

Mientras que la carrocería, la condición general, el chasis, la dirección, el compartimiento del motor y el sistema eléctrico obtuvieron una valoración de entre “aceptable” y “muy bien”, la categoría “Equipamiento y seguridad para pasajeros” demostró tener defectos en la mayoría de coches alquilados. A tres de cada cuatro vehículos sometidos al estudio se le dedujeron puntos en este aspecto. Sólo 14 coches incluían kits de primeros auxilios y más de la mitad no llevaban triángulos de advertencia o chalecos reflectantes. En contra de la normativa europea de seguridad, cinco vehículos no disponían de airbag y en 19 casos estos dispositivos de seguridad no estaban disponibles para los acompañantes del asiento delantero. En todos los modelos antiguos no había

cinturones de seguridad o estaban defectuosos. El 40 % de los vehículos no disponían de sillita adecuada para proteger a un niño de seis años de edad, o si disponía de sillita no era la adecuada. Por el contrario, nuestros inspectores recibieron buenos consejos: “Conduzca despacio” les dijeron en Mamaris at Fatih Rent a Car, así no le pasaría nada al niño.

I.5 Conclusión

Servicio de primera, un coche en perfecto estado y nada de términos y condiciones “sorpresa”: eso sería lo ideal!. Pero el objetivo de disfrutar de unas vacaciones con un coche de alquiler aceptable es algo que todavía está por llegar en muchos lugares. Sobre todo cuando se trata del servicio, las agencias de alquiler tienen mucho que aprender. No estamos hablando de trivialidades, sino de reales molestias para turistas en lo relacionado con el vehículo, incluso riesgos para la seguridad. Pero es importante que los que estén de vacaciones puedan estar tranquilos sabiendo que las agencias de alquiler los tratarán de forma justa y les informarán correctamente, y que el vehículo que les han proporcionado estará en condiciones técnicas perfectas y adecuadas para circular.

4 PRECIOS

Las agencias de alquiler de vehículos atraen a los clientes con ofertas especiales, pero lo compensan con extras

Lo que antes se consideraba un lujo, hoy en día es algo que se da por sentado: alquilar un coche para las vacaciones. Según una encuesta realizada por encargo de Europcar, el 57% de los europeos alquilan un vehículo mientras recorren países extranjeros. Estos viajeros esperan obtener un coche de alquiler de buena calidad a un precio razonable. Pero todo aquel que quiera viajar realmente seguro y a un precio asequible, no debería aceptar simplemente la primera oferta disponible. Es recomendable comparar precios y buscar los costes ocultos.

El reciente estudio realizado por EuroTest demuestra que vale la pena tomarse un tiempo para analizar todo con más detalle, y especialmente al alquilar un vehículo para las vacaciones. Los precios de alquiler presentan grandes diferencias. El vehículo más barato lo encontramos en Grecia, en la isla de Santorini: 30 euros al día fue el precio cobrado por Island Rent a Car por un Chevrolet Matiz. Al otro extremo de la escala encontramos, en la misma categoría de vehículos, a un Lancia Ypsilon en la zona turística de Rimini, en Italia. Europcar quería 133,40 euros al día por este pequeño coche, lo mismo que hubiésemos pagado por el Chevrolet en Santorini para cuatro días completos.

El precio medio por día por los vehículos fue de 60,53 euros; siempre por el mismo paquete. Los paquetes más baratos los encontramos en Malta (46,65 euros), en Turquía (46,49 euros), Grecia (49,79 euros) y España (56,39 euros). Los coches utilizados para el estudio en la isla de Santorini cuestan una media de sólo 44 euros, mientras que en Rimini, los costes ascienden a unos 95 euros. Los precios en Portugal fueron comparativamente altos (73,78 euros), igual que en Croacia (84,75 euros). Pero es posible ahorrar dinero en el momento de alquilar un coche. ***¡La clave del éxito es comparar!*** En todos los lugares a los que fuimos, encontramos una gran variedad de precios. En Santorini, los precios

varían desde los 30 euros hasta 52. En Rimini, la oferta más barata fue de 65 euros comparados con el Lancia más caro de 133,40 euros.

Al comparar precios, es importante buscar posibles costes ocultos. Muchas de las agencias del estudio atraen a los turistas con ofertas muy baratas, pero luego las compensan con cargos adicionales. Lamentablemente esto fue más la regla que la excepción. Casi la mitad de las 60 agencias sometidas al estudio cobraban un cargo adicional por un segundo conductor; una media de 4,20 euros por día. El importe más alto cobrado por este concepto fueron los 31 euros que exige Avis en Portimão, Portugal. Los costes adicionales cobrados por una sillita para niños también son escandalosos. En Rimini, Europcar exigió 40 euros adicionales, con la explicación de que están obligados a facturar el importe correspondiente a una semana completa aunque sólo se utilice un día. También sigue siendo habitual cobrar un importe adicional por conductores jóvenes, menores de 25. ***¡La mejor manera de evitar sorpresas desagradables es preguntando!***

El precio total con frecuencia se incrementaba notablemente después de que nuestros inspectores solicitaran una amplia cobertura de seguro. En Malta, E.M.M. Enterprises incrementó el precio en 14 euros hasta un total de 54 euros por un Toyota Starlet de diez años de antigüedad que ya no debería ni estar circulando. La jungla en la cobertura del seguro hace difícil que muchos viajeros encuentren la cobertura correcta y esto, a su vez, les facilita las cosas a las agencias pueden obtener rápidamente ingresos adicionales. Pero el pagar solamente por el coche implica un cierto riesgo, ya que con frecuencia significa que no estará suficientemente asegurado.

Las cosas también se vuelven insospechablemente complicadas cuando se trata del repostaje. La cantidad de políticas distintas causan confusión y con frecuencia acaban con el cliente pagando importes adicionales. Por ejemplo, cuando el vehículo se entrega con el tanque vacío o no completamente lleno (algo que ocurrió 28 veces en el estudio) o cuando se vende un tanque lleno al alquilar el coche. Esto es bueno para la agencia - pero sería mucho más justo alquilarle el vehículo al cliente con el tanque lleno.

Cuando se trata de pagar, los turistas necesitan una tarjeta de crédito. Sólo doce agencias de alquiler en Grecia y Turquía solicitaron dinero en efectivo. La tarjeta de crédito sirve de seguridad para la agencia y les asegura que se puedan quedar

con un depósito. La experiencia nos ha demostrado, sin embargo, que la firma del contrato de alquiler con frecuencia incluye también la autorización a realizar un cargo en la tarjeta de crédito. En teoría, la agencia de alquiler podría cargar la tarjeta hasta el límite. Por ello es vital que los clientes comprueben lo que están firmando y comprueben detalladamente la factura al devolverlo. En el reciente estudio de EuroTest dos agencias realizaron el cargo incorrectamente. City Rent a Car en Rimini pasó el cargo de los 60 euros del alquiler dos veces, y Kompas Rent a Car en Dubrovnik pasó un cargo con casi 10 euros de más - todas las quejas posteriores fueron infructuosas.

5 SILLITAS PARA NIÑOS

No es ni una opción en muchas agencias de alquiler

Para muchos viajeros, las vacaciones significan menos estrés, más libertad – y menos reglas. Pero cuando se trata de desplazamientos con un coche de alquiler, aquellos que buscan relajación tienen que estar atentos, especialmente si viajan con niños. Incluso si deciden espontáneamente alquilar un coche para una excursión, necesitarán para los niños sillitas adecuadas que funcionen correctamente. Según un estudio del RACC, los niños que viajan sin retención infantil corren un riesgo siete veces superior de resultar gravemente heridos en un accidente de coche que aquellos que viajan con retención.

Esto es particularmente preocupante vistas las desastrosas puntuaciones obtenidas por 60 agencias de alquiler de vehículos en el apartado de sillitas para niños del Estudio de Alquiler de Coches 2009. Desafortunadamente, el 40% de las agencias de alquiler no fueron capaces de proporcionar la sillita solicitada para un niño de seis años. Doce agencias no tenían ninguna sillita para ofrecer, y las sillitas ofrecidas por otras doce generalmente eran simples elevadores y en consecuencia no eran adecuados. Abali Rent a Car en Turquía, por ejemplo, ofreció a nuestros inspectores una sillita para bebés con la intención de que la utilizara un niño de seis años. El personal de Papus Rent a Car en Grecia, apareció con una sillita antigua que no llevaba ni siquiera la marca europea ECE y que hubiese estado mejor ubicada en un museo. Muchas de las sillitas también estaban sucias, no tenían funda, estaban desgastadas y rotas o los cinturones no funcionaban. Cuando había una sillita disponible, generalmente no iba incluida en el precio básico del vehículo, sino con un cargo adicional, que en promedio era de unos 5 euros. El ejemplo más escandaloso en esta categoría lo dio Europcar en Rimini, quienes aplicaron el cargo por una semana completa (40 euros) por utilizarla sólo un día.

Con frecuencia los inspectores se encontraron con que la agencia simplemente no entendía lo que necesitaban. “No tenemos sillita para niños. Que alguien se siente al lado del niño”, es lo que le dijeron a los inspectores en Aktif Rent a Car

en Marmaris. El empleado de Auto Bank Car Rental en Kos opinaba que “para un niño de tres o más años es suficiente el elevador”. Una afirmación que choca frontalmente contra los descubrimientos científicos. El RACC calcula que si un vehículo que se desplaza a 50 km/h choca contra un objeto estacionario, un niño de 20 kg de peso sufrirá el mismo impacto como si cayese desde el cuarto piso de un edificio directamente al suelo de cemento. Ningún adulto sería capaz de sujetar a un niño en una situación como esta. Esto hace que sea aún más grotesco que el personal de Fatih Rent a Car en Marmaris le dijera a nuestros inspectores “¡Conduzca despacio!”.

La UE ha establecido leyes (Directiva del Consejo 2003/20/CE) que deben ser observadas por todos los Estados Miembro y sus conductores. Las leyes indican que niños menores de doce años que midan menos de 1,5 m tienen que viajar retenidos en una sillita. No hay excepciones a esta regla y es automáticamente aplicable también al alquiler de coches. Las agencias de alquiler de coches necesitan reconsiderar su política a este respecto urgentemente. Con el fin de proteger a los pasajeros más jóvenes, las agencias de alquiler deberían proporcionar sillitas para niños modernas y en perfectas condiciones para todos los grupos de edades – como el 20% de las agencias de alquiler de la muestra aleatoria que eligió EuroTest y que no presentaron ningún motivo de reproche.

6 CONSEJOS PARA EL USUARIO

Comprobar antes de arrancar

- Antes de abandonar la agencia, **compruebe si el coche tiene algún daño**. Los defectos se deben documentar. Asegúrese de que al devolver el vehículo se documente también que el vehículo se entrega libre de daños. De esta forma evitará que la agencia le facture supuestos daños con posterioridad.
- **Aclare la política de repostaje por adelantado**. Compruebe el nivel de llenado del tanque de combustible y guarde las facturas de combustible, si es necesario, como prueba de haber llenado el tanque al devolver el vehículo.
- **Compruebe detenidamente la cobertura del seguro**. La responsabilidad a terceros es obligatoria, la cobertura mínima legal es distinta dependiendo del país. Si el importe no es suficiente, usted será personalmente responsable. Puede que sea necesario un pago adicional para incrementar la cobertura. Es recomendable contratar un seguro adicional, como la póliza de viaje o la póliza Mallorca.
- **Considere si puede ser razonable contratar un seguro de gastos legales** que cubra el alquiler del vehículo. Si lo hace estarán cubiertas las costas legales y del juicio.
- Si es posible, **elija siempre una cobertura amplia contra daños** con una franquicia baja o sin franquicia. Compruebe qué es lo que realmente está cubierto. Tales seguros muchas veces no incluyen daños a neumáticos, llantas, bajos o daños causados por grava.
- **Contrate un seguro contra robo** si no está incluido en la cobertura ampliada.

