



# **Operating Terms and Conditions – Sixt rent a car Ireland (Republic of Ireland) (hereinafter also referred to as ‘Sixt’)**

**Sixt Rent a Car Ireland  
South County Self Drive Ltd.  
Rochestown Avenue  
Dun Laoghaire  
Co. Dublin**

Updated: July 2025

## Company Information

**Head Office:** Rochestown Avenue, Dun Laoghaire, Dublin, Ireland

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**Web:** [www.sixt.ie](http://www.sixt.ie)

### Rental Locations – Republic of Ireland

Location	Address	Phone
Dublin Airport – Terminal 1	Sixt Desk, Terminal 1, Arrivals Hall, Dublin Airport, K67 Y7C3	(+353) 1 563 4343
Dublin Airport – Terminal 2	Sixt Desk, Terminal 2, Arrivals Hall, Dublin Airport, K67 H1F2	(+353) 1 563 4344
Dublin North	Eastlands, Car Rental Facility, Swords, Co. Dublin, K67 C795	(+353) 1 563 4342
Dublin South	Rochestown Avenue, Dun Laoghaire, Co. Dublin, A96 TF24	(+353) 1 235 2030
Dublin City Centre	Q Park, The Spire, Marlborough Street, Dublin 1, D01 W207	(+353) 1 563 4345
Dublin Stephen's Green	Conrad Hotel, Earlsfort Terrace, Dublin 2, D02 V562	(+353) 1 239 2801
Cork Airport	Sixt Desk, Cork Airport Terminal, Arrivals Hall, Cork Airport, T12 P5NF	(+353) 21 496 9195
Shannon Airport	Sixt Desk, Shannon Airport Terminal, Arrivals Hall, Shannon Airport, Co. Clare V14 EEO6	(+353) 61 529 160

## 1. Driver Qualification

**1.1** A full, valid driving licence for a minimum of 4 years prior to the commencement date of the rental is required for all drivers, including any additional drivers. Physical licence is required and must be presented at the rental desk upon collection. Where driving licence does not explicitly show 4 years driving on a full licence, driver(s) will be required to show additional confirmation of driving experience.

**1.2** UK Driving Licence holders must present a physical copy of their driving record (entitlements and endorsements) alongside their driving licence card at the point of rental. This can be easily obtained and printed out from the DVLA website ([linked here for your convenience](#)).

**1.3** NON-EU/EEA driving licences cannot be accepted if the holder has been resident in Ireland for more than 12 months.

**1.4** Drivers must retain their licence on their person at all times whilst driving the rental vehicle.

**1.5** Driving licenses printed with non-Roman Alphabet (Arabic, Japanese, Cyrillic etc) must be also accompanied by an International Driving License. For driving licenses from countries that are not part of the Geneva/ Vienna Convention on Road Traffic (e.g. China), a Self-Translation Form provided by Sixt must be presented with the original license ([Sixt Self Translation Form linked here for your convenience](#)).

**1.6 Driving Experience:** A minimum of 4 years', accident free, driving with a full licence and holding a Motor Insurance Policy in own name, immediately prior to rental.

**1.7** Sixt reserves the right to ask you pre-qualifying questions regarding your personal insurance and driving history to ensure you meet the qualifying criteria to rent a vehicle. You may be refused your rental vehicle if responses to these questions do not meet Sixt's criteria.

**1.8** Eligibility to rent a vehicle from Sixt is based on driving experience. In addition to the minimum 4 year's driving on a full licence, the driver must meet age eligibility criteria in order to rent a vehicle (see section 4.1 for vehicle groups and age eligibility criteria). The eligibility criteria will vary depending on the vehicle category.

**1.9 Inexperienced Driver Surcharge:** Drivers under the age of 25 are subject to an additional fee of €38.00 per day, in addition to the standard per day rental rate. Note vehicle category eligibility as identified above.

**1.10 Driving Convictions and Conviction Endorsements:** Renters who have been convicted of a major driving offence in the past five years will not be accepted. If a driver has any endorsements on their license, they must contact the Sixt Reservations Department in advance of making a reservation, as there may be restrictions with renting. Failure to inform Sixt of conviction endorsements in advance may result in the driver being refused the vehicle and the forfeiture of any deposit or fees paid in advance. No insurance or coverages/protections supplied by Sixt will apply in the event of an accident where there is a non-disclosure by the Driver (including any authorised additional drivers) of driving convictions and/or conviction endorsements in advance of the rental.

**1.11 Drivers over 75:** Drivers over 75 must also produce a medical certificate confirming that they are medically fit to drive. These documents should be dated within three months of your pick-up date and should be printed and presented at the rental counter upon commencement of your rental for verification. If these documents cannot be presented, it will not be possible to rent with Sixt and any deposit or fees paid in advance will be forfeited.

**1.12 Pre-Rental Driving Assessment:** Drivers may be subject to a pre-rental driving ability assessment to ensure they are suited to the rented vehicle. Should the Renter be unsuccessful in a driving ability assessment, Sixt does not accept responsibility for the provision of alternative transportation, or any associated costs.

**1.13 Additional Security Conditions:** Renters may be required to provide additional documentation including their passport, a second credit card in the name of the main driver, proof of address issued within three months of rental such as a utility bill or bank statement (renters residing in Ireland) or a return flight confirmation (renter residing outside of Ireland). These requirements may apply for all renters, vehicle categories and reservation types.

**1.14 Right to Refuse Service:** South County Self Drive Ltd, trading as Sixt Rent a Car Ireland, reserves the right to refuse service or cancel a reservation at its sole discretion

## **2. Security and Payments**

**2.1 Rental Payments:** All payments for rental charges must be made in advance of the commencement of the rental. Payments may be made by MasterCard, Visa, American Express, Discover, and Diners Club credit cards. **Cash and cheques are not accepted for payment.** Credit card payments will require a PIN for payment processing. Credit card payments will require a PIN for payment processing. **Credit card must be valid for at least 30 days from vehicle return date.**

**2.2** Sixt Card Express Servicecard (Advantage Circle) is only accepted in conjunction with a valid Credit Card.

**2.3 Security Commitment - Credit Card:** Renter is required to leave a security commitment at commencement of rental. A physical credit card in the Renter's name is a mandatory requirement as part of this process. Pre-paid cards, debit cards, cheques, and cash are not acceptable as a security commitment. If you made your booking using a debit card, you will still be required to present a credit card for security on the vehicle when collecting your vehicle.

