

IMPORTANT INFORMATION ABOUT YOUR CAR RENTAL

Valid Dec 16, 2022 – Dec 15, 2024

Information for cars rented from:

ALAMO RENT A CAR

PHONE CONTACTS

Alamo Central:	2242-7733
Free 24h Emergency cellphone:	800-2526-6627

INSURANCES

Basic Insurance (T.P. I. & C.D.W.)

The Basic insurance is a combination of the mandatory Third Party Insurance (T.P.I.) and the mandatory Collision Damage Waiver (C.D.W.). Most of the tour operators automatically include these insurances in the car rental price or in your offer. Should the insurance not be included in your rental fee, it will be charged to your credit card when returning the car. Basic insurance covers damages to your car that are higher than the deductible of US\$ 1000 +13%VAT. Additionally, if you only buy the mandatory insurances T.P.I and C.D.W., there will be a deductible of 20% on all third party damages. By taking out the Additional Insurance (A.P.), this deductible can be reduced to US\$ 0.

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

Additional Insurance (A.P.)

Acquiring the voluntary Additional Insurance, you can optimally cover all remaining risks, as it reduces the deductible of the basic insurance and third party damages to USD 0 and additionally covers partial or total loss of the vehicle and glass or tire damages.

The Additional Insurance does not cover personal belongings, nor the loss of keys, number plate or car registration papers. Please take a look at the additional limits of insurance coverage mentioned below. Deposit when contracting the Additional Insurance: USD 100 + 13%VAT payable upon rental begin via credit card (Visa, Mastercard, or American Express) for all car types.

Theft Protection (T.P.)

The deductible for theft or partial theft of the vehicle is US\$ 2.000 +13%VAT. The optional Theft Protection (T.P.) reduces this deductible to US\$ 0 (complete or partial theft). Theft Protection does not cover personal belongings.

Deposit

When delivering your car, the rental company will ask you to leave a security deposit in the amount of US\$ 1.000 +13%VAT by credit card. In case you acquire all of the above-mentioned insurances, the deposit is reduced to US\$ 100 +13%VAT. Cash or traveler 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.

Additional Driver

As an additional service, all drivers for rental cars are free of charge. However, the names of all drivers must be entered in the contract for insurance coverage to apply.

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 your rental car company (2242 77 33 or 2242 78 78). It is mandatory to present the official police report and the report of the insurance company which in the case of Alamo rent a car is "Qualitas" in order to claim the insurance coverage. The insurance company will not pay if you do not present these documents.

What is excluded in 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 and 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 report of the insurance company "Qualitas" after an accident with your car. Both reports are imperative for reporting the damage to the insurance company and claim coverage.
- Loss of hot spot device: \$200 +13% VAT, with theft report: 100\$ +13% VAT, minor amounts apply in case of loss of the accessories.

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. Please also read the information about car rentals in the brochure handed over to you with our documentation.

DEPOSIT

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 traveler 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.

ADDITIONAL SERVICES

WIFI Hot Spot

For all contracts with the coverage ARA Drive Relaxed a mobile WIFI hot spot 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 current 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 (20-39.6 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	4-8 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



GENERAL INFORMATION ABOUT YOUR CAR RENTAL

WHEN RECEIVING THE CAR

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 pay 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. Additional insurances may not be included later.
3. In Costa Rica, parking or speeding tickets are not issued in the driver's name but for the vehicle. Some car rental companies ask you to present all 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

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 - costs will have to be paid by you, aprox. \$5).

Should you become involved in a car accident, please call 911 to get the traffic police, then your rental car company who will inform their insurance company "Qualitas". 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.

RETURNING THE CAR

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. Traffic Tickets

Alamo gives you two options to pay for possible traffic tickets:

- You can pay these directly at a bank and present the receipts when you return the car.
- You can pay these to Alamo Rent a Car when you return the car. However, in this case you will be charged an additional 30% taxes and an additional 20% handling expenses.

3. 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.

4. 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. In case you have changed the agreed drop-off location at short notice, the original contract documents may not be available right away. Please inform us accordingly, so we can take care of it.

ROADS IN COSTA RICA

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). All other roads and the ones with dotted lines can only be used by 4WD. This applies especially during green season from June to November. Before using rural roads, you may always check with your car rental company, or our office for the latest information about the road conditions.

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

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 your rental car company, who will inform their insurance company “Qualitas”. We recommend you not to sign any accident reports that you do not fully understand.

FURTHER RECOMMENDATIONS

- 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. 500 – 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

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 Area

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