Travelbase Damage Waiver

Last year, 93% of our Travelbase Nomads opted for our Full Damage Waiver – and for good reason! For just €10 - €37 per day per vehicle, we take on the full risk of damage to it.* This allows you to enjoy your road trip worry-free, even in a foreign country with different traffic rules and laws. Start your vacation with peace of mind and let us protect you from unexpected costs along the way.

**Check the website of your desired road trip for the exact prices*

In this document, we explain what this damage waiver includes.

	No Damage Waiver	Full Damage Waiver
What is covered	- Civil liability towards third parties (CL) in case of a collision.	- Civil liability towards third parties (CL) - Theft of the vehicle - Damage to the vehicle* - Breakdown assistance costs - Costs to get a replacement vehicle as quickly as possible - Flat tire replacement
Price	€0	€10-€37 per day
Deposit	€1.000	€0
Excess	€3.000	€0
Fines & Tolls	Not covered	Not covered

*Note: Damage caused on unpaved roads that are not part of the public road system or roads specifically advised against by our team will not be reimbursed. Damage caused by intentional mismanagement or vandalism will also not be reimbursed.

Deposit

This is a one-time amount you pay before departure via https://booking.travelbase.eu. The deposit will be refunded (within 30 days after the end of your trip) as long as the car, parts, and accessories are returned in good condition. A deposit is not required if you choose the Full Damage Waiver.

Your Excess
This is the maximum amount you must pay yourself in case of damage. If the damage exceeds this amount, the damage waiver covers the additional costs. Please note: Damage caused on unpaved roads that are not part of the route or public road is not covered. Damage caused by intentional mismanagement or vandalism is also not covered.

What to do in case of damage?

If something happens during your trip, contact the ranger or contact person as soon as possible (via WhatsApp, phone, or email, depending on the urgency). We are here to guide you step by step, and we may ask you to take photos or, if necessary, contact the police. It is important that you consult with us first before contacting the rental company or moving the car. Rules differ by country, and we want to ensure everything is done according to the local rental agreements.

By following our instructions, we can ensure that the insurance supports you in the best way possible. We understand that it can be a stressful situation, and we will do our best to assist you.

Returning the Car

When returning the car, it is important that it is in the **original condition**. This means the car should be clean (no trash) and fully fueled. If the car is not clean or not fully fueled, you will need to pay an additional amount for the return.

In some cases, check-out may even be refused, and you will need to go to a gas station or car wash to return the car in good condition.

Important Terms

- To rent a car, you often need to meet a minimum age requirement and/or have a certain number of years of driving experience. The required age and driving experience are listed on our websites and booking forms. If an incident occurs and you do not meet these conditions, you will not be insured, regardless of the nature of the incident.

- If you need an international driving license, this will be explicitly stated on our website, and we will also communicate this by email. If your license was issued in a country

outside the European Union and you are unsure whether it is valid abroad, please feel free to contact us by e-mail.

- The damage waiver only covers material damage. If you want to insure your travel companions as well, you can purchase a travel assistance insurance for each companion. Feel free to check our website or contact us by e-mail to get more information about our travel assistance insurance.

- Be sure to take photos of the car (inside and outside, from all sides, including any existing damage) and the equipment before departure and after your return, and keep them for up to 6 weeks after your trip. Do the same if you have an accident during your trip that involves an object or another person.

- Do not depart with a car that has problems. If the car you receive has a technical defect or a warning light, you must inform us immediately. For your information: an orange warning light means that you should have the car checked as soon as possible; a red warning light means you must stop the car immediately and wait for technical assistance. If you do not follow these guidelines, you risk worsening the situation and putting yourself in danger.

- Accidents that occur in so-called ‘off-piste’ areas (e.g., rivers, meadows, sand, or other unpaved paths) will not be reimbursed. If we tell you that you may drive through a certain ‘off-piste’ area, our agreement with the rental company allows it. Any other ‘off-piste’ area is considered inaccessible and forbidden.

- If we receive a fine because you committed a traffic violation while the car was in your possession (regardless of how long after the rental period), we will forward it to the person who booked your trip. They will have 30 days to pay the fine. If the fine is not paid on time, additional administrative fees may be charged and/or legal action may be taken.