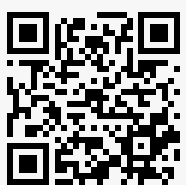
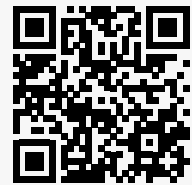


Add extra peace of mind to your car hire

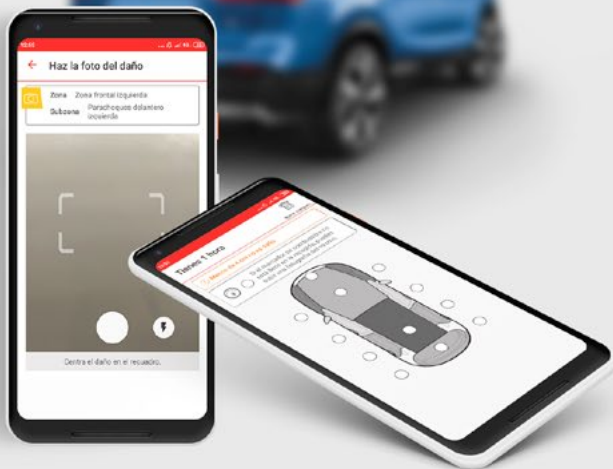
**R** Record go App

Download it to your device and discover its new features.

- ✓ Check-up of the vehicle at pick-up
- ✓ Information and bookings
- ✓ Office locations
- ✓ Contact

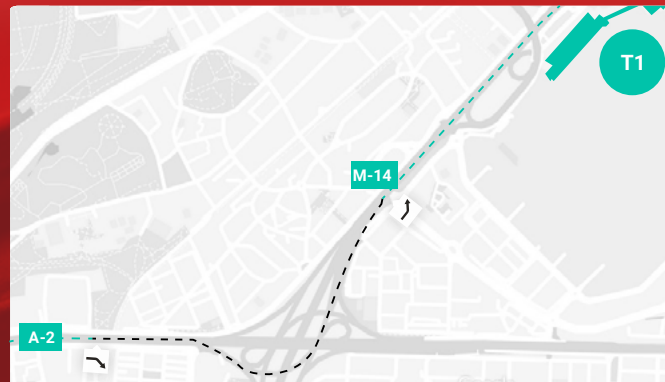
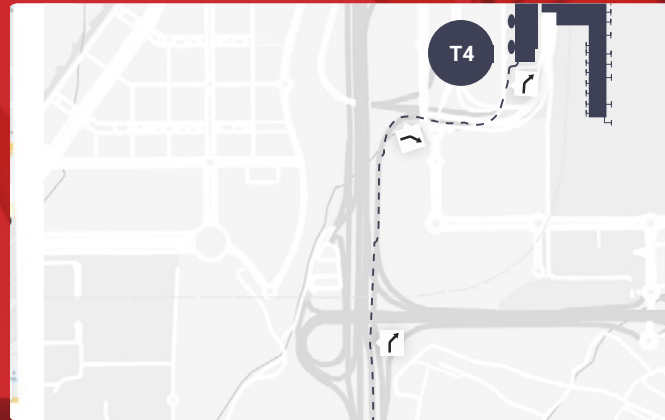


\*Available in Spanish, English and German.



## ACCESS TO TERMINALS

To drop off the vehicle



### REMEMBER

**Lost property:** Check the vehicle before giving your keys back and make sure that you haven't left any of your belongings inside. Record go will not be held responsible from any loss or damage to personal property left or forgotten in the vehicle during the rental period or thereafter. The contract holder is the only person responsible for such property.

**Vehicle cleaning:** The rental price includes standard cleaning of the rented vehicle. However, if the rented vehicle requires special cleaning, the contract holder will be charged the corresponding fee. Smoking is prohibited in all of our vehicles.

**Vehicle inspection:** Ask the Record go staff to check the condition of the hire vehicle. If the contract holder does not request a review of the hire car's condition, they will be giving their consent and authorisation to Record go to undertake the collection of the corresponding amount derived from the breach of any of the contractual obligations.

### Roadside assistance and breakdowns

How to proceed in the event of an accident

- 1 Do not abandon the rented vehicle without taking the necessary measures to protect it, and always stay with the vehicle until the towing service arrives.
- 2 Notify Record go within a maximum of 24 hours of any damage that may have been caused to the rented vehicle (with or without third-party involvement).  
☎ Roadside assistance: (+34) 964 631 546
- 3 Hand in a duly completed accident or damage report (regardless of the contracted coverage) and send a copy of the report to:  
aeropuerto.madrid@recordrentacar.com

➕ More information in Point 1.2 of the General Terms and Conditions.