- **Solicite que cualquier depósito de dinero y demás acuerdos sean documentados.** Solicite el contrato de alquiler o una copia del mismo. Solicite una versión en un idioma que le sea familiar.
- Es prácticamente imposible alquilar un coche sin una tarjeta de crédito. **Consulte antes qué documentos adicionales va a necesitar** (permiso de conducción, DNI). **Nunca firme un recibo en blanco.** Si la agencia de alquiler exige un recibo en blanco como seguridad, solicite que se lo devuelvan al devolver el vehículo. Siempre compruebe la factura.
- **Compruebe detenidamente los precios individuales y el precio total.**
- **Busque costes ocultos**, como por ejemplo:
 - Gastos de gestión y kilometraje limitado
 - Gastos adicionales para conductores menores de 25 años y conductores adicionales
 - El IVA, que muchas veces se incluye en el precio del alquiler
 - Gastos adicionales por el uso de la carretera (que no sean peajes), como los que se cobran en Italia y en Francia
 - Gastos de servicio o repostaje que se cobran si no se observan las normas de repostaje
 - Costes adicionales para accesorios como por ejemplo sillitas para niños
- **Compruebe si existen restricciones de edad.** Algunas empresas de alquiler exigen que los conductores tengan una edad mínima de entre 21 y 25 años, otras imponen una edad máxima. En España, el límite es de una media de 79 años. Quien no cumpla con estas restricciones deberá pagar más o no podrá alquilar un vehículo. Con frecuencia también es necesario poseer la licencia de conducción desde hace más de un año.
- **Pregunte qué hacer en caso de avería, accidente o robo.** Solicite un número de teléfono al que llamar en caso de emergencia. Si quiere estar realmente seguro, lleve consigo un parte europeo de accidentes. Estos partes están disponibles en varios idiomas en los clubes de automóvil.

- **Observe detenidamente la condición del coche.** En algunos países, el conductor es responsable de los defectos, tales como neumáticos o frenos desgastados. Cualquier multa que pueda resultar de ello, se deberá pasar a la empresa de alquiler. Recomendación: Haga una fotografía del defecto en cuestión y tome notas.
- **Si no está seguro sobre el coche o si encuentra defectos obvios, solicite que le cambien el vehículo.**

7 DECÁLOGO DE EXIGENCIAS RACC

Los automóviles club europeos, y entre ellos el RACC, exigen que:

- 1. Los contratos de alquiler deben ser estandarizados y fáciles de comprender por el consumidor, no sólo en el idioma local, sino por lo menos también en inglés.**
- 2. Los términos y condiciones generales deben estar redactados de forma clara y comprensible.**
- 3. La publicidad debe mostrar el precio real final en lugar de confundir con ofertas especiales.**
- 4. Se debe establecer y difundir un límite para depósitos y franquicias.**
- 5. Los seguros disponibles deben estandarizarse y ser transparentes.**
- 6. Proporcionar información sobre el vehículo debe ser una parte estándar del servicio.**
- 7. Debería ser obligatorio que las agencias de alquiler entreguen un informe de devolución a los clientes.**
- 8. Sólo se deben alquilar coches en estado adecuado para la circulación.**
- 9. Se deben proporcionar sillitas adecuadas para niños sin cargo.**
- 10. Se deben introducir reglas estandarizadas para el repostaje: El vehículo se debería entregar al cliente con el tanque lleno y el cliente lo debería devolverlo en el mismo estado.**

ANNEXO I – RESULTADOS POR AGENCIAS

I.1 Spain

Niza Cars

EuroTest rating: Good

Place of rental: Conil de la Frontera (Spain)

Vehicle: Chevrolet Matiz

First registration: February 2008

Mileage (as shown on tachometer): 6,642km

Rented on: 9 July 2008

Returned on: 10 July 2008

Price per day: 49.20 euro

Rental procedure

Service and procedure were rated "Acceptable".

The following weak points were found:

- ⊗ Information on refuelling policy unclear
- ⊗ No or insufficient information on what to do in an emergency
- ⊗ Vehicle was not handed over by staff
- ⊗ No information about the vehicle provided
- ⊗ No written record made of the fuel level at the time of return
- ⊗ Theft insurance clearly explained only after questioning, and not clearly documented

- ☹ Extremely high additional charge for a second driver (18 euro)
- ☹ Deposit was not clearly explained

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English
- ☺ Emergency number provided
- ☺ Damage report completed at the time of pick up and on return
- ☺ Staff present at the time of return
- ☺ Fuel level was documented at the time of pick up
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess, was explained
- ☺ Rental contract in English
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ No warning triangles provided
- ☹ No car manual
- ☹ In-car tool set incomplete
- ☹ Car antenna missing, only limited reception
- ☹ No seat suitable for a six-year-old child available, booster seat with a damaged polystyrene seat

Europcar**EuroTest rating: Acceptable**

Place of rental: Conil de la Frontera (Spain)
via the Coniltur agency

Vehicle: Chevrolet Matiz

First registration: July 2007

Mileage (as shown on tachometer): 25,011 km

Rented on: 9 July 2008

Returned on: 10 July 2008

Price per day: 77.74 euro

Rental procedure

Service and procedure were rated "Very poor".

The following weak points were found:

- ⊗ Staff were neither friendly, competent, nor professional
- ⊗ No or insufficient information on what to do in an emergency
- ⊗ No staff present at the time of pick up or return
- ⊗ No information about the vehicle provided
- ⊗ Damage report form not completed at the time of return nor was the damage-free condition confirmed
- ⊗ Insurance only clearly explained after questioning
- ⊗ Unclear wording of the English translation of the general terms and conditions

- ☹ Very high additional charge for a second driver (6 euro)
- ☹ Deposit was not clearly explained

In contrast to this, here the strong points:

- ☺ Refuelling procedures explained in detail
- ☺ Emergency number provided
- ☺ Fuel level documented at the time of pick up
- ☺ Standard insurance without excess, documented
- ☺ Theft insurance documented
- ☺ Rental contract in English
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ In-car tool set incomplete
- ☹ Some of the vehicle documents had expired
- ☹ No seat suitable for a six-year-old child available, booster seat available was very dirty

Goldcar

EuroTest rating: Good

Place of rental:	Novo Sancti Petri (Spain)
Vehicle:	Opel Corsa
First registration:	March 2008
Mileage (as shown on tachometer):	13,611km
Rented on:	11 July 2008
Returned on:	11 July 2008
Price per day:	70 euro

Rental procedure

Service and procedure were rated "Acceptable".

The following weak points were found:

- ☹ No or insufficient information on what to do in an emergency
- ☹ No staff present at the time of pick up or return
- ☹ No information about the vehicle provided
- ☹ Rental contract in Spanish only

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English
- ☺ Refuelling procedures explained in detail
- ☺ Damage report completed at the time of pick up and on return

- ☺ Fuel level documented at the time of pick up and return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess, was explained and documented
- ☺ Theft insurance explained
- ☺ Deposit sufficiently explained
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ No warning triangles provided
- ☹ No reflective jacket provided
- ☹ No car manual
- ☹ In-car tool set incomplete
- ☹ No seat suitable for a six-year-old child available, booster seat available was very dirty

Niza Cars

EuroTest rating: Good

Place of rental:	Novo Sancti Petri (Spain)
Vehicle:	Suzuki Jimny
First registration:	July 2007
Mileage (as shown on tachometer):	10,586km
Rented on:	11 July 2008
Returned on:	11 July 2008
Price per day:	86.77 euro

Rental procedure

Service and procedure were rated "Acceptable".

The following weak points were found:

- ☹ Information on refuelling policy unclear
- ☹ No or insufficient information on what to do in an emergency
- ☹ No staff present at the time of pick up or return
- ☹ No information about the vehicle provided
- ☹ Extremely high additional charge for a second driver (18 euro)
- ☹ No written record made of the fuel level at the time of return

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, spoke English

- ☺ Emergency number provided
- ☺ Damage report completed at the time of pick up and on return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess, was explained
- ☺ Theft insurance explained
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Reservoir for the windscreen washer system almost empty
- ☹ No warning triangles provided
- ☹ No car manual
- ☹ In-car tool set incomplete

Aurigacrown Car Hire

EuroTest rating: Good

Place of rental:	Novo Sancti Petri (Spain)
Vehicle:	Seat Ibiza
First registration:	June 2008
Mileage (as shown on tachometer):	2,713km
Rented on:	10 July 2008
Returned on:	11 July 2008
Price per day:	53.50 euro

Rental procedure

Service and procedure were rated "Acceptable".

The following weak points were found:

- ☹ No or insufficient information on what to do in an emergency
- ☹ Damage report form not completed at the time of pick up
- ☹ No information about the vehicle provided
- ☹ Damage-free condition not confirmed at the time of return
- ☹ Theft insurance not explained

In contrast to this, here the strong points:

- ☺ Staff were friendly, professional, spoke English
- ☺ Refuelling procedures explained in detail
- ☺ Fuel level documented at the time of pick up and return

- ☺ Staff present at the time of return
- ☺ Standard insurance without excess, was explained
- ☺ Rental contract in English
- ☺ Second driver free of charge
- ☺ Deposit sufficiently explained
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Pressure in the front tyres differed by 0.5 bar
- ☹ The required second warning triangle was missing
- ☹ No car manual
- ☹ In-car tool set incomplete

Avis**EuroTest rating: Good**

Place of rental:	Novo Sancti Petri (Spain)
Vehicle:	Nissan Note
First registration:	February 2008
Mileage (as shown on tachometer):	19,338km
Rented on:	10 July 2008
Returned on:	11 July 2008
Price per day:	54.80 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊖ Information on refuelling policy unclear
- ⊖ No or insufficient information on what to do in an emergency
- ⊖ Staff were not present at the time of return
- ⊖ Damage report form not completed at the time of return nor was the damage-free condition confirmed
- ⊖ Theft insurance not explained
- ⊖ Very high additional charge for a child set (6.96 euro) and for second driver (7 euro)
- ⊖ Deposit was not clearly explained

In contrast to this, here the strong points:

- ☺ Staff were friendly
- ☺ Damage report form completed at the time of pick up and fuel level documented
- ☺ Standard insurance without excess, was explained and documented
- ☺ Rental contract in English
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Pressure in the rear left tyre was far below the manufacturer's specifications, pressure in the rear tyres differed by 1.0 bar
- ☹ In-car tool set incomplete

Autos Hernández

EuroTest rating: Poor

Place of rental:	Corralejo (Spain)
Vehicle:	Seat Ibiza
First registration:	December 2004
Mileage (as shown on tachometer):	97,992km
Rented on:	13 July 2008
Returned on:	15 July 2008
Price per day:	41 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊖ Information on refuelling policy unclear
- ⊖ No or insufficient information on what to do in an emergency
- ⊖ Staff were not present at the time of return
- ⊖ No written record made of the fuel level at the time of return
- ⊖ Insurance only clearly explained after questioning
- ⊖ Theft insurance not clearly shown in the contract
- ⊖ Service number not available

In contrast to this, here the strong points:

- ☺ Staff were professional, spoke English
- ☺ Damage report completed at the time of pick up and on return
- ☺ Information about the vehicle received
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess
- ☺ Rental contract in English
- ☺ Second driver free of charge
- ☺ Deposit sufficiently explained
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Poor".

