



- USEFUL INFORMATION AND TERMS AND CONDITIONS -

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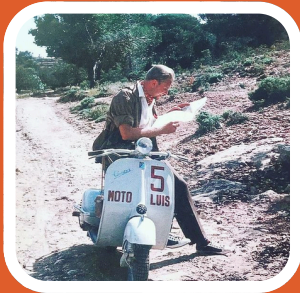
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INCLUDED IN THE RENTAL PRICE

- Unlimited km
- 21% VAT
- Young drivers at no extra charge
- Insurance with excess
- 2 helmets (scooters)
- 24-hour contracts, except in San Antonio, where the key must be left in our deposit box before 09:00 hrs on the last day.



NOT INCLUDED IN THE RENTAL PRICE

- Fuel (full-to-full)
- Extreme dirt (100 - 200 €)
- Smoking inside the car (50 €)
- Transporting animals (100 - 200 €)
- Fines (amount) + administration fees (30 €)
- Wrong return location (30 €)
- Clutch damage due to misuse (manufacturer's cost)
- Theft/loss/damage/wet: helmets (40 €), V16 warning light (50€) key and electric car cables (cost according to manufacturer)
- Is it not allowed to drive in areas that contain saltwater pools, such as going to Cap des Falcó



MAYBE YOU NEED:

4€/day, max. 40 €

- booster seat
- extra driver

6€/day, max. 60 €

- maxi cosi
- child seat gr I
- booster seat with back part



HOME SERVICE

We offer a home delivery service (contactless) for 80€/trip for rentals of at least 7 days. The key must be left at the agreed location for car pickup by 09:00 hrs. Last-minute changes from villa to airport return are non-refundable. If you do not provide all the required information on time, we cannot guarantee the service and the reservation will be non-refundable.



HOTEL SERVICE

We offer free client pick-up service from hotels located in the centre of San Antonio (one way only, no return on the last day).



EXTRA SERVICE CHARGES

If you do not return the vehicle at the time agreed in your reservation/contract and this generates additional costs such as paid parking, we reserve the right to charge the corresponding amount. We kindly ask you to send the reservation form with all the details in a single email to avoid multiple email exchanges and potential administration fees.



DEBIT AND CREDIT CARDS

A credit card is always required as a guarantee, even if you pay the rental cash. Payments by credit card through an agent have a 5% surcharge, which you can avoid by paying via bank transfer or booking directly on our website. With a debit card, an additional (fuel/key) deposit is required (100€ scooters, 200€ small cars, 300€ medium cars and rest 500€). If you have basic insurance, you must pay the excess + the deposit upfront. Deposits are refunded within 72 business hours when the vehicle is returned in the same condition.





CARS AT THE AIRPORT

It is possible to pick up and return the car on the first floor of parking P1N. This is located in front of the arrivals terminal. Our representative will wait for you at the counter located at space 384.

Airport service: 15 €

Private airport service: 40 €



SCOOTERS AIRPORT AREA

You also sign the contract at the P1N parking lot. Afterward, you will need to walk (approx. 10 minutes) to our private parking area where your scooter will be parked. If you do not have the correct driving license or experience riding scooters, we reserve the right to cancel your reservation. A penalty for 2 rental days will be charged, and the remaining amount may be used to rent a car if you meet the requirements. Renting scooters without proper riding experience is not allowed.



AIRPORT DELIVERY HOURS

08 am - 07 pm: 0 €

07 pm - 10 pm: 10 €

10pm - 01 am: 25 €



FLIGHT CHANGE/DELAY/CANCELLATION

Please inform us of any delay, cancellation, or change to your flight. The rental fee for the reserved vehicle is non-refundable in case of delay.

If, for this reason, you pick up the vehicle several days later, the rental will still be charged from the first day of the original reservation, as Moto Luis cannot make the vehicle available to another customer during the reserved period. Call / WhatsApp to guarantee delivery: 09:00–16:00 hrs: +34 672 07 75 00, after 16:00 hrs: +34 637 467 912



AIRPORT SERVICE DURING WINTER/LOW SEASON

During the low season, the airport service is contactless and self-service (no Moto Luis staff). Before your arrival, you will receive:

- An email to digitally sign your contract.
- An email (usually the day before) with your rental contract, where you can see the license plate, make, model, colour, and fuel type of the car.
- Instructions on how to pick up the vehicle at P1N.



