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Customer Response Script

Why is a credit card necessary?

The credit card allows us to temporarily block an amount as a security deposit during the rental period. This amount is not taken from your account but serves as a guarantee in case of damage to the vehicle or unforeseen situations. Additionally, the credit card provides a practical and secure solution without directly impacting your available balance.

Why don't we accept debit cards?

Debit cards withdraw the amount directly from your account, which can create financial inconveniences. With a credit card, the blocked amount is only temporary, and after the vehicle is returned, it is released without any charges. This solution provides more flexibility and security for the customer.

Why don't we accept cash as a deposit?

For safety and efficiency reasons, we do not accept cash deposits. Managing cash deposits is more complex and poses higher security risks for both customers and our company. Additionally, the use of a credit card speeds up the rental process and the return of the deposit.

What if I want to avoid the credit card deposit block?

You can opt for our Top Cover, which eliminates the excess fee in case of damage and significantly reduces the amount blocked on your card. This option provides you with more peace of mind during the rental, ensuring that you won't have to worry about unexpected additional costs.

Tips for Receptionists:

Stay calm and polite: Even in challenging situations, it's important to remain calm and treat the customer with respect.

Listen attentively: Hearing the customer's concerns and questions demonstrates interest and professionalism.

Explain clearly and concisely: Use simple language and avoid technical terms.

Offer solutions: Whenever possible, provide alternatives and solutions to the customer's inquiries.

Remember: The goal is to build a positive relationship with the customer, ensuring they feel secure and satisfied with the service, and encouraging them to return to use our services.

Customer Response Script

Example Dialogues Between Receptionist and Customer

Scenario 1: Credit card deposit

Customer: Why do I have to use a credit card? Can't I pay with a debit card?

Receptionist: The credit card allows us to block an amount as a security deposit, but without taking that amount from your account. The amount serves as a guarantee in case of damage or unforeseen events. Unlike a debit card, the amount is not charged, just temporarily reserved. Once the rental is over, the block is lifted without any cost.

Scenario 2: Debit card vs. credit card

Customer: I have my debit card here. Can I use it for the deposit?

Receptionist: We use credit cards because they allow us to block the deposit amount temporarily without withdrawing money from your account. With a debit card, the amount would be directly charged, which can be less convenient, especially with higher amounts.

Scenario 3: No cash deposits accepted

Customer: What if I prefer to leave the deposit in cash?

Receptionist: Unfortunately, we don't accept cash deposits. We do this for security reasons, both for you and for us, and because returning the cash would be much more complicated. Using a credit card allows us to ensure a quick and secure process, without the risk of loss or errors.

Scenario 4: Avoiding the deposit block

Customer: I don't want such a high amount blocked on my card. Is there another option?

Receptionist: We have a solution that might interest you. With our Top Cover, the excess fee is covered, and the amount blocked on your card will be much lower. This gives you more peace of mind, especially if you want to avoid high deposit blocks.

Examples of Prior Communication

In this section, you will find examples of **reservation confirmation emails**, **websites** where customers make their bookings, and **vouchers** that customers receive to present at the counter. These examples are important for clarifying any doubts the customer may have regarding the need for a credit card.

If a customer mentions they were unaware of the **credit card requirement**, you can use these examples to demonstrate that the information was communicated beforehand. The requirement for a credit card is clearly mentioned during the booking process on the **websites** and is also included in the **confirmation emails** and **vouchers** received. These documents are sent automatically and serve as **proof that the customer was informed** of the mandatory requirements to pick up the vehicle.


This helps the customer understand that **all conditions were presented beforehand** to ensure that the rental process runs smoothly without misunderstandings.

Reservation Confirmation Email


Rentalcars.com by Booking.com


🔍 Booking number:

**your car hire for
Funchal Airport is
confirmed. ✓**



You'll need to print your voucher and
take it with you. No printer?
to get an eVoucher instead.

 **Print voucher**

 **Manage booking**

✓ Your checklist

To pick up the car, you'll need:

- ✓ Driving licence in the main driver's name
- ✓ Passport or ID card in the main driver's name
- ✓ Credit card in the main driver's name



Website

Important info

Important info

Driver & licence requirements

When you pick the car up, you'll need:

✓

Passport or national ID card

✓

Driving licence

✓

Credit card

Security deposit

€2,460.00

At pick-up, the main driver will leave a refundable security deposit of €2,460.00 on their credit card. Cash and debit cards are not accepted. The counter staff will confirm how much this will be.

