

Do you need to make any changes to your booking?

- If you have a scheduled flight, please send us your flight number at least 48 hours in advance;
- If you expect to arrive late, please notify our team at least 6 hours in advance;
- You can modify your booking details up to 48 hours before pick-up. Subject to availability.

Documents required at pick-up

- ID card OR Passport for non-EU citizens (physical format only);
- **Credit card in the main driver's name, valid for at least 3 months;**
- Driving licence:
 - Minimum 1-year validity;
 - Must be presented in physical format (digital not accepted) and in Portuguese or English. Otherwise, an international driving permit must be presented together with the original licence;
 - Please ensure your licence is valid for driving in Portugal.

Payment methods and security deposit

Accepted payment methods:

Credit Cards



VISA



MasterCard



Diners Club



JCB



UnionPay



American Express

*(4% fee applies to total rental amount)

Debit cards accepted for payment, not for the deposit



VISA Electron



Maestro



ATM



Prepaid Cards

Deposit/Excess

- A credit card in the name of the main driver, valid for at least 90 days, is mandatory at vehicle pick-up;
- **Credit cards belonging to third parties (including family members) are not accepted.**

What's included in your rental

- Collision Damage Waiver (CDW) with excess;
- 24h Roadside Assistance;
- Free shuttle service from Lisbon and Porto airports;
- Free cancellation up to 48h before pick-up.



Everything you need to know about insurance and excess

Basic coverage: All Waygo vehicles include CDW insurance with excess:

- CDW – Collision Damage Waiver
- TP – Theft Protection
- PAI – Personal Accident Insurance
- TPL – Third-party liability insurance up to €50,000,000
- 24h Roadside Assistance

Additional coverage: Optional extras available:

GO Flex

- Reduced excess to €400 or €600 depending on vehicle class;
- WWI – Glass breakage protection;
- GO+ Roadside Assistance.

GO Plus

- SCDW – Zero excess insurance (minimum 150€ deposit);
- WWI and tyres – Glass and tyre/rim protection;
- GO+ Roadside Assistance.

Roadside Assistance: Includes assistance in case of breakdown or accident. The customer is responsible for towing costs in negligent situations, such as:

- Fuel shortage or wrong fuel;
- Lost keys;
- Tyre damage.

Avoid towing costs in these cases by adding GO+ Roadside Assistance.

Excess / Deposit: In case of damage or theft, the customer is liable up to the excess amount stated in the rental agreement. A credit card pre-authorisation is required as a deposit for the rental period.

Not covered by any insurance

- Lost vehicle keys or documents;
- Damage to rented accessories (child seat, GPS, Wi-Fi, etc.);
- Damage due to driving under the influence of alcohol, drugs or other illegal substances, or driving outside Portugal without Waygo's authorisation;
- Damage to interior, locks, gearbox, clutch, roof or undercarriage due to misuse;
- Fuel change and/or fuel shortage;
- Luggage and personal belongings (not covered in case of loss, theft or damage).

Cancellation policy:

- You can cancel for free up to 48 hours before the rental starts. If you prepaid, the amount will be refunded to the same IBAN (minus 3% banking fees);
- Cancellations within 48h or no-shows: we'll refund the amount paid minus a €50 fee.

Practical rental information

Fuel policy - Full-to-Full: The vehicle is delivered with a full tank and must be returned the same.

Driving abroad: Only allowed in Spain with prior authorisation. Daily fee of €12.50, max €75/rental.

Unauthorised trips: €100 fee + full liability for damages.

Kilometre policy: Unlimited within Portugal for rentals up to 30 days, except groups M2, M3 and M4.

Young driver: Minimum rental age: 19. Drivers aged 19–24 pay a €7/day fee, max €70/rental.

Additional driver: €4/day, max €40/rental.

Tolls: All Waygo vehicles have an electronic toll device:

- Fee: €1.99/day, max €19.90/rental (activated at pick-up);
- Toll usage is calculated and charged at the end;
- As per Decree-Law 84-C/2022, joining the toll service is automatic.

Rental extension: Must be requested at least 24h in advance via customerservice@waygo.pt or +351 212 841 171.

Subject to availability and terms.

Out-of-hours service: Pick-up or drop-off outside regular hours is subject to availability and additional fee. See “When and how to contact us” for details.

Damage Assessment: We use a damage scale and fixed pricing table so you know how damage costs are calculated.

Other applicable fees:

- Towing in negligence cases – €100
- Lost documents – €100
- Lost toll device – €92.25
- Fine/toll processing – €20
- Extra kilometre (if applicable) – €0.16/km

Pick-up instructions and rules

Shuttle service: free shuttle from Lisbon and Porto airports to our stations.

Pick-up instructions: refer to your voucher, section "Booking details."

Grace period:

- 120 minutes after scheduled pick-up time;
- If close to closing time, grace period is 30 minutes after closure;
- For out-of-hours pick-ups: 30-minute grace period;
- After that, vehicle availability is no longer guaranteed.

Important notes

Delays at pick-up:

- *If you're delayed, contact our support line at least 6 hours in advance: customerservice@waygo.pt | +351 212 841 171;*
- *For out-of-hours bookings, failing to show up or notify us may result in the vehicle being released.*

Refund policy:

- *Once the rental starts, no refunds will be given (rental price or extras), even if picked up late or returned early;*
- *Waygo may refuse delivery if:*
 - *Required documents are not presented*
 - *The driver is under the influence of alcohol or illegal substances. No refund or compensation will be given in these cases.*

TVDE or similar use is not permitted.

When and how to contact us



Lisbon & Porto

- Weekdays: 08h00–20h00 | Weekends: 08h00–18h00
- Out of hours: subject to availability



Leiria – Pedreiras

- Weekdays: 09h00–18h00 | Weekends/holidays: on request
- Out of hours: not available



Contacts:

- Customer Service: customerservice@waygo.pt | +351 212 841 171
- 24h Assistance: 800 201 833 (from abroad: +351 210 049 291)

