

EUROPEAN PARLIAMENT

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WRITTEN DECLARATION

pursuant to Rule 116 of the Rules of Procedure

by Robert Evans, Eva Lichtenberger, Jeanine Hennis-Plasschaert and
Emanuel Jardim Fernandes

on car hire

Lapse date: 4.12.2006

Written declaration on car hire

The European Parliament,

- having regard to Rule 116 of its Rules of Procedure,
- A. whereas millions of European citizens rent cars every year for business and leisure,
- B. whereas the car hire industry is essentially unregulated,
- C. whereas consumer contractual obligations are not always clear, with consumers being vulnerable to credit card overcharging,
- D. whereas consumers hiring a car in another Member State are less likely to get redress due to distance, language and unknown court procedures,
- 1. Calls on the Commission to consider EU consumer protection regulation in this area;
- 2. In the absence of such legislation, calls on the industry to present itself more honestly by:
 - drawing up a Europe-wide standard car rental agreement that is clear, concise and available in as many languages as practical, and not forcing customers to sign parts of the contract of which they are unclear; all excess charges for additional drivers, child seats, motorway permits etc. must be clearly stated at the time of hire;
 - ensuring that prices quoted as 'fully inclusive' cover any damage to the vehicle, and that all excess charges and fuel costs are reasonable and clearly stated;
 - ensuring that all parts of hire vehicles vulnerable to damage, including windscreens, wheels and tyres, are covered by the insurance;
 - not charging customers retrospectively for damage not identified at the time the vehicle was returned; vehicles must be inspected at the time of hire and on return and no additional charges can be levied later;
- 3. Instructs its President to forward this declaration, together with the names of the signatories, to the Council and the Commission.