**2.4 Credit Card Pre-Authorisation:** For security purposes a pre-authorisation will be held on the driver's credit card at the commencement of the rental. A pre-authorisation is a temporary hold of funds on the Renter's credit card. The pre-authorisation amount will be between €100-€5,000. The pre-authorisation may appear as a pending charge on your online banking, but the payment has not been charged at the desk. The pre-authorisation will not be processed, except

where additional charges are due for rental extensions, damage, parking, speeding tickets, tolls or any other charges due under the terms of the Rental Agreement.

**2.5 Deposit for Parking Fines, Speeding Tickets, Unpaid Tolls, Fuel and Other Incidentals:** A deposit of €100.00 will be taken for Parking Fines, Speeding Tickets, Unpaid Tolls, Fuel and other incidentals. The pre-authorisation will be returned following the rental should no charges be incurred for these purposes.

**2.6** At the commencement of your rental there must be sufficient funds available to cover **all rental charges including the pre-authorisation amount.**

**2.7 Release of Credit Card Pre-authorisation:** Any pre-authorisation will be released by the credit card holder's own bank. This may take up to approximately 30 days to release in some instances depending on the card issuer/bank. Sixt will not be responsible for expediting the release of any un-processed pre-authorisation, or for any delays in a pre-authorisation being released by the card issuer/bank. Please contact your card issuer/bank directly in this event.

**2.8 Tax:** All payments are subject to local tax (VAT) at relevant rate, depending on rental length and/or vehicle type – see section 3.1. Current VAT rates are 13.5% and 23% (as of March 2022), however Sixt reserves the right to amend these rates at any time to reflect any changes in VAT rates made by government/local authorities.

**2.9 PCI DSS Compliance:** All payment card information is stored in compliance with PCI DSS requirements.

### 3. Rental Information

**3.1 Maximum Rental Length:** Maximum Rental length 28 days. Longer rentals are on a request basis only, and from 35 days will be subject to a higher VAT rate of 23%. Commercial vehicles are subject to VAT rate of 23% (see section 2.8 for further information).

**3.2 Amendments to Reservation:** A booking can be changed up to 48 hours before the start of rental, subject to vehicle availability. This must be arranged and agreed directly with Sixt. Any payment already made for rental will not be refunded; nor shall any differential amount be refunded if this alteration leads to a lesser rental cost. An additional rebooking administration fee of €20.00 may also apply.

**3.3 Holding Rental Vehicle for Late Arrival:** Sixt will hold Rental Vehicle for one hour from the collection time supplied at the point of booking. If there is any delay, Renter should contact Sixt with a minimum of four hours' notice. Where a delay is informed in advance, with the required notice, Sixt may hold the Rental Vehicle provided the rental start time is within the collection location's opening hours, subject to availability. For Renters arriving off flights, Sixt will hold the Rental Vehicle for one hour from actual arrival time, only provided that an arrival flight number or ferry number has been advised at time of booking. If flight or ferry is delayed Sixt will hold the Rental Vehicle, subject to availability, for one hour after actual arrival time provided this is within location opening hours. Where any delay extends beyond one hour outside location opening hours, Sixt may hold the Rental Vehicle until the next location opening time, depending on the circumstances and subject to availability. Please note that any accommodation of a late arrival to collect your Rental Vehicle remains at the discretion of Sixt and is always subject to availability. In all cases of late arrival to collect your Rental Vehicle, Renter will be responsible for rental payment from the time of the original booking.

**3.4 No-Show:** If Renter is delayed, they should contact the Sixt location where they are collecting the vehicle in advance (see 'Holding Vehicle for Late Arrival' above). If the reserved vehicle has not been collected within one hour of the booked collection time and no contact has been made, the reservation will automatically be cancelled classified as a 'no-show'. Please note that no pre-paid amount will be refund on no-shows. A €50.00 fee will apply for non-prepaid no-shows and will be applied to the credit card used to make your reservation.

**3.5 Cancellation:** A booking can be cancelled up to 12 hours before the start of rental. In the event of cancellation, payment already made will be refunded subject to a cancellation charge of three rental days (or full amount for shorter rental duration). No refund will apply if less than 12 hours' notice of cancellation is provided. Booking made through an authorised booking agents are subject to agents' cancellation policy. Reservations created via booking agents, must be cancelled (or modified) directly with their relevant agent.

**3.6 Delivery and Collection:** Delivery/Collection is on a request basis and subject to availability during opening hours. Please contact the local branch. Changes will apply.

**3.7 Out of Hours:** Out of hours collections and returns will be considered on an on-request basis. Arrangements must be requested and agreed in advance. A fee of €20.00 may apply for vehicles collected or returned to Sixt branches outside of normal location opening hours.

**3.8 Premium In-Terminal Collection:** *(Dublin Airport Only):* This service allows Renters to collect vehicle in the Sixt Car Rental section of the multi-story Car parks in Terminal 1 and Terminal 2 at Dublin Airport. The fee for this service is €40.00 per rental.

**3.9 Premium In-Terminal Drop Off:** *(Dublin Airport Only):* This service allows Renters to return vehicle in the Sixt Car Rental section of the multi-story Car parks in Terminal 1 and Terminal 2 at Dublin Airport. The fee for this service is €40.00 per rental. Renter returning to these locations without prior written permission will incur a penalty charge of €60.00.