The following defects were found:

- ☹ Hand brake had too much play
- ☹ Car wouldn't start on second day because the battery was too low
- ☹ Engine control lamp permanently lit
- ☹ Headlight glass cloudy
- ☹ Windscreen wipers did not work properly
- ☹ No warning triangles provided
- ☹ No reflective jacket provided
- ☹ In-car tool set incomplete
- ☹ The air-conditioning system didn't work properly
- ☹ Driver and passenger seat belts failed to roll back automatically
- ☹ Seats had stains and sweat marks

Auto Ventura

EuroTest rating: Poor

Place of rental:	Corralejo (Spain)
Vehicle:	Jeep Wrangler
First registration:	January 2006
Mileage (as shown on tachometer):	70,363km
Rented on:	13 July 2008
Returned on:	16 July 2008
Price per day:	62 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ☹ Information on refuelling policy unclear
- ☹ No or insufficient information on what to do in an emergency
- ☹ Staff were not present at the time of return
- ☹ No written record made of the fuel level at the time of return
- ☹ Insurance clearly explained only after questioning, and not clearly documented
- ☹ Unclear wording of the English translation of the general terms and conditions

In contrast to this, here the strong points:

- ☺ Staff were friendly and spoke English

- ☺ Damage report completed at the time of pick up and on return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess
- ☺ Rental contract in English
- ☺ Second driver free of charge
- ☺ Billing correct

Vehicle

The technical condition of this vehicle was downgraded to "Poor". The reason for this was the pressure in one tyre which was far too low.

The following defects were found:

- ☹ Tread of the rear left tyre almost completely worn
- ☹ Pressure in the rear left tyre was only 0.8 bar and hence far below the manufacturer's specifications, pressure in the rear tyres differed by 1.5 bar
- ☹ Windscreen wiper blade partially torn off on the driver side
- ☹ Both warning triangles broken to pieces and no longer suitable for use
- ☹ No car manual
- ☹ In-car tool set incomplete
- ☹ Seat belt on the driver side damaged and failed to roll back automatically
- ☹ Exterior mirror attached in a make-shift way
- ☹ Child seat very dirty
- ☹ Insufficient coolant
- ☹ Car dirty on the inside

Autos Alonso

EuroTest rating: Good

Place of rental:	Corralejo (Spain)
Vehicle:	Seat Cordoba
First registration:	July 2005
Mileage (as shown on tachometer):	77,442km
Rented on:	13 July 2008
Returned on:	15 July 2008
Price per day:	42 euro

Rental procedure

Service and procedure were rated "Acceptable".

The following weak points were found:

- ☹ Information on refuelling policy unclear
- ☹ No or insufficient information on what to do in an emergency
- ☹ No information about the vehicle provided
- ☹ Insurance only clearly explained after questioning

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, spoke English
- ☺ Damage report completed at the time of pick up and on return
- ☺ Staff present at the time of return

- ☺ Fuel level was documented at the time of return and the damage-free condition was confirmed
- ☺ Standard insurance without excess, documented
- ☺ Second driver free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Pressure in the front tyres differed by 0.5 bar
- ☹ Headlight glass cloudy
- ☹ No warning triangles provided
- ☹ No reflective jacket provided
- ☹ Spare wheel completely worn
- ☹ In-car tool set incomplete
- ☹ Dirty ashtray

Autos Wendy

EuroTest rating: Acceptable

Place of rental:	Corralejo (Spain)
Vehicle:	VW Polo
First registration:	July 2006
Mileage (as shown on tachometer):	63,476km
Rented on:	14 July 2008
Returned on:	16 July 2008
Price per day:	41 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊖ Information on refuelling policy unclear
- ⊖ No or insufficient information on what to do in an emergency
- ⊖ No staff present at the time of pick up or return
- ⊖ No information about the vehicle provided
- ⊖ No written record made of the fuel level at the time of return
- ⊖ Theft insurance not explained
- ⊖ Deposit was not clearly explained

In contrast to this, here the strong points:

- ☺ Emergency number provided
- ☺ Damage report completed at the time of pick up and on return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess, was explained and documented
- ☺ Rental contract in English
- ☺ Second driver free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Average".

The following defects were found:

- ☹ Exhaust was slightly leaking (audible)
- ☹ Tread of the rear right tyre almost completely worn
- ☹ Pressure in the front left tyre was far below the manufacturer's specifications, pressure in the rear tyres differed by 0.35 bar
- ☹ Windscreen wipers did not work properly
- ☹ No car manual
- ☹ In-car tool set incomplete
- ☹ Vehicle documents incomplete
- ☹ Boot cover was missing

Avis**EuroTest rating: Good**

Place of rental:	Corralejo (Spain)
Vehicle:	VW Polo
First registration:	July 2007
Mileage (as shown on tachometer):	20,646km
Rented on:	14 July 2008
Returned on:	16 July 2008
Price per day:	51.11 euro

Rental procedure

Service and procedure were rated "Very poor".

The following weak points were found:

- ☹ Staff were not friendly
- ☹ Information on refuelling policy unclear
- ☹ No or insufficient information on what to do in an emergency
- ☹ No damage report form completed, neither at the time of pick up nor at the time of return
- ☹ No staff present at the time of pick up or return
- ☹ No information about the vehicle provided
- ☹ Fuel level was not documented at the time of return nor was the damage-free condition confirmed

- ☹ Theft insurance not explained
- ☹ Very high additional charge for a child set (6.96 euro) and for second driver (7 euro)

In contrast to this, here the strong points:

- ☺ Staff spoke English
- ☺ Emergency number provided
- ☺ Fuel level documented at the time of pick up
- ☺ Standard insurance without excess, was explained
- ☺ Insurance clearly documented
- ☺ Rental contract in English
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Very good".

Despite this, the following failings were found:

- ☹ Pressure in the left front tyre was much higher than the manufacturer's specifications
- ☹ No car manual
- ☹ In-car tool set incomplete
- ☹ Radio antenna missing, only limited reception

Hertz**EuroTest rating: Very poor**

Place of rental:	Corralejo (Spain)
Vehicle:	Toyota Yaris
First registration:	July 2007
Mileage (as shown on tachometer):	36,132km
Rented on:	14 July 2008
Returned on:	16 July 2008
Price per day:	47.50 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ☹ No or insufficient information on what to do in an emergency
- ☹ Staff were not present at the time of return
- ☹ Theft insurance was not explained
- ☹ Deposit was not clearly explained
- ☹ Total price not shown in the rental contract

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional
- ☺ Refuelling procedures explained in detail

- ☺ Emergency number provided
- ☺ Damage report completed at the time of pick up and on return
- ☺ Fuel level was documented at the time of return and the damage-free condition was confirmed
- ☺ Standard insurance without excess, was explained
- ☺ Insurance clearly documented
- ☺ Rental contract in English
- ☺ Billing correct

Vehicle

The technical condition of this vehicle was downgraded to "Very poor". This was due to the worn front tyres. This car was no longer road worthy.

The following defects were found:

- ☹ Front tyres worn completely with tread peeling
- ☹ Pressure in the front right tyre significantly below the manufacturer's specifications
- ☹ No car manual
- ☹ In-car tool set incomplete
- ☹ No seat suitable for a six-year-old child available, booster seat available was very dirty

I.2 Greece

Stamatis Car Rental

EuroTest rating: Poor

Place of rental:	Kos city (Kos)
Vehicle:	Suzuki Jimny
First registration:	No information available
Mileage (as shown on tachometer):	No information available (tachometer defective)
Rented on:	9 July 2008
Returned on:	9 July 2008
Price per day:	50.85 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊗ No information provided about refuelling policy
- ⊗ No or insufficient information on what to do in an emergency
- ⊗ Damage report form not completed at the time of pick up
- ⊗ No written record made of the fuel level at the time of return
- ⊗ Standard insurance only explained after questioning, and not clearly shown in the contract
- ⊗ Theft insurance not clearly shown in the contract
- ⊗ Unclear wording of the English translation of the general terms and conditions

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, spoke English
- ☺ Emergency number provided
- ☺ Staff present at the time of return
- ☺ Damage report form completed at the time of return and damage-free condition confirmed
- ☺ Standard insurance without excess
- ☺ Theft insurance explained
- ☺ Rental contract in English
- ☺ Second driver and child seat free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Poor".

The following defects were found:

- ⊗ **Pressure in all the tyres was much higher than the manufacturer's specifications**
- ☒☺ Headlight glass partially cloudy
- ☹ Spray nozzles of the windscreen washer system clogged on the passenger side
- ☹ No first-aid kit provided
- ☹ No warning triangle provided
- ☹ No car manual
- ☹ No vehicle documents
- ☹ Front and rear seat belts failed to automatically roll back
- ☹ Seating, footwell and boot dirty, child seat very dirty
- ☹ Car body showed strong signs of use, scratches and dents

Auto Bank Car Rental

EuroTest rating: Acceptable

Place of rental:	Kos city (Kos)
Vehicle:	Hyundai i10
First registration:	2008
Mileage (as shown on tachometer):	3,017km
Rented on:	9 July 2008
Returned on:	10 July 2008
Price per day:	40 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊗ Information on refuelling policy unclear
- ⊗ No or insufficient information on what to do in an emergency
- ⊗ No damage report form completed, neither at the time of pick up nor at the time of return
- ⊗ Damage-free condition not confirmed at the time of return
- ⊗ Insurance not clearly documented
- ⊗ Rental contract not completed in full
- ⊗ Unclear wording of English translation of the rental contract
- ⊗ Total price not shown in the rental contract

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English
- ☺ Emergency number provided
- ☺ Information about the vehicle received
- ☺ Fuel level documented at the time of pick up
- ☺ Staff present at the time of return
- ☺ Standard insurance without excess, was explained
- ☺ Theft insurance explained
- ☺ Rental contract in English
- ☺ Child seat free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Average".

The following defects were found:

- ☹ Reservoir for the windscreen washer system almost empty
- ☹ Pressure in all the tyres much higher than the manufacturer's specifications
- ☹ No first-aid kit provided
- ☹ No warning triangle provided
- ☹ No car manual
- ☹ Vehicle documents incomplete
- ☹ No passenger airbag
- ☹ No seat suitable for a six-year-old child available

Kos Rent a Car

EuroTest rating: Acceptable

Place of rental:	Kos city (Kos)
Vehicle:	Hyundai Atos
First registration:	2004
Mileage (as shown on tachometer):	29,254 km
Rented on:	9 July 2008
Returned on:	9 July 2008
Price per day:	35 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊗ No information provided about refuelling policy
- ⊗ No or insufficient information on what to do in an emergency
- ⊗ No damage report form completed, neither at the time of pick up nor at the time of return
- ⊗ Tank empty at the time of pick up
- ⊗ Damage-free condition not confirmed at the time of return
- ⊗ Insurance only clearly explained after questioning
- ⊗ No option to refuse excess
- ⊗ Theft insurance not clearly shown in the contract

- ☹ Incorrect total price shown in rental contract

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional
- ☺ Emergency number provided
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Fuel level documented at the time of return
- ☺ Standard insurance documented
- ☺ Second driver and child seat free of charge
- ☺ Deposit sufficiently explained
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Pressure in the rear tyres was far below the manufacturer's specifications
- ☹ No first-aid kit provided
- ☹ No car manual
- ☹ No vehicle documents
- ☹ No child seat suitable for a six-year-old child available, the child seat provided was also filthy and the seat belt lock damaged

Hertz

EuroTest rating: Good

Place of rental:	Kos city (Kos)
Vehicle:	Hyundai Getz
First registration:	July 2006
Mileage (as shown on tachometer):	27,200km
Rented on:	8 July 2008
Returned on:	9 July 2008
Price per day:	82 euro

Rental procedure

Service and procedure were rated "Good".

