

# IMPORTANT INFORMATION ABOUT YOUR CAR RENTAL

Valid Dec, 16<sup>th</sup> 2023 – Dec, 15<sup>th</sup> , 2024

Information for cars rented from:

**ADOBE RENT A CAR**

## PHONE CONTACTS

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Alajuela Airport:	2442-2422
Central office in San José:	2542-4800
Cartago:	2592-4747
Ciudad Quesada:	2460-0650
Conchal / Tamarindo:	2653-6262
Grecia:	2444-1395
La Fortuna:	2479-7202
Liberia / Guardia:	2667-0608
Limón:	2758-4042
Puerto Viejo de Limón:	2750-0715
Quepos / Manuel Antonio:	2777-4242
Uvita:	2743-8102
Puntarenas	2663-0661
Heredia	2239-4590
<b>Emergencies:</b>	<b>2542-4888</b>
<b>Whatsapp:</b>	8494-5956 (Mon-Fri from 8am - 5pm)

## INSURANCES

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### **General Liability Insurance**

A General Liability Insurance is included in the Basic insurance and covers the following:

- Third party liability in case of injury or death: US\$ 100.000 per case
- Liability for material damage of third party property: maximum US\$ 20.000

Through acquisition of the Additional Insurance (SPP), the liability limit will be increased to 4 million US\$ per case.

Other insurances, acquired online or outside of Costa Rica, cannot be accepted.

### **Basic Insurance (PLI+LDW)**

The Basic Insurance is mandatory. Most tour operators include it automatically in the price of the rental car or in your offer. Should the insurance not be included in your rental fee, it will be charged to your credit card when renting the car. You have to deposit US\$ 750 + 13% VAT by credit card when you pick up the car. The Basic Insurance covers damages on your car which are higher than the deductible of US\$ 1000 + 13% VAT. This also applies in case of theft of the vehicle.

The insurance does not cover:

- Loss of keys, license plate or car registration papers
- Damage through vandalism, partial theft, damages to front wind shield, head lights/rear lights and tires, towing service, and recovery of the car in case of an accident

Please take a look at the additional limitations of insurance coverage mentioned below.

### **Additional Insurance (SPP)**

When acquiring the voluntary additional insurance, you can optimally cover all remaining risks.

The additional insurance reduces the deductible to US\$ 0 and increases the amount covered for general liability damages to 4 million US\$ per case. The deposit is reduced US\$ 100 + 13% VAT.

With this insurance also covered are damages through vandalism, partial theft, damages to front wind shield, head lights/rear lights, tire blowouts, towing service, and recovery of the car in case of accident. The additional insurance does not cover the loss of keys, license plate or car registration papers nor other minor damages to the tires (punctures etc). Please take a look at the additional limits of insurance coverage mentioned below.

### **Additional Driver**

Up to 2 additional drivers are free of charge. The third and more additional drivers pay a fee per driver, per day to the rental company, which will be charged to your credit card at the beginning of the rental. All additional drivers must fulfill the rental requirements and sign the contract. Only persons registered in the contract are entitled to drive the car.

### **What to do in case of an accident?**

Should you be involved in an accident, the vehicles should not be moved under any circumstances. You immediately have to contact the police (Transito) and the national insurance company INS. If you need assistance to do so, please contact the car rental company on 2542 4888 (24/7 coverage in spanish and english) or our office immediately. It is mandatory to present the official police report and the report of the insurance company in order to claim the insurance coverage. The insurance company will not pay if you do not present these documents.

### **What is excluded from the insurance coverage?**

Insurance coverage will be forfeited if you cause damage or an accident due to negligent behaviour, such as:

- Driving under the influence of alcohol or drugs
- Damages caused by a driver who is not registered as a driver in the contract
- If you cause a damage by driving the vehicle into the sea, lagoons, lakes or through rivers
- Speeding on roads in bad shape or driving on roads unsuitable for your car
- If your car gets stolen due to negligent parking
- In case you can't show both the police report and the National Insurance Company INS report after an accident with your car. Both reports are imperative for reporting the damage to the insurance company and claim coverage.
- Loss of license plate (113\$)
- Loss of hot spot device (113\$)
- Loss of vehicle registration papers (113\$)
- Loss of car keys (mechanic keys 204\$, electronic keys 509\$)
- Loss of GPS System (283\$)
- Loss of mobile phone (113\$)
- Repair of punctured tires (only total blowouts will be covered under the Additional Insurance)
- Deep cleaning due to dirt or bad smell (113\$)

**Important:** If you cause damage to your car due to negligent behaviour, there won't be ANY INSURANCE COVERAGE at all, and you will have to pay the complete amount of damage, not limited to the deductible.