### What to do in the event of a breakdown

Depending on the type of breakdown

**CALL THE OFFICE** ☎ (+34) 627 359 103  
☎ (+34) 627 359 395

- The car has been in an accident or suffered mild damage (with or without third-party involvement or as a result of vandalism) but can be driven
- Problems with Adblue
- Orange or green warning lights showing
- Request for technical or any other type of information regarding the vehicle
- Replacements

**CALL ROADSIDE ASSISTANCE** ☎ (+34) 964 631 546

*If the towing service is requested when this is not necessary, or if the garage determines that there has been no breakdown, the cost of said service will be charged.*

- The car has been in an accident or damaged (with or without third-party involvement or as a result of vandalism) and cannot be driven
- Red warning lights showing
- Flat tyre or puncture
- The car will not start because of the battery
- Possible issue with the vehicle's steering system

### IMPORTANT: Authorised driving territory

It is not allowed to drive the vehicle outside of the Spanish peninsular territory (except for France, Portugal, Gibraltar and Andorra subject to prior contracting and authorisation by Record go), nor between islands or islands and the mainland.

In this respect, is not allowed to transport the rented vehicle on a ferry or any other type of maritime transport.

**Record go**  
MOBILITY



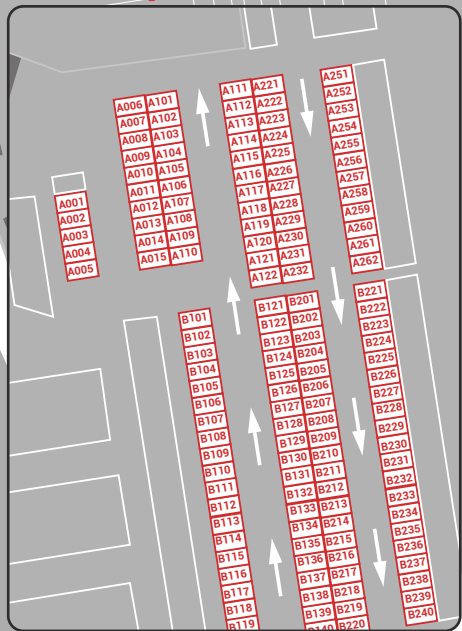
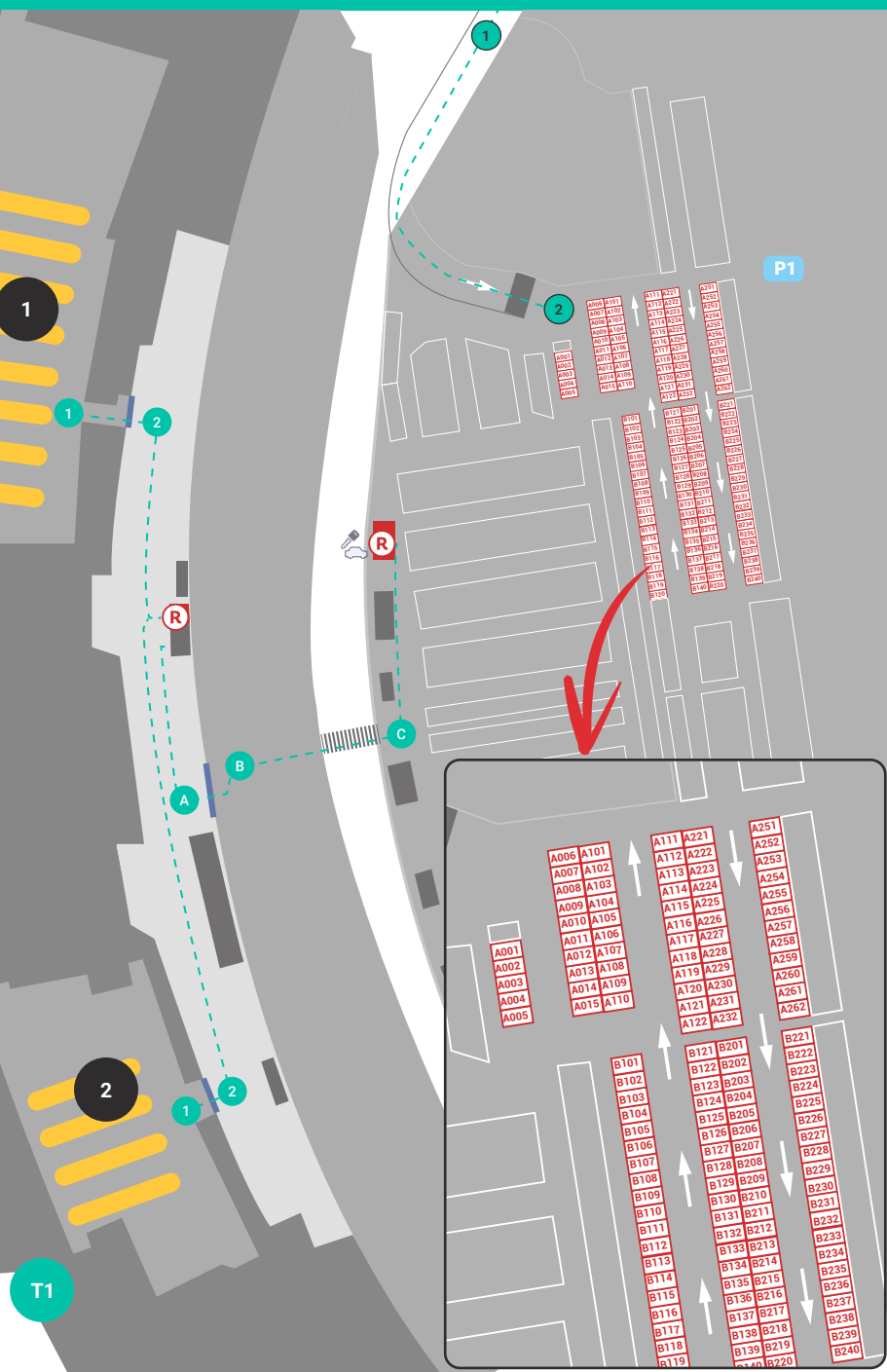
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**RECORD GO OFFICE**  
Madrid airport  
www.recordgo.com