Accepted cards

MasterCard

Visa

Damage Excess

€2,460.00

If the car's bodywork gets damaged, the most you'll pay towards repairs covered by the Collision Damage Waiver is the damage excess (€2,460.00).This cover is only valid if you stick to the terms of the rental agreement. It doesn't cover other parts of the car (e.g. windows, wheels, interior or undercarriage), or charges (e.g. for towing or off-road time), or anything in the car (e.g. child seats, GPS devices or personal belongings).

Mileage

Unlimited

Your rental includes unlimited free kilometres.

Please see the Service Provider's full terms and conditions below, which include the full name and company registered address of your Service Provider, information on and fees of extra products and services purchasable at the counter or based on your use of the rental, such as driving cross border and, if any, pick-up and drop-off grace periods.

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This manual is for the exclusive internal use of Surcars Portugal, Lda, Internationalcar Mobility Solutions, Lda., and International Car II, S.A.

Reservation Confirmation Email

- Don't forget...

- Rental Voucher ([Save your Rental Voucher >>](#))
- Driving Licence (must be the original –photocopies are not accepted)
- ID Card Or Passport
- Credit Card (in the name of the main driver)



* Please note that if your credit card has a PIN number associated to it, you will need the PIN number on collection.

Please note that all documents and permits must be originals.

Documents and permits in digital format and photocopies will not be accepted. This includes any supporting documents such as proof of address, proof of identity or any other document necessary to formalise the rental contract.

Website

SURPRICE



Driver requirements



Additional Driver



Payment



A major credit card (Visa or Mastercard) in the name of the main driver is required in order to collect the car. (Please note that cards without the driver's name or the card number on will not be accepted). This company will not accept prepaid, recharge or virtual credit cards.

Debit cards (Visa and Mastercard only) are accepted by this supplier.

Please note that debit cards are not accepted for the deposit.

Please note that for rentals of 24 days or less the deposit will be blocked from your credit card, for bookings of 25+ days the deposit will be charged to your card and refunded if the car is returned in the same condition.

Insurance




Out of Hours



Taking the car abroad / to other islands / to other states




Reservation Confirmation Email



Ensure your credit card has enough available funds for the security deposit

The exact deposit is determined on pick up since the amount is dependent on the type of vehicle.
A deposit will be charged on the renter's credit card through the end of the rental period.

Refundable security deposit
1845.00 EUR (~36240.00 ZAR)



Bring a valid identity card or passport and driver's license

The main (and any additional) driver will need a valid physical driver's license with a photo and an identity card or passport.
Digital copies most likely won't be accepted.
Make sure that your documents are valid in the country you are visiting.

Pick-up

13 December 2024, 11:00
Madeira Airport (Funchal) (FNC), Madeira, Portugal

Type: Free shuttle service

Address: Sítio do Janeliro, Rua do Cano, nº40, 9100-101, Santa-Cruz, Madeira


Business hours: 08:00 - 20:00

Phone: 00351 300 501 902

Free Shuttle bus service. Meeting point is located at AEROBUS Bus Stop (located outside in front of Arrivals exit, first promenade). Our staff is often driving around with shuttle bus identified with Drive4Move. Please call 00351 300 509 199 if you need assistance


Don't let your car slip away upon pick-up

It's good to know that car rental companies have some rules. Take a look to make sure you're okay with them. This way, you won't run into any issues when picking up your car.



Read your booking voucher



Your booking voucher contains all of the supplier's Rental Conditions – make sure you are familiar with them before pick-up.
You can find it attached to this email.



Make sure you have a credit card

Car rental suppliers require you to have a credit card with the main driver's full name on it.

Accepted Credit cards

- ✓  MasterCard Credit
- ✓  Visa Credit

Not accepted

- ✗ Someone else's card (including family members)
- ✗ American Express Credit
- ✗ American Express Debit
- ✗ Any virtual payment (e.g. Google Pay, Apple Pay, etc.)

Please note:
The card must have embossed numbers.

Protection

Included insurance

- ✓ Collision Damage Waiver
- ✓ Roadside Assistance
- ✓ Third Party Liability (TPL)

Full Coverage (Limit 58900.00 ZAR)

- ✓ Refundable theft deductible
- ✓ Taxi expenses
- ✓ Damages to the car's body and undercarriage
- ✓ Lost keys or lockout fees
- ✓ Windshield, windows, mirrors, wheels and tires
- ✓ Administration charges
- ✓ Towing expenses

Your risks are covered!

The rental supplier may offer you additional insurance.



You may decline this if you have purchased Full Coverage and are able to leave the deposit requested by the supplier.

Important! Please note that staff at the rental desk may not know what is covered by products booked online like Full Coverage. The vehicle must be handed over to you after the deposit has been taken, even without the purchase of additional insurance.