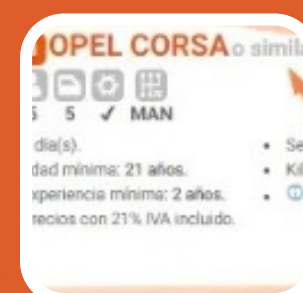
HOW TO RETURN YOUR CAR AT THE AIRPORT

Upon arriving at the airport, follow the signs towards P1. Stay in the left lane to access P1 N. Once you enter, turn left, then turn left again to drive up the ramp to the first floor. The car return (contactless) is on the 1st floor, between spaces 360-380. Follow the instructions on the left side (in vertical) of your contract.



MODEL AND COLOUR

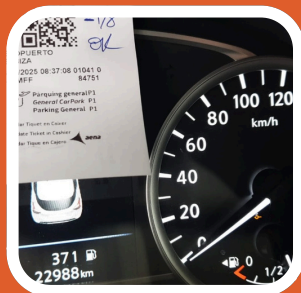
The car categories advertised on the website with the name of a model + “or similar” do not guarantee the specific model, and the customer may receive another car with similar characteristics, subject to availability. The colours of the advertised cars are for illustrative purposes only and may vary. Therefore, the colour of the car you will receive is random and cannot be guaranteed.





FUEL POLICY (FULL TO FULL)

Our policy is full-to-full. You will receive the vehicle with a full tank of fuel and must return it with a full tank again. If the vehicle is returned with less fuel, the missing fuel will be charged plus a refuelling service fee. To achieve a full tank of fuel: after the first click, please remove the hose and, after 10 seconds, reinsert it and keep filling the tank until it clicks again twice.



REFUELLING SERVICE COST

If you return the vehicle with missing fuel, we charge the missing litres + 25€ for the refuelling service (for scooters each missing fuel level stripe will cost 2 €, plus a 10 € service fee). You have to leave the receipt from the petrol station inside the vehicle and refuel the car max. 10km. away from where you return it.



BP PETROL STATION

The closest petrol station (which uses a prepaid system) to the airport is in St Jordi, keep in mind that it's usually very busy. Go ahead of time (inform the staff that you have to fill it up so they open the dispenser, leaving a document as a guarantee so they will let you pay at the end). Make sure the tank is completely full. Sometimes after the 1st click more litres will fit.



END OF THE SEASON

At the end of the season, some of our vehicles are put up for sale. If you receive a notification from us not to refuel, please return the car with an empty tank. We will charge you for the missing litres at a more affordable rate (X €/litre), saving you time at the petrol station. Thank you for your cooperation!



ADBLUE LIQUID

For several years, all diesel vehicles have been equipped with the AdBlue system, which reduces emissions to a limit of 80mg/km. If the car indicates that AdBlue needs to be refilled, you are required to do so. You can refill it at any petrol station on the island or at one of our garages.



ELECTRIC CARS - 1

We provide the car fully charged, and you must return it with a minimum of 50% charge. If the charge is lower, we reserve the right to charge an extra day of rental at the current counter rate.



ELECTRIC CARS - 2

We provide your electric car with 2 cables (domestic and Mennekes). You must return the car with both cables. If any cables are missing, you will be charged for its cost. Feel free to ask us for the PDF "How and Where to Charge My Electric Car".





EXTENSION OF YOUR RESERVATION/CONTRACT

As long as we have availability you can extend your reservation/contract. The current rate applies at the time of the extension. If you are already here on the island you need to inform us by WhatsApp/email so we can do the necessary. Inform us please at least at 48hrs in advance. If you keep the vehicle without informing us, we also charge separate administration expenses.



NO SCHEDULE OR INCORRECT

If you're unsure of the exact times when making the reservation, we will block the pickup and return days, and you will be charged for full days. If you provide the correct times within 14 days, you'll only pay for the actual days. This does not apply to last-minute bookings. If you made an online reservation with incorrect times, administrative fees and additional rental days will be charged according to the current rate.



RETURN IN ADVANCE

If you need to return the car earlier than expected and notify us 72 hours in advance, we will refund the unused days (not applicable to special vehicles such as 4x4, automatic cars, convertibles, vans, luxury cars, etc.).



#2 Empathy

Attentive to your needs

We are all customers and we all like to be treated as individuals, don't we? That's why at Moto Luis we adapt as much as possible to meet your needs when renting a car in Ibiza: by offering the service we would like to receive in the same situation in which you find yourself.

"Empathy: From the Greek ἐμπάθεια *empathía*. Ability to identify with someone and share their feelings."

