

QUICK REFERENCE GUIDE FOR RETAIL CUSTOMERS

How to make a reservation for Europcar Australia Bookings

On-line Reservations – www.europcar.com.au

The new booking tool is now a 3 step process, enabling you to book a vehicle much more efficiently. For details on how to make a booking, please read the following user guide.

Step 1. Get a quote

Homepage

On the homepage you will find the main booking tool in the middle section of the screen as shown below.

The screenshot displays the Europcar Australia homepage. At the top, the Europcar logo is on the left, and navigation links for 'Hello, login or register', 'Europcar Websites: Australia', and 'Go' are on the right. A horizontal menu below the logo includes 'Get A Quote', 'Car Hire Deals', 'Fleet Guide', 'Car Hire Locations', 'Services', 'Partners', 'Privilege', 'About Us', and 'My Europcar'. The main content area is divided into several sections:

- Best price car hire in 3 steps...**: A vertical list on the left with steps: 1. Get a Quote, 2. Select your vehicle, 3. Book and Pay.
- Booking Form**: A central form with fields for 'Pick up:' (country dropdown, address search), 'Return:' (checkbox for 'Return to the same location'), 'from:' (date and time), and 'to:' (date and time). It also includes a 'Live in: Australia' field, a 'I have a promotion code' checkbox, and a 'Login to save time or Register now:' section with 'User ID', 'Password', and 'Forgotten ID?'/password links. A prominent 'Get a quote >' button is at the bottom right of the form.
- Rent more, get more**: A banner on the right featuring a 'Privilege Card' image and the text 'Check out our new Privilege Card'.
- Snow Packages >**: A banner with a skier and the text 'Check out our great offers'.
- 10% off 2 days or more >**: A banner with a car and the text 'On selected passenger vehicles'.
- Download our site User Guides >**: A banner with a couple and a laptop.
- Business Centre**: A section with links for 'Corporate Accounts', 'Travel Agents', and 'Wholesaler' next to an image of a handshake.
- Email sign up**: A section with the text 'Sign up for special offers right to your inbox!' and a 'Sign up for emails' button next to a laptop icon.
- Travel the globe with Europcar >**: A banner with a person holding a globe.

Select a country

To start you must select a country in the **Select country** drop down box as shown below. In this example we have chosen Australia.

The screenshot displays the Europcar website interface. At the top, the logo is on the left, and navigation links for 'Hello, login or register', 'Europcar Websites', and 'Australia' are on the right. A main navigation bar includes 'Get A Quote', 'Car Hire Deals', 'Fleet Guide', 'Car Hire Locations', 'Services', 'Partners', 'Privilege', 'About Us', and 'My Europcar'. The central booking form is titled 'Best price car hire in 3 steps...' and includes a 'Pick up:' dropdown menu with a list of countries, a 'Return:' section with a 'Return to the same location' checkbox, a date field set to '05/10/2011', and a 'Get a quote >' button. A 'Snow Packages' section is visible below the main form. To the right, there are promotional banners for 'Rent more, get more' (featuring a 'Privilege Club' card) and 'Download our site User Guides >'. At the bottom, there are sections for 'Business Centre' (with links for Corporate Accounts, Travel Agents, and Wholesaler), 'Email sign up' (with a 'Sign up for emails' button), and 'Travel the globe with Europcar >'.

Select a pick up location

Once your country of rental is selected, type in the first 3 letters of the pick up location you require. For example if you are picking up from Melbourne Airport, you can type in MEL and this will bring up the locations starting with MEL in Australia. If you have found the location you are after, click on the name which will appear as a green link. If you don't know the station name or location, you can also search by address by clicking the 'search by address' link underneath the location search field.