**3.10 Extending a Rental:** Amendment or Extension of rental must be arranged and agreed directly with Sixt. Extensions are subject to vehicle availability. Charges for additional days will be calculated at the current, local daily rate (which may differ from your original daily rate) and charges are payable directly to Sixt. Email [reservations@sixt.ie](mailto:reservations@sixt.ie). Where extension of the rental vehicle is not informed at least 30 minutes in advance a minimum fee of €11.35 will apply for associated processing costs. All extensions will utilise the existing payment method on the original Rental Agreement. Where an extension has not been made possible, due to a failed transaction (or otherwise) with the renter's card provider, the vehicle must be returned to Sixt per the terms of the Rental Agreement.

**3.11 Rental Returns Grace Period:** A grace period of 60 minutes beyond the agreed rental return time on the date of return will be allowed free of charge, provided Sixt is advised in advance, and that this is within location opening hours. Rentals returning beyond this period will be charged for an extra day at the current, local daily rate.

**3.12 Early Return of Rental Vehicle:** Should the Renter wish to return the rental vehicle earlier than booked, Sixt should be contacted in advance at [reservations@sixt.ie](mailto:reservations@sixt.ie). Please note that once a rental has commenced, no refund is made on any unused rental days or protection waivers. Where early return of the rental vehicle is not informed at least 30 minutes in advance a fee of €11.35 will apply for associated processing costs.

**3.13 Out of Hours Returns:** Out of hours returns may be facilitated depending on the location and must be arranged in advance locally, where available. Additional fees may apply.

**3.14 Overdue Returns:** Where late return of the rental vehicle is not informed at least 30 minutes in advance a fee of €11.35 will apply for associated processing costs, in addition to any additional rental days at the local daily rate. Sixt reserves the right to repossess the rental vehicle under reasonable circumstances where a rental vehicle is overdue. Sixt reserves the right to inform relevant authorities in an event where a rental vehicle has not been returned as scheduled, and there are concerns in regard to the security of the vehicle.

**3.15 Vehicle Change Over:** Sixt reserves the right to require the renter to change over their rental vehicle with reasonable notice during the rental period. This requirement applies to long-term rentals (rental duration of 28 days or more).

**3.16 Premium Location Fee:** A premium location fee will be applied to cover local taxes and overheads at the location where the rental vehicle is collected (if not included in rate).

**3.17 Local (Dublin) One-Way Drop-Off:** Local one-way drop off can be arranged in advance for the following location Dublin City South / Dun Laoghaire / Dublin Airport / Dublin City North / Dublin City Centre / Dublin Stephen's Green. A fee of €45.00 applies for local one-way drop-off arrangement per rental. Vehicle must be returned to designated Sixt returns area at location only. For one-way drop off between Dublin City Centre and Dublin Stephen's Green only a fee of €20.00 applies. Pre-arrangement for all one-way drop-offs must be made in advance, otherwise it will be considered an unauthorised one-way drop-off (reference section 3.18).

**3.18 National One-Way Drop Off:** National one-way drop off can be arranged in advance including Dublin Locations, Cork Locations and Shannon Locations only. A fee of €100.00 applies for a national one-way drop-off arrangement per rental. Vehicle must be returned to designated Sixt returns area at location only. An additional Flexible Location Charge will also apply.

**3.19 Unauthorised One-Way Drop Off:** Where a one-way drop off has not been authorised in advance, and the Renter returns their rental vehicle to a different location to what has been agreed per the Rental Agreement an Unauthorised One-Way Drop off fee of €200.00 for Dublin locations and a minimum €400.00 for locations outside of Dublin.

**3.20 Northern Ireland One-Way Drop Off:** Northern Ireland one-way drop off can be arranged in advance (prior written approval required) to Belfast International Airport and Belfast City Airport. A fee of €200.00 applies for a national one-way drop-off arrangement per rental. Vehicle must be returned to designated Sixt returns area at location only.

**3.21 Return of Rental Vehicle to Another (Non-Sixt) Location:** All Sixt rentals must be returned to the pre-agreed Sixt return location. Vehicles returned elsewhere will incur a location recovery fee (minimum €500.00) in addition to any expenses incurred by the company in order to retrieve the vehicle.

**3.22 Flexible Location Charge:** Your Rental Agreement will specify your agreed rental location, where your vehicle must be returned at the end of the rental period at the agreed time (subject to grace period of 60 minutes). The rental will be considered one-way if the Rental Agreement stipulates a return to a station different from the one from where the Vehicle was collected. If the Vehicle is delivered to a station other than the one stipulated in the one-way Rental Agreement, a flexible location charge of €16.00 + VAT will apply, in addition to the standard one-way fee applicable to the return location.

**3.23 Geographical Driving Limits:** Vehicles may not be taken outside the Island of Ireland. No insurance or protections apply outside the island of Ireland. Sixt vehicle may only be taken into Northern Ireland with prior written approval and payment of cross border fee.

**3.24 Travel to Northern Ireland:** A cross border fee of €40.00 applies for travel to Northern Ireland.

**3.25 Unauthorised Taking Charge:** Vehicles may not be taken outside the Island of Ireland. No insurance or protections apply to the vehicle outside the island of Ireland. Sixt reserves the right to impose an Unauthorised Taking Charge where a vehicle is taken outside of the approved jurisdiction (see below for minimum charge amounts by jurisdiction). Please note Sixt reserves the right to charge the Renter for any recovery charges and excess mileage fees (including rentals with unlimited mileage included), where applicable, in addition to the 'Unauthorised Taking Charges' outlined below. Note that South County Self Drive Limited reserves the right to apply relevant charges or fines to the renter's credit card where unauthorised travel outside the Republic of Ireland is identified by telematics. See section 4.2 and our Privacy Policy for further information: [https://www.sixt.ie/shared/data-protection/DSGVO\\_IE\\_en.pdf](https://www.sixt.ie/shared/data-protection/DSGVO_IE_en.pdf)

Unauthorised Taking Charges by Jurisdiction

- Northern Ireland: Minimum €500.00
- Wales, England, Scotland: Minimum €1,250.00
- Elsewhere: Minimum €4,250.00

**3.26 Checking Returned Vehicles:** Returned vehicles will not be finally checked until the bodywork and interior are cleaned. It is recommended that prior to return, vehicles are clean and free of road film and the interior cleaned, otherwise it is Sixt's policy to wash and clean the returned vehicle at a later time before finally checking the vehicle. If vehicle is returned outside Location Opening Hours, then the Renter agrees to accept vehicle return condition check on next location opening hours.

