

Payment Terms

Payment means you have paid for your rental in advance at the time of booking. If you have paid your rental, the payment is subject to these Terms and Conditions (known hereafter as the "Terms"). If you do not accept these conditions, you can cancel your reservation in accordance with Article 5 below.

1. The online payment rates may not be combined with any other promotional offer, unless specifically stated. Payment confirmation from A5 LOCATION cannot be resold. Only the holder of the credit card used for payment can benefit from the rates paid.
2. The rental cost excludes any additional costs which are not contained in the booking confirmation when payment is made and any additional optional services remain the customer's responsibility. A valid credit card must be presented at the A5 LOCATION counter at the time of taking the vehicle to cover in advance any additional supplements that might not be included in the payment. A bank authorization is required for the credit card at the beginning of the rental period, however the amount of any surcharges attached to the rental will not be charged until the return of the vehicle.
3. A non-waivable excess can be applied should the vehicle be stolen or damaged, for whatever reason, even if coverage against accidents and / or theft has been taken out or is included in the rental fee.
4. You can modify your reservation up to 24h prior to the start date of the rental without additional charges, using the same reservation channel as that used to make the initial booking or contact our call center. Any changes to your booking may affect the rental rates and may require the issue of a new booking confirmation.
5. You can cancel your reservation as follows using the same reservation channel as was used for your booking or contact our Central Local Call Center. Cancellations made via the A5 rental booking website take effect after recorded in the A5 rental booking system. You may cancel your reservation as follows:
 - You can cancel your reservation without additional charges up to 24 hours before the start date of the rental.
 - Paid reservations that are cancelled on the date of hire or within 24 hours before taking the vehicle will not be refunded.
 - Paid reservations that are cancelled before or after the vehicle is taken and which the total of the reservation is less than 6000 frs, won't be refunded.
 - If you have not cancelled your reservation and if you do not come to the counter to collect the vehicle, the amount paid will not be refunded, except if there is an external problem in which case a penalty of 6 000 FCFP will be deducted for non-presentation (this amount will be charged either in local currency or in the billing currency of your card and, where applicable, the exchange rate applicable at the time of the transaction).

6. Unless the reservation has been modified as under Article 4, no refund will be due for unused days of rental, should the lessee terminate the lease early (i.e. if the customer returns the vehicle before the end of the planned rental period), picks up the vehicle late (i.e. if the customer does not take the vehicle on the hire start date) or if cancelled after the rental start date.
7. All rentals are subject to the general conditions of A5 LOCATION rental leases in force.
8. Brand or model preferences depend on availability at time of rental.
9. The rental period is calculated in increments of 24 hours, starting from when the vehicle is picked up by the lessee. If the vehicle is kept longer than the expected rental period, additional rental days will be charged at the public rate, after a 30-minute grace period.
10. Every driver is advised that any information is given voluntarily to enable the provision of the service. This information will be stored on a computer database and the customer can consult it at any time to verify or rectify their personal data upon request to the Data Administration Service of A5 LOCATION.