The screenshot displays the Europcar website interface. At the top, the logo is on the left, and navigation links like 'Hello, login or register' and 'Europcar Websites Australia' are on the right. A main navigation bar includes 'Get A Quote', 'Car Hire Deals', 'Fleet Guide', 'Car Hire Locations', 'Services', 'Partners', 'Privilege', 'About Us', and 'My Europcar'. The central content area features a 'Best price car hire in 3 steps...' sidebar with steps: '1. Get a Quote', '2. Select your vehicle', and '3. Book and Pay'. The main search area has 'Pick up:' and 'Return:' fields. The 'Pick up:' field contains 'MEL' and is highlighted with a red dashed box. Below it, a list of location suggestions is shown under three categories: 'Airport branches' (MELBOURNE AIRPORT, MELBOURNE AIRPORT TRUCKS), 'Train station branches', and 'Other branches' (MELBOURNE, MELBOURNE CHELTENHAM, MELBOURNE SOUTH, MELBOURNE SOUTH TRUCKS, MELBOURNE SOUTHERN CROSS STATION). A 'Search by map' section is also visible. To the right, there are promotional banners for 'Rent more, get more' (featuring a Privilege Club card) and 'Download our site User Guides'. At the bottom, there are sections for 'Business Centre' (Corporate Accounts, Travel Agents, Wholesaler), 'Email sign up' (Sign up for special offers right to your inbox), and 'Travel the globe with Europcar'.

Select a return location

Once you have chosen a pick up location the booking tool will automatically choose the same location as your return location. If you wish to return the vehicle to a different location, please uncheck the check box which states 'Return to the same location' and repeat the previous step.

Select the time and dates of your rental

After this choose your pick up and return dates and times by clicking on the relevant fields.

Booking for My Europcar members

If you are a member of My Europcar, you can also input your login details at the bottom of the booking tool to save you time in the booking process.

Europcar Hello, [login](#) or [register](#) Europcar Websites **Australia** [Go](#)

[Get A Quote](#) [Car Hire Deals](#) [Fleet Guide](#) [Car Hire Locations](#) [Services](#) [Partners](#) [Privilege](#) [About Us](#) [My Europcar](#)

Best price car hire in 3 steps...

1. **Get a Quote**
2. **Select your vehicle**
3. **Book and Pay**

Pick up:
Australia
MELBOURNE AIRPORT
[Search by address](#)

Return:
 Return to the same location

from: 04/10/2011 to: 05/10/2011
10 00 10 00

I live in: Australia Enter code
 I have a promotion code

Login to save time or **Register now:**
User ID Password
[Forgotten ID?](#) [Forgotten password?](#)

Get a quote >

Rent more, get more
Check out our new **Privilege Card**

Snow Packages >
Check out our great offers

10% off 2 days or more >
On selected passenger vehicles

Download our site User Guides >

Business Centre
[Corporate Accounts](#)
[Travel Agents](#)
[Wholesaler](#)

Email sign up
Sign up for special offers right to your inbox!
Sign up for emails

Travel the globe with Europcar >

Choosing country of residence

With the booking tool you can also select your country of residence which will determine what currency you quote will be given in. For example, if you chose New Zealand as your country of residence, the quote will be given to you in New Zealand dollars.

The screenshot shows the Europcar website's booking interface. At the top, the Europcar logo is on the left, and navigation links for 'Hello, login or register', 'Europcar Websites: Australia', and 'Go' are on the right. Below the logo is a navigation bar with links: 'Get A Quote', 'Car Hire Deals', 'Fleet Guide', 'Car Hire Locations', 'Services', 'Partners', 'Privilege', 'About Us', and 'My Europcar'.