**3.27 Pre-Rental Vehicle Condition:** At vehicle collection, Renter will be supplied with a vehicle condition report listing any current, pre-existing damage to the vehicle. Renter is responsible for inspecting the vehicle condition and upon driving off from the collection point accepts that the vehicle condition is as per the condition report. This report will be used when checking in the vehicle after rental return for the purpose of identifying any changes to the vehicle condition upon return.

**3.28 Choice Upgrade:** If the Renter wishes to upgrade to a different vehicle category upon collection, which better suits their requirements on the day, this may be done at the rental counter subject to vehicle availability. The choice upgrade fee will be at the current local daily rate.

**3.29 Additional Driver:** The basic rental rate includes one driver. Additional drivers may be added at an extra charge. Extra Drivers must be present at rental desk to sign updated Rental Agreement. Extra driver will be charged for full duration of Rental Agreement period at a rate of €11.00 per day. All drivers must be compliant with the criteria for rental (refer to Section 1: Driver Qualification).

### **3.30 Fuel Policy:**

#### Option 1: Prepaid Fuel

This offers the Renter the convenience of returning the vehicle at any level. No Refunds are applied for fuel remaining in the tank. The Renter is responsible for ensuring there is enough fuel on reserve to safely return the vehicle to the agreed return location.

#### Option 2: Return Full

If vehicle is not returned full, Sixt will refill after termination and charge for refill at premium price.

If vehicle is returned full, Renter may be required to produce a receipt from a filling station not more than 5 kilometres from the return location.

A tanking fee of €25.00 will apply where vehicle is not refilled prior to return.

A convenient Flexi-Fuel option is available at €10 per rental, which permits the renter to return the vehicle without returning their rental vehicle full of fuel, without incurring the €25 tanking fee. The renter will still be charged for any fuel refilling to bring the vehicle back to a full tank.

Sixt reserves the right to change this fuel policy as required in the event of any unforeseen circumstances, such as fuel shortages/rationing.

**3.31 Vehicle Licencing Fee:** A vehicle licencing fee of €2.00 per day applies to all rentals (if not included in rate).

**3.32 Fines (incl. Tolls, Speeding and Parking):** All fines, including but not limited to, unpaid toll charges and speeding and parking fines, are the responsibility of the Renter. Sixt accepts no responsibility for any fine or payment due. The Renter is obliged to inform Sixt of any fines, parking tickets or tolls incurred. Fines received after vehicle return will be charged to Renter and an administration fee of €45.00 per fine will be charged to the Renter.

**3.33 M50 Toll:** The M50 is a tolled motorway which spans around Dublin. This motorway operates a barrier free tolling system between Junction 6 (Blanchardstown) and Junction 7 (Lucan), which means there is no payment facility at the tolling point and tolls must be paid after the fact, either online or by phone. Sixt vehicles are registered with toll operators, E-Flow, and therefore Sixt will automatically be charged for each toll incurred by you, for your convenience. Do not pay for any M50 toll charges directly (Please note: E-Flow will not accept payment in shops or online for fleet vehicles). This will result in a duplicate payment, which may not be possible for Sixt to identify. If you use an Easy Trip electronic toll tag, please ensure that this is not in a readable range when passing through the tolling point. To request an invoice for M50 toll charges please visit [www.sixt.com/invoicecopy](http://www.sixt.com/invoicecopy) or email [CS@sixt.ie](mailto:CS@sixt.ie). You will be charged €4.50 per toll usage by Sixt when using the M50 barrier free tolling system. This includes any associated administration fees. Upon notification by E-Flow, Sixt will then charge your credit card separately for payment of any M50 toll charges incurred by you. You will be charged the amount incl. administration fee to the Renter. All rates are inclusive of VAT (if VAT occurs). For corporate Renters with individual agreements, alternative prices and regulations can apply.

**3.34 All other Toll Roads:** The M50 in Dublin is the only toll road in Ireland that operates in this way. Sixt are not involved in the payment for these tolls, and the Renter is responsible for paying these tolls directly. All toll roads in Ireland, with the exception of the M50, use traditional, barrier operated toll plazas where you can pay your toll directly.

**3.35 Children's Car Seat Requirements:** EU and Irish law requires that all children have the appropriate child/booster seat. Drivers have a legal responsibility to ensure that the correct child/booster seat is used, for all children, up to the age of 12 (or 150cm in height). A variety of categories of car seat are available for rental from Sixt, according to the weight

and height of the child. Car seats are cleaned and safety checked by trained specialists prior to each hire. For health and safety reasons, Sixt employees cannot install the seat in the vehicle. This must be done by the Renter. A charge of €100.00 will be incurred by the Renter should the child seat be returned damaged or unclean. Renter will be charged for full replacement value of any car seat that is not returned following rental.

Child Seat Type	Rental Cost
Rearward Facing Infant and Child Seat (0-18kg)	Up to €17.50 per day
Forward Facing Child Seat (9-18kg)	Up to €15.01 per day
Highback Booster Seat (18-36kg)	Up to €15.01 per day

**3.36 Children's Buggy/Stroller:** Subject to availability at our Dublin Airport location at a cost of up to €15.01 per day. BabyJogger City Tour 2 model - easy fold, ultra-compact, and perfect for tight boot spaces. Large UV50 hood with extension panel and raincover. Suitable from birth to 45lbs/ 20kgs. A charge of €300.00 will be incurred by the Renter should the child seat be returned damaged or unclean. Renter will be charged for full replacement value of any buggy/stroller that is not returned following rental.

**3.37 Loss or damage of GPS or PTA device:** GPS and PTA devices may be rented alongside your rental vehicle depending on location and availability. Please note that a fee of €100.00 will apply where a GPS or PTA device is lost or damaged during the rental period.

