

| Rental Policies | Costa Rica |
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| Currency | USD |
| Infant Seat | Alamo features child restraint systems that conform to government standards. This is a rear-facing seat recommended for infants 5-20lbs |
| Rate/Day | US\$6.00 Maximum \$90.00. |
| Child Safety Seat | Alamo features child restraint systems that conform to government standards. The convertible seat is designed for infants and toddlers. |
| Rate/Day | US\$6.00 Maximum \$90.00. |
| Child Booster Seat | Alamo features child restraint systems that conform to government standards. |
| Rate/Day | US\$6.00 Maximum \$90.00. |
| GPS Navigation Device | Need help getting around? Try one of our GPS navigation devices that are now available for rent. |
| Rate/Day | US\$12 per day, Maximum \$180.00 |
| NEO (WIFI + GPS) Device | A tablet with Wireless Internet + GPS Device "NEO" are available for all locations. WIFI provides unlimited Internet traffic at a maximum download speed of 6 MBPS. The maximum download speed is guaranteed up to a maximum daily traffic of 4 GB. The router allows up to 5 devices connected contemporarily. This device works even without cellphone coverage. The service is not working outside the country. Non return or damage of the WIFI router (or parts of it) will result in a maximum penalty of \$550 |
| Rate/Day | US\$14.00 per day, Maximum \$210. |
| Snow Tires | N/A |
| Rate/Day | N/A |
| Cellular Phone | N/A |
| Rate/Day | N/A |
| Luggage Rack | N/A |
| Rate/Day | N/A |
| Ski Rack | N/A |
| Rate/Day | N/A |
| Snow Chains | N/A |
| Rate/Day | N/A |
| Wifi Device | WIFI router devices are available for all locations. WIFI provides unlimited Internet traffic at a maximum download speed of 6 MBPS. The maximum download speed is guaranteed up to a maximum daily traffic of 4 GB. The router allows up to 5 devices connected contemporarily. The service is not working outside the country. Non return or damage of the WIFI router (or parts of it) will result in a maximum penalty of \$250. |
| Rate/Day | |
| Collision Damage Waiver | <p>Collision Damage Waiver–Theft Protection (CDW-TP) is not insurance. The purchase of CDW is mandatory and is required in order to rent a vehicle.</p> <p>You may purchase mandatory CDW-TP for an additional fee. If you purchase CDW-TP, we agree, subject to the actions listed on the rental agreement that invalidate CDW, to contractually waive your responsibility for all or part of the cost of damage to, loss or theft of the vehicle. A CDW-TP deductible of \$2000 apply.</p> <p>CDW-TP is mandatory unless renter's credit card has CDW coverage. In order to decline CDW-TP, proof of credit card coverage is required. If CDW-TP is declined, renter is responsible for the full value of damage to the vehicle.</p> <p>The CDW-TP has a deductible of \$2000 for all vehicles.</p> |
| Rate/Day | \$12.95 Mini to Standard SUV \$17.95 Fullsize and Premium SUV The deductible for CDW-TP is \$2000 when purchased. |
| Collision Damage Waiver (Option 2) | N/A |
| Rate/Day | N/A |
| Theft Protection | Theft Protection is Included in Collision Damage Waiver and has a deductible of \$2000 in case of theft. |
| Rate/Day | Included |
| Deductible Protection (DP) | Deductible Protection (DP) may be purchased as an additional protection along with CDW-TP and PLI. DP reduces the renter's Collision Damage Waiver-Theft Protection and Third Party Liability deductible to \$0. |
| Rate/Day | \$20,95 |
| Third Party Liability | <p>Third Party Liability (TPL) The purchase of Third Party Liability (TPL) is mandatory for all rentals even if covered by a major credit card.</p> <p>TPL provides you with minimum financial responsibility limits as outlined in the applicable motor vehicle financial responsibility laws of the country where the vehicle is operated.</p> <p>TPL covers Ambulance Service, Doctors, Hospitalization and Nurses for third parties with a maximum limit of \$230,000 USD per event</p> <p>The TPL deductible is 20% of total damages to the third party property. TPL is only valid when rental vehicle is in Costa Rica.</p> |
| Rate/Day | 11.95 Mini to Standard SUV \$16.95 for Fullsize and Premium SUV |
| Personal Accident Insurance (PAI) | N/A |
| Rate/Day | N/A |
| Roadside Assistance Protection | <p>Roadside Assistance (RSP) - If selected and paid for at the time of rental, Roadside Assistance is available 24/7 without additional charges.</p> <p>RSP includes towing (not related to an accident), flat tire service (if no inflated spare is available, vehicle will be towed), and lockout service (if keys are locked inside the vehicle). Jumpstarts and fuel delivery service for up to 5 gallons (or equivalent liters) of fuel is also provided. Tire damage beyond repair as a result of driver neglect is the responsibility of the renter.</p> |
| Rate/Day | \$5,00 |
| Tire & Windshield Protection (TWP) | Tire and Windshield Protection (TWP) |
| Rate/Day | Tire & Windshield Protection waives customer's liability in the event of damage to tires, windshield or windows. \$5,95 |
| Additional Protections | N/A |
| Rate/Day | N/A |