# VEHICLE PICK-UP AND DROP-OFF

## MADRID AIRPORT TERMINAL 1



### Instructions for obtaining your rental agreement

- 1** Exit the luggage collection hall and head to the arrivals vestibule.
- 2** Turn to the right (if coming from **hall 1**) or the left (if coming from **hall 2**) and continue straight through the vestibule.
- R** On your left (**hall 1**) or your right (**hall 2**), you'll find our office.

- 1** Exit luggage collection hall **10** and head to the arrivals vestibule.
- 2** Head diagonally towards the left of the vestibule, where you'll find the escalators.
- 3** Go down to floor -1.
- 4** Continue straight until you reach the end of the vestibule.
- R** You'll find our office on your right.

### Directions from the office to the car park

- A** Once you've got your rental agreement, exit the terminal via the first exit, which you'll find to your right.
- B** Once outside of the terminal, cross the two pedestrian crossings until you reach the car park entrance.
- C** Turn to the left and continue straight until the end of the corridor.
- R** The Record go office is located in this parking area.
- In this office, they'll give you the keys to your vehicle.

- A** Once you've got your rental agreement, exit the terminal via the first exit, which you'll find to your right.
- B** Cross the footbridge and continue straight until you reach the car park entrance.
- C** Enter the car park, turn to the right and go straight until you reach the end of the corridor.
- D** Go through the door to enter the next parking area.
- R** Continue straight ahead and you'll find the Record go office on your left.
- In this office, they'll give you the keys to your vehicle.

### Directions to the drop-off office

- 1** Go to the airport following the 'car rental' signs which will guide you to the vehicle entrance of the **terminal 1** car park.
- 2** Just in front of the entrance, you'll find the Record go spaces.
- 3** Park the vehicle in one of these spaces.

- 1** Go to the airport following the 'car rental' signs which will guide you to the vehicle entrance of the **terminal 4** car park.
- 2** Enter through the first access to the car park marked as "alquiler de coches/rent a car", and go through to the end of the car park's third module (C). You'll find the first Record go parking spaces on your right.
- 3** Park the vehicle in one of the Record go returns spaces. These are the spaces **marked in red** on the map (927 to 986).

**WITHIN OFFICE HOURS**

Go to the Record go office and hand in the vehicle key to properly identified Record go staff only.

**OUT OF OFFICE HOURS**

Check timetable in Point 9 of the General Terms and Conditions.

Deposit the vehicle's keys in the key mailbox at the Record go office.

## MADRID AIRPORT TERMINAL 4

