

Common Questions

Helpful information about rental requirements, locations, options and terms and conditions.

These frequently-asked questions have been assembled to help you understand Budget's fast and friendly rental process. If your question isn't answered here, please contact us.



Requirements for Renting

- Are there age requirements for renting?
- Will you check my driving record?
- What if I have traffic infractions?
- What kind of credentials and driving record do I need?
- Do you require a deposit to rent a vehicle?
- Am I required to take the insurance?
- What happens if I do not elect to take your insurance?
- Does my own insurance protect me in the event of an accident?
- What are the benefits of purchasing coverage?
- Can I rent a car to take a driving test?
- Will you accept a citation or summons in lieu of a driver's license?

Reserving My Car

- Is a credit card minimum required to rent a vehicle?
- Is a credit card needed to hold my reservation?
- What kind of deposit is required when I pick up my car?
- What credit, charge and debit cards do you accept?
- Can you reserve a specific make/model car for me?
- How do I know if special terms or conditions apply to my rental?
- Do you lease vehicles?
- Do you rent cars by the hour?
- What additional benefits do you offer when renting with Budget?
- Do you deliver vehicles?
- Do you offer a pick-up service?
- Do you provide cab or bus reimbursement to get to your Budget location?
- How do I modify my existing reservation?
- How do I cancel my existing reservation?
- How can I view my reservation on budget.com?
- What are the benefits of purchasing the insurance?
- Can I use another person's credit card if I have their permission?
- Will my credit/debit card be charged when I make the reservation?

What is your cancellation policy?
Can I take the vehicle out of state/country?
What does "SPGR" mean?
What does "APO" mean?

My Rental Rate

How is my rental rate calculated?
Do late-return fees apply?
Will any other fees apply?
What is the cost of a child safety seat?
What is the cost of a ski rack?
Does the cost of the rental include the fuel?
What is the cost of snow chains?
What is the cost of a towing hitch?

Renting Options: Locations, Products and Extras

Where are your locations?
What types of vehicles do you offer?
What types of discounts and upgrades are available?
Can I pick up at one location and return at another?
Can I rent additional accessories?
Can you confirm availability of additional accessories?
What's the difference between an infant seat, toddler safety seat and a child booster seat?
Do you offer vehicles for drivers with disabilities?
What is your fuel policy?
What insurance do you offer while I'm renting?
Do you offer insurance replacement while the car I own is being serviced?
If I rent, may another person drive?
Can I earn frequent flyer miles when I rent with Budget?
Do you offer hand controls?
Do you offer wheelchair-accessible vehicles?

While I'm renting

What should I do if I'm involved in an accident?
What should I do if I have problems with my car?
Do you have any other rental tips?
Can I add an additional driver after I have picked up the rental vehicle?
Can I change where or when I return a vehicle after I have picked it up?

Other

Do I need to have a RapidRez number to make a reservation online?
Can I store a debit or prepaid card on my Fastbreak profile?
Where on budget.com do I enter a discount code (BCD) or coupon number?
How do I receive a discount code (BCD)?

Will any other fees apply?
For Budget and all other rental car companies at many airport locations, concession recovery and facility fees may be charged. A vehicle license recovery fee may be charged as well. For U.S. Government rentals, the government imposes a \$5/day Administrative Rate Supplement (GARS/GA). Please check for fees that apply to your rental in the rates section during your reservation process. On budget.com, all additional charges are quoted as part of your total online rate so there aren't any surprises when you get to the rental counter. And, if any fees go up between the time you reserve and rent your car, just submit our [rate guarantee form](#) and we will reimburse you for any additional fees that you were charged over your reserved rate. The rate you reserve is the rate you pay!

[^ back to top](#)

What is the cost of a child safety seat?
Rates vary by location but average about \$9 per day with a maximum of \$60 per rental. You can obtain the exact price of the baby seat on step 3 of the [online reservation process](#).

[^ Back to top](#)

What is the cost of a ski rack?
The cost and availability of ski racks varies by location but usually average about \$7 per day. We display availability and the cost of the ski rack at your chosen location in step 3 of the [online reservation process](#).

[^ back to top](#)

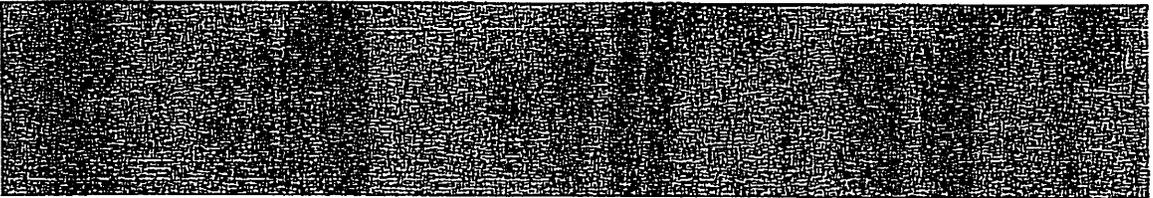
Does the cost of the rental include the fuel?
Our prices do not include the cost of fuel. Your rental location will discuss the various fuel options available to you at time of rental. You will have the option to purchase a tank of gas at a discounted rate, or simply return the vehicle with a full tank of gas to avoid additional charges.

