



- USEFUL INFORMATION AND TERMS AND CONDITIONS -

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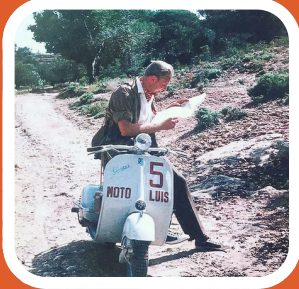
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INCLUDED IN THE RENTAL PRICE

- 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€), key and electric car cables (cost according to manufacturer)



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 with a minimum of 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)



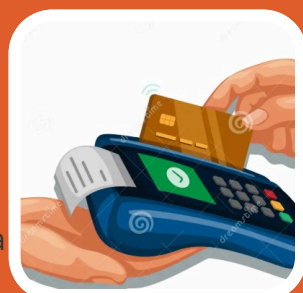
EXTRA SERVICE CHARGES

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

Even if you pay in cash, we always require a credit card to cover posible extras. If you pay with AMEX or a payment link, there is a 5% surcharge. With a debit card, an additional deposit (100-500€) is required. If you have basic insurance, you will pay the excess up front and the deposit. Both deposit amounts will be refunded when all is OK with the vehicle within a maximum of 72 business hours.





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

If your flight is delayed, changed or canceled, please inform us as soon as possible. You can reach us by phone or WhatsApp at the following numbers:

- Office hours: +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, color, and fuel type of the car.
- Instructions on how to pick up the vehicle at P1N



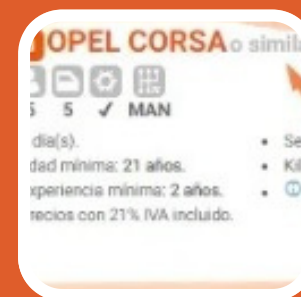
HOW TO RETURN YOUR CAR AT THE AIRPORT

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 COLOR

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 colors of the advertised cars are for illustrative purposes only and may vary. Therefore, the color 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 refueling 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.



REFUELING SERVICE COST

If you return the vehicle with missing fuel, we charge the missing liters + 20€ for service of refilling (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 deposit is completely full. Sometimes after the 1st click more liters 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 empty. We will charge you for the missing liters at a more affordable rate (X €/liter), saving you time at the gas 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 gas 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 cable is missing, you will be charged the 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 charge also separatee 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 Empatía

Atentos a tus necesidades

Todos somos clientes y a todos nos gusta que nos traten de manera individual, ¿verdad? Por eso en Moto Luis nos adaptamos todo lo posible para cubrir tus necesidades a la hora de alquilar un coche en Ibiza. ¿Cómo lo conseguimos?: ofreciendo el servicio que nos gustaría recibir en la misma situación en la que te encuentres.

*Empatía: Del griego ἐμπάθεια empatheia. Capacidad de identificarse con alguien y compartir sus

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 with a higher category vehicle to avoid overbooking



Reserva garantizada, no overbooking

Alquilar coche en Ibiza con Moto Luis te garantiza tu reserva sin riesgo de overbooking, para que no te quedes sin tu vehículo. Y si por alguna razón no podemos entregarte el modelo escogido, te beneficiarás de un upgrade sin coste alguno.

REQUIREMENTS

If we are unable to deliver the reserved vehicle due to not meeting all the requirements, two days of rental will be charged



CANCELLATION POLICY: WINTER, APRIL, MAY, OCTOBER

Free cancellation (in writing) up to 72 hours before arrival. Otherwise:

- 1 day of rental (counter rate) for small and medium cars (up to category C1) and motorcycles.
- 2 days of rental (counter rate) for all other vehicles



CANCELLATION POLICY: JUNE, JULY, AUGUST, SEPTEMBER

Free cancellation up to 7 days before your arrival. Otherwise:

- 2 days of rental (counter rate) for all vehicles.
- 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

Your driver's license must be valid and legal in Spain (check the international agreements between your country and Spain).



SCOOTERS - DRIVING LICENSE

In some countries, you can drive up to 125cc with a category B 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 and category A/A1/A2. Experience in scooter driving is always essential.



EXCESS AMOUNTS (= DEPOSIT)

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

- 250€ - scooters
- 600€ - small cars
- 700€ - medium cars
- 1000€ - GLB, GLB, Mini, Renegade, P.5008 (cat F1)
- 2000€ - 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 excess 500€: 8+9 seaters



NEVER INCLUDED IN ANY INSURANCE

- Incorrect refueling
- Theft/loss/damage/water damage: helmets, keys, electrical cables
- Water damage (saltwater)
- 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 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. Tire/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 CAR RETURN AIRPORT

In case of damage, if you have the basic insurance (with excess), we will take photos in 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 case of new damages



OBLIGATION TO REPORT DAMAGES

If the car suffers new damage during your rental, we ask you to inform us ASAP so we can order f.e. spare partes (this is also your obligation if you have purchased the All in One insurance). If you have an accident with another party, you must fill out a friendly accident report. Send us an email at cora@motoluis.com within a maximum of 24 hours. If you do not inform us, there may be administrative fees. Don't forget to attach photographs of the damage + the license plates of both vehicles.



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 fuel tank, 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/TIRE DAMAGE

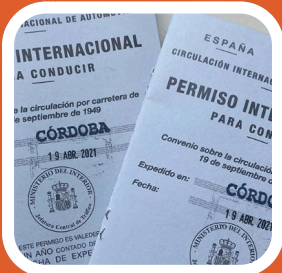
In the event that the vehicle, as it comes from the factory, does not have a spare tire and a puncture/tire damage occurs, we will offer free assistance during our business hours, as long as the customer has purchased our All in One insurance. Otherwise, if the customer has opted for the excess, they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



TOWAGE AND ROADSIDE ASSISTANCE - CARS

In case of breakdown from Monday to Saturday from 09:00 to 20:00 hrs and Sundays from 09:00 to 16:00 hrs:

WhatsApp: +34 672 07 75 00
Phone: +34 971 34 05 21

Outside our opening hours, please call the phone number listed on your rental contract.



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 such 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.



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.