The main content area is divided into several sections:

- Best price car hire in 3 steps...:** A vertical list of steps: 1. Get a Quote, 2. Select your vehicle, 3. Book and Pay.
- Pick up:** A form with 'Australia' selected in the dropdown, a search box for 'Select a station/Enter first 3 letters', and a 'Search by address' link.
- Return:** A form with 'Return to the same location' checked, and date/time pickers for 'from: 04/10/2011 10:00' and 'to: 05/10/2011 10:00'.
- I live in:** A dropdown menu with 'Australia' selected. A red dashed box highlights the dropdown. The menu lists countries: Afghanistan, Albania, Algeria, Andorra, Angola, Anguilla, Antigua And Barbuda, Argentina, Armenia, Aruba, Australia (highlighted), Austria, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belgium.
- Get a quote >** A green button.
- Enter code:** A text input field with a 'have a promotion code' link below it.
- Privilege Club:** A promotional banner for the 'Privilege Club' with a card image showing 'ALEX SMITH' and 'ID 181 15235 829 1212'.
- Snow Packages >** A banner with the text 'Check out our great offers'.
- Download our site User Guides >** A banner with an image of a couple.
- Business Centre:** A section with links for 'Corporate Accounts', 'Travel Agents', and 'Wholesaler'.
- Sign up for emails:** A button with a 'to your inbox' link.
- Travel the globe with Europcar >** A banner with an image of a person holding a globe.

Entering a promotion code

If you have a promotion code you can enter this by clicking the check box 'I have a promotion code' which will bring up a field to enter this into. This relates to an 8 digit number you have been provided via a promotion eg 50505050.

The screenshot shows the Europcar website interface for Australia. The main navigation bar includes links for 'Get A Quote', 'Car Hire Deals', 'Fleet Guide', 'Car Hire Locations', 'Services', 'Partners', 'Privilege', 'About Us', and 'My Europcar'. The central booking form is titled 'Best price car hire in 3 steps...' and includes the following fields:

- Pick up:** Location: Australia, Address: MELBOURNE AIRPORT, Search by address link.
- Return:** Return to the same location.
- from:** 04/10/2011 10:00
- to:** 05/10/2011 10:00
- I live in:** Australia
- Enter code:** (field highlighted with a red dashed box)
- I have a promotion code
- Get a quote >** (button highlighted with a red dashed box)
- Login to save time or Register now:** User ID, Password, Forgotten ID?, Forgotten password?

Other promotional banners include 'Snow Packages >', '10% off 2 days or more > On selected passenger vehicles', 'Download our site User Guides >', 'Business Centre' (Corporate Accounts, Travel Agents, Wholesaler), 'Email sign up' (Sign up for special offers right to your inbox, Sign up for emails), and 'Travel the globe with Europcar >'.

Moving to the 2nd step

Once your pick up and return details are correct, click on the *Get a Quote* button to move to the 2nd step.

Booking via a promotion

If you are accessing a promotion via one of our car hire deals pages and not the homepage, your screen will appear as below. Follow the same steps in order to move to the 2nd step of the booking process including filling out:

- Pickup country
- Pickup location
- Return location
- Dates & Times

If you are a member of My Europcar, you can also input your login details at the bottom of the booking tool to save you time in the booking process.

Europcar

Get A Quote | Car Hire Deals | Fleet Guide | Car Hire Locations | Services | Partners | Privilege | About Us

BUSINESS CENTRE
Corporate Accounts
Travel Agents
Wholesaler

CAN WE HELP ?

- Back to home
- View, modify, cancel your booking
- Print your car rental invoice
- FAQ
- Userguide
- Terms and Conditions
- Contact Us
- Currency Conversion
- Country Dial Codes
- Measurement Converter

Find your rental car

Passenger class special
Rent two days or more and save 10%

Pick-Up [Search for nearest location](#)

Choose a country: [v]
Select a location / Enter first letters: [v]
28 June 2011 [v] 10 h 00 [v]

Return

Choose a country: [v]
Select a location / Enter first letters: [v]
30 June 2011 [v] 10 h 00 [v]

faster, Save time, book even faster with:
Your Europcar ID: [v] Your Password: [v] [Create my ID](#)
[Forgot your ID?](#) [Forgot your password?](#)

Your country of residence: Australia ([Change country](#))

[BACK TO HOME PAGE](#) [CONTINUE](#)

Passenger class special
Rent an Economy, Compact, Intermediate, Standard or Full Sized vehicle for two days or more and receive 10% off time and kilometre charges.
Zip around the city in our small car range or sit back and enjoy the ride in our roomy full size cars. The choice is yours!

