

Rental Policies	Mexico
Currency	USD
Infant Seat	Alamo features child restraint systems that conform to government standards. This is a rear-facing seat recommended for infants 5-20lbs
Rate/Day	\$7.00
Child Safety Seat	Alamo features child restraint systems that conform to government standards. The convertible seat is designed for infants and toddlers.
Rate/Day	\$7.00
Child Booster Seat	Alamo features child restraint systems that conform to government standards.
Rate/Day	\$7.00
GPS Navigation Device	Need help getting around? Try one of our GPS navigation devices that are now available on request for rent.
Rate/Day	\$15.00
NEO (WIFI + GPS) Device	N/A
Rate/Day	N/A
Snow Tires	N/A
Rate/Day	N/A
Cellular Phone	N/A
Rate/Day	N/A
Luggage Rack	N/A
Rate/Day	N/A
Ski Rack	N/A
Rate/Day	N/A
Snow Chains	N/A
Rate/Day	N/A
Wifi Device	MIFI is a wireless modem device that the customer can purchase for a daily rate.
Rate/Day	\$12.00
Collision Damage Waiver	<p>Collision Damage Waiver-Theft Protection (CDW-TP) is not insurance. The purchase of CDW-TP is optional and not required in order to rent a vehicle.</p> <p>You may purchase optional CDW-TP for an additional fee. If you purchase CDW-TP, we agree, subject to the actions listed on the rental agreement that invalidate CDW, to contractually waive your responsibility for all or part of the cost of damage to, loss or theft of the vehicle.</p> <p>The deductible is 10% of the vehicles value and ranges from \$1000-\$3500.</p>
Rate/Day	\$20.00 The deductible for each car class: Mini = \$1000 Economy = \$1000 Compact = \$1000 Intermediate = \$1000 Intermediate Van = \$1500 Standard = \$1000 Standard Van = \$1500 Full Size = \$1000 Full Size Van = \$1500 Premium = \$1000 Premium SUV = \$3500 Luxury = \$1000
Collision Damage Waiver (Option 2)	
Rate/Day	N/A
Theft Protection	Theft Protection is Included in Collision Damage Waiver
Rate/Day	Included
Deductible Protection (DP)	Deductible Protection (DP) reduces renter's Collision Damage Waiver-Theft Protection deductible to \$0. Not available in all locations. In order to purchase DP, you must purchase CDW
Rate/Day	\$10.00
Third Party Liability	<p>Third Party Liability Protection (TPL) is required in all vehicles. Customers have the option to purchase Third Party Liability (TPL) Protection or show proof of a valid current liability insurance policy specifying coverage in Mexico. Additional security deposit is required in the amount of \$2,500 USD to be held on their credit card.</p> <p>TPL provides you with minimum financial responsibility limits as outlined in the applicable motor vehicle financial responsibility laws of the country where the vehicle is operated.</p> <p>TPL provides liability coverage up to 70,000 USD. TPL does not cover the rental vehicle, passenger or medical expenses. Liability insurance products purchased on third party travel websites are not acceptable forms of coverage. If LTPL - Limited Third Party Liability is included in your rate, LTPL provides liability insurance up to 750,000 MXN.</p>
Rate/Day	\$18.00
Personal Accident Insurance (PAI)	<p>Personal Accident Insurance (PAI)The purchase of personal accident insurance is optional and not required to rent a vehicle</p> <p>Personal Accident Insurance covers ambulance service, doctors, hospitalization and nurses for each passenger in the vehicle, with a maximum limit of \$20,000 USD per event</p>
Rate/Day	\$4.00
Roadside Assistance Protection	N/A
Rate/Day	N/A
Tire & Windshield Protection (TWP)	N/A

