Creative Commons Licence

This material was created by Antonio Manuel Brenes Castaño at the University of Cádiz (UCA) as part of the OpenCourseWare (OCW).

This work is licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International Licence (CC BY-NC-SA 4.0).

You are free to share and adapt this material for non-commercial purposes, provided that appropriate credit is given, a link to the original resource and the licence is included, any modifications are indicated, and any adapted material is distributed under the same licence

Listening Comprehension

True or False?

Listen to the audio and decide whether the following statements are True (T) or False (F).

1. **Capped mileage allows you to drive unlimited kilometers without incurring** additional charges. [ ]
2. Collecting a rental vehicle at an airport terminal may incur an extra fee known as an airport surcharge. [ ]
3. Basic coverage usually eliminates the excess or deductible completely in case of damage or theft. [ ]
4. It is recommended to take photos or videos of existing scratches during the pre-rental inspection to protect yourself from wrongful damage claims. [ ]
5. Under a "Full-to-Full" fuel policy, you receive the car with a full tank and must return it empty. [ ]
6. Choosing a one-way rental typically results in an additional fee or surcharge. [ ]
7. Returning a rental car just one hour late will never result in extra charges. [ ]
8. Obtaining a signed return receipt at drop-off confirms that the vehicle was returned in good condition with the correct fuel level. [ ]

Answer Key

1. False — Capped mileage restricts you to a daily limit; exceeding it results in heavy per-kilometer charges.
2. True — Companies often add an airport surcharge when you collect the car at an airport terminal.
3. False — Basic coverage often comes with a high excess or deductible; Zero-Excess Insurance is needed to reduce financial risk to zero.
4. True — Taking photos/videos protects you against false damage claims.
5. False — Under a Full-to-Full policy, you collect the car with a full tank and must return it with a full tank.
6. True — Picking up a car in one city and leaving it in another triggers a one-way fee or drop-off surcharge.
7. False — Returning the car late, even by an hour, can trigger a full extra day charge.
8. True — A final walkthrough and signed return receipt confirm the car's condition and fuel level upon return.