[See Terms and Conditions below](#)

Terms and conditions:

- Offer and vehicles subject to availability
- Valid at all locations across Australia, includes Tasmania
- Valid for rental pick ups beginning on 1 June 2011 to 23 September 2011. Blackout applies between 2nd and 17th July 2011.
- Europcar standard age, credit card and driver requirements apply
- Cannot be used in conjunction with any other promotion or offer
- Minimum length of rental must be 2 days to receive this offer
- The applicable Promotion Code must be quoted at the time of booking
- Discount will be incorporated into your total price at Quote Summary

Moving to the 2nd step

Once your pick up and return details are correct, click on the *Continue* button to move to the 2nd step.

Errors

If you make an error, the booking screen will show a message indicating the error that was made and the fields you will need to edit in order to submit the booking successfully.

The screenshot shows the Europcar website interface. At the top, the Europcar logo is on the left, and navigation links for 'Hello, login or register', 'Europcar Websites: Australia', and 'Go' are on the right. Below the header is a navigation menu with links: 'Get A Quote', 'Car Hire Deals', 'Fleet Guide', 'Car Hire Locations', 'Services', 'Partners', 'Privilege', 'About Us', and 'My Europcar'. A red-bordered box highlights an error message:

Errors
You need to adjust the following fields to submit your booking successfully.
• Invalid promo code

The main booking form is divided into several sections:

- Best price car hire in 3 steps...:** A vertical list with steps: 1. Get a Quote, 2. Select your vehicle, 3. Book and Pay.
- Pick up:** Location: Australia, MELBOURNE AIRPORT. Search by address link.
- Return:** Return to the same location.
- from:** 04/10/2011 10:00
- to:** 05/10/2011 10:00
- I live in:** Australia
- 00000000** (Promo code field)
- I have a promotion code
- Login to save time or Register now:** User ID, Password, Forgotten ID?, Forgotten password?
- Get a quote >** (Green button)

Other promotional banners include:

- Rent more, get more:** Check out our new Privilege Card. Image of a Privilege Card showing 'ALEX SMITH', 'ID: 78145236', 'EXP: 12/12'.
- Snow Packages >** Check out our great offers. Image of a skier.
- 10% off 2 days or more >** On selected passenger vehicles. Image of a blue car.
- Download our site User Guides >** Image of a couple looking at a map.

Step 2. Select a hire car or truck

Selecting a vehicle

You are now onto the 2nd step of the 3 step booking process. Here you can choose from a range of vehicles. By clicking on the tabs above the vehicles labeled *Small/Eco Friendly*, *Medium/Large* etc, this enables you to easily search by the type of vehicle you require.

To select a vehicle click the green book button that is located next to that vehicle.

Europcar Hello, [login](#) or [register](#)


[Get A Quote](#) [Car Hire Deals](#) [Fleet Guide](#) [Car Hire Locations](#) [Services](#) [Partners](#) [Privilege](#) [About Us](#) [My Europcar](#)

1. Search for a quote 2. **Select a hire car or truck** 3. Reserve your vehicle

[Small/Eco Friendly](#) [Medium/Large](#) [Prestige/Sports](#) [Minivan](#) [4WD](#)


Sort results by: [Price](#) | [Size](#) | [CO2 Emissions](#)

HYUNDAI I30 SX ESP 2.0 AUTO HATCH or similar 5 2 E Pay at station 77.34 AUD

 Intermediate More details + Add extras Book


- 4 Doors
- Minimum Age: 21 years
- CO2 Emissions: 182g/km
- Automatic Transmission
- Air Conditioning
- Unlimited mileage