## **DEPOSIT**

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When delivering your car, the rental company will ask you to leave a security deposit.

This deposit will be blocked on your credit card (MasterCard, Visa, or American Express) during the rental period. Cash or traveller checks will not be accepted as deposit. The credit card deposit will be used to charge missing gasoline, traffic tickets, fines applied by a local court or damages caused to the car which are not covered by the insurance at the end of the rental.

When the vehicle is delivered, an amount of \$ 10 is left to cancel, which will be released at the closing of the contract and if there are no charges to be made to the deposit.

The deposit itself will be released immediately after closing the contract. The blocked amount is generally released within 1-2 days, depending on your credit card company.

## ADDITIONAL SERVICES

### WiFi Hot Spot

For all contracts with the coverage ARA Drive Relaxed a mobile WiFi Hotspot device will be handed to you to use during your rental period. This way you can easily use your own smart phone, or tablet and a GPS navigation App of your choice.

Recommended free Apps are 'Google Maps', or the in Costa Rica popular 'Waze', which reflects the actual traffic situation live online.

### Child Safety Devices

Costa Rican traffic laws require the use of special equipment for transporting children. That is why we remind you that if you rent a car in Costa Rica, you should always buy and use it.

According to the Traffic Law 9078, there are four groups that specify the types of car seats that babies and children must use. Parents should choose these seats according to the height and weight of their children. The group of child car seats is divided into 4 groups: infant car seat, child car seat, booster seat with backrest and booster seat. It was always considered that in these four groups the weight and height of the child, rather than the age of the child, were considered decisive factors. [Here](#) is an infographic with more details:



REQUIRED BY LAW	GROUPS	AGE	WEIGHT	HEIGHT	DEVICE TYPE	POSITION	DIRECTION
	0	0-1 year	Under 10 kg (Under 22 lb)	Under 75cm (Under 29.5in)	Infant carrier	Preferably in the middle of the rear seat. The baby's head must be at least 7 cm from the edge of the device.	Backwards
	1	1-4 years	9-18 kg (20-39.8 lb)	75-110 cm (29.5-43 in)	Child seat	Preferably in the middle of the rear seat. The baby's head must be at least 7 cm from the edge of the device.	Forwards
	2	4-6 years	15-25 kg (33-55 lb)	110-145 cm (43-57 in)	Booster with backrest	Rear seat, side positions The head of the minor must not protrude over the edge of the device.	Forwards
	3	6-12 years	22-36 kg (48.5-79 lb)	110-145 cm (43-57 in)	Booster without backrest	Rear seat, side positions The head of the minor must not protrude over the edge of the device.	Forwards




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 +506 2232 0400
  +506 8893 3863

### **Important tips for using navigation apps**

- In Costa Rica, the navigation app Waze is the most common, but Google Map also works very well.
- Since the streets in Costa Rica do not have names, entering the destination may be different than you may be used to (i.e. entering a street name and number). Entering the hotel name is usually sufficient to generate the correct route. However, please note that there may be some hotels or towns with names that are similar or identical, but that are located in a completely different part of the country. Please be sure that you have chosen your destination correctly, comparing details such as the hotel name, town, or province with those provided on the hotel voucher.
- All navigation systems suggest various routes, and usually display the shortest one first. The shortest routes, however, are not always the safest ones; nor are they necessarily appropriate for your rental vehicle, as they may lead over access roads in poor conditions or even include crossing a river. It is your task and responsibility to choose the correct route and ensure your own safety as well as that of the rental vehicle. The navigation app is a helpful tool but cannot replace your judgment as the driver of the rental vehicle.
- Sometimes destinations in remote areas can only be reached by crossing a river or stream or by driving on a road in poor condition. It can only be determined on-site whether the current river depth allows for a crossing, or whether the conditions on a given access road are suitable for a given type of vehicle. Incidental damages to your rental vehicle that are caused by a river crossing and/or driving on segments of road that are not appropriate for the vehicle type will be classified as "Negligent Conduct". Not the state insurance provider (INS), nor the rental agency, nor ARA Tours will cover these damages (see "What is excluded from the insurance coverage").