If the supplier refuses to hand over the vehicle unless additional insurance is purchased onsite, please have this fact confirmed in writing (including the reason why the insurance is deemed mandatory) and contact Discover Cars at [+27 87 550 9103](tel:+27875509103).

Voucher

What you'll need to bring

Voucher	You'll need your voucher. It's best to read it before you travel so you'll know how to pick up the car, how to pay, and the supplier's Rental Conditions
Driver's license	The main (and any additional) driver will need a valid physical driver's license with a photo. Learner's permits won't be accepted. You might also need an International Driving Permit (IDP) (see the supplier's Rental Conditions).
Passport/Identity card	You'll have to show your passport or national ID card (see the supplier's Rental Conditions).
Credit Card	<p>Refundable security deposit: € 1845.00 (~R 36240.00)</p> <p>The exact deposit is determined on pick up since the amount is dependent on the type of vehicle. A deposit will be charged on the renter's credit card through the end of the rental period.</p> <p>Accepted Credit cards with the main driver's full name on them:</p> <div>  MasterCard Credit  Visa Credit </div> <p>Not accepted: Someone else's card (including family members), American Express Credit, American Express Debit, Any virtual payment (e.g. Google Pay, Apple Pay, etc..)</p> <p>Please note: The card must have embossed numbers.</p>



Website

Rental Conditions



✕

✓ Refundable security deposit
€ 1599.00



A deposit will be blocked on the customer's credit card and will be released within 30 days after drop-off.
The exact deposit is determined on pick up since the amount is dependent on the type of vehicle.

Accepted Credit cards

- ✓  Visa Credit
- ✓  MasterCard Credit



Not accepted:

- ✗ Someone else's card (including family members)
- ✗ Any prepaid card
- ✗ Any virtual payment (e.g. Google Pay, Apple Pay, etc..)
- ✗ Any debit card
- ✗ Visa Electron
- ✗ American Express Credit

**Please note:**

The card must have embossed numbers.

Reservation Confirmation Email

Without these mandatory documents, you cannot collect your car

- ☒ A Credit Card (physical card) in the main driver's name and surname (no abbreviations) with a large enough limit to cover the excess (EUR1845.00)
- ☒ The main driver's original full licence (the physical licence) and an International Driving Permit (where applicable)
- ☒ Valid photo ID (i.e. passport)
- ☒ Voucher. Present a printed copy of your voucher at the desk when picking up your car

Please see your voucher for the full list of mandatory documents

Add flight number

Your voucher

Manage booking

Access your payment receipt for this car rental

Important information



Popular



Insurance



Driver



Deposit and Fees



Car



Supplier



Limited Supplier Insurance: **Included**

The Limited Supplier Insurance covers bodywork damage and theft. It doesn't cover damage or loss of keys, tyres, windscreen, glass or undercarriage.



Refundable Security Deposit: **€ 2,460**

The Refundable Security Deposit is only a temporary hold on the accepted card. Return the car without missing fuel, fines or charges, and the deposit will be returned to your account.

Once you return the car without toll charges, fines or missing fuel the deposit will be returned to your account.



Damage & Theft Excess: **€ 2,460**

Damage and Theft excess is the maximum amount the lead driver pays in the event of damage, theft or incident. The excess amount depends on the car hire company.

Still unsure about excess? See below.

For example, you scratch the body of the car while parking. The damage costs € 1,800. You've agreed with your car hire company that the maximum excess is € 1,000. In this case, you will pay € 1,000 toward damages as agreed with the car hire company.

Please click [here](#) for more information on insurance.

Want the best cover?

With our Premium Cover you're refunded for any incurred excess charges. Don't take the risk. Take our **Premium Cover**.



Cards Accepted at Pick-up

✓ ACCEPTED



Credit Card

✗ NOT ACCEPTED

Debit Card

Prepaid and Electronic Cards



Please click [here](#) for more info on accepted payment.

Book a car on our site using your preferred payment method. Remember you will need one of the accepted payment methods to temporarily hold the Refundable Security deposit/excess when you pick up the car. The payment used in making the booking does not need to be the same credit card as the one required to secure the deposit at the car rental desk. If you're unsure that your card is a credit card, check with your bank before you pick up the car. Prepaid cards are not accepted.

Minimum Requirements

1. Credit Card has both the first name and surname of the main driver.
2. A digital version of your car hire voucher found in your confirmation email.
3. The main driver's original full licence (physical



Website

Full rental terms



↓ Important Info



Security deposit
€ 2460.00

A security deposit will be blocked on the main driver's credit card at pick-up. It will be fully released at the end of the rental, if there is no theft or damage to the rental car.

Accepted:



The following credit cards in the main driver's name:



MasterCard



Visa



Not accepted:



Debit cards



Someone else's card (including family members)



Cash



Virtual payments (e.g. Google Pay, Apple Pay, etc.)