SKODA OCTAVIA 1.8 TSI SEDAN or similar 5 3 D Pay at station 89.33 AUD

 Standard More details + Add extras Book


- 4 Doors
- Minimum Age: 21 years
- CO2 Emissions: 157g/km
- Automatic Transmission
- Air Conditioning
- Unlimited mileage

HOLDEN COMMODORE SV6 3.6 or similar 5 4 F Pay at station 96.00 AUD

 Fullsize More details + Add extras Book

- 4 Doors
- Minimum Age: 25 years
- CO2 Emissions: 234g/km
- Automatic Transmission
- Air Conditioning
- Unlimited mileage

SUBARU OUTBACK 2.5L SW or similar 5 4 E Pay at station 163.00 AUD

 Fullsize More details + Add extras Book

- 5 Doors
- Minimum Age: 25 years
- CO2 Emissions: 198g/km
- Automatic Transmission
- Air Conditioning
- Unlimited mileage


Remember, Price includes

- ✓ LICENSES & FEES
- ✓ DAMAGE LIABILITY FEE
- ✓ Premium Location Surcharge
- ✓ Administration Fee
- ✓ GST Included

Change my dates


Pick up: MELBOURNE AIRPORT

[Change the station](#)






Return: MELBOURNE AIRPORT

[Change the station](#)



Change the dates

Green Fleet Legend

-  Fuel efficient vehicle
-  Electric vehicle
-  Hybrid technology

CO2 emissions keys

Additional Options

If you wish to add extras such as liability reduction or baby seats, please click on the +Add extras link. This will open up all the available extras for that category of vehicle at that location. Note that extras may vary depending on the vehicle type and the location chosen.

The screenshot displays a car rental interface for a Hyundai I30 SX ESP 2.0 AUTO HATCH. The vehicle is categorized as 'Intermediate' and has a price of 77.34 AUD. The interface includes a 'Book' button and a 'Hide extras' link. A table lists four optional extras with their respective costs and 'Add extra' checkboxes.

Extra	Cost (AUD)	Action
Additional driver	6.67	<input type="checkbox"/> Add extra
Cover for young drivers (obligatory for drivers under 25)	36.63	<input type="checkbox"/> Add extra
Navigational system	13.26	<input type="checkbox"/> Add extra
Covers damage to windscreen, lights, and tyres for normal use (WWW)	10.66	<input type="checkbox"/> Add extra

Moving to the final step

Once you have decided on your vehicle type and any optional extras, click the green *Book* button on the right side of the vehicle you have chosen to continue to the final step.

Step 3. Reserve your vehicle

Review and fill out driver and payment details


This is the final step of the booking process. On this step you have the opportunity to review all of your details to ensure they are correct. This step requires you to fill in driver details as well as payment details.

Europcar Hello, [login](#) or [register](#)


[Get A Quote](#) [Car Hire Deals](#) [Fleet Guide](#) [Car Hire Locations](#) [Services](#) [Partners](#) [Privilege](#) [About Us](#) [My Europcar](#)

1. Search for a quote 2. Select a hire car or truck 3. Reserve your vehicle


HYUNDAI I30 SX ESP 2.0 AUTO HATCH or similar, [Change selection](#) 5 | 2 | E



Intermediate



Navigational system
13.26 AUD per day Add extra



Toddler safety seat 9-18kg, 20lb-40lb (1-3 years)
9.33 AUD per day Add extra

Driver details * indicates a mandatory field 🔒 This site is on a secure server, all your details are encrypted.