The following weak points were found:

- ☹ No or insufficient information on what to do in an emergency
- ☹ No damage report form completed at the time of return nor was the fuel level documented
- ☹ No option to refuse excess
- ☹ Theft insurance only clearly explained after questioning

In contrast to this, here the strong points:

- ☺ Staff were friendly, professional, spoke English
- ☺ Refuelling policy explained in detail

- ☺ Emergency number provided
- ☺ Information about the vehicle received
- ☺ Damage report form completed at the time of pick up
- ☺ Staff present at the time of return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance explained and documented
- ☺ Theft insurance documented
- ☺ Rental contract in English
- ☺ Second driver free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Very good". Best vehicle in the test.

Despite this, the following failings were found:

- ☹ No first-aid kit provided
- ☹ No warning triangle provided
- ☹ No passenger airbag

National

EuroTest rating: Very good

WINNER

Place of rental: Kos city (Kos)
Vehicle: Chevrolet Matiz
First registration: May 2008
Mileage (as shown on tachometer): 2,561 km
Rented on: 8 July 2008
Returned on: 9 July 2008
Price per day: 73.04 euro

Rental procedure

Service and procedure were rated "Good".

The following weak points were found:

- ☹ No or insufficient information on what to do in an emergency
- ☹ No written record made of the fuel level at the time of return
- ☹ Theft insurance only clearly explained after questioning

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English
- ☺ Refuelling policy explained in detail
- ☺ Damage report form completed at the time of pick up and on return

- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance explained
- ☺ Theft insurance documented
- ☺ Rental contract in English
- ☺ Second driver free of charge
- ☺ Deposit sufficiently explained
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Very good".

Despite this, the following failings were found:

- ☹ No first-aid kit provided
- ☹ No warning triangle provided
- ☹ Child seat very dirty

Europcar**EuroTest rating: Acceptable**

Place of rental:	Kos city (Kos)
Vehicle:	Hyundai i10
First registration:	2008
Mileage (as shown on tachometer):	90km
Rented on:	8 July 2008
Returned on:	9 July 2008
Price per day:	53 Euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊗ Staff were neither friendly nor professional
- ⊗ No information provided about refuelling policy
- ⊗ No or insufficient information on what to do in an emergency
- ⊗ No emergency number provided
- ⊗ No information about the vehicle provided
- ⊗ No written record made of the fuel level at the time of return
- ⊗ Standard insurance only explained after questioning, and not clearly shown in the contract

In contrast to this, here the strong points:

- ☺ Staff were competent and spoke English
- ☺ Damage report form completed at the time of pick up and on return
- ☺ Staff present at the time of return
- ☺ Standard insurance without excess
- ☺ Theft insurance explained
- ☺ Rental contract in English
- ☺ Second driver free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Reservoir for the windscreen washer system almost empty
- ☹ Pressure in all the tyres much higher than the manufacturer's specifications
- ☹ No first-aid kit provided
- ☹ No warning triangle provided
- ☹ No vehicle documents
- ☹ No passenger airbag
- ☹ No child seat suitable for a six-year-old child available, no cover on the booster seat available
- ☹ Although the car was new, it was dirty on the outside, the windscreen was smudged and impaired vision, protective foil still on side windows and footwell

Europcar

EuroTest rating: Very poor

Last place in the test

Place of rental: Thira (Santorini)
Vehicle: Nissan Micra
First registration: March 2007
Mileage (as shown on tachometer): 14,303 km
Rented on: 12 July 2008
Returned on: 13 July 2008
Price per day: 50 euro

Rental procedure

Service and procedure were rated "Very poor".

The following weak points were found:

- ⊖ Information on refuelling policy unclear
- ⊖ No or insufficient information on what to do in an emergency
- ⊖ Road map cost extra
- ⊖ No damage report form completed, neither at the time of pick up nor at the time of return
- ⊖ Fuel level was not documented at the time of return nor was the damage-free condition confirmed
- ⊖ Standard insurance only explained after questioning

- ☹ No option to refuse excess
- ☹ Theft insurance was neither explained nor clearly documented
- ☹ No details of child seat price available
- ☹ Deposit was not clearly explained
- ☹ Total price not shown in the rental contract

In contrast to this, here the strong points:

- ☺ Staff were competent and spoke English
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Standard insurance documented
- ☺ Rental contract in English
- ☺ Billing correct

Vehicle

The technical condition of the vehicle was downgraded to "Very poor" due not just to the many serious defects but also due to the defects resulting from gross negligence. This car was no longer road worthy.

The following defects were found:

- ☹ One of five wheel nuts on the rear right wheel was missing
- ☹ Side wall of the front right wheel badly damaged
- ☹ Both rims at the front axle badly distorted in two places
- ☹ Different tyre brands at the rear axle
- ☹ The car veered slightly to the right while driving (indicating damage to the axle geometry)

- ⊖ Spray nozzles of the windscreen washer system clogged on the passenger side, wiper blades badly torn
- ⊖ No first-aid kit provided
- ⊖ No warning triangle provided
- ⊖ Vehicle documents incomplete
- ⊖ No seat suitable for a six-year-old child available
- ⊖ Traces of repair on the wheels and wheel trims fixed in place with cable ties

Antena Rent a Car**EuroTest rating: Good**

Place of rental:	Kamari (Santorini)
Vehicle:	Suzuki Jimny
First registration:	April 2008
Mileage (as shown on tachometer):	801km
Rented on:	11 July 2008
Returned on:	12 July 2008
Price per day:	40 euro

Rental procedure

Service and procedure were rated "Very poor".

The following weak points were found:

- ⊗ Information on refuelling policy unclear, tank was empty at the time of pick-up
- ⊗ No or insufficient information on what to do in an emergency
- ⊗ No damage report form completed, neither at the time of pick up nor at the time of return
- ⊗ Fuel level was not documented at the time of return nor was the damage-free condition confirmed
- ⊗ Insurance only clearly explained after questioning
- ⊗ No option to refuse excess
- ⊗ Theft insurance not clearly shown in the contract

☹ Total price not shown in the rental contract

In contrast to this, here the strong points:

- ☺ Staff were competent and professional
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Standard insurance documented
- ☺ Rental contract in English
- ☺ Second driver and child seat free of charge
- ☺ Deposit sufficiently explained

Vehicle

The vehicle's technical condition and equipment were rated "Very good".

Despite this, the following failings were found:

- ☹ Pressure in both front tyres was much higher than the manufacturer's specifications
- ☹ No first-aid kit provided
- ☹ No warning triangle provided
- ☹ Child seat very dirty

Papus Rent a Car**EuroTest rating: Acceptable**

Place of rental:	Kamari (Santorini)
Vehicle:	Fiat Panda
First registration:	2008
Mileage (as shown on tachometer):	1,010km
Rented on:	12 July 2008
Returned on:	13 July 2008
Price per day:	45 euro

Rental procedure

Service and procedure were rated "Very poor".

The following weak points were found:

- ⊖ Staff were neither friendly nor professional
- ⊖ Information on refuelling policy unclear
- ⊖ No or insufficient information on what to do in an emergency
- ⊖ No damage report form completed, neither at the time of pick up nor at the time of return
- ⊖ Tank empty at the time of pick up
- ⊖ Fuel level was not documented at the time of return nor was the damage-free condition confirmed
- ⊖ Standard insurance only explained after questioning

- ☹ No option to refuse excess
- ☹ Theft insurance was neither explained nor clearly documented
- ☹ Total price not shown in the rental contract

In contrast to this, here the strong points:

- ☺ Staff competent and spoke English
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Second driver and child seat free of charge
- ☺ Deposit sufficiently explained
- ☺ Billing was correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ No first-aid kit provided
- ☹ No warning triangle provided
- ☹ No vehicle documents
- ☹ No child seat suitable for a six-year-old child available, the child seat provided bore no marking and was technically outdated

Avis**EuroTest rating: Good**

Place of rental:	Thira (Santorini)
Vehicle:	Citroën C1
First registration:	May 2008
Mileage (as shown on tachometer):	1,831km
Rented on:	13 July 2008
Returned on:	14 July 2008
Price per day:	46.62 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊗ Information on refuelling policy unclear
- ⊗ No or insufficient information on what to do in an emergency
- ⊗ No damage report form completed, neither at the time of pick up nor at the time of return
- ⊗ Damage-free condition not confirmed at the time of return
- ⊗ Insurance only clearly explained after questioning
- ⊗ Excess waiver only possible against payment of a fee

In contrast to this, here the strong points:



- ☺ Staff were friendly, competent, professional, spoke English
- ☺ Information about the vehicle received
- ☺ Fuel level documented at the time of pick up and return
- ☺ Staff present at the time of return
- ☺ Rental contract in English
- ☺ Child seat free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Very good".

Despite this, the following failing was found:

- ☹ Child seat very dirty

Budget**EuroTest rating: Poor**

Place of rental:	Thira (Santorini)
Vehicle:	Kia Picanto
First registration:	June 2005
Mileage (as shown on tachometer):	32,772km
Rented on:	12 July 2008
Returned on:	13 July 2008
Price per day:	52 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ☹ Staff were not competent
- ☹ Information on refuelling policy unclear
- ☹ No or insufficient information on what to do in an emergency
- ☹ Damage report form not completed at the time of return
- ☹ Insurance only clearly explained after questioning
- ☹ Standard insurance not clearly documented
- ☹ Deposit was not clearly explained

In contrast to this, here the strong points:

- ☺ Staff were friendly

- ☺ Damage report completed at the time of pick up
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Fuel level was documented at the time of return and the damage-free condition was confirmed
- ☺ Standard insurance without excess
- ☺ Theft insurance documented
- ☺ Rental contract in English
- ☺ Second driver and child seat free of charge
- ☺ Price stated in detail in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Poor".

The following defects were found:

- ☹ Fan belt sometimes slipped through and squeaked under load
- ☹ Different tyre brands at the front axle
- ☹ Tread on the front right tyre almost completely worn and with strong chunking
- ☹ Pressure in the rear tyres was far below the manufacturer's specifications
- ☹ Three tyres with visible cracks caused by ageing
- ☹ No first-aid kit provided
- ☹ No warning triangle provided
- ☹ No car manual
- ☹ No passenger airbag
- ☹ Car body showed strong signs of use, scratches and dents
- ☹ Seats with stains and sweat stains, car boot dirty

Island Rent a Car

EuroTest rating: Good

Place of rental:	Kamari (Santorini)
Vehicle:	Chevrolet Matiz
First registration:	April 2008
Mileage (as shown on tachometer):	2,761km
Rented on:	13 July 2008
Returned on:	14 July 2008
Price per day:	30 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ☹ Information on refuelling policy unclear
- ☹ No or insufficient information on what to do in an emergency
- ☹ Damage report form not completed at the time of return nor was the damage-free condition confirmed
- ☹ Standard insurance only explained after questioning
- ☹ Theft insurance not clearly shown in the contract

In contrast to this, here the strong points:

- ☺ Staff were competent and professional



- ☹ Damage report form completed at the time of pick up and fuel level documented
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Standard insurance without excess
- ☹ Theft insurance explained
- ☺ Rental contract in English
- ☺ Second driver and child seat free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ No first-aid kit provided
- ☹ No warning triangle provided
- ☹ No car manual

I.3 Croatia

Suntrust Rent a Car

EuroTest rating: Good

Place of rental: Dubrovnik (Croatia)

Vehicle: Opel Corsa

First registration: April 2008

Mileage (as shown on tachometer): 6,453km

Rented on: 15 July 2008

Returned on: 16 July 2008

Price per day: 58.52 euro

Rental procedure

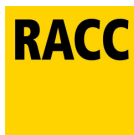
Service and procedure were rated "Poor".