Prepaid cards

Website

FIAT 500 or similar
Mini-Eco B - 21 years old
with 2 year driver license / 75 maximum
years old



[More Details](#)

Surprice 7.4/10

ⓘ Manual ❄ Air Conditioning
🚪 3 doors 👤 4 seats

📄 Fuel Policy 🚗 Free Shuttle
Full to Full

- ✓ Unlimited mileage
- ✓ Theft Protection ⓘ
- ✓ Collision damage waiver ⓘ
- ✓ Third Party Liability
- ✓ Free Cancellation ⓘ

BOOK

Picking up the vehicle :

A credit card in the name of the driver is required (only VISA or MASTERCARD, no debit cards).
The driver must also show a valid drivers license and a valid ID with first and last name of the driver.

Options to pay on site :

Additional Driver : £23
Child Seat : £20
Booster Seat : £20
Rental GPS : £25

Insurances :

Collision Damage Waiver with a deductible of £1600
Theft Protection with a deductible of £1600

Young Drivers under 25 years of age :

For insurance purposes, rental companies charge additional fees of £38 for drivers under 25 years of age for the entire rental period.



Payment Methods

Credit Card (Visa / Mastercard)	✓	
Debit Card (Visa / Mastercard)	✓	
Stripe	✓	
Maestro	✓	
Electron	✓	
Cash	✓	
Prepaid Card	✓	
American Express		✗
Diners		✗
Chinese Union Credit Card		✗

Credit Cards Not Accepted for Deposit/Guarantee

-No name

-No number

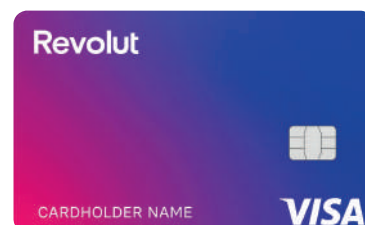
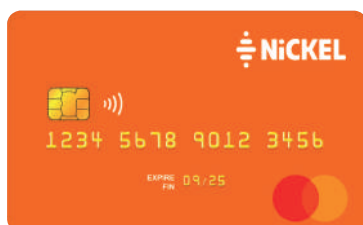
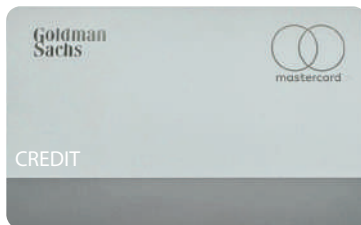
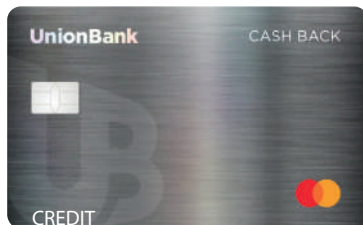
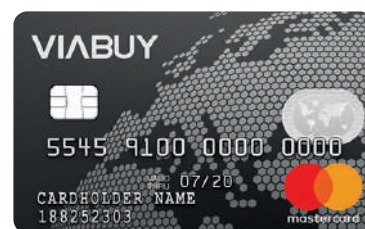
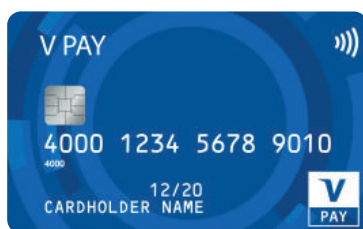
-No physical card

-No CVV numbers

-Cards without a credit indication are considered debit if the system identifies them as such.



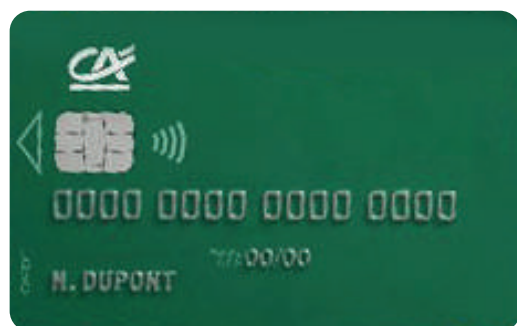
Credit Card (Visa / Mastercard)	✓	
Stripe	✓	
Debit Card (Visa / Mastercard)		✗
American Express		✗
Maestro		✗
Electron		✗
Diners		✗
Cash		✗
Prepaid Card		✗
Chinese Union Credit Card		✗



Exceptions

Cards labelled as both Credit **and** Debit are accepted.

Although “**DEBIT**” may be written on these French cards, they also have credit card functionality. Therefore, they are **accepted for deposit** even if Stripe identifies them as Debit.



This guide is continuously updated