

How to cancel a reservation?

To cancel your car reservation, go to the My reservation tab. Here you can also change your reservation, for example by choosing another car or additional equipment or making a new reservation.

Cancelling your reservation is possible on the terms set out in the Terms and Conditions.

Reservation paid in full

If you have paid your car rental up-front upon reservation, you can cancel your reservation up to 48 hours before picking up the car. Reservations cancelled at a later time are subject to a fee equal to three days of rental. The cancellation fee will never be higher than the total cost of car rental.

Prepaid reservations

If you pay only a part of the total sum for the car rental, the prepayment will not be refunded during cancellation within 48 hours before the vehicle is picked up. Reservations cancelled at a later time are subject to a fee – the cost is equal to the amount of the prepayment or three days of rental, depending on which amount is higher.

Failure to report for the car

If you cancel your reservation before the actual rental or you do not report for the car at the agreed time, the fee will be equal to 100% of the rental costs.

The same rules apply if you do not have a convex credit card (with the name of the main driver) or money to cover the deposit, depending on the requirements of the rental company.

Attention! Some rentals may apply their own cancellation policy. You will learn them at the stage of choosing the car. Later you can check the My reservation tab or contact us.

Does this article have the information you were looking for? [Yes](#) | [No](#)