

Car Rental Terms and Conditions

WeOneRent SL - General Conditions of Vehicle Rental

Version: 2026-06 - Effective from: 24 May 2026 - CIF: B22809552 - Web: weonerent.es

1. General Provisions

WeOneRent SL, CIF: B22809552 (hereinafter the "Lessor") provides the Client with a vehicle (hereinafter the "Vehicle") for temporary use under the terms of this agreement and its appendices. By signing the agreement, the Client confirms the accuracy of the provided data, full acknowledgement of the terms, their understanding and unconditional acceptance, and gives consent to the charging of funds from their bank card to fulfil obligations under this agreement, including after the completion of the rental.

2. Customer Requirements

The Client must:

- Hold a valid driving licence recognised in Spain;
- Be at least 21 years of age (a surcharge for drivers under 25 may apply on premium vehicles);
- Have sufficient driving experience (the licence must be held for at least 1 year);
- Provide a valid identification document (passport or national ID);
- Provide a credit or debit card in the main driver's name.

Drivers from outside the EU must additionally present an International Driving Permit (IDP). The Lessor reserves the right to refuse the rental without explanation if there are doubts about compliance with the terms of this agreement.

3. Vehicle Handover

The Vehicle is provided in technically sound condition, with the specified fuel level and recorded damages. The Client is obliged to inspect the vehicle (body, windows, wheels, interior), record all remarks before the start of the rental and sign the inspection report. The signature constitutes agreement with the condition of the vehicle and waiver of claims regarding unrecorded damages.

4. Use of the Vehicle

The Vehicle may be used exclusively for personal purposes in compliance with applicable legislation and traffic regulations. The following are strictly prohibited:

- Transfer of the vehicle to third parties not listed in the rental agreement;
- Commercial use of any kind (including ride-hailing, courier, delivery);
- Participation in races or speed tests;
- Off-road driving and use on unpaved tracks;
- Leaving the permitted territory without the Lessor's written consent;
- Any use contrary to the law.

5. Rental Period and Mileage

The rental period begins from the moment the keys are handed over and ends upon the actual return of the vehicle. The minimum rental period is 3 days. In case of late return, an additional fee is charged (€15/h up to 6h, after which a full extra day is charged). If the delay exceeds 24 hours, the Client will be charged the cost of an additional rental day plus a penalty fee. Return outside working hours is considered completed only after inspection of the vehicle by a company employee.

Mileage allowance: Each rental includes **200 kilometres per day**, calculated **cumulatively** across the entire rental period (for example, a 5-day rental includes 1,000 km in total; a 10-day rental includes 2,000 km). Mileage is recorded at handover and at return based on the vehicle's odometer; the inspection report is signed by both parties. **Excess mileage** is charged at **0.30 € per kilometre** at the end of the rental and is itemised on the final invoice. Monthly tariffs may include their own mileage cap defined separately in the booking confirmation.

6. Fuel

The Vehicle must be returned with the same fuel level as at the time of handover. In case of discrepancy, the cost of fuel will be charged at the company's current rate plus an additional service fee.

7. Deposit

A refundable deposit is pre-authorised (blocked) on the Client's bank card at the time of rental. The deposit amount depends on the chosen insurance package:

- **Essential:** 450 €
- **Comfort:** 300 €
- **All-Inclusive (Zero Deposit):** 0 € - no card hold at all

The deposit is used to cover damages, fines, additional expenses and any other obligations of the Client under this agreement. The block is automatically released upon the successful completion of the rental with no outstanding charges, typically within 5-10 business days depending on the issuing bank.

8. Insurance

All vehicles are insured with Allianz under a mandatory third-party liability policy (RCA - Responsabilidad Civil Automovil), which covers damage caused to third parties.

This mandatory base insurance does **not** cover:

- Damage to the rented vehicle itself;
- Personal injury to the driver;
- Personal belongings of the Client or passengers.

