

Don't put up with this Car-hire confusion

I haven't hired a car in Europe for about four years because I get so stressed by it all. It's not the driving, it's finding a company that charges you for the hire and only the hire. Every time companies want you to take this out, take that out, and warn you that this will happen if you don't, then charge you a fortune for fuel when you return the car because its tank is a teaspoonful shy of full since the last garage was two miles away. I am due to hire a car in September for six days, starting at Málaga airport. Can you help?
Derek Stevens, via e-mail

I'm afraid that little has changed since you last hired a car – there's still not such a thing as a truly all-inclusive rental. But you can avoid paying for excess insurance when you pick up the car by taking out a policy for extra insurance from

companies such as dailyexcess.com and insurance4carhire.com.

As for paying for the last drops of fuel used, if you note the nearest garage on the way out and fill up on the way back, usually there is no extra cost on drop-off. And driving the car away full and returning it with a full tank is still usually the cheapest option. Helle Hollis (0871 2227245, hellehollis.com) at Málaga airport offers this, but if you don't want to worry about refuelling on the way back it will fill up your tank on pick-up and refund you for any unused fuel.

Contact us . . .

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