LATE DROP OFF

If you do not return the car on the date/time specified in the contract, Moto Luis will charge for the additional day(s) + administrative fees according to the current rate. Additionally, there will be an extra charge if we need to provide the next customer a higher category vehicle to avoid overbookings.



Guaranteed reservation, no overbooking

When renting a car in Ibiza with Moto Luis guarantee your reservation without the risk of overbooking so you won't end up without your car. And if for some reason we cannot deliver the chosen model, you will be offered an upgrade at no extra cost.

REQUIREMENTS

The main driver indicated in the reservation must be present at the time of vehicle collection.

If the second driver is collecting the vehicle, the main driver must inform us in advance in writing (by email or WhatsApp) and provide a photo of their driving licence. If the reserved vehicle cannot be delivered because the customer does not meet all the established requirements, a charge equivalent to two rental days will apply.



CANCELLATION POLICY OR CHANGE OF DATE (DATE OF ARRIVAL), WINTER, APRIL, MAY, OCTOBER

Free cancellation up to 72 hours before arrival (in writing). After this period:

- 1 rental day for small/medium cars (up to C1) and scooters
- 2 rental days for all other vehicles.

Date changes must be notified at least 72 hours in advance. If not, the same penalty applies and the remaining amount will be applied to the new booking.



CANCELLATION POLICY/CHANGE OF DATE (DATE OF ARRIVAL): JUNE, JULY, AUGUST, SEPTEMBER

Free until 7 days before arrival.

Afterwards: 2 rental days for all vehicles.

Date changes with less than 7 days' notice: same penalty, remaining amount applied to the new booking.

Contact:

WhatsApp: +34 672 077 500

Email: info4@motoluis.com





CARS - AGE REQUIREMENTS AND DRIVER'S LICENSE ISSUANCE

Minimum age and years of driving license:

- 21 years old + 2 years of license: small cars
- 23 years old + 3 years of license: medium cars

25 years old + 5 years of license: all other cars

Small car categories are:

A, B, B1, B3, D1, D3, D4

Medium car categories are:

C, CC, D6, D7, D9, E, E1

“Special” car category: All other vehicles



SCOOTERS - DRIVING LICENSE

In some countries, you can drive up to 125cc with a B category license and 3 years of experience. Check in your home country if you are allowed to drive scooters of this engine capacity, as the legislation varies from country to country, and the driver is responsible for driving in Spain. If you are from a non-European country, you will need an international driving permit (IDP) and category A/A1/A2 license. Experience in scooter driving is always essential.



EXCESS AMOUNTS (= DEPOSIT)

Excess in case of damage: the excess amount is paid per damage or per accident. If the repair costs less than the excess, the difference is refunded.

- 250 € - scooters
- 750 € - small cars
- 850 € - medium cars
- 1,000 € - GLB, GLB, Mini, Renegade, P.5008 (cat. F1)
- 2,000 € - all other vehicles



ALL IN ONE INSURANCE REQUIREMENTS

Insurance with no excess, including roadside assistance:

- 25 years old + 3 years of license: small + medium cars
- 30 years old + 5 years of license: other fleet vehicles

Important: All drivers must meet the requirements. If you book online and pay for a second driver who does not meet the conditions, you will not be entitled to a refund of the paid amount.



ALL IN ONE INSURANCE AMOUNTS

8€/day: scooters

12€/day: small cars

15€/day: medium size cars

30€/day: GLA, GLB, Mini, Renegade, P.5008 (cat. F1)

40€/day: Tesla,Wranglers, Range + Land Rovers

40€/day with reduced 500 € excess: 8+9 seaters



NEVER INCLUDED IN ANY INSURANCE

- Incorrect refuelling
- Theft/loss/breakage/water damage: helmets, keys, electric cables (replacement cost + €30 handling + €80 travel fee) + V16 warning light (€50)
- Water damage (saltwater, pool, etc.)
- Locking the key inside the vehicle
- Passenger insurance (scooters)
- Towage service for scooters. We only offer assistance during our opening hours (main office)

NEVER INCLUDED IN ANY INSURANCE

- Towage service is not included in case of negligence, reckless driving and/or assistance on unpaved and unsuitable roads.
- Clutch
- Taking the car/scooter off the island (e.g. to Formentera).





WHAT DOES EXCESS MEAN?

If you do not purchase our All in One insurance, you will be responsible for all new damages to the vehicle due to deterioration or accidents, as well as roadside assistance, towing, etc. tyre/wheel damage, rims, and punctures are also not covered. The excess amount will be charged to the card on the first day. This amount will be refunded within a maximum of 72 business hours if there are no new damages and the tank is full.