## **GENERAL INFORMATION ABOUT YOUR CAR RENTAL**

### **WHEN RECEIVING THE CAR**

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Please read the present "insurance" information carefully before taking over the car. When picking up the car you will be asked to present your valid, national driver's license, a credit card, your passport with the entry stamp and our voucher. Possible additional drivers must be present in person and show the same documents as well.

1. As already mentioned, upon receiving the car you have provide the deposit by credit card.
2. All drivers must sign the car rental contract. With your signature, you also approve additional insurances agreed upon before. If you wouldlike to include additional insurance once the rental has started, please refer to an Adobe office to review the vehicle and to incorporate the insurance into the rest of your rental.
3. In Costa Rica, parking or speeding tickets are not issued in the driver's name but for the vehicle. Please present all transit tickets when returning the car. If you do not do this, you may face problems with immigration formalities when leaving the country.
4. Before taking over the vehicle: Check the car together with the rental company representative. All existing damages on the car must be listed on a form. This will prevent being charged for prior damages caused by your predecessor. Don't worry - we only cooperate with serious car rental companies and by setting up the following check list, we just wish to avoid you having any negative surprise. Please carefully check whether:
  - all tire changing tools are available
  - there are any defects in paint work (also on the roof)
  - there are any damages to the tires and rims

- there are any damages to the wind shield (also lift the wipers)
- there are any damages to the headlights
- the presence of the safety kit required by law (basic tools, fire extinguisher, emergency triangle, reflective safety vest)
- all lights, the wind shield wipers and the signal horn are in good working order
- the correct amount of gasoline is stated on the form
- have each damage being registered in the form.

## **WHILE DRIVING**

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In case of any major damage, please contact the car rental company immediately. Should there be no answer, please contact ARA Tours. Never let anybody repair your car without prior approval of the car rental company (exception: simple tire repair).

In case of a damaged tire, change it by using the spare tire. Take the damaged tire to the next tire repair shop to get it fixed (costs will have to be paid by you, aprox. \$5). Should the tire not be repairable call the rental company to get indications where to find the closest agency branch. They will get you another tire, or change the car.

Should you become involved in a car accident, please call 911 to get the traffic police, then the insurance company INS and also Adobe rent-a-car (as indicated on your car rental documents). If possible also contact ARA Tours, especially if you need help dealing with authorities or in case of language barriers.

Please do not sign any accident report, if you don't fully understand what's written on it. You may call the emergency number of the rent a car for advice on what you are signing, if in doubt.

## **RETURNING THE CAR**

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### **1. Fuel**

When returning the car, it must contain the same quantity of fuel as on the day you received it. The initial quantity is stated in the contract. When returning your car with less gasoline as indicated on the initial inspection form, the rental company will charge you the difference on your credit card at a higher price as a gas station.

### **2. Form**

The car rental company representative will check your vehicle. Possible new damages caused during your rental period will be charged to your credit card if not covered by the type of insurance you have chosen.

### **3. Final Bill**

Damages, lack of gas, additional insurance, possible traffic tickets and drop-off fees for one-way rentals (if not included in your rental price) will be charged to your credit card. If you disagree for any reason, please contact our office immediately. If you do not have to pay any additional amount, the deposit will be released electronically and the amount will be freed usually within 1-2 days, depending on your credit card company. In case you would like to change the agreed drop-off location at short notice, please refer to ARA Tours in order to coordinate the new drop off place with ADOBE rent a car.

After your trip and on request, you may receive a digital invoice by the rent-a-car company on the additional services you may have booked. This is not a new invoice, but only sums up the services you have already paid on the spot.