**3.38 Christmas Closing:** All Sixt location are closed on the 25<sup>th</sup> December.

## 4. Rental Vehicle

### 4.1 Vehicle Groups:

Age	ACRIS Code
21	M***, E***, CB**, CCM*, CCAN, CD**, CF**, ID**, IF**, CW**, IW**, CCAH ,CCAC ,CCCC
25	CL**, CP**, IL**, IV**, S***, FD**, FF**, X***, P***, CCAE
30	L***, FV**
28 with Sixt insurance (21 With Renters Own Insurance )	A, B ,V

**Note: Renter must hold a full driving license for a minimum of 4 years.**

Some vehicle groups as described above are subdivided as follows (example provided below relates to the 'Group C' category):

	Group Subdivision	Sample Vehicle
1. Standard	C1	VW Golf 5dr
2. Premium	C2	BMW 1 Series
3. Estate	C3	VW Golf Estate
4. Diesel	C4	VW Golf Diesel
5. Fun Car	C5	Mini Countryman
6. Luxury/Sport	C6	VW Golf GTI
7. Hybrid	C7	Auris Hybrid
8. Electric	C8	BMW i3
9. Extra Large	C9	VW Golf Plus

**4.2 Vehicle Group Not Guaranteed:** A specific vehicle make or model is never guaranteed, only a vehicle within a particular group. Typical vehicles in a Group may change as new models and model upgrades occur (see section 4.1). In the event of the branch not having a vehicle available within your pre-booked group, you will be offered a vehicle from the next higher group at no extra cost. Sixt does not accept responsibility for any additional changes incurred for fuel or otherwise where an upgrade is given. Sixt reserves the right on certain rare occasions to provide a vehicle from a lesser category if required. Should this occasion arise any applicable difference in price will be refunded to the Renter.

**4.3 Accidents Procedure:** All accidents and incidents (no matter how minor) must be reported to Sixt within one hour of occurrence.

Local An Garda Síochána (Irish police) and Sixt must be notified immediately of any vehicle accident, however minor.

An Garda Síochána (Irish police) – phone local Garda station or dial 999 or 112 for emergency  
Sixt Emergency Breakdown Assistance – phone +353 1 687 7748

A report form must be completed at the time of the Accident or Incident, with the following information:

1. Names, Addresses and Phone Number of persons involved in the accident
2. Names, Addresses and Phone Number of any witnesses
3. Names, Addresses and Phone Number of third-party insurance company
4. Name and station of attending Garda
5. Full report, with digital images, if possible, of the scene of the accident outlining vehicle positions and registration numbers

Sixt will require the Renter to return to a Sixt location within 24 hours of the accident or incident to complete a detailed accident report. This applies regardless of the excess level.

Sixt reserves the right not to supply a replacement vehicle. Where a replacement vehicle is provided a new excess will apply, and a separate pre-authorisation will be required on the Renter's credit card, irrespective of who is deemed to be at fault in causing the accident. For replacement vehicles the full excess applicable under Collision Damage Waiver applies. It is not possible to reduce the excess to zero or a lesser amount where a replacement vehicle is provided, Where the Renter has had a zero excess or a reduced excess for their initial rental vehicle, this will no longer apply on the replacement vehicle, irrespective of who was deemed to be at fault in causing the accident. In the event of an own fault accident, unused rental days are not refunded. Should a Renter require official damage and repair documentation an administration fee of €75.00 will apply.

**4.4 Roadside Assistance:** In the event of a breakdown, all Sixt vehicles are covered by either the manufacturer's warranty or Sixt Emergency Breakdown Assistance (ph. +353 1 687 7758). No repairs work may be carried out without the prior approval of Sixt who will issue a Repair Purchase Order. Please ensure you keep any receipts to produce to Sixt following any approved repairs payments.

Compensation may be considered only in valid circumstances where the Renter is severely inconvenienced due to the mechanical breakdown of the rental vehicle. This may include costs incurred such as transportation, accommodation, and flights only (food and beverage or other costs will not be compensated). Please see maximum compensation values below (all requests for such compensation must be accompanied by a valid, legible receipt of payment from the provider and be submitted to [CS@sixt.ie](mailto:CS@sixt.ie) within 28 days. Sixt reserves the right to review and decline any requests for compensation that are deemed invalid by the company.

Maximum Compensation <i>(In event of mechanical breakdown of vehicle only)</i>	
Missed Flight	Maximum Compensation: €300.00 per person
Accommodation	Maximum Compensation: €120.00 per room
Transportation	Maximum Compensation: €150.00

Please note that if the problem is found to be self-induced a call out fee will be charged to the Renter. Self-induced issues include locking keys in vehicle, loss of keys, loss of battery charge due to leaving lights or radio switched on,

assistance with (including callout and/or towing charges associated with changing wheel, incorrect fuelling, mechanical damage due to driver error, as well as any other self-induced cause.

**4.5 Incorrect Fuel:** Should Renter or another person put wrong fuel in the vehicle, all fees relating to this will be charged for, plus any change due for fuel. Any damage caused due to misfuelling will be the responsibility of the Renter.

**4.6 Lost Keys:** If Renter loses vehicle's key, a charge for the full cost of for key replacement will be made, plus any associated transport costs in connecting Renter with the key. Replacement Keys can take up to three working days. The charge for a replacement key will vary depending on the make, model and vehicle manufacturer. The Renter will be liable for the full cost for the replacement of a lost vehicle key. The Master Key may be required to code Replacement Keys, and if issued, where available, following the loss of vehicle key the Renter will be required to leave a separate deposit of €3,000, which will be refunded after the Master Key is returned. Renter will be responsible for safe storage of rental vehicle and for rental charges when waiting for Key.

**4.7 Vehicle Cleaning:** Vehicles are supplied clean and refreshed for each rental. Vehicles returned excessively dirty will be subject to a minimum €120.00 valeting fee/refresh charge. This may include, but is not limited to, instances where vehicles are returned where there is an excessive presence of:

- Rubbish
- Dirt, mud, or sand
- Excessive odours (including stale cigarette smoke)
- Stains or spillages on seats

#### **4.8 Use of GPS and Telematics:**

South County Self Drive Ltd uses telematics technology, provided by a third-party Telematics Service Provider, RentalMatics, to collect and process data from each vehicle in its fleet.

