

# Rental car reservation with a credit card

## THE CORRECT PROCEDURES

The following guidelines apply for rental car reservations made using either a Visa, or JCB. The rules listed on the reverse side apply for rental car reservations made with Mastercard, Diners Club International or Discover Card, credit cards.

Holders of a Visa or JCB credit card must have a rental car guaranteed for up to 24 hours after the pickup date and time agreed upon. As the car rental company and/or booking agent, you must observe a few important points that are listed in this datasheet. Make sure that the booking agent forwards all information regarding reservations and cancellations to you immediately.

### THE RESERVATION PROCEDURE

1. Request the following information from your customer during the reservation:
  - credit card number, expiry date
  - The cardholder's last and first name, address, phone/ fax number and e-mail address

This data and information about your customer may only be obtained by telephone or fax. Transmission per e-mail is prohibited.

2. Inform the customer about the cancellation conditions and process when the reservation is being made. Indicate to the customer that a confirmation of the vehicle condition will be provided if it is returned within your business hours.
3. Send the customer a written reservation confirmation by post, fax or e-mail, containing the following details:
  - Rental price per day for the reserved vehicle class and the anticipated bill total (including VAT)
  - The transaction currency
  - The precise address and opening hours of the rental car pickup location and the return location
  - The reservation number
  - Information and declaration of consent with regard to cancellation and charging conditions

### CONDITIONS FOR THE CANCELLATION OF A

**Long-term reservation:** You are required to accept all cancellations that are received up to 72 hours before the date/ time of the planned pickup. In addition, you must confirm the cancellation to the cardholder in writing within five working days. The cancellation must include a cancellation number and be free of charge for the cardholder.

**Short-term reservation:** If the reservation date/time is less than 72 hours before the agreed pickup time, you are obligated to accept all cancellations received by 6:00 pm local time on the agreed pickup day. In addition, you must confirm the cancellation to the cardholder in writing within five working days. The cancellation must include a cancellation number and shall be free of charge for the cardholder.

**Customer no-show:** If the customer does not show up within 24 hours of the pickup date/time agreed upon and also has not cancelled the reservation, you may charge the card provided, for guarantee purposes, for the current value of one day car rental using your terminal (manual card data entry). In place of the cardholder's signature, enter the comment "no show" by hand. If the cardholder disputes having made the reservation him/herself, then you shall have no claim to reimbursement.

### COMPLY WITH THE PCI GUIDELINES

If you have a specific business need to store card data locally, then physical storage is preferable. Electronic storage is more complex and requires extensive PCI DSS certification to ensure the security of the card data. For more details related to physical storage, refer to our "Directives for complying with PCI DSS security requirements for merchants". Card data (card number and expiry date) in paper format must be stored in a secure location that is accessible to a limited and authorised group of people only. Make sure the card data is deleted/destroyed after the guest leaves. You completely avoid having to request or store card verification numbers (CVV2, CVC2, CID, CAV2).

## The following guidelines apply for rental car reservations using a Visa, Mastercard, Diners Club International, Discover Card or JCB.

### HOW TO PROCEED ON THE PICKUP DAY

Upon the customer's arrival, request the credit card, authorize the amount anticipated to be due at the end of the rental period using your terminal and then inform the customer about this amount.

The card must be electronically read (by either inserting the chip in the terminal or swiping the magnetic strip of the card through it). Only in case of a fault resulting from a damaged credit card are you authorized to enter the transaction data in the terminal manually ("manual card data entry" function). In this case, you must prove the presence of the cardholder by making a photocopy of an official piece of identification. In this regard, please see the Worldline General Business Conditions for Cashless Payments (GBC).

### REPLACEMENT VEHICLE

You are obliged to provide your customer with a vehicle from the vehicle class they reserved. If this is not possible for you, then you must provide the customer with a higher category vehicle at no additional cost to them.

### PROCEDURE ON THE DAY OF RETURN

On the day the vehicle is to be returned, you are required to confirm the following to the customer in writing:

- Condition of the vehicle; if there is no evident damage, this must be mentioned to the customer
- The vehicle's fuel level
- Any service fees for refueling; if no fees are due, this is to be noted
- Date and time of the vehicle return
- Fees due to late return of the vehicle; if no fees are due, this is to be noted.

For vehicle returns outside your business hours, the customer is to receive the confirmation within five working days.

If the vehicle is returned with new damage, you may make a charge to the cardholder's card within 30 days of the vehicle return. (this charge must be made as an additional card transaction and not include within the overall initial rental charge to the card). You must inform the customer in writing within 10 days about the subsequent charging of his/her card. The notification must contain:

- Cost estimate of a company that is technically capable of making the vehicle repairs, including a description of the damage
- Damage amount
- Only the last four digits of the card number to be charged (xxxx xxxx xxxx 6789)
- The currency in which the repair costs will be charged

The cost estimate must be signed by the customer and returned to you, otherwise Worldline cannot enforce your claim.

In case of a dispute by the customer, you must send Worldline the following information/documents:

- Copy of the rental contract.
- Cost estimate from a company that is technically capable of making the vehicle repairs.
- Accident report, if one has been created, or another document that proves that the customer is at fault.
- Proof of the customer's agreement that you may subsequently charge him/her for the repairing of the damage. This proof must contain the customer's signature directly next to the total cost estimate amount.
- Copy of the insurance policy, if your customer must pay a deductible.

The cardholder is entitled to obtain a cost estimate for the repair himself at his/her own cost within 10 working days. If no agreement can be reached between you and the cardholder about the amount of the repair costs, the cardholder can dispute any subsequent charge that was made. You can make the subsequent charge 20 working days after sending the cost estimate at the earliest, in order to provide the cardholder enough time to obtain his/her own cost estimate.

Subsequent charges can also contain service fees for refueling the rental car, additionally due rental fees and traffic fines. Please note that all subsequent charges must be booked separately and the cardholder must have given his/her prior agreement to such charges.

Should the subsequent charging of a traffic fine be disputed, upon request you must provide Worldline with the following information/documents:

- Official document from the authorities (police)
- Vehicle license plate number
- Date, time and location of the legal infraction
- Description of the legal infraction (including copy of the legal document)
- Amount of the fine in the local currency of the authorities in charge

Your local point of contact can be found at: [worldline.com/merchant-services/contacts](https://worldline.com/merchant-services/contacts)

