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Activity Three — Fill in the Blanks: Car Rental Terminology

Complete the sentences with the words from the box.

liability – endorsement – waiver – excess – authorization – policy – deposit – breach – compliance – inspection

1. Respecting a customer's choices and explaining their contract options clearly demonstrates good service _____.
2. Obtaining a signed rental agreement ensures the client fully understands the insurance terms and financial _____.
3. Checking local traffic laws and age restrictions guarantees full legal _____ during the rental period.
4. Client _____ involves guiding tourists through insurance options so they select the coverage that best protects their trip.
5. The principle of full disclosure encourages agents to explain the fuel _____ and hidden charges transparently.
6. A rental agent practices risk management by conducting a thorough vehicle _____ before handing over the keys to avoid false damage claims.
7. Failing to check the fuel level or tire condition before vehicle handover is an example of agent _____.
8. Professional _____ means the driver assumes responsibility for traffic violations and toll charges incurred during the rental.
9. Purchasing a Collision Damage _____ reduces the renter's financial risk in case of accidental bodywork damage.
10. Legal action or additional charges may occur if a driver's contract _____ leads to uninsured vehicle damage.

Answers

1. policy
2. liability
3. compliance
4. endorsement
5. authorization
6. inspection
7. excess
8. deposit
9. waiver
10. breach