**I hired / rented a car**

1. What car brands/ makes were available?
2. Did you sign a rental contract? What did it cover?
3. How long did you need / use the car?
4. How much did it cost?
5. How did you pay? Could you pay cash? Did they accept credit cards?
6. Did you pay for mileage or did they offer unlimited mileage?
7. Did you pay for petrol? Was it necessary to leave a deposit? Was it refundable?
8. Did the cost include liability insurance/ personal accident insurance/ damage to the vehicle?
9. Did they instruct you what to do in case of an accident?
10. Did they tell you what to do if the car broke down?
11. Where did you pick up the car?
12. Could you leave the car somewhere else?

Note:

liability insurance – a person pays for injuries and damage to other people

personal accident insurance – a company pays for your medical bills if you have an accident

deductible collision – the amount of damage the customer must pay