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| Additional Driver | <ul style="list-style-type: none"> · All additional drivers must meet all rental requirements. · Additional drivers must appear at the rental counter with the primary renter. · Additional drivers must sign the rental agreement. · An additional daily fee may apply for any Additional Drivers. <p>The additional driver can only be added to the contract at the pick up location.</p> |
| Rate/Day | \$5.00 |
| Age Requirements | <p>Minimum age to rent a vehicle is 21 and maximum is 75 Rental rates may be higher for renters and additional drivers under the age of 25</p> |
| Rate/Day | \$10.00 |
| Cross Border Policy | <p>Unrestricted Driving in Costa Rica. Renters wishing to visit Nicaragua or Panama must prearrange at time of rental for a vehicle exchange at the border. A three (3) day minimum notice is required. Customers can only rent the following vehicles- CCMR, CDMR, CCAR, CDAR & IFMR. Upon vehicle exchange at the border, the original agreement is closed and a second rental agreement is issued by the other country (same rate is applied). A vehicle exchange fee totaling \$50 USD is assessed. When the renter returns to Costa Rica, the same process applies plus an additional \$50 exchange fee. Renters not planning to return to Costa Rica must notify the rental location in Costa Rica when prearranging the vehicle exchange.</p> |
| Oneway rentals | All one way rentals must be booked in advance and are subject to availability. One way charges apply and are payable at time of rental. One way charges cannot be prepaid. |
| Renter Requirement | <p>Must meet the location's minimum age requirements.</p> <p>Present a valid driver's license.</p> <p>Present a major credit card in renter's name at the time of rental</p> <p>This location accepts notarized Chinese Drivers License.</p> |
| Payment Policy | <p>A passport in addition to a credit card, with available credit and in the renter's name, must be presented. The signature on the back must match the name imprinted on the card. In addition, if the renter has an online transaction, the number and name printed on the card presented by renter must match the name and number stored for the online transaction.</p> <p>Credit Cards honored: American Express®, MasterCard®, VISA®, Diners Club®</p> <p>An authorization on the credit card in the amount of \$1000 will be taken at the time of rental. This authorization amount may be used toward damages of vehicles or late charges. In case that customer declined LDW, the amount hold on credit card will be \$2500,00 plus estimated of rental.</p> <p>Debit/check cards are considered to be any non-credit card American Express®, MasterCard®, VISA®, Diners Club®, Discover® logo. Debit/Check cards are not accepted at this location.</p> <p>Cash is not accepted at this location.</p> |
| Refueling Policy | <p>As a customer, you have a choice as to how you would like to pay for fuel.</p> <p>Option 1- Prepay Fuel This option allows the renter to pay for the full tank of gas at the time of rental and return the tank empty. No refunds will be issued for unused gas. Pre-paid gas is available at 5% less than the local fuel prices</p> <p>Option 2- We Refill This option allows the renter to pay Alamo at the end of the rental for gas used but not replaced. Price per gallon will be higher than local fuel prices. A 50% surcharge will apply.</p> <p>Option 3- You Refill This option allows the renter to return the vehicle with a full tank of gas to avoid extra fuel charges.</p> |
| Special Equipment | <p>GPS - \$12.00 per day. There is a replacement fee of \$350 if the GPS is damaged or not returned. Only available at San Jose International Airport and Liberia International Airport.</p> <p>Infant Seat – \$6.00 per day. Maximum \$90.</p> <p>Child Safety Seat – \$6.00 per day. Maximum \$90.</p> <p>Child Booster Seat – \$6.00 per day. Maximum \$90.</p> |
| Fleet Mix | Daihatsu, Suzuki, Toyota, Hyundai |
| Languages Spoken | Spanish & English |
| Driving Side of the Road | Right |
| Advanced reservation | 24 Hours |
| Maximum Rental | 60 days |
| Frequent Flyer | Yes |
| Freesell | 14 days on Mini to Midsize. All other car types: No Freesale Available |
| Delivery & Collection | <p>Customer must pre-arrange delivery/collection or pick-up/drop off of vehicle in advance</p> <p>Delivery/Collection is available at no additional cost for hotels within 20 KM</p> <p>Delivery/Collection is available at an additional cost for anything over 20 KM. Additional cost may range from \$20- \$150</p> <p>Pick-up & Drop is available at no additional cost between San Jose Airport and the city of Alajuela</p> <p>Pick-up & Drop is available at no additional cost between Liberia Airport to any nearby Alamo location</p> |
| After Hours | <p>Customer must pre-arrange after hours service in advance</p> <p>After hours service is available at some locations</p> |

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| Roadside Assistance | Available 24 hours: Customer must call (506) 2242 7733. In case of accident, customer must complete a police report at time of accident and must report accident to the Alamo location.RSP includes replacement of lost keys (including remote entry devices), lockout service (providing special equipment is not required to open the car), towing (not related to an accident), and jump-start. Tire damaged beyond repair as a result of driver neglect is the responsibility of the renter. |
| Surcharges | Airport Concession Fee (ARPT) 13% License Plate Fee (VREG) \$1.50 per day Environmental Fee (OPTL) \$.40 per day |
| Taxes | N/A |