## **ROADS IN COSTA RICA**

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Costa Rica has an extensive road network which is subject to constant changes. Heavy rainfalls may damage parts of the roads within a short period of time, resulting in dangerous potholes. You should pay careful attention to the road as well as traffic conditions. Please drive carefully, especially at night. Pedestrians and bicycles often have little, or no lights at all. All year round, it gets dark around 6:00 p.m.

Drive with extreme caution after dark and and/or during rain falls.

The information folder handed over to you at the beginning of your trip contains a road map. Main roads connecting major cities can be used with a normal vehicle (Sedan). Secondary routes are partly not yet asphalted, and in more or less good condition. During the period between June and November, when there can be heavy rainfall, we recommend that you check with reception before departure to see if your route may be affected. You may also consult ARA Tours for possible alternative routes.

Due to heavy traffic and bad road conditions, you should calculate enough time for your daily itinerary. Top speed on national roads is 80 km/h (50 mph), in towns 40 km/h (25 mph). In rural areas you may encounter farm animals, or wild animals on the road.

In case of a car breakdown, Costa Ricans sometimes use tree branches put up in the middle of the road as warning signals instead of a hazard warning triangle.

## **POLICE**

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Traffic controls are frequent all over Costa Rica. Please respect speed limits. The use of safety belts is obligatory for the driver and passengers and children will need a special Car seat or Booster. In case of any trouble with the police, please remember:

- remain polite and friendly
- policemen are not allowed to receive cash money for traffic tickets and are only entitled to issue a ticket that you have to sign
- In case of an accident please contact the police and the National Insurance Company INS and the car rental company immediately and do not sign any accident reports that you do not fully understand

## **FURTHER RECOMMENDATIONS**

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- In the cities, always park your car in official and guarded parking lots (parqueo público).
- Always lock the car.
- Never leave any personal belongings visibly inside.
- A private guard watching your car - e.g. while you are in a restaurant - expects a tip of approx. 1.000 colones per car.
- Your driver's license is only valid together with the immigration stamp in your passport.
- The rental contract must remain in the car while driving.

## **INFORMATION FROM A – Z**

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### **Bicycles**

...usually do not have any light, neither at the front nor at the back. Please pay close attention! In San Jose downtown there is a well marked bike lane in some parts.

### **Bridges**

...are countless in Costa Rica. Many of them can only be used one way. Therefore, please observe carefully the right of way. 'CEDA' means 'give way'

### **Buses**

...and bus stops are frequent, and people getting off the bus may suddenly cross the street

### **Car Breakdowns**

...are often not marked by hazard warning triangles but by placing tree branches on the road.

### **Construction Sites**

...may be insufficiently marked and secured. Appropriate illumination and warning signs are often non-existent. Tree branches lying on the ground sometimes indicate dangerous potholes ahead.

### **Horn Signals**

...The horn is a very important tool in Costa Rica. It is used to advise other drivers before passing by them, crossing a crossroad or before narrow turns. Cows on the street are chased away by the horn.

### **Mountain Roads**

...often are very narrow and winding. Please keep in mind that trucks and buses always make wide turns and sometimes take their own right of way! When keeping to the right, pay good attention to the roadside as it may be unsecured.

### **Parking**

...try to park your car in guarded parking lots (parqueo público) only and never leave any belongings visibly inside.

### **One-way Streets**

...in Costa Rica, mainly in the cities, there are many one-way streets. Seeing STOP signs from their back means you can not enter. Watch also out for signs saying: 'NO HAY PASO', NO GIRAR or the arrows on the pavement itself indicating if you may turn into a street or not

### **Passing by other vehicles**

...On highways, you can pass by other cars either on the left or on the right side. Sometimes drivers indicate that they want to pass by by honking the horn or flashing the headlights.

**Radar**

...speed controls by the traffic police are frequent. Respect the advised speed limits

**Speed Limits**

...should be respected, not just because of the police controls, but also because of bad road conditions, narrow turns and bridges

**Traffic Lights**

...are mainly operated in towns and inner cities. However, they are not always taken very seriously, especially at night time. Even if your light is green, you should always double-check if the road is clear.

**Yellow Marked Areas**

Yellow painted curbs mean: "No parking". Parked cars will be towed away by the police.