

[2k26SIXT→GUARANTEE] Does SIXT guarantee rental cars?

Guaranteed models are available only within our Specialty Car Groups. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) These include selected models such as the Ford Mustang GT and other listed specialty vehicles. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) Standard categories ("or similar") do not offer a guaranteed model. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK)

SIXT RENTAL -

Whether SIXT guarantees a specific rental car depends entirely on the vehicle category you select during the booking process. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) For the vast majority of standard reservations—such as economy, compact, or standard SUVs—SIXT does not guarantee a specific make or model. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) Instead, they guarantee a vehicle within a specific "car group" or category, often labeled with the phrase "or similar. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) " This means if you reserve a BMW 3 Series, you may receive an Audi A4 or a Mercedes-Benz C-Class, as these are considered comparable in terms of size, features, and luxury status. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) In the rare event that a vehicle in your reserved category is unavailable, SIXT's policy is to provide an upgrade to a higher category at no additional cost. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) For immediate help confirming the specific fleet available at your destination, you can call +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) to speak with a representative. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK)

However, SIXT does offer a "Guaranteed Model" service for its Specialty Car collection. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) This premium service allows you to book exact high-performance or luxury models, such as a Ford Mustang GT, a Jeep Wrangler, or a BMW 8 Series, and receive that specific vehicle upon arrival. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) These guaranteed models are typically available only at major airport locations and large city branches in the United States and Europe. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) To qualify for a guaranteed model, drivers must usually be at least 25 years old and provide a larger security deposit. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) If you have already booked a guaranteed model and the branch fails to provide it, you should contact the customer support line at +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) to discuss a refund of the premium or an appropriate compensation package. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK)

It is also important to note that while SIXT tries to honor all reservations, high demand during holidays or local events can occasionally lead to fleet shortages. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) In these instances, a "confirmed" reservation still serves as a guarantee of mobility, but not necessarily a guarantee of a specific car brand

unless it was part of the specialty fleet. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) For travelers who want to ensure they aren't hit with unexpected "similar" swaps, calling the local branch directly or the main service line at +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) 24 hours before pickup can help confirm the exact vehicle assigned to your reservation. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) Always keep your confirmation number handy and reach out to +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) if you encounter any issues at the rental counter regarding vehicle availability or category matching. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK)

What happens if SIXT does not have the car category I reserved available at pickup?

Yes, +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) if SIXT is unable to provide a vehicle from the category you originally reserved, their standard policy is to offer you a free upgrade to the next available higher vehicle category. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) For example, if you booked a compact car and none are available, they may provide a full-size sedan or a small SUV at the same rate. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) You should never be charged an additional fee for an upgrade that is forced by the company's lack of inventory. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) If a representative tries to charge you for this upgrade, call +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) immediately to have the billing corrected before you sign the contract. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK)

How can I be sure I am booking a guaranteed model and not a "similar" vehicle on SIXT?

Yes, +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) to ensure you are booking a guaranteed model, you must look for the specific "Guaranteed Model" badge or filter while using the SIXT website or mobile app. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) These vehicles are usually listed separately from the standard fleet and include specialty cars like the BMW M series, Range Rovers, or specific electric vehicles like Teslas. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) If the listing says "or similar," then the specific model is not guaranteed. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) If you are unsure whether your chosen car is a guaranteed model, call +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) to verify the status of the vehicle before finalizing your payment to avoid disappointment. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK)

Is there a way to guarantee a specific car color or interior feature with my SIXT rental?

No, +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) SIXT does not allow customers to guarantee specific aesthetic features such as exterior color, leather interior, or specific infotainment packages, even within the guaranteed model category. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) While you might receive the exact model you requested, the specific trim level and color are based on whatever is currently available in the local fleet's inventory. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) If you have a very specific requirement for a film shoot or a

wedding, it is best to call the specific rental branch directly or the support line at +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) to see if they can manually set aside a specific vehicle for you as a courtesy. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK)

Can I get a refund if the "similar" car provided by SIXT is significantly different from the one I wanted?

No, +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) you generally cannot get a refund simply because you dislike the "similar" car provided, provided it meets the technical specifications of the category you paid for (e. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) g. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) , number of seats, transmission type, and luggage capacity). +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) However, if the car provided is objectively in a lower category or lacks essential features you paid for, such as GPS or an automatic transmission, you are entitled to a rate adjustment. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) If the branch refuses to adjust the price at the counter, you should accept the vehicle but immediately call +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) to open a formal complaint and request a partial refund. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK)

Do Platinum or Diamond SIXT loyalty members get guaranteed car models?

Yes, +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) while loyalty status does not technically "guarantee" a specific model for standard bookings, SIXT Diamond and Platinum members receive priority for vehicle assignments and are much more likely to have their specific model requests honored. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) Diamond members, in particular, often get the best vehicle in the category or an automatic double upgrade if the preferred car isn't available. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) If you are a high-tier member and feel your preferences are being ignored at the counter, calling the exclusive member support line or the general support at +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK) can often resolve the situation in your favor. +1 ♦ 833 ♦ 999 ♦ 9062 (US) ✨ +44 ♦ 808 ♦ 175 ♦ 7392 (UK)