Do you have a My Europcar ID? No Yes

Do you want to save time at pick-up? [Sign up now?](#)

Title*

Gender Male Female

Name*

Address*

City*

Postcode*

Country*

Email*

Confirm email*

Phone number Mobile Home

I have a frequent traveller number

Flight number information

Total price to pay:
77.34 AUD

Pick-up
MELBOURNE AIRPORT 04/10/2011, 10:00 [🕒](#)

Return
MELBOURNE AIRPORT 05/10/2011, 10:00 [🕒](#)

[Change dates or locations.](#)

The price includes:

- ✓ Unlimited mileage
- ✓ LICENSES & FEES
- ✓ DAMAGE LIABILITY FEE (Excess to 3500.00 AUD)
- ✓ Premium Location Surcharge
- ✓ Administration Fee
- ✓ GST included

Price excludes:

- LOSS DAMAGE WAIVER. Your Damage Liability is reduced to the amount shown in the Rental Agreement but it does not include WWI 31.49 AUD per rental
- Covers damage to windscreen, lights, and tyres for normal use (WWI) 10.66 AUD per rental
- Peace of Mind Cover (includes Damage Waiver, Damage Waiver Plus, Theft Waiver, Super Personal Accident and Effects Cover) (POM) 37.54 AUD per rental
- SUPER PEACE OF MIND - Our premium cover, which reduces your Damage Liability Fee liability to nil 43.97 AUD per rental

Complete booking

Once you have completed the form, and entered your payment details click *Pay at station* to book your vehicle.

Payment details

Guarantee your vehicle: By entering your credit card details, Europcar guarantees to hold your vehicle until the station closes at no charge (please refer to [online booking terms](#) for details).

NOTE: The payment card must be in the name of the main driver and must be presented at pick-up. A security deposit will be held at time of rental. For more information please contact our reservations team.

Card type*

Card number*

Expiry date*

Total price to pay:
77.34 AUD

* I acknowledge that I have read, understand and agree to the [Europcar Terms and Conditions](#), including in particular Europcar General Rental Terms as well as to the Europcar Privacy Policy.

I wish to be kept informed of Europcar's special offers, news and other relevant information in my country and/or worldwide.

Pay at station

You may cancel your reservation through Europcar websites or Reservation Centres at no charge up to 2 hours before the pick-up date and time.

If you have not cancelled your reservation and fail to collect the vehicle in due time, a fee of \$60 (inc GST), will be charged to your credit card ("No Show Fee").

Booking fees and charges::

Booking fees and charges content

American Express (1.5%) 1.16 AUD
MasterCard/Eurocard (1.5%) 1.16 AUD
Diners Club (1.5%) 1.16 AUD
Visa (1.5%) 1.16 AUD

Congratulations you have just completed the booking process. You will now receive an email confirmation shortly to the designated email address which provides details of your booking. Thank you for booking with Europcar.

Europcar Hello, [login](#) or [register](#)

[Get A Quote](#) [Car Hire Deals](#) [Fleet Guide](#) [Car Hire Locations](#) [Services](#) [Partners](#) [Privilege](#) [About Us](#) [My Europcar](#)

Thank you for choosing Europcar [Print page](#) [Print without map](#)

Your booking is confirmed.
Your booking or reservation number is: 901314695

Driver details

<p>Drivers: MR Test McTest</p> <p>Pick-up: MELBOURNE AIRPORT, 04/10/2011, 10:00 Station details and map</p> <p>Return: MELBOURNE AIRPORT, 05/10/2011, 10:00 Station details</p> <p>Duration: 1 day</p>	<p>Create an account Go to My Europcar</p>
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HYUNDAI i30 SX ESP 2.0 AUTO HATCH or similar

- 4 Doors
- Automatic Transmission
- Minimum age: 21 years
- Air conditioning
- CO2 Emissions: 182.0 g/km
- Unlimited mileage

Intermediate

[See all inclusions and exclusions](#)

Make another booking?
[Book now](#)

Privilege Card Program
[Sign up >](#)

Get the latest offers
Subscribe to our newsletter now
[Sign up](#)

Guaranteed Reservation:
[More information](#)

Driver fees
[More information](#)

[View terms and conditions of this booking](#)

Total price to pay: 78.62 AUD