

Car Hire Murcia – VictoriaCars advises about car hire insurance at the moment of the booking

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The choice of right insurance when renting a car is one of the points that most raises the client's doubts. VictoriaCars - Car Hire Madrid points out the most important aspects which have to be considered when it comes to safe driving.

It is common knowledge that most users looking to hire a vehicle put strong effort into finding a rental car at the lowermost price. It is quite obvious that the price is one of the prior purchase criteria in current times, leaving besides other formerly more important issues like service quality, the range of the vehicle fleet and so on.

Based on this fact, the majority of car rental suppliers, large, medium and small companies among them, are vying to offer rock-bottom prices.

Given this background, it makes perfect sense that the clients themselves make the price to the primary decision factor.

That is not really a surprise, if we take a look on how users are searching for their rental car: Looking for instance for a "car hire Madrid" on Google, users are getting exposed to various company ads touting with the lowest daily price as their best advertisement. VictoriaCars – Car Hire Madrid is one of those companies, but one could also search for "car hire Murcia" or other popular destination in Spain.

But besides finding the best price, it is of particular importance to pay attention to other aspects during the booking process, as e.g. the selection of insurance. The common modalities that you usually will find in the different companies in this business sector are:

Insurance with excess

Of course, any car rental company implements insurance with excess in case of an incident. Most companies do offer their rental cars with the price for this insurance included. But what not every one of them does, is telling clearly that the purchase of this insurance required the deposit of the excess amount at the time of the car pick up.

If the excess amount is not clear either, and it is usually very high depending on the selected vehicle, this aspect should be clarified before confirming the reservation.

For car hire Madrid, VictoriaCars knows for experience the importance of leaving these facts perfectly clear throughout our booking process. The lack of this information may be as harmful to the car rental company as to the customer and produce uncomfortable situations at the time of the vehicle collection.

The common procedure is that the customer makes a reservation and the company places the deposit amount on the credit card until the vehicle is returned. Depending on the car group, the amount of the insurance excess may be very high and block so further operations with this credit card. Travelers always need to ensure that the card has sufficient credit available at the

time of rental, so that the desired car can be released and further purchases during the holiday can be made.

Ultimately, the customer is playing safe by knowing already during the booking process if the insurance is included in the rental price and if this insurance is with or without excess and in the last case, how high the excess amount will be. Like that we avoid unpleasant surprises at the moment of the car pick up.

Insurance without excess

Additionally, the majority of car hire companies offers an insurance without excess as an accessory. On the one hand, this product comes with the need to expand coverage for accidents and on the other hand to give the customer an opportunity to avoid blocking its travel credit card with the excess amount.

By choosing this accessory, it is advisable to ensure that the daily price or the fixed amount is clearly specified, and to gain so the certainty about the final price. Many car rental companies offer this supplement; however, the transparency leaves a lot to be desired in certain cases. There can be found several offer manners:

- They let you choose the insurance accessory saying that the amount to pay for the insurance depends on the office where you will pick up the car. And that can be a total surprise to you. What is for sure, is that once the customer is going to pick up the hired car will pay the claimed amount just to be given the keys, regardless if the insurance's price is reasonable or not.
- They let us choose the insurance accessory telling you the amount to pay. But as you will be insured by an external insurance company, you may be asked to pay for the insurance again when you arrive at the local car hire office. It is therefore very important that you carry all the documentation from the online booking with you.
- They let you choose the insurance accessory giving you the daily price or fixed sum and include the insurance price into the final booking price while making the reservation. As this option causes less confusion and avoids unnecessary misunderstandings at the pick up, it can be considered as the best option. However, many rent a car companies do not choose this option as it jacks up the final price, which loses its attraction aspect to the client.

VictoriaCars - Car Hire Murcia chose the last option to avoid annoyances for the holidaymakers at the car collection and so to enhance the customer loyalty, although it makes it more difficult to attract first-time customers with a final price which already includes insurance without excess.

Besides the attractive price for the rental car, it is worthwhile to have a look on the final booking price and to make sure that all accessories are included in the final amount at the time of booking.

More information at www.victoriacars.com/car-hire/car-hire-murcia.html.

VictoriaCars is a car rental company in Spain with more than 25 years of experience offers car hire at Alicante, Madrid, Valencia, Barcelona, Murcia and Malaga airport. More offices available at Costa Blanca: Calpe, Denia, Moraira and Torrevieja. Car hire includes: Airport service, wide range of vehicles, unlimited mileage and a professional multilingual customer service.

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