The following weak points were found:

- ☹ Staff were neither competent nor professional
- ☹ Information on refuelling policy unclear
- ☹ No or insufficient information on what to do in an emergency
- ☹ Road map cost extra
- ☹ Insurance was not clearly explained
- ☹ Deposit was not clearly explained

In contrast to this, here the strong points:

- ☺ Staff were friendly



- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Damage report completed at the time of pick up and on return
- ☺ Fuel level was documented at the time of return and the damage-free condition was confirmed
- ☺ Standard insurance without excess
- ☺ Rental contract in English
- ☺ Second driver and child seat free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Very good".

Despite this, the following failing was found:

- ☹ Reservoir for the windscreen washer system almost empty

Avis**EuroTest rating: Good**

Place of rental:	Dubrovnik (Croatia)
Vehicle:	Opel Astra
First registration:	March 2008
Mileage (as shown on tachometer):	11,975km
Rented on:	15 July 2008
Returned on:	16 July 2008
Price per day:	125 euro

Rental procedure

Service and procedure were rated "Acceptable".

The following weak points were found:

- ⊖ No or insufficient information on what to do in an emergency
- ⊖ No information about the vehicle provided
- ⊖ Fuel level was not documented, neither at the time of pick up nor on return
- ⊖ Insurance only clearly explained after questioning
- ⊖ No damage report form completed at the time of return nor was the damage-free condition confirmed
- ⊖ No option to refuse excess
- ⊖ Extremely high additional charge for second driver (13.84 euro) and for a child seat (20 euro)

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English
- ☺ Refuelling procedures explained in detail
- ☺ Damage report completed at the time of pick up
- ☺ Staff present at the time of return
- ☺ Insurance clearly documented
- ☺ Rental contract in English
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Pressure in three of the tyres was much higher than the manufacturer's specifications, difference of 0.6 bar in front-tyre pressure
- ☹ No reflective jacket provided
- ☹ No seat suitable for a six-year-old child available
- ☹ Car dirty on the outside, windows dusty inside

Budget

EuroTest rating: Good

Place of rental: Dubrovnik (Croatia)

Vehicle: Opel Corsa

First registration: June 2008

Mileage (as shown on tachometer): 2,752km

Rented on: 15 July 2008

Returned on: 16 July 2008

Price per day: 69 euro

Rental procedure

Service and procedure were rated "Good".

The following weak points were found:

- ☹ Information on refuelling policy unclear
- ☹ No or insufficient information on what to do in an emergency
- ☹ No written record made of the fuel level at the time of return
- ☹ Theft insurance not explained
- ☹ Unclear wording of the English translation of the general terms and conditions
- ☹ No information about the vehicle provided

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English



- ☺ Damage report completed at the time of pick up and on return
- ☺ Fuel level documented at the time of pick up
- ☺ Staff present at the time of return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess, was explained
- ☺ Rental contract in English
- ☺ Second driver free of charge
- ☺ Deposit sufficiently explained
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Very good".

Despite this, the following failing was found:

- ☹ No seat suitable for a six-year-old child available

Hertz**EuroTest rating: Very good**

Place of rental: Dubrovnik (Croatia)

Vehicle: Fiat Punto

First registration: June 2008

Mileage (as shown on tachometer): 1,694km

Rented on: 15 July 2008

Returned on: 16 July 2008

Price per day: 82 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊗ Staff were neither friendly nor professional
- ⊗ Information on refuelling policy unclear
- ⊗ No or insufficient information on what to do in an emergency
- ⊗ Standard insurance only explained after questioning, theft insurance not explained at all
- ⊗ Extremely high additional charge for second driver (10 euro) and for a child seat (13 euro)
- ⊗ Deposit was not clearly explained

In contrast to this, here the strong points:

- ☺ Staff spoke English
- ☺ Damage report completed at the time of pick up and on return
- ☺ Fuel level documented at the time of pick up and return
- ☺ Staff present at the time of return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess, documented
- ☺ Theft insurance documented
- ☺ Rental contract in English
- ☺ Billing correct

Vehicle

The technical condition of the vehicle was perfect and was rated "Very good".

HM Rent a Car

EuroTest rating: Good

Place of rental: Dubrovnik (Croatia)

Vehicle: Skoda Fabia

First registration: May 2008

Mileage (as shown on tachometer): 6,218km

Rented on: 15 July 2008

Returned on: 16 July 2008

Price per day: 79 euro

Rental procedure

Service and procedure were rated "Acceptable".

The following weak points were found:

- ☹ Information on refuelling policy unclear
- ☹ No or insufficient information on what to do in an emergency
- ☹ Service number not available
- ☹ Insurance only clearly explained after questioning
- ☹ Unclear wording of the English translation of the general terms and conditions
- ☹ Extremely high additional charge for child seat (20 euro)

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English

- ☺ Damage report completed at the time of pick up and on return
- ☺ Fuel level documented at the time of pick up and return
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess
- ☺ Rental contract in English
- ☺ Second driver free of charge
- ☺ Deposit sufficiently explained
- ☺ Price stated in detail in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Very good".

Despite this, the following failings were found:

- ☹ Reservoir for the windscreen washer system almost empty
- ☹ Hand brake had too much play
- ☹ No reflective jacket provided
- ☹ Car dirty on the outside, footwell and inside of windows dusty

Kompas Rent a Car

EuroTest rating: Good

Place of rental:	Dubrovnik (Croatia)
Vehicle:	Peugeot 407
First registration:	June 2007
Mileage (as shown on tachometer):	46,796km
Rented on:	15 July 2008
Returned on:	16 July 2008
Price per day:	95 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊗ Information on refuelling policy unclear
- ⊗ No or insufficient information on what to do in an emergency
- ⊗ Road map cost extra
- ⊗ Damage report form not completed at the time of return nor was the damage-free condition confirmed
- ⊗ Theft insurance only clearly explained after questioning
- ⊗ Unclear wording of the English translation of the general terms and conditions
- ⊗ Extremely high additional charge for a child seat (10 euro) and for second driver (15 euro)

☹ Bill was not correct

In contrast to this, here the strong points:

☺ Staff were friendly, competent, professional, spoke English

☺ Emergency number provided

☺ Damage report completed at the time of pick up

☺ Information about the vehicle received

☺ Staff present at the time of return

☺ Standard insurance without excess, was explained

☺ Rental contract in English

☺ Price clearly stated in the rental contract

Vehicle

The vehicle's technical condition and equipment were rated "Very good".

Despite this, the following failings were found:

☹ No car manual

☹ Car dirty on the outside, child seat was very dirty

I.4 Italy

Sixt

EuroTest rating: Good

Place of rental:	Rimini (Italy)
Vehicle:	Fiat Punto
First registration:	May 2008
Mileage (as shown on tachometer):	1,190km
Rented on:	7 July 2008
Returned on:	8 July 2008
Price per day:	108.60 euro

Rental procedure

Service and procedure were rated "Acceptable".

The following weak points were found:

- ☹ No or insufficient information on what to do in an emergency
- ☹ Service number not available
- ☹ No damage report form completed, neither at the time of pick up nor at the time of return
- ☹ Damage-free condition not confirmed at the time of return
- ☹ Theft insurance only clearly explained after questioning
- ☹ Extremely high additional charge for child seat (33 euro)
- ☹ Total price not shown in the rental contract

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English

- ☺ Refuelling procedures explained in detail
- ☺ Fuel level documented at the time of pick up and return
- ☺ Emergency number provided
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Standard insurance explained
- ☺ Insurance clearly documented
- ☺ Rental contract in English
- ☺ Deposit sufficiently explained
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ No warning triangle provided
- ☹ No reflective jacket provided
- ☹ No seat suitable for a six-year-old child available
- ☹ Car dirty on the outside, footwell and inside of windows dusty

Automax**EuroTest rating: Acceptable**

Place of rental:	Rimini (Italy)
Vehicle:	Ford Fiesta
First registration:	March 2006
Mileage (as shown on tachometer):	74,360km
Rented on:	7 July 2008
Returned on:	8 July 2008
Price per day:	86 euro

Rental procedure

Service and procedure were rated "Very poor".

The following weak points were found:

- ⊗ Information on refuelling policy unclear
- ⊗ No or insufficient information on what to do in an emergency
- ⊗ No damage report form completed, neither at the time of pick up nor at the time of return
- ⊗ Fuel level was not documented at the time of return nor was the damage-free condition confirmed
- ⊗ Insurance only clearly explained after questioning
- ⊗ No option to refuse excess
- ⊗ Theft insurance not clearly shown in the contract

- ☹ Rental contract in Italian only
- ☹ Unclear wording of the English translation of the general terms and conditions
- ☹ Deposit was not clearly explained

In contrast to this, here the strong points:

- ☺ Staff spoke English
- ☺ Fuel level documented at the time of pick up
- ☺ Staff present at the time of return
- ☺ Second driver free of charge
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Asymmetric braking effect of the hand brake
- ☹ Rear windscreen washer system defective
- ☹ Child seat very dirty
- ☹ Car dirty on the outside, footwell and inside of windows dusty

Autonoleggio Arceci

EuroTest rating: Acceptable

Place of rental:	Rimini (Italy)
Vehicle:	Fiat Punto
First registration:	April 2007
Mileage (as shown on tachometer):	54,052km
Rented on:	7 July 2008
Returned on:	8 July 2008
Price per day:	65 euro

Rental procedure

Service and procedure were rated "Very poor".

The following weak points were found:

- ⊖ It was not possible to communicate in English
- ⊖ Staff were neither competent nor professional
- ⊖ Information on refuelling policy unclear
- ⊖ No or insufficient information on what to do in an emergency
- ⊖ No damage report form completed, neither at the time of pick up nor at the time of return
- ⊖ Fuel level was not documented at the time of return nor was the damage-free condition confirmed
- ⊖ Standard insurance explained only after questioning

- ☹ No option to refuse excess
- ☹ Theft insurance not explained
- ☹ Insurance was not clearly documented
- ☹ Rental contract in Italian only
- ☹ Unclear wording of the English translation of the general terms and conditions
- ☹ Deposit was not clearly explained

In contrast to this, here the strong points:

- ☺ Staff were friendly
- ☺ Emergency number provided
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Fuel level documented at the time of pick up
- ☺ Second driver and child seat free of charge
- ☺ Billing was correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Pressure in both front tyres was much higher than the manufacturer's specifications
- ☹ Child seat very dirty
- ☹ Car exterior dirty

Avis**EuroTest rating: Acceptable**

Place of rental:	Rimini (Italy)
Vehicle:	Nissan Note
First registration:	January 2008
Mileage (as shown on tachometer):	14,377km
Rented on:	8 July 2008
Returned on:	8 July 2008
Price per day:	96 euro

Rental procedure

Service and procedure were rated "Very poor".