Rate/Day	N/A
Additional Protections	Alamo Protection Plus (APP) is a complete package of the coverages. APP includes Collision Damage Waiver-Theft Protection, Third Party liability, Personal Accident Insurance and Deductible Protection.
Rate/Day	\$40,00
Additional Driver	<ul style="list-style-type: none"> · All additional drivers must meet all rental requirements. · Additional drivers must appear at the rental counter with the primary renter. · Additional drivers must sign the rental agreement. · An additional daily fee may apply for any Additional Drivers. <p>The additional driver can only be added to the contract at the pick up location.</p>
Rate/Day	\$7,00
Age Requirements	Minimum age to rent a vehicle is 21, and maximum rental age is 75 years Rental rates may be higher for renters and additional drivers under the age of 25
Rate/Day	\$25,00
Cross Border Policy	Unrestricted driving within Mexico. Rentals originating from Tijuana, Mexicali, Cd. Juarez, Chihuahua Hermosillo and Monterrey are permitted to cross border into USA. Customer must purchase liability insurance at \$10 USD per day.
Oneway rentals	All one way rentals must be booked in advance and are subject to availability. One way charges apply and are payable at time of rental. One way charges cannot be prepaid.
Renter Requirement	<p>*Full and Valid Driver's License from country of origin. Mexico City (MEX) has a law that restricts driving vehicles in the city one day of the week, plus one Saturday a month. The restriction is based on the last digit of the vehicle's license plate number. Drivers are subject to a fine (and possible vehicle impoundment) if driving on a day which such vehicle is restricted from circulating the city. Alamo vehicles rented in MEX have a sticker which exempts them from this law.</p> <p>In addition, the law was recently extended to ban vehicles from another city, from driving in MEX between 5-00am and 11-00am Monday-Friday.</p> <p>A customer renting a vehicle outside MEX and planning to drive into MEX should notify the rental agent to obtain more details and plan accordingly.</p> <p>This location accepts notarized Chinese Drivers License.</p>
Payment Policy	<p>A passport in addition to a credit card, with available credit and in the renter's name, must be presented. The signature on the back must match the name imprinted on the card. In addition, if the renter has an online transaction, the number and name printed on the card presented by renter must match the name and number stored for the online transaction.</p> <p>Credit Cards honored: American Express®, MasterCard®, VISA®, Eurocard®</p> <p>An authorization on the credit card in the amount of \$700 for Mini through Premium or \$1,200 for Vans, SUVs and vehicles above Premium plus the cost of the rental will be taken at the time of rental. If customer declines Primary Liability Insurance (PLI), An additional authorization in the amount of \$2,500 USD will be held on their credit card. This authorization amount may be used toward damages of vehicles or late charges.</p> <p>Debit/check cards are considered to be any non-credit card American Express®, MasterCard®, VISA®, Diners Club®, Discover® logo. Debit/Check cards are not accepted at this location.</p> <p>Cash is not accepted at this location.</p>
Refueling Policy	<p>As a customer, you have a choice as to how you would like to pay for fuel.</p> <p>Option 1- Prepay Fuel This option allows the renter to pay for the full tank of gas at the time of rental and return the tank empty. No refunds will be issued for unused gas. Pre-paid gas is available at the local fuel prices</p> <p>Option 2- We Refill This option allows the renter to pay Alamo at the end of the rental for gas used but not replaced. Price per gallon will be higher than local fuel prices. A 40% surcharge will apply.</p> <p>Option 3- You Refill This option allows the renter to return the vehicle with a full tank of gas to avoid extra fuel charges.</p>
Special Equipment	<p>GPS - \$15.00 per day. There is a replacement fee . Available in Puerto Vallarta only</p> <p>Infant Seat – \$7.00 per day</p> <p>Child Safety Seat – \$7.00 per day</p> <p>Child Booster Seat – \$7.00 per day</p>
Fleet Mix	Chevrolet, Chrysler, Jeep, Nissan, Pontiac & Volkswagen
Languages Spoken	Spanish & English
Driving Side of the Road	Right
Advanced reservation	12 Hours
Maximum Rental	30 Days
Frequent Flyer	Yes
Freesell	14 days on Economy to Midsize. All other car types: No Freesale Available

Delivery & Collection	<p>Delivery and Collection not available. Customer can pre-arrange pick-up and drop off of vehicle in advance</p> <p>Pick-up and drop off available at no additional charge between 0-2 miles</p> <p>Pick-up and drop off available at a cost of \$20 between 3-15 miles</p> <p>Pick-up and drop off not available beyond 15 miles</p> <p>For additional information on pick-up requirements, contact Carla Meza Phone Number 01 800 849 8001 reservaciones@alamorentacar.com.mx.</p> <p>Pick-up for Cancun and Playa del Carmen:</p> <p>Customer must prearrange pick-up 72 hours in advance by emailing Jaime Diaz at customer@alamorentacar.com.mx.</p> <p>Upon arrival customer must contact rental office and hotel staff on exact pickup time. If Alamo has access to a hotel, the Alamo agent will enter the hotel lobby to pick-up customer. If Alamo does not have access to a hotel, the Alamo agent will meet the customer at the security gate. Please see the pick up service tab for details on which locations Alamo has access to.</p> <p>Drop off service at hotel is not available. Customer must return vehicle to the rental office</p>
After Hours	<p>Rental location must be notified of after hours return at time of rental. Customer will be given instructions on returning vehicle during after hours.</p> <p>For Cancun, Merida & Playa del Carmen, see below:</p> <p>Cancun Airport/Playa del Carmen: Rental location must be notified of after hours via e-mail to Jaime Diaz at jdiaz@alamorentacar.com.mx and copy to reservaciones@alamorentacar.com.mx.</p> <p>The security guard will receive the vehicle and inspect the condition and verify fuel with customer. An inspection slip will be filled out and rental location will follow-up with customer with a final receipt and breakdown of rental charges.</p>
Roadside Assistance	<p>Available 24 hours: Customer must call 01 800 849 8001 or toll free Headquarters line within Mexico 01-800-849-8001. In the case of an accident/incident, customer must contact police and complete a police report at time of accident/incident.</p>
Surcharges	<p>Airport Fee (MXAP) 18%</p>
Taxes	<p>State Tax (STAX) 16%</p>