

Are you Ready?



WHO SHOULD JOIN THE READY PROGRAM?

- Frequent Travellers
- Time-poor Renters

WHAT ARE THE BENEFITS:

- Express Service
- Faster reservations
- Free of Charge membership
- Lowest odometer vehicles
- Instant customer recognition
- Corporate rates automatically attached to your customer profile
- Great Leisure rates for holidays/personal use

WHAT ARE THE PROGRAMS & HOW DO THEY WORK?

Ready

- Rental Agreement Pre-printed – No delays
- Vehicle Pre-allocated – No delays
- Express Queue – No delays
- Present your driver's licence, form of payment, sign and you are **Ready!** – *signature required*

Ready 2 Go (Master Rental Agreement)

- Rental Agreement Pre-printed – No delays
- Vehicle Pre-allocated – No delays
- Express Queue – No delays
- Present your driver's licence, pick up your keys and you are **Ready 2 Go!** – *no signature required*

WHAT DO YOU NEED TO DO:

- Join now – complete the Ready enrolment form
- Make sure your Ready ID number is always quoted when making your reservation
- Enjoy the benefits of Express Service

HOW DO I FILL OUT THE FORM?

1. Verify your personal details.

Don't forget to add/verify your:

- Mobile phone number
- Home & Work phone numbers
- E-mail address

2. Select your preferences:

Loss Damage Waiver (LDW)

Select "YES" if you would like to pay to reduce your Damage Liability Fee for every rental.

Windscreen, Headlights & Tyre Puncture Cover (WHT)

Select "YES" if you would like to purchase Windscreen, Headlights & Tyre Puncture cover for every rental.

Melbourne Tolls:

Melbourne's tollways are electronic and operated by Citylink. There are no toll booths! By selecting "YES", for every Melbourne rental you will automatically purchase Europcar's toll pass which applies for the entire duration of your rental. This will avoid purchasing Citylink Day Passes or receiving expensive infringements.

Your company's contracted rates may override any selection you make here.

3. Ready 2 Go (Master Rental Agreement)

Should you wish to benefit from Europcar's Master Rental Agreement please carefully read the conditions and sign the "Ready to Go (Master Rental Agreement) Conditions" section of the Europcar Ready Enrolment form. Enrolling to this program means that no signature is required on any future Rental Agreements or payment receipts. *This makes the transaction even quicker for you.*

Europcar



WHAT HAPPENS NOW?

1. Complete your application form.
2. Hand your form to a Europcar Representative.
3. Your Ready ID number will be e-mailed to you within 7 days – Quote this number for reservations.
4. Your Ready card will be sent to your home address within 4 weeks.
5. Advise the person or company who books your car rental of your Ready ID number.

MAKING RESERVATIONS

Quote your Ready ID number each time you book. Your preferences will automatically attach to your booking.

VEHICLE COLLECTION

Brisbane, Sydney, & Melbourne Airports

Bypass the airport terminal counters and proceed directly to the Europcar car park office to collect your keys. **Stand at the Ready line so we know you're Ready.**

All other Europcar locations

Proceed directly to the counter and stand at the designated Ready area.

VEHICLE RETURN & TAX INVOICES

Melbourne, Sydney & Brisbane Airports

When returning your vehicle, you may be greeted in the airport car park by our Ready Return Officer. Your vehicle will be checked in and a tax invoice will be issued from one of our hand held units within moments.

All other airports

Your tax invoice will be sent to you once your vehicle has been checked in.

All other locations

Your vehicle will be checked in by a Europcar representative at the return location and a tax invoice issued within moments.

PAYMENT

Credit Card

A pre-authorisation of the value of the rental plus \$100 will be made on your credit card prior to collecting your vehicle. The pre-authorisation does not actually charge your credit card. Your credit card will be charged on return of your vehicle for the full cost of the rental.

Account Credit Facility

Refer to your company's credit facility terms and conditions.

RATES

My company has Contracted Rates

Your company's corporate rates will automatically link to your customer profile.

My company does not have Contracted Rates

You will receive up to 5% off our best rate of the day.

Do I get special Leisure rates?

Yes. Receive great rates on holiday/personal rentals by quoting the CD number featured on the back of your Ready card.

VEHICLE CONDITION

It is important you check your vehicle thoroughly for any damage prior to leaving the car park. Any Existing Damage will print out clearly on your Rental Agreement.

INFRINGEMENTS

Any infringements will be forwarded to you along with an administration fee via the post.

TERMS & CONDITIONS OF YOUR RENTAL AGREEMENT

A copy of your full Rental Agreement will be supplied to you on every vehicle collection. By collecting your keys, you are responsible for the Terms and Conditions of the Rental Agreement.

CHANGE OF PERSONAL DETAILS

It is very important that you notify Europcar immediately of any changes to your personal details including:

- Name
- Address
- E-mail
- Phone Numbers
- Vehicle Preferences
- Coverage Conditions
- Payment details

WHERE TO CHANGE YOUR PERSONAL DETAILS

ONLINE

www.europcar.com.au

EMAIL

cardprograms@deltaeuropcar.com.au

FACSIMILE

03 9330 6126

Europcar

Ready