The following data points are gathered through devices installed in the vehicles:

- Vehicle position (GPS coordinates)
- Speed and acceleration
- Impact data, including:
  - Location of the impact of G-force experienced
  - Direction of impact
  - Device identifier (unique ID of the telematics unit)

Purpose of Data Collection - this data is collected and processed for the following legitimate business purposes:

- Loss and Theft Prevention: To detect, prevent, and respond to the loss or theft of company vehicles.
- Insurance Claims Management: To support the investigation and resolution of insurance claims by providing accurate incident data.
- Investigation of Accidents: To support detection and investigation into vehicle damage or accidents.
- Fraud Prevention: Preventing fraud and property-related offences.
- Monitoring Unauthorised Use: To identify and investigate vehicle movements that are not authorised or deviate from expected usage patterns. Note that South County Self Drive Limited reserves the right to apply relevant charges or fines to the renter's credit card where unauthorised travel outside the Republic of Ireland is identified by telematics. See section 3.25 for applicable charges and fines.
- Driver Behaviour Analysis: To monitor and improve driving behaviour, promote road safety, and reduce risk through feedback and training.
- Fleet Inventory Management: To maintain accurate records of vehicle locations and usage for operational efficiency.
- Managing Your Rental: Ensuring compliance with the rental agreement (e.g., location or return times).

For further information please see our Privacy Policy: [https://www.sixt.ie/shared/data-protection/DSGVO\\_IE\\_en.pdf](https://www.sixt.ie/shared/data-protection/DSGVO_IE_en.pdf)

**4.9 Driver Safety:** Renters, and any additional drivers, are expected to drive in a safe manner at all times, in line with Irish road traffic laws. Insurance coverage and protections

will not apply where the Renter uses or permits vehicle to be used in a reckless, careless, abusive, or wanton manner, and/or is in violation of the Irish Road Traffic Act.

## 5. Insurance, Protections, Products and Charges

**5.1 What Is Included?** Your rental booking confirmation will provide a breakdown of everything that has been included in your rental rate. All rentals will include Third Party Liability Insurance at a minimum, which is a legal requirement to drive in Ireland. Most basic rental rates will also include Collision Damage Waiver, which is the minimum basic coverage required by Sixt (see 5.4 below for exceptions).

**5.2 Third Party Liability Insurance:** This is a legal requirement when driving in Ireland. It covers the driver against claims by third parties for property and injury claims. This insurance does not cover the driver, or rental vehicle for damages. This coverage is often included in the basic rental rate. In other cases, where this coverage is not included, Renters may also transfer their own insurance coverage (Irish-based insurance provider only). Sixt only recognises insurances, waivers, protections supplied by Sixt or by an Irish based insurance company. Sixt does not permit vehicles to be used for hire or reward, for carriage of passengers and goods (see section 5.14).

**5.3 Collision Damage Waiver (CDW):** Collision Damage Waiver is coverage of the rental vehicle in the event of accidental damage by the Renter or by another vehicle. Without this cover the Renter will be responsible for all damages to the rental vehicle. It is recommended that CDW be selected by the Renter. With Collision Damage Waiver an excess will apply, which varies depending on the vehicle group your rental vehicle falls within. See excess levels with this coverage type in section 5.8. The term excess may appear as 'Deductible' or 'DED' on Rental Agreement. CDW is not insurance.

Where not included in the rate, the cost of this coverage is up to €25.00 per day (may vary depending on vehicle category – see section 4.1).

**\*\*Note:** See 'Exceptions to Collision Damage Waiver (CDW), Super Top Cover (STC) and Top Cover (TC)' detailed below in section 5.9.

**5.4 CDW Exclusive Rates:** Where the Renter has a 'CDW Exclusive Rate' and wishes to decline our Collision Damage Waiver (CDW) and Theft Protection (TP) the Renter must provide written confirmation (i.e. a printed letter) at commencement of rental that the Renter's credit card scheme is valid in the Republic of Ireland, for the type of vehicle being rented. This letter must be dated within 3 weeks of the commencement of the rental and must contain confirmation of the credit card number (a partly redacted credit card number will be accepted). The pre-authorisation is held as a guarantee for Renter's commitment to pay for damage to or loss of the rental vehicle, however, by declining Sixt's CDW the Renter remains responsible for the full value of the vehicle in the event of any loss or damage. All transactions and pre-authorisations must utilise the same credit card that is providing the coverage. Minimum pre-authorisation in these cases is €5,000.00. An administration fee of €35.00 plus VAT applies for this service.

**5.5 Theft Protection:** Payment for Theft Protection covers the rented vehicle in the event that it is stolen or damaged while attempted to be stolen. This cover does not apply if the Renter leaves the vehicle unlocked, or parked in an unsecured area or leave the keys unsecured. This does not cover theft of Renter's property. An excess applies. It is recommended that Theft Protection be selected by the Renter. With Theft Protection an excess will apply, which varies depending on the vehicle group your rental vehicle falls within. The term excess may appear as 'Deductible' or 'DED' on Rental Agreement. The cost of this protection is €7.00 per day. See excess levels with this coverage type in section 5.8. The term excess may appear as 'Deductible' or 'DED' on Rental Agreement. Theft Protection is not insurance.

**5.6 Super Top Cover (STC):** By purchasing Super Top Cover (STC) the renter may reduce the Collision Damage Waiver excess. The cost of this coverage is up to €40.00 per day (may vary depending on vehicle category – see section 4.1 for breakdown of vehicle groups). See excess levels with this coverage type in section 5.8. **\*\*Note:** See 'Exceptions to

Collision Damage Waiver (CDW), Super Top Cover (STC) and Top Cover (TC)' detailed below in section 5.9. Super Top Cover is not insurance.

