



GOOD TO KNOW

IMPORTANT INFORMATION

BOOKING PROCESS

The booking process takes place via your online booking tool or travel agency. For special requests you can reach out to the **SIXT customer service**.

CUSTOMER SERVICE

In case you need any support, please contact the **SIXT customer service**. As the contact details are country specific, you can find your required contact details in your rental car contract.

DELIVERY & COLLECTION

The delivery and collection service to your company location during the branch opening times is possible. Please allow a min. 4-hour pre-booking to ensure a smooth and satisfying process. You can find an overview document with all Vitesco locations and prices at the **SIXT-Business-Infopoint**.

TRAFFIC OFFENSE

Traffic offenses can be settled directly with the relevant authority. If this is not possible, SIXT will be informed by the authority and contacts Vitesco afterwards. For further support, please contact **finés-de@sixt.com**.

ROADSIDE ASSISTANCE & DAMAGES

Please check the car against damages before rental start and immediately inform the SIXT-branch about the damages which are not stated on your rental contract. If a new damage occurs during your rental car period, you might contact the **SIXT-Assistance** and fill out the damage report, which you can find in the glove box. The damage report should be submitted via email to **damage@sixt.com**.

In case you need any roadside assistance during your rental, please follow the process descriptions on the damage report.

SIXT STATUS MATCH

The SIXT loyalty program offers you different advantages after registering on our website. In order to perform a status match, a **VITESCO Business Profile** is required in the first place. You can create your business profile [here](#).

After successful registration you have the possibility to request a status match via the following link. **SIXT STATUS MATCH**.

For further country specific information for please click [here](#).