The following weak points were found:

- ⊗ Information on refuelling policy unclear
- ⊗ No or insufficient information on what to do in an emergency
- ⊗ No information about the vehicle provided
- ⊗ Fuel level was not documented, neither at the time of pick up nor on return
- ⊗ No damage report form completed at the time of return nor was the damage-free condition confirmed
- ⊗ Insurance clearly explained only after questioning, and not clearly documented
- ⊗ Unclear wording of the English translation of the general terms and conditions
- ⊗ Unclear wording of English translation of the rental contract

- ☹ Rental contract not completed in full
- ☹ Total price not shown in the rental contract

In contrast to this, here the strong points:

- ☺ Staff were friendly and spoke English
- ☺ Damage report completed at the time of pick up
- ☺ Staff present at the time of return
- ☺ Standard insurance without excess
- ☺ Child seat free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Pressure in all the tyres much higher than the manufacturer's specifications
- ☹ Passenger airbag deactivated
- ☹ No seat suitable for a six-year-old child available
- ☹ Car dirty on the outside, footwell and inside of windows dusty

City Rent

EuroTest rating: Good

Place of rental:	Rimini (Italy)
Vehicle:	Fiat Punto
First registration:	October 2007
Mileage (as shown on tachometer):	11,303km
Rented on:	7 July 2008
Returned on:	8 July 2008
Price per day:	80 euro

Rental procedure

Service and procedure were rated "Very poor".

The following weak points were found:

- ☹ Communication only possible in broken English
- ☹ Information on refuelling policy unclear
- ☹ No or insufficient information on what to do in an emergency
- ☹ Fuel level was not documented, neither at the time of pick up nor on return
- ☹ No damage report form completed at the time of return nor was the damage-free condition confirmed
- ☹ Insurance clearly explained only after questioning, and not clearly documented
- ☹ No option to refuse excess
- ☹ Rental contract in Italian only

- ☹ Unclear wording of the English translation of the general terms and conditions
- ☹ Extremely high additional charge for child seat (20 euro)
- ☹ Billing was not correct

In contrast to this, here the strong points:

- ☺ Staff were friendly
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Second driver free of charge
- ☺ Price clearly stated in the rental contract

Vehicle

The vehicle's technical condition and equipment were rated "Very good".

Despite this, the following failings were found:

- ☹ Motor oil level barely above the minimum
- ☹ Glove compartment lock broken

Europcar**EuroTest rating: Good**

Place of rental:	Rimini (Italy)
Vehicle:	Lancia Ypsilon
First registration:	June 2008
Mileage (as shown on tachometer):	1,295km
Rented on:	7 July 2008
Returned on:	8 July 2008
Price per day:	133.40 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊖ No information provided about refuelling policy
- ⊖ No or insufficient information on what to do in an emergency
- ⊖ Service number not available
- ⊖ Vehicle was not handed over by staff
- ⊖ No information about the vehicle provided
- ⊖ Fuel level was not documented, neither at the time of pick up nor on return
- ⊖ Standard insurance explained only after questioning
- ⊖ Additional charge for a second driver very high (8 euro) and extremely high for a child seat (40 euro)

In contrast to this, here the strong points:

- ☺ Staff were competent, professional, spoke English
- ☺ Emergency number provided
- ☺ Damage report completed at the time of pick up and on return
- ☺ Staff present at the time of return
- ☺ Standard insurance without excess, documented
- ☺ Theft insurance explained and clearly documented
- ☺ Damage-free condition confirmed at the time of return
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Very good".

Despite this, the following failings were found:

- ☹ No warning triangle provided
- ☹ No reflective jacket provided
- ☹ Car antenna missing, only limited reception
- ☹ Car dirty on the outside, footwell and inside of windows dusty

I.5 Malta

Nova Car Rentals

EuroTest rating: Very poor

Place of rental:	Bugibba (Malta)
Vehicle:	Daewoo Matiz
First registration:	2002
Mileage (as shown on tachometer):	104,162km
Rented on:	7 July 2008
Returned on:	8 July 2008
Price per day:	34.50 euro

Rental procedure

Service and procedure were rated "Very poor".

The following weak points were found:

- ⊖ Information on refuelling procedures unclear, tank was empty at the time of pick-up
- ⊖ No damage report form completed, neither at the time of pick up nor at the time of return
- ⊖ No staff present at the time of pick up or return
- ⊖ No information about the vehicle provided
- ⊖ Damage-free condition not confirmed at the time of return
- ⊖ Insurance only clearly explained after questioning
- ⊖ No option to refuse excess

In contrast to this, here the strong points:

- ☺ Staff spoke English

- ☺ Emergency phone number provided, information provided on what to do in an emergency
- ☺ Fuel level documented at the time of return
- ☺ Standard insurance documented
- ☺ Rental contract in English
- ☺ Deposit sufficiently explained
- ☺ Billing correct

Vehicle

The technical condition of the vehicle was downgraded to "Very poor" due to the many serious defects. This car was no longer road worthy.

The following defects were found:

- ☹ Tread of the front left tyre almost completely worn
- ☹ Pressure in the rear tyres only 1.3 bar and 1.4 bar and hence far below the manufacturer's specifications
- ☹ Pressure in both front tyres was much higher than the manufacturer's specifications
- ☹ Side wall of the front right tyre badly torn, rim of the front left tyre bent several times at the rim flanges
- ☹ Brake caliper at the front right wheel had considerable play and made loud vibration noises
- ☹ Front headlight glass badly scratched and cloudy
- ☹ No rear fog light
- ☹ No warning triangle provided
- ☹ No car manual
- ☹ No driver or passenger airbag
- ☹ No seat suitable for a six-year-old child available

Avis**EuroTest rating: Good**

Place of rental:	Bugibba (Malta)
Vehicle:	Kia Picanto
First registration:	June 2005
Mileage (as shown on tachometer):	38,983km
Rented on:	9 July 2008
Returned on:	10 July 2008
Price per day:	49.19 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊗ Information on refuelling policy unclear
- ⊗ Full tank had to be paid for in advance
- ⊗ No information about the vehicle provided
- ⊗ No staff present at the time of pick up or return
- ⊗ No damage report form completed at the time of return nor was the damage-free condition confirmed
- ⊗ Theft insurance only clearly explained after questioning

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, spoke English
- ☺ Emergency phone number provided, information provided on what to do in an emergency
- ☺ Fuel level documented at the time of return
- ☺ Standard insurance without excess, was explained
- ☺ Theft insurance documented
- ☺ Rental contract in English
- ☺ Second driver free of charge
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Different tyre brands at the rear axle
- ☹ No warning triangle provided
- ☹ In-car tool set incomplete
- ☹ No radio
- ☹ No passenger airbag

Compass Car Hire

EuroTest rating: Very poor

Place of rental:	Bugibba (Malta)
Vehicle:	Suzuki Samurai
First registration:	No information available
Mileage (as shown on tachometer):	55,477 km
Rented on:	8 July 2008
Returned on:	9 July 2008
Price per day:	47 euro

Rental procedure

Service and procedure were rated "Acceptable".

The following weak points were found:

- ☹ Damage report form not completed at the time of pick up
- ☹ Fuel level was not documented at the time of return nor was the damage-free condition confirmed
- ☹ Theft insurance only clearly explained after questioning
- ☹ Very high additional charge for a second driver (7 euro)

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English
- ☺ Refuelling procedures explained in detail

- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Standard insurance without excess, was explained
- ☺ Theft insurance documented
- ☺ Rental contract in English
- ☺ Deposit sufficiently explained
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The technical condition of the vehicle was downgraded to "Very poor" due to the many serious defects. This car was no longer road worthy.

The following defects were found:

- ☹ Rear left shock absorber leaking
- ☹ Motor oil leaking with visible drops in the engine compartment and underfloor
- ☹ Incorrect tyre size fitted on the rear left wheel
- ☹ Tread of the front right tyre almost completely worn
- ☹ Pressure in the front left tyre much higher than the manufacturer's specifications and much lower in the rear right tyre; 0.6 bar difference in pressure between the front tyres
- ☹ Three tyres with considerable cracks in the tread and side walls caused by ageing
- ☹ Wheel bearing in the front left tyre with considerable play
- ☹ Hand brake had too much play, brake effect no longer sufficient
- ☹ Parking light didn't work

- ⊖ Huge cracks in front wiper blades
- ⊖ No warning triangle provided
- ⊖ No car manual
- ⊖ Spare wheel flat and hence unusable
- ⊖ In-car tool set incomplete
- ⊖ No driver or passenger airbag
- ⊖ No seat suitable for a six-year-old child available

Dollar Thrifty

EuroTest rating: Good

Place of rental:	Bugibba (Malta)
Vehicle:	Peugeot 207
First registration:	June 2007
Mileage (as shown on tachometer):	13,840km
Rented on:	8 July 2008
Returned on:	9 July 2008
Price per day:	43 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊖ Information on refuelling policy unclear
- ⊖ No or insufficient information on what to do in an emergency
- ⊖ Fuel level was not documented at the time of return nor was the damage-free condition confirmed
- ⊖ Standard insurance only explained after questioning, and not clearly shown in the contract
- ⊖ No option to refuse excess
- ⊖ Theft insurance was neither explained nor clearly documented

In contrast to this, here the strong points:

- ☺ Staff were friendly and spoke English
- ☺ Emergency number provided
- ☺ Damage report form completed at the time of pick up and fuel level documented
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Rental contract in English
- ☺ Child seat free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Very good".

Despite this, the following failings were found:

- ☹ Rear windscreen wiper didn't work
- ☹ No warning triangle provided

E.M.M. Enterprises**EuroTest rating: Very poor**

Place of rental:	Bugibba (Malta)
Vehicle:	Toyota Starlet
First registration:	1998
Mileage (as shown on tachometer):	142,696km
Rented on:	8 July 2008
Returned on:	9 July 2008
Price per day:	53.81 euro

Rental procedure

Service and procedure were rated "Acceptable".

The following weak points were found:

- ☹ Information on refuelling procedures unclear, tank was empty at the time of pick-up
- ☹ Damage report form not completed at the time of pick up
- ☹ Damage-free condition not confirmed at the time of return
- ☹ Standard insurance explained only after questioning
- ☹ No option to refuse excess
- ☹ Theft insurance not explained

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English

- ☺ Emergency phone number provided, information provided on what to do in an emergency
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Fuel level documented at the time of return
- ☺ Theft insurance documented
- ☺ Rental contract in English
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The technical condition of this vehicle was downgraded to "Very poor". This was due to torn tyre fabric in the rear left tyre. This car was no longer road worthy.

The following defects were found:

- ☹ Rear left tyre with a visible dent caused by torn tyre fabric and large cracks
- ☹ Different tyre brands on the front and rear axle
- ☹ Front left tyre and rear tyres more than ten years old
- ☹ Pressure in the rear tyres differed by 0.4 bar
- ☹ Left back-up light did not work
- ☹ No rear fog light
- ☹ No warning triangle provided
- ☹ No car manual
- ☹ Spare wheel unsuitable - wrong size
- ☹ In-car tool set incomplete
- ☹ No air-conditioning
- ☹ No driver or passenger airbag.

Hertz

EuroTest rating: Good

Place of rental:	Bugibba (Malta)
Vehicle:	Daihatsu Sirion
First registration:	April 2008
Mileage (as shown on tachometer):	489km
Rented on:	9 July 2008
Returned on:	10 July 2008
Price per day:	52.37 euro

Rental procedure

Service and procedure were rated "Good".

