

## Lakeshore Chrysler Vehicle Rental Frequently Asked Questions

### ***How old must I be to rent a vehicle?***

The minimum age requirement is 25 years of age.

### ***What kinds of credentials will I need to present when I pick up my rental?***

A valid driver's license, proof of full coverage car insurance (declarations page) or proof of rental insurance and a major credit card or debit card in the renter's name (we accept MasterCard, Visa, and Discover). **No pre-paid credit cards accepted.**

### ***Do you sell extra insurance if my insurance does not cover a rental?***

No, but we suggest you check with your insurance company or credit card company about your existing coverage or adding rental car coverage for your rental dates. We suggest using Allianz travel insurance, 1-866-726-1746 or [allianztravelinsurance.com](http://allianztravelinsurance.com).

### ***Can someone else drive the vehicle that I rent?***

Yes. Additional drivers must meet all qualifications as the primary drivers in regard to age, license, and insurance. **Driver information must be provided prior to or at pick up.**

### ***When do I pay for my rental?***

Payment is due at time of rental pick up. Any additional fees will be assessed upon return inspection.

### ***Do I get a refund if I return my vehicle early?***

If you return the vehicle early, we do not give a refund for the unused portion of your rental.

### ***Is there a fee if I cancel my rental?***

Yes, there is a \$20 cancellation fee if you cancel within 24 hours of your scheduled pick-up time. There is a \$30 no show fee if you do not contact us to cancel your vehicle rental.

### ***What if I am late to pick up my vehicle?***

We will hold your vehicle for 120 minutes past the designated pick-up time. If we do not hear from you during that time there will be a \$30 no show fee charged to the credit card on file and we will rent out the vehicle to another customer.

### ***What if I return my vehicle after business hours?***

We do have a drop box for keys if you are returning your rental vehicle after hours. The vehicle will be assessed the next morning for any damages. If any damages are found, we will inform the renter of our discovery and charge their credit card or contact the insurance company appropriately.

### ***Is there a fee if I return my rental late?***

Yes, late returns of 180 minutes or more will result in another day's rental charge and a \$25 per day late fee. \$40 per day fee applies if you do not call to inform us.

### ***How do I get roadside assistance?***

For assistance, please call 1-800-521-2779. Have the vehicle registration ready for the operator. Registration and insurance information is located in the glove box of the rental vehicle.

### ***What do I do if the vehicle breaks down?***

Call us immediately, if it is after hours contact roadside assistance (and have it towed to the nearest Chrysler dealership. All of our vehicles are covered under warranty.

***Do you charge to refuel the vehicle?***

Yes. Vehicles must be returned with the same amount of fuel as at the start of the rental to avoid refueling charges. Refueling charges are \$10.00 per gallon.

***Are there geographical restrictions on where I can drive the rental vehicle?***

Yes, our rental cars are not to leave the United States.

***Do you offer a military discount?***

Yes, we offer a 15% discount to active and retired military personal. To receive the discount, you will need to notify your rental associate and present your Military ID or DD 214 before or at pick up.

***Are pets allowed in your vehicles?***

Only service animals used by the renter or passengers with disabilities are allowed in the vehicle. Please return the vehicle free of pet hair, pet hair in the vehicle may result in a cleaning fee.

***What if I forget an item in the vehicle?***

Found items will be held in our lost and found for 30 days. Lakeshore Chrysler Vehicle Rentals is not responsible for lost or stolen items.

***Is smoking or vaping allowed in your vehicles?***

No, smoking or vaping is prohibited. Smoking in the vehicle will result in a \$150 fee. Vehicles are inspected for evidence of smoking activity such as: smoke, ashes, cigarette butts, burns, etc.

***What if I accidentally lock the keys in the vehicle?***

You are fully responsible for all charges and must contact a locksmith.

***What if I lose the keys to the rental vehicle?***

We do not provide spare keys. In the event you lost or misplaced keys please call us for instructions. You will be responsible for replacement key charges.

***Can I take the vehicle off road or on the dunes?***

No. Our rental vehicles are not to leave maintained roads that are regularly and openly traveled by the general public.

***What if I get a citation or a toll violation?***

The renter is responsible for the payment of these charges. Some municipalities have adopted video radar services, allowing for moving violations to be captured by camera. The owner is identified by the license plate and notified by mail and billed for the infraction.

***What should I do if I am involved in an accident?***

In the case of an accident the local police should be advised and a police report completed, and the full details of the 3rd party should also be taken. It is important that you retain a copy of all documentation for your own records. Please keep a copy of your insurance with you during the duration of your rental in case of an accident.

***Who is responsible for damage to the rental vehicle?***

The renter is responsible for all damage to the rental vehicle. Please keep a copy of your insurance with you during the duration of your rental in case of an accident.