To extend coverage beyond the mandatory baseline, the Client may choose one of the three packages described in Section 9. By default, the booking system pre-selects **Essential**; the Client can upgrade to **Comfort** or **All-Inclusive (Zero Deposit)** at any step before payment.

9. Insurance Packages

All packages include the standard 200 km/day mileage allowance described in Section 5 (cumulative across the rental period; 0.30 € per kilometre over), all Spanish taxes (IVA 21%), free airport delivery, and 24/7 multilingual support.

Package	Price	What is covered	Excess	Card hold
Essential (default)	+10 €/day	Third-party liability (RCA), glass coverage, tire coverage	Up to deposit limit (450 €)	450 €
Comfort	+15 €/day	Everything in Essential, plus 24/7 roadside assistance and free towing across mainland Spain	Up to deposit limit (300 €)	300 €
All-Inclusive (Zero Deposit)	+30 €/day	Everything in Comfort, plus Collision Damage Waiver (CDW) for at-fault accident damage to the rental vehicle	500 € (capped)	0 €

Glass and tires are covered without any excess on all three packages. With **All-Inclusive (Zero Deposit)**, the Client's maximum out-of-pocket cost in case of an at-fault collision is capped at 500 €, regardless of the actual repair cost.

10. Insurance Limitations

Insurance coverage is **void** and the Client bears 100% of the damage in the following cases:

- The driver is not listed in the rental agreement;
- Driving under the influence of alcohol or drugs;
- No valid driving licence at the time of the incident;
- Traffic violations that caused or contributed to the damage;
- Off-road driving;
- Transfer of the vehicle to third parties;
- Intentional damage;
- Failure to comply with the required procedures in case of an accident.

11. Accident Procedure

In the event of an accident, the Client must:

- Notify WeOneRent within **24 hours** of the incident;
- Provide all relevant documents within **48 hours**;
- Complete and submit the **CAI (Constat Amiable d'Accident)** form.

Failure to comply with the above procedures will result in full financial liability for the Client.

12. Theft and Vandalism

In the event of theft or vandalism, the Client must immediately contact the local police and obtain an official report (denuncia), then provide all documentation to WeOneRent. Failure to follow this procedure will result in full liability for the Client.

13. Fines and Road Charges

The Client is solely responsible for all charges incurred during the rental period, including:

- Traffic fines and penalties (speeding, parking, toll evasion);
- Parking fees;
- Toll road charges;
- Administrative processing fee charged by WeOneRent for handling fines.

14. Cancellation and Modification Policy

Free cancellation up to **24 hours** before pickup, regardless of the chosen insurance package. Modifications (date or vehicle change) are also free during this window.

For cancellations within 24 hours of pickup or no-show, the first rental day is charged. Multi-day rentals can be shortened on request - refunds for unused days are processed within 5 business days.

15. Additional Costs

The following additional costs may be charged to the Client's card:

- Fuel (if returned below the agreed level);
- Vehicle cleaning (if returned in an unacceptable condition) - flat 250 € fee for smoking residue, stains, or vomit;
- Replacement of lost or damaged keys (150-300 € depending on model);
- Repair of any damages not covered by the chosen insurance package;
- Excess mileage at 0.30 € per kilometre over the included allowance (see Section 5).

16. Card Charges

By entering into this agreement, the Client gives explicit consent to charges being made to their bank card at any time during or after the rental period to settle any outstanding obligations under this agreement.

17. Liability

The Client bears full responsibility for the vehicle and for compliance with all terms of this agreement from the moment of handover until the vehicle is formally returned and accepted by a company employee.

18. Personal Belongings

WeOneRent SL accepts no responsibility for any personal belongings left in the vehicle before, during or after the rental period.

19. Force Majeure

WeOneRent SL shall not be held liable for any failure to fulfil its obligations resulting from circumstances beyond its reasonable control, including but not limited to natural disasters, strikes, government restrictions or other force majeure events.

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