The following weak points were found:

- ☹ Information on refuelling policy unclear
- ☹ No written record made of the fuel level at the time of return
- ☹ Extremely high additional charge for child seat (23.60 euro)

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English
- ☺ Emergency phone number provided, information provided on what to do in an emergency
- ☺ Damage report completed at the time of pick up and on return

- ☺ Fuel level documented at the time of pick up
- ☺ Staff present at the time of return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Insurance explained and clearly documented
- ☺ Rental contract in English
- ☺ Deposit sufficiently explained
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ No warning triangle provided
- ☹ No car manual
- ☹ No seat suitable for a six-year-old child available

I.6 Portugal

Car Travel

EuroTest rating: Acceptable

Place of rental:	Portimão (Portugal)
Vehicle:	Chevrolet Matiz
First registration:	March 2006
Mileage (as shown on tachometer):	49,842km
Rented on:	14 July 2008
Returned on:	15 July 2008
Price per day:	40 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊗ Information on refuelling policy unclear
- ⊗ No or insufficient information on what to do in an emergency
- ⊗ Road map cost extra
- ⊗ Damage report form not completed at the time of return
- ⊗ No option to refuse excess
- ⊗ Theft insurance clearly explained only after questioning, and not clearly documented
- ⊗ Extremely high additional charge for a second driver (15 euro)

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, spoke English
- ☺ Emergency number provided
- ☺ Damage report completed at the time of pick up
- ☺ Staff present at the time of return
- ☺ Fuel level was documented at the time of return and the damage-free condition was confirmed
- ☺ Standard insurance explained
- ☺ Rental contract in English
- ☺ Deposit sufficiently explained
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Pressure in the front tyres differed by 0.3 bar
- ☹ No car manual
- ☹ Vehicle documents incomplete
- ☹ No seat suitable for a six-year-old child available

Locauto Rent a Car

EuroTest rating: Good

Place of rental:	Portimão (Portugal)
Vehicle:	Peugeot 207
First registration:	March 2008
Mileage (as shown on tachometer):	14,095km
Rented on:	12 July 2008
Returned on:	13 July 2008
Price per day:	92.50 euro

Rental procedure

Service and procedure were rated "Acceptable".

The following weak points were found:

- ☹ Information on refuelling policy unclear
- ☹ Theft insurance clearly explained only after questioning, and not clearly documented
- ☹ Excess waiver only possible against payment of a fee
- ☹ Extremely high additional charge for a second driver (12 euro)
- ☹ Total price not shown in the rental contract

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English

- ☺ Emergency phone number provided, information provided on what to do in an emergency
- ☺ Damage report completed at the time of pick up and on return
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Fuel level was documented at the time of return and the damage-free condition was confirmed
- ☺ Standard insurance without excess, was explained
- ☺ Rental contract in English
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Very good".

Despite this, the following failings were found:

- ☹ No car manual
- ☹ Radio didn't work
- ☹ Vehicle documents incomplete

Auto Dourada

EuroTest rating: Good

Place of rental:	Portimão (Portugal) via the Motorent agency
Vehicle:	Seat Ibiza
First registration:	July 2008
Mileage (as shown on tachometer):	40km
Rented on:	13 July 2008
Returned on:	14 July 2008
Price per day:	60 euro

Rental procedure

Service and procedure were rated "Acceptable".

The following weak points were found:

- ⊗ Information on refuelling policy unclear
- ⊗ No or insufficient information on what to do in an emergency
- ⊗ No written record made of the fuel level at the time of return
- ⊗ Standard insurance not clearly documented
- ⊗ Theft insurance only clearly explained after questioning
- ⊗ Total price not shown in the rental contract

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English
- ☺ Emergency number provided
- ☺ Damage report completed at the time of pick up
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess, was explained
- ☺ Rental contract in English
- ☺ Second driver free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Pressure in all the tyres much higher than the manufacturer's specifications
- ☹ No car manual
- ☹ Spare wheel unsuitable - wrong size
- ☹ Vehicle documents incomplete

Auto Jardim

EuroTest rating: Good

Place of rental:	Portimão (Portugal)
Vehicle:	Opel Corsa
First registration:	May 2006
Mileage (as shown on tachometer):	34,783km
Rented on:	12 July 2008
Returned on:	13 July 2008
Price per day:	85.40 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊗ Information on refuelling policy unclear
- ⊗ No damage report form completed, neither at the time of pick up nor at the time of return
- ⊗ No information about the vehicle provided
- ⊗ No written record made of the fuel level at the time of return
- ⊗ Theft insurance clearly explained only after questioning, and not clearly documented
- ⊗ Rental contract not completed in full
- ⊗ Extremely high additional charge for a second driver (18 euro)

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, spoke English
- ☺ Emergency phone number provided, information provided on what to do in an emergency
- ☺ Fuel level documented at the time of pick up
- ☺ Staff present at the time of return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess, was explained
- ☺ Rental contract in English
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Pressure in the front tyres was far below the manufacturer's specifications
- ☹ Rear windscreen wiper blade almost completely torn off
- ☹ Spare wheel unsuitable - wrong size

Avis

EuroTest rating: Good

Place of rental:	Portimão (Portugal)
Vehicle:	Fiat Punto
First registration:	April 2006
Mileage (as shown on tachometer):	39,029km
Rented on:	12 July 2008
Returned on:	13 July 2008
Price per day:	97.40 euro

Rental procedure

Service and procedure were rated "Good".

The following weak points were found:

- ☹ Information on refuelling policy unclear
- ☹ No or insufficient information on what to do in an emergency
- ☹ Damage report form not completed at the time of return
- ☹ No option to refuse excess
- ☹ Theft insurance only clearly explained after questioning
- ☹ Extremely high additional charge for a second driver (31 euro)

In contrast to this, here the strong points:

- ☺ Staff were friendly and spoke English

- ☺ Emergency number provided
- ☺ Damage report completed at the time of pick up
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Fuel level documented at the time of pick up and return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance explained
- ☺ Insurance clearly documented
- ☺ Rental contract in English
- ☺ Deposit sufficiently explained
- ☺ Child seat free of charge
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Pressure in all four tyres was much higher than the manufacturer's specifications
- ☹ Battery was not fitted in a fireproof manner
- ☹ No car manual
- ☹ No seat suitable for a six-year-old child available

Budget

EuroTest rating: Good

Place of rental: Portimão (Portugal)

Vehicle: Opel Corsa

First registration: March 2008

Mileage (as shown on tachometer): 9,550km

Rented on: 12 July 2008

Returned on: 13 July 2008

Price per day: 67.40 euro

Rental procedure

Service and procedure were rated "Acceptable".

The following weak points were found:

- ⊗ Information on refuelling policy unclear
- ⊗ No or insufficient information on what to do in an emergency
- ⊗ No emergency number provided
- ⊗ No written record made of the fuel level at the time of return
- ⊗ Insurance only clearly explained after questioning
- ⊗ Theft insurance not clearly shown in the contract
- ⊗ Extremely high additional charge for a second driver (15 euro)

In contrast to this, here the strong points:

- ☺ Staff were friendly and spoke English
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Fuel level documented at the time of pick up
- ☺ Damage report form completed at the time of return and damage-free condition confirmed
- ☺ Standard insurance without excess
- ☺ Rental contract in English
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Very good".

Despite this, the following failings were found:

- ☹ Reservoir for the windscreen washer system empty
- ☹ No car manual
- ☹ Vehicle documents incomplete
- ☹ Child seat very dirty

I.7 Turkey

Abali Rent a Car

EuroTest rating: Good

Place of rental:	Fethiye (Turkey)
Vehicle:	Fiat Albea
First registration:	April 2008
Mileage (as shown on tachometer):	114km
Rented on:	11 July 2008
Returned on:	12 July 2008
Price per day:	42.50 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊗ Communication only possible in broken English
- ⊗ Staff were not friendly
- ⊗ Information on refuelling procedures unclear, tank was empty at the time of pick-up
- ⊗ No emergency number provided
- ⊗ Standard insurance explained only after questioning and was not documented
- ⊗ Theft insurance not explained

In contrast to this, here the strong points:

- ☺ Information provided on what to do in an emergency
- ☺ Damage report completed at the time of pick up and on return
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Fuel level was documented at the time of return and the damage-free condition was confirmed
- ☺ Standard insurance without excess
- ☺ Rental contract in English
- ☺ Second driver and child seat free of charge
- ☺ Deposit sufficiently explained
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Very good".

Despite this, the following failings were found:

- ☹ No warning triangles provided
- ☹ No reflective jacket provided
- ☹ No passenger airbag
- ☹ No seat suitable for a six-year-old child available

Atlantic Car Rental

EuroTest rating: Very poor

Place of rental:	Fethiye (Turkey)
Vehicle:	Suzuki Samurai
First registration:	February 2007
Mileage (as shown on tachometer):	42,687km
Rented on:	12 July 2008
Returned on:	13 July 2008
Price per day:	34.68 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ☹ Information on refuelling policy unclear
- ☹ Fuel level was not documented, neither at the time of pick up nor on return
- ☹ Insurance was not explained
- ☹ Deposit was not clearly explained

In contrast to this, here the strong points:

- ☺ Staff were friendly
- ☺ Emergency phone number provided, information provided on what to do in an emergency
- ☺ Staff present at the time of return
- ☺ Damage report form completed at the time of return and damage-free condition confirmed

- ☺ Standard insurance without excess
- ☺ Rental contract in English
- ☺ Second driver and child seat free of charge
- ☺ Billing correct

Vehicle

The technical condition of the vehicle was downgraded to "Very poor" due to the many serious defects. This car was no longer road worthy.

The following defects were found:

- ☹ Ball joint of the front axle (outer side) badly leaking oil
- ☹ Torn rubber sleeve cushion of the trailing arm of the rear axle
- ☹ Hazard warning light didn't work
- ☹ No rear fog light
- ☹ Battery was not fitted in a fireproof manner
- ☹ Horn didn't work
- ☹ No water supply for windscreen washer system, torn front wiper blades
- ☹ No first-aid kit provided
- ☹ No warning triangles provided
- ☹ No reflective jacket provided
- ☹ No car manual
- ☹ In-car tool set incomplete
- ☹ No radio
- ☹ No driver or passenger airbag
- ☹ No seat suitable for a six-year-old child available
- ☹ Back seat very dusty

Deep Blue Rent a Car

EuroTest rating: Good

Place of rental:	Fethiye (Turkey)
Vehicle:	Hyundai Getz
First registration:	July 2008
Mileage (as shown on tachometer):	839km
Rented on:	13 July 2008
Returned on:	14 July 2008
Price per day:	56.63 euro

Rental procedure

Service and procedure were rated "Acceptable".

The following weak points were found:

- ⊖ Information on refuelling procedures unclear, tank was empty at the time of pick-up
- ⊖ Insurance was not explained

In contrast to this, here the strong points:

- ☺ Staff were friendly and competent
- ☺ Emergency phone number provided, information provided on what to do in an emergency
- ☺ Damage report completed at the time of pick up and on return

- ☺ Staff present at the time of return
- ☺ Fuel level was documented at the time of return and the damage-free condition was confirmed
- ☺ Standard insurance without excess, documented
- ☺ Rental contract in English
- ☺ Second driver and child seat free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Pressure in all the tyres was much higher than the manufacturer's specifications
- ☹ No first-aid kit provided
- ☹ The second warning triangle required was missing
- ☹ No reflective jacket provided

Europcar

EuroTest rating: Good

Place of rental:	Fethiye (Turkey)
Vehicle:	Renault Clio
First registration:	April 2008
Mileage (as shown on tachometer):	8,269km
Rented on:	13 July 2008
Returned on:	14 July 2008
Price per day:	39.64 euro

Rental procedure

Service and procedure were rated "Good".