**5.7 Top Cover (TC):** By purchasing Top Cover (TC) the renter may partly reduce the Collision Damage Waiver excess to a nominal amount. The cost of this coverage is up to €32.00 per day (may vary depending on vehicle category – see section 4.1 for breakdown of vehicle groups). See excess levels with this coverage type in section 5.8. Top Cover is not insurance.

**\*\*Note:** See 'Exceptions to Collision Damage Waiver (CDW), Super Top Cover (STC) and Top Cover (TC)' detailed below in section 5.9.

**5.8 Excess Levels by Vehicle Category and Coverage Type:** An excess is the amount that you are liable to pay for damage to your rental vehicle. The excess level on your Rental Vehicle will vary depending on the vehicle group/class set, as well as the coverage type you have selected. The excess levels by vehicle category below are provided for guidance purposes only and may be subject to change. See your booking confirmation for the excess level specific to your booking. The term excess may appear as 'Deductible' or 'DED' on Rental Agreement. See section 4.1 for full breakdown of vehicle groups.

**\*\*Note:** See 'Exceptions to Collision Damage Waiver (CDW), Super Top Cover (STC) and Top Cover (TC)' detailed below in section 5.9.

Class Set	Acriss Codes	Collision Damage Waiver		Theft Protection		Super Top Cover		Top Cover	
		Excess Level	Coverage Cost Per Day (up to)	Excess Level	Coverage Cost Per Day (up to)	Excess Level	Coverage Cost Per Day (up to)	Excess Level	Coverage Cost Per Day (up to)
Class Set 1	M***, E***, CB**, CC**, CD** ID**	€2,000	€17 per day	€2,000	€7 per day	€0	€24 per day	€300	€16 per day
Class Set 2	IW**, IV**, SD**, IF**, SV**	€2,700	€21 per day	€2,700	€7 per day	€0	€33 per day	€500	€25 per day
Class Set 3	FD**, PD**, CL**, *CCC	€3,500	€21 per day	€3,500	€7 per day	€0	€27 per day	€300	€19 per day
Class Set 4	FV**, LD**, PF**	€3,500	€25 per day	€3,500	€7 per day	€500	€35 per day	€1,000	€27 per day
	LF**	€5,000	€25 per day	€5,000	€7 per day	€1,000	€40 per day	€1,500	€32 per day
Commercial	Ford Transit T300 or Similar	€2,000	€25 per day	€2,000	€7 per day	€1,000	€22 per day	€500	€22 per day
	VW Caddy or Similar	€2,000	€25 per day	€2,000	€7 per day	€1,000	€22 per day	€500	€30.50 per day

**5.9 Exceptions to Collision Damage Waiver (CDW), Super Top Cover (STC) and Top Cover (TC):** Collision Damage Waiver (CDW), Super Top Cover (STC) and Top Cover (TC) is not valid where the Renter:

- Permits vehicle to be used by a person other than as described on the Rental Agreement
- Is in violation of any terms of the Rental Agreement
- Uses or permits vehicle to be used in a reckless, careless, abusive or wanton manner
- Uses vehicle on other than an approved road
- Is in violation of the Irish Road Traffic Act
- Is involved in a collision while driving or turning on the incorrect side of the road
- Is involved in a collision while under the influence of intoxicating liquor or drugs or have consumed alcohol in excess of the limit as prescribed by Section 49 of the Irish Road Traffic Act
- Does not report an incident of loss or damage to Sixt within one hour of occurrence
- Does not complete and sign an accident report within 24 Hours
- If Renter declines to accept Collision Damage Waiver (CDW)/Super Top Cover (STC)/ Top Cover (TC)
- Renter does not pay in advance of rental Collision Damage Waiver (CDW)/Super Top Cover (STC)/ Top Cover (TC)

Collision Damage Waiver (CDW), Super Top Cover (STC) and Top Cover (TC) does not cover loss or damage of the following items:

- Tyres
- Vehicle Interior (including electronics)
- Interior Controls and Equipment
- Rear parcel shelf
- Vehicle Tools
- Body Undercarriage
- Roof
- Locks
- Keys
- Aerials
- Wipers
- Glass
- Handbooks
- Vehicle Tax Disc
- Vehicle Insurance Disc
- Mechanical Parts (including but not limited to vehicle suspension, brakes, clutch, steering, drivetrain)
- Incorrect Fuelling (and any associated damage caused)
- Vehicle Recovery
- Automobile Association Call Out Fee – Self Induced
- Loss of Use during Repairs
- Vehicle Depreciation (as result of repaired damage)
- Repairs Administration Costs

**5.10 Tyre and Windscreen Protection:** This coverage offers protection for tyre puncture/damage and windscreen cracks/chips, and windscreen replacement. The cost of this protection is €10.00 per day. Tyre and Windscreen Protection is not insurance.

**5.11 Enhanced Roadside Assistance:** Enhanced Roadside Assistance offers extended breakdown protection during the rental period and protects the Renter against service and repair costs for incidences of key locked in vehicle, breakdown due to running out of fuel, and assistance with starting a flat battery. All services may only be ordered by a direct claim with Sixt 24-hour Roadside Assistance (call 01 687 7443). The Roadside Assistance team shall determine the type, and extent of service, required to ensure the Renter stays mobile. If any damage to the rental vehicle occurs, which is not covered within the scope of the Roadside Protection, the Renter is liable for such damage, and any associated costs. Enhanced Roadside Assistance does not apply for recovery of the rental vehicle necessitated due to collision. The cost of this protection is €10.00 per day. Enhanced Roadside Assistance is not insurance.

**5.12 Interior Protection:** This product is an extended protection, which covers the renter against accidental damage to the inside of their rental vehicle. The cost of this coverage is €4.91 per day. Interior Protection is not insurance.

Interior Protection is not valid in the following instances:

- Wilful or grossly negligent damage caused to the vehicle interior, for example but not limited to, smoking, transporting animals or other organisms, removing car parts such as floor mats or luggage/boot cover.
- Damage caused to the vehicle when removing luggage from the vehicle's boot/trunk
- Vehicles returned excessively dirty (see section 4.7)
- Loss or damage to renter or passengers' own belongings

**5.13 Personal Accident Protection:** This cover offers protection to any driver or passenger whilst driving or travelling as a passenger in the rental vehicle hired by the assured party. This includes mounting into or dismounting from such vehicles. Driver is not covered if involved in accident through own fault. Personal Accident Protection is not insurance.