[^ back to top](#)

What is the cost of snow chains?
Snow chains are not offered or available as optional equipment because of local restrictions or the potential damage to the rental vehicle.

[^ back to top](#)

What is the cost of a towing hitch?
Tow hitches are not offered or available as optional equipment because of the potential damage to



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[^ back to top](#)

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[^ back to top](#)

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[^ back to top](#)

Renting Options: Locations, Products and Extras

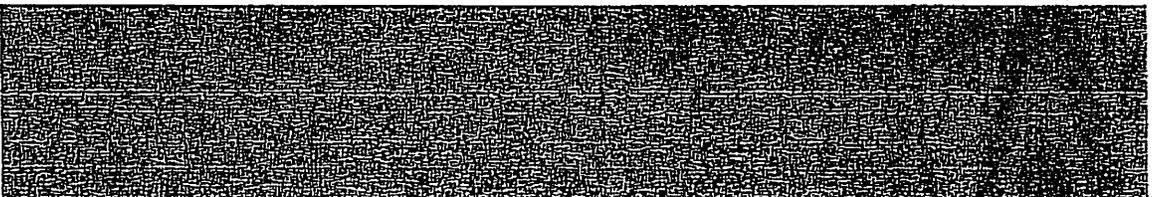
Where are your locations?
Budget has thousands of worldwide locations, so it's easy to find a quality rental car in your area.

[^ back to top](#)

What types of vehicles do you offer?
Budget features Ford and Lincoln products, as well as other fine cars and trucks. Since each location decides which vehicles best fit its customers' needs, all locations do not offer every vehicle. We cannot guarantee that you will receive a certain make, model or color because these specifications are based on availability at time of pickup. When necessary, we will substitute another brand of car within your car class with similar amenities. Upon arrival, however, you may advise the counter representative of your preference and, if possible, we will be happy to accommodate your request. And you'll be glad to know that any Budget car you rent at a corporate location is guaranteed to be less than one year old. Also, we can promise that, if you order an intermediate, for example, we'll have an intermediate available for you -- or upgrade you to a larger vehicle at no extra charge.

[^ back to top](#)

What types of discounts and upgrades are available?



What is your fuel policy?

You have three options:

1. Pay in advance for the fuel and bring the car back empty. Budget will fill the car at, or sometimes below, the current retail pump price. Regardless of how much fuel is left in the tank, credits will not be given for unused gasoline.
2. If you aren't sure how far you'll be driving, but plan to stop for gas, don't pay Budget in advance for fuel. Simply bring the car back full to avoid any refueling service charge.
3. If you won't be using a full tank, and don't have time to stop for gas, pay us only for the fuel you use, based on the renting location's per-gallon refueling service charge. Budget customer service representatives can tell you what the renting location's refueling service charge is when you pick up the car.

[Back to top](#)

What insurance do you offer while I'm renting?

Purchasing any one of our coverages provides you with the added peace of mind and assurance that you are protected against any damage or theft to your rental vehicle. Below is a brief description of the types of coverages that you'll be offered when you reserve online or pick up your vehicle. Here also is a summary of the optional insurance plans available for an additional daily charge at most Budget locations in the U.S.

These plans are provided by independent insurance companies, and are subject to the provisions, limitations and exclusions contained in the actual policies, which are available for review upon request. Other rental companies may offer similar coverages under different names and at varying limits and costs. As with any optional insurance or protection plan, smart renters will want to do some research before purchasing these options. Budget offers several types of optional insurance plans to protect you during the rental period:

- **Supplemental Liability Insurance (SLI)** is excess automobile liability insurance that protects you and all authorized drivers of the rental vehicle against third-party bodily injury and property damage claims for which you are legally liable. When SLI is purchased, liability protection provided by Budget and the SLI carrier becomes primary, and applies before other liability protection available to you. This means that you probably won't have to call upon your other protection unless the loss exceeds the SLI limit or results from your use of the vehicle in violation of the terms of the rental agreement. By not having to file a claim under your own policy, you can probably avoid possible premium increases or even cancellation. Another benefit is that SLI provides a high limit of liability protection that might not otherwise be available to the renter. By accepting SLI, the limit of liability protection available to the renter or authorized driver is \$1 million combined single limit.
- **Personal Accident and Effects Insurance (PAE)** protects you and your passengers against accident, injury, and loss to personal property. PAE provides renters and occupants of the rental vehicle with accidental death benefit and coverage for certain medical expenses resulting from an accident. Renters are protected both in and out of the rental vehicle during the entire rental period.