The following weak points were found:

- ☹ Information on refuelling procedures unclear, tank was empty at the time of pick-up
- ☹ Theft insurance clearly explained only after questioning, and not clearly documented
- ☹ No general terms and conditions supplied

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English
- ☺ Damage report completed at the time of pick up and on return

- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Fuel level was documented at the time of return and the damage-free condition was confirmed
- ☺ Standard insurance without excess, was explained
- ☺ Rental contract in English
- ☺ Second driver and child seat free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Coolant level too low
- ☹ Reservoir for the windscreen washer system almost empty
- ☹ Pressure in both front tyres was far below the manufacturer's specifications
- ☹ No rear fog light
- ☹ The second warning triangle required was missing
- ☹ No reflective jacket provided
- ☹ No passenger airbag

HI-CAR**EuroTest rating: Acceptable**

Place of rental:	Fethiye (Turkey)
Vehicle:	Renault Clio
First registration:	April 2004
Mileage (as shown on tachometer):	152,638km
Rented on:	11 July 2008
Returned on:	12 July 2008
Price per day:	39.64 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊗ Communication only possible in broken English
- ⊗ Staff were neither competent nor professional
- ⊗ Information on refuelling policy unclear
- ⊗ No written record made of the fuel level at the time of return
- ⊗ Standard insurance only explained after questioning, theft insurance not explained at all
- ⊗ Insurance not clearly documented
- ⊗ Deposit was not clearly explained

In contrast to this, here the strong points:

- ☺ Staff were friendly
- ☺ Emergency phone number provided, information provided on what to do in an emergency
- ☺ Damage report completed at the time of pick up and on return
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess
- ☺ Rental contract in English
- ☺ Second driver and child seat free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Average".

The following defects were found:

- ☹ Front brake discs badly worn on both left and right
- ☹ No rear fog light
- ☹ Windscreen washer nozzle set at too low a level on the driver side
- ☹ No first-aid kit provided
- ☹ No warning triangles provided
- ☹ No reflective jacket provided
- ☹ No passenger airbag
- ☹ Child seat tattered and very dirty
- ☹ Footwell dirty, instruments dusty

Intercity Rent a Car

EuroTest rating: Poor

Place of rental:	Fethiye (Turkey)
Vehicle:	Fiat Doblo
First registration:	April 2005
Mileage (as shown on tachometer):	32,723km
Rented on:	11 July 2008
Returned on:	12 July 2008
Price per day:	70.78 euro

Rental procedure

Service and procedure were rated "Acceptable".

The following weak points were found:

- ⊗ Information on refuelling procedures unclear, tank was empty at the time of pick-up
- ⊗ No written record made of the fuel level at the time of return
- ⊗ Standard insurance explained only after questioning
- ⊗ Theft insurance was neither explained nor clearly documented

In contrast to this, here the strong points:

- ☺ Staff friendly, competent, professional
- ☺ Damage report completed at the time of pick up and on return

- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess
- ☺ Rental contract in English
- ☺ Second driver free of charge
- ☺ Billing correct

Vehicle

The technical condition of this vehicle was downgraded to "Poor". The main reason for this were brake defects. At the time of testing, this car was no longer road worthy. One positive aspect which must be noted is that as soon as the rental agency found out about the defects, the car was immediately sent in for comprehensive repair work.

The following defects were found:

- ☹ Brake fluid level was too low
- ☹ Pressure in all the tyres was far below the manufacturer's specifications
- ☹ Brake discs and linings were badly worn on both sides
- ☹ No first-aid kit provided
- ☹ No warning triangles provided
- ☹ No reflective jacket provided
- ☹ No car manual
- ☹ Child seat very dirty
- ☹ Risk of injury due to broken plastic cover on the rear right seat
- ☹ Car body showed strong signs of use, scratches and dents

Sixt

EuroTest rating: Good

Place of rental: Marmaris (Turkey)

Vehicle: Renault Clio

First registration: May 2008

Mileage (as shown on tachometer): 5,856km

Rented on: 9 July 2008

Returned on: 10 July 2008

Price per day: 48 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊖ No or insufficient information on what to do in an emergency
- ⊖ Vehicle was not handed over by staff
- ⊖ No information about the vehicle provided
- ⊖ Fuel level was not documented, neither at the time of pick up nor on return
- ⊖ Standard insurance explained only after questioning
- ⊖ Theft insurance was neither explained nor clearly documented
- ⊖ No details of child seat price available
- ⊖ Total price not shown in the rental contract

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, spoke English
- ☺ Refuelling procedures explained in detail
- ☺ Emergency number provided
- ☺ Damage report completed at the time of pick up and on return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess, was explained
- ☺ Rental contract in English
- ☺ Second driver free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Pressure in all the tyres was much higher than the manufacturer's specifications
- ☹ No first-aid kit provided
- ☹ The second warning triangle required was missing
- ☹ No reflective jacket provided
- ☹ No seat suitable for a six-year-old child available

Trio Rent a Car

EuroTest rating: Acceptable

Place of rental:	Marmaris (Turkey)
Vehicle:	Fiat Palio
First registration:	May 2005
Mileage (as shown on tachometer):	129,227km
Rented on:	8 July 2008
Returned on:	10 July 2008
Price per day:	39.64 euro

Rental procedure

Service and procedure were rated "Good".

The following weak points were found:

- ☹ Information on refuelling procedures unclear, tank was empty at the time of pick-up
- ☹ Theft insurance clearly explained only after questioning, and not clearly documented

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English
- ☺ Emergency number provided
- ☺ Damage report completed at the time of pick up and on return

- ☺ Staff present at the time of return
- ☺ Fuel level was documented at the time of return and the damage-free condition was confirmed
- ☺ Standard insurance without excess, was explained
- ☺ Rental contract in English
- ☺ Second driver free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Average".

The following defects were found:

- ☹ Pressure in the front right tyre was far below the manufacturer's specifications, pressure in the front tyres differed by 1.0 bar
- ☹ No first-aid kit provided
- ☹ No warning triangles provided
- ☹ No reflective jacket provided
- ☹ No car manual
- ☹ No passenger airbag
- ☹ No seat suitable for a six-year-old child available

Aktif Rent a Car

EuroTest rating: Very poor

Place of rental:	Marmaris (Turkey)
Vehicle:	Suzuki Samurai
First registration:	May 1997
Mileage (as shown on tachometer):	61,133km
Rented on:	8 July 2008
Returned on:	10 July 2008
Price per day:	39.64 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ☹ Staff were neither competent nor professional
- ☹ Information on refuelling policy unclear
- ☹ Road map cost extra
- ☹ Fuel level was incorrectly recorded in the contract at the time of pick up and was not documented at the time of return
- ☹ Insurance only clearly explained after questioning
- ☹ Theft insurance not clearly shown in the contract
- ☹ No details of child seat price available
- ☹ Total price not shown in the rental contract

In contrast to this, here the strong points:

- ☺ Emergency number provided
- ☺ Damage report completed at the time of pick up and on return
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess
- ☺ Second driver free of charge
- ☺ Billing correct

Vehicle

The technical condition of the vehicle was downgraded to "Very poor" due to the many serious defects. This vehicle was no longer road worthy.

The following defects were found:

- ☹ Reservoir for the windscreen washer system was empty
- ☹ Front right shock absorber rubbers were very porous and torn
- ☹ Gearbox and engine (at the front and at the oil sump) leaking badly with visible drop formation
- ☹ Badly torn rubber sleeve cushion of the trailing arm of the rear suspension, the rear axle carrier was also badly deformed on the right
- ☹ Front parking light, hazard warning light and back-up light didn't work
- ☹ No rear fog light
- ☹ The required second warning triangle was missing
- ☹ No reflective jacket provided

- ⊗ No car manual
- ⊗ No radio
- ⊗ Passenger seat belt failed to roll back automatically

- ⊗ **No seat belts for back seat which was loose because of deformed fastening**
- ⊗ No driver or passenger airbag
- ⊗ No seat suitable for a six-year-old child available
- ⊗ Left window crank broken and roll-over bar with a sharp edge which could injure passengers
- ⊗ Dirty ash tray with old cigarette ends
- ⊗ Car body showed strong signs of use, scratches and dents

Avis

EuroTest rating: Good

Place of rental:	Marmaris (Turkey)
Vehicle:	Renault Clio
First registration:	April 2008
Mileage (as shown on tachometer):	6,411 km
Rented on:	7 July 2008
Returned on:	9 July 2008
Price per day:	62.29 euro

Rental procedure

Service and procedure were rated "Poor".

The following weak points were found:

- ⊗ Information on refuelling policy unclear
- ⊗ Fuel level was not documented, neither at the time of pick up nor on return
- ⊗ Staff were not present at the time of return
- ⊗ Insurance only clearly explained after questioning
- ⊗ Unclear wording of the English translation of the general terms and conditions
- ⊗ Rental contract not completed in full
- ⊗ Extremely high additional charge for second driver (5.95 euro) and for a child set (8.49 euro)

In contrast to this, here the strong points:

- ☺ Staff were friendly
- ☺ Information provided on what to do in an emergency
- ☺ Damage report completed at the time of pick up and on return
- ☺ Information about the vehicle received
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess
- ☺ Rental contract in English
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Good".

Despite this, the following failings were found:

- ☹ Pressure in all the tyres was much higher than the manufacturer's specifications
- ☹ No warning triangles provided
- ☹ No reflective jacket provided
- ☹ No car manual
- ☹ No passenger airbag

Fatih Rent a Car

EuroTest rating: Acceptable

Place of rental:	Marmaris (Turkey)
Vehicle:	Fiat Albea
First registration:	April 2006
Mileage (as shown on tachometer):	95,718km
Rented on:	8 July 2008
Returned on:	9 July 2008
Price per day:	33.98 euro

Rental procedure

Service and procedure were rated "Very poor".

The following weak points were found:

- ☹ Communication only possible in broken English
- ☹ Staff were neither competent nor professional
- ☹ Information on refuelling procedures unclear, tank was empty at the time of pick up, fuel level was not documented at the time of return
- ☹ Insurance was neither explained nor documented
- ☹ No details of child seat price available

In contrast to this, here the strong points:

- ☺ Emergency number provided

- ☺ Damage report completed at the time of pick up and on return
- ☺ Staff present at the time of return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess
- ☺ Second driver free of charge
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Average".

The following defects were found:

- ☹ Exhaust pipe distorted but not yet leaking
- ☹ Pressure in all the tyres was far below the manufacturer's specifications
- ☹ No warning triangles provided
- ☹ No reflective jacket provided
- ☹ No passenger airbag
- ☹ No seat suitable for a six-year-old child available
- ☹ Right sun visor defective, could not be put back up

Europcar

EuroTest rating: Acceptable

Place of rental:	Marmaris (Turkey)
Vehicle:	Renault Clio
First registration:	August 2007
Mileage (as shown on tachometer):	32,512km
Rented on:	8 July 2008
Returned on:	10 July 2008
Price per day:	50.40 euro

Rental procedure

Service and procedure were rated "Good".

The following weak points were found:

- ☹ No written record made of the fuel level at the time of return
- ☹ Theft insurance clearly explained only after questioning, and not clearly documented

In contrast to this, here the strong points:

- ☺ Staff were friendly, competent, professional, spoke English
- ☺ Refuelling procedures explained in detail
- ☺ Emergency phone number provided, information provided on what to do in an emergency

- ☺ Damage report completed at the time of pick up and on return
- ☺ Information about the vehicle received
- ☺ Staff present at the time of return
- ☺ Damage-free condition confirmed at the time of return
- ☺ Standard insurance without excess, was explained and documented
- ☺ Rental contract in English
- ☺ Deposit sufficiently explained
- ☺ Price clearly stated in the rental contract
- ☺ Billing correct

Vehicle

The vehicle's technical condition and equipment were rated "Average".

The following defects were found:

- ☹ Pressure in the rear right tyre was far below the manufacturer's specifications, pressure in the rear tyres differed by 1.3 bar
- ☹ The required second warning triangle was missing
- ☹ No reflective jacket provided
- ☹ No car manual
- ☹ The spare wheel with a pressure of 1.4 bar could only be used as an emergency wheel
- ☹ No seat suitable for a six-year-old child available