Maximum eligible pay out with Personal Accident Protection:		
1	Death	€8,000
2	Permanent total disablements (other than 3 or 4 below)	€6,000
3	Loss of one or more limbs	€4,000
4	Permanent loss of sight (one or both eyes), and/or total loss of hearing (both ears) and/or total loss of speech	€4,000
5	Permanent partial disablement	€3,000

**5.14 Insurances, Waivers, or Protections Issued by Third Party:** These types of coverage do not apply directly to the rental vehicle as there is no direct cover arranged with Sixt. Whatever arrangement that exists is between the Renter and the issuing Company. Renter should be cautioned that many of these products are not insurance, but 'Reimbursement Schemes' and the Renter will be fully liable for any damages to the rental vehicle and all associated costs, directly to Sixt. The Renter must pay Sixt for the damages, up to the value of the vehicle, and later pursue the issuer of the scheme to organise a reimbursement for any costs incurred. It should also be noted that these schemes do not always pay the full amount. Sixt recommends that any Waivers and Protections be purchased directly from Sixt for maximum protection. Sixt permits Renter to decline Waivers and Protections offered by Sixt. If Renter declines Waivers and Protections offered by Sixt, and Renter does not transfer cover by an Irish based Insurance Company, then Renter personally assumes total financial responsibility for damage to or loss of the rental vehicle and will be charged by Sixt for all damage to or loss of the rental vehicle. In this instance the Renter must provide a deposit to the full value of the vehicle.

**5.15 Use of vehicles for hire or reward, for carriage of passengers and goods:** Sixt does not permit vehicles to be used for hire or reward, for carriage of passengers and goods. No Insurance applies in this case. Excess mileage fees will apply in such instances (including rentals with unlimited mileage included).

**5.16 Use of vehicles for towing:** Sixt does not permit the use of rental vehicles for towing for any purpose, including but not limited to, the towing of other vehicles, trailers, horseboxes, camper vans etc. No insurance applies in this case. Sixt vehicles are not fitted with tow bars or other equipment required for towing, nor are customers permitted to fit such equipment to a rental vehicle. Should the renter fit such equipment to the rental vehicle please note the following:

- No insurance applies
- Renter responsible for any/all damage to the rental vehicle, regardless of coverage level selected
- Renter responsible for any cost for removal or for damage resulting from removal of such equipment, as well as loss of vehicle use incurred by Sixt during process of removal and/or repairing damage

**5.17 Use of vehicles for a driving test:** Sixt does not permit vehicles to be used for the purpose of undertaking a driving test. No insurance applies where a vehicle is used for this purpose.

## 6. Charge Codes

**6.1** To assist with interpreting charges detailed on your Rental Agreement, see charge codes below.

Charge/Product Type	Charge/Product Code
Additional Days	X
Additional Driver	AD
Booster Cushion / Children's Buggy/Stroller	BB
Booster Seat High Back	BO
Cancellation Fee	CL
CDW Declined Administration Fee	LT
Choice Upgrade	UP

Charge/Product Type	Charge/Product Code
Parking/Speeding/Toll Fines	PA
Personal Accident Protection	I
Personal Travel Assistant Navi (PTA)	M1
Personal Travel Assistant Plus (PTA Plus)	I4
Premium In-terminal Collection	AF
Premium Location Charge	Y
Pre-Paid Fuel	PF

Collection Fee	CO
Collision Damage Waiver (CDW)	V
Cross Border Fee	FU
Damage Documentation Administration Fee	B
Delivery Fee	DL
Enhanced Roadside Assistance	BC
Excess Mileage	K
Forward Facing Child Seat	CS
Inexperienced Driver Surcharge	AE
Local One-Way Fee	OW
M50 Toll	T1
National One-Way Fee	OW
No Show Fee	NS
Northern Ireland One-Way Fee	OW
Out of Hours Fee	OH

Rearward Facing Child Seat	BS
Rebooking Fee	RF
Return Full Option Refuel Charge	FC
Roadside Assistance Call Out and Other Charges (e.g. lost key, incorrect fuel etc)	KY
Satellite Navigation Unit (GPS)	NV
Super Top Cover (STC)	GF
Tanking Fee	O
Theft Protection (TP)	D
Third Party Liability Insurance	T1
Time and Mileage	T
Top Cover (TC)	G
Terminal Drop Off Fee	R2
Tyre and Windscreen Protection	GT
Unauthorised One-Way Drop Off	OP
Vehicle Licencing Fee	U

## 7. Customer Service and Lost Property

**7.1 Customer Service and Complaints:** Our Customer Service Department is available to take any queries or complaints via email at [CS@sixt.ie](mailto:CS@sixt.ie) within 28 days of the termination date of your rental. Sixt does not accept responsibility for any issues that arise, which are beyond the company's control.

**7.2 Lost Property:** Any lost property recovered by Sixt will be retained for a period of 31 days unless definitive confirmation and details of later collection are provided. If you have lost an item, please send a detailed description of the item along with pictures, if possible to our Customer Service Department at [CS@sixt.ie](mailto:CS@sixt.ie). Remember to include your rental agreement number. The Renter is responsible for collecting or making arrangements for the safe return their own item(s) (e.g. arranging a courier). Sixt is not responsible for any costs associated with returning your lost property item. Sixt is not responsible in any way for the condition of lost property items recovered. Sixt is not responsible for any items, which the Renter believes were left in the rental vehicle that have not been recovered. An Administration fee of up to €10.00 may apply for the processing and return of lost property items. Lost property items will be retained for a maximum period of one month.

## 8. Data Protection

**8.1** See our Privacy Policy [here](#). For contact email [Data.Protection@sixt.ie](mailto:Data.Protection@sixt.ie).