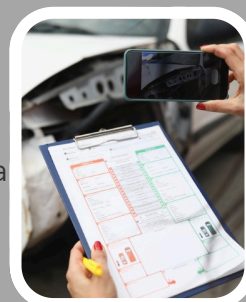
EXCESS AND AIRPORT CAR RETURN

In case of damage, if you have basic insurance (with an excess), we will take photos at the same parking lot without moving the car from where you left it. These photos are considered valid. The customer is responsible until our employee picks up the car. You will receive an email in the event of new damages.



OBLIGATION TO REPORT DAMAGES

If the car incurs new damage during your rental, we ask you to inform us as soon as possible (this obligation also applies if you have the All in One insurance). If you have had an accident with a third party, you must complete an accident report and send it by email to cora@motoluis.com within 24 hours. Don't forget to attach photos of the damage and the license plates of both vehicles. ⚠ Important: If you do not report the accident or the damage, the full cost of the damage will be charged, even if you have All in One insurance. Additionally, administration fees may apply if this obligation is not fulfilled.



TOTAL LOSS

If the vehicle is a total loss due to the customer's fault or an incident without a friendly accident report or police report, there will be no right to a refund of the rental paid. The customer will be responsible for towing costs, administration fees, the full tank of fuel, and will not be entitled to a replacement car.



CAR REPLACEMENT

If the car is no longer drivable due to an accident (under normal circumstances), Moto Luis will do everything possible to resolve the situation as quickly as possible. If you need or want another vehicle, you will have to pay the new rental amount according to the current rate, subject to availability.



FRIENDLY ACCIDENT REPORT

The customer is responsible for correctly filling out all the fields of the friendly accident report. Otherwise, the customer will have to pay for the damage, even if they have purchased the All in One insurance. The report must be submitted via email to cora@motoluis.com, WhatsApp (+34 672 07 75 00) or in person at our office.



PUNCTURES/TYRE DAMAGE

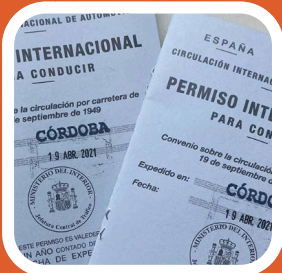
In the event that the vehicle, as it comes from the factory, does not have a spare tyre and a puncture/tyre damage occurs, we will offer free assistance during our business hours, as long as the customer has purchased our All in One insurance. Otherwise, if the customer has opted for the excess, they will be responsible for covering all costs related to this situation.





INTERNATIONAL DRIVING PERMIT

You will be responsible if your driver's license is not valid in Spain. Some countries do not have agreements with our country, which is why we require an international driving permit (IDP) which has to be shown along with the physical foreign driving license..



TOWAGE AND ROADSIDE ASSISTANCE - CARS

- ✔ Free with the All in One insurance during our business hours.
- ✔ Without All in One: free if the breakdown is not related to your driving.
- 📞 WhatsApp: +34 672 07 75 00
- ☎ Tel: +34 971 34 05 21
- 🌙 Outside our business hours, please call the phone number shown on your rental contract. In case of doubt, check the QR code on the windshield.



ROADSIDE ASSISTANCE - SCOOTERS

We only offer roadside assistance during our business hours by sending a WhatsApp to +34 672 07 75 00 or calling +34 971 34 05 21.



PERSONAL BELONGINGS

We kindly ask you not to leave any personal belongings inside the vehicle. We advise you to leave the car unlocked to avoid possible glass/window or lock damage. The insurance never covers belongings left inside the vehicle. If the vehicle is damaged because it was left locked or items were left inside, the customer will be held responsible for said damage due to negligence.



FORMENTERA

Boarding our vehicle or scooter, or transporting it to Formentera, is not authorized. Any violation of this rule will constitute a breach of the rental contract, meaning the customer will be responsible for any additional costs, accidents, damages, or other losses that may arise.



INVOICE

You can request an invoice in the company's name before or during the rental by providing all tax information. If you do not provide the details before returning the vehicle, it will not be possible to issue an invoice in the company's name afterward.



HAPPY HOLIDAYS

Lastly, we would like to take this opportunity to wish you a pleasant holiday. If you have any questions, doubts or comments, we will be happy to assist you. If you need useful information about the island, visit our blog for the best recommendations and routes. Thank you very much for renting with us.

