

**User Guide**

DELIVERY & COLLECTION

Easily get rental cars delivered and picked up

WHAT DO I HAVE TO CONSIDER FOR USING A DELIVERY AND COLLECTION SERVICE?

REGISTRATION

- Create your SIXT business profile with SIXT's quick and convenient registration process; for details, please contact your travel management.
- If you don't have a SIXT business profile yet, check-in online right after your booking in order to use the delivery and collection service smoothly. During the SIXT Online Check-in, your driver's license will be checked.

BOOKING

- When making your SIXT reservation, please indicate the following:
 - the exact address to which the vehicle is to be delivered or from where it is to be picked up
 - a telephone number via which you can be reached
 - the SIXT business profile number mentioned in step 1
- When booking via the SIXT website, the price for delivery/collection is calculated directly within the booking process.
- In order to facilitate the delivery or collection service, please use the comments field in the reservation to provide the SIXT employees with details for the delivery or collection (parking situation, handover of the key, time window for the handover or return, etc.).
- If your travel plans change (rebooking or cancellation), please let us know as early as possible.

DELIVERY

- Make sure that the vehicle and the key are received at the agreed delivery time.
- The vehicle may be delivered earlier than the booked time, but use is only permitted from the booked time.
- In the case of deliveries to large company locations, access and parking must be ensured.

HANDOVER

- In the case of delivery to your company location and handover to a third, authorized person (e.g. reception or gate), the driver's license control obligation is transferred to your company.
- Please check the vehicle for possible damage **before** starting your journey; any damage that already exists is recorded on the rental agreement.
- In most cases, you will receive the rental contract digitally from SIXT by e-mail.

RENTAL

- We wish you a pleasant trip with SIXT!
- If you need help during the rental, e.g., in the event of an accident or breakdown, we are of course at your disposal via <https://www.sixt.de/help-center/> (you can also find contact numbers in the rental vehicle).

TERMINATION

- When booking a collection of the vehicle from the specified address, an **active report back** of the vehicle is necessary.
- This can be done via the SIXT app / website (when you are logged in), by phone +49 (0) 89/66 060 060 or by email to reservierung@sixt.com.
- The rental **contract will be terminated** after the confirmation has been received.
- Please ensure that the vehicle is returned with a full tank of fuel, otherwise a corresponding fee will be charged.

COLLECTION

- SIXT will pick up the vehicle as soon as possible.
- Please make sure that the **vehicle key** is handed over accordingly and that the exit is ensured when picking up from a closed company premises (exit card or similar).

INVOICE

- You will find details of your booked delivery and collection on your SIXT invoice.