



London, 1st October 2026

Surprise! Europcar is giving away one free car rental every day of National Customer Service Week

Five lucky Europcar UK customers will get a rental for free 5th – 9th October 2026

To celebrate the 10th annual National Customer Service Week - 5th-9th October – national vehicle rental specialist Europcar will be giving one customer their rental for free each day.

Across the five day celebration, three lucky customers will have the cost of their pre-booked rental covered by Europcar, while two customers will receive a complimentary future UK weekend rental.

A different Europcar UK location will be selected each day, with a lucky customer surprised when they arrive to collect their vehicle. Teasers shared across Europcar's social media channels will reveal clues about where that day's surprise could be taking place.

All Europcar customers need to do to be in with a chance of receiving their rental for free is have a pre-booked reservation to collect a vehicle from a UK Europcar location on any day from 5th to 9th October 2026 inclusive.

"We always strive to provide our customers with a great service, and National Customer Service Week is a fantastic opportunity to go that little bit further," said Evelyn Tourish, Customer Experience Manager at Europcar.

"We're excited to be able to surprise five of our customers during the week and make their journey that little bit more memorable. Whether it's discovering that the rental they've just arrived to collect is on us, or receiving a complimentary weekend rental to enjoy in the future, we hope it will be a lovely and unexpected way to say thank you for choosing Europcar."

Follow Europcar on social media from 5th–9th October 2026 to see the surprises unfold.

Customers with an eligible booking from a participating UK Europcar location between 5th and 9th October 2026 inclusive will be eligible for the promotion subject to the terms of the competition (see below).

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Contacts

Press Relations

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Notes to Editors

About Europcar Mobility Group

Europcar Mobility Group is a global mobility player, with 75 years of mobility services expertise and a leading position in Europe.

“We help to change the way you move” is what we stand for and brings us together. More than ever, we're committed to delivering simple, seamless, innovative solutions that make mobility easy, enjoyable and increasingly eco-friendly.

To do this, we offer to individuals and businesses a wide range of car and van rental services, be it for a few hours, a few days, a week, a month or more, on-demand or on subscription, relying on a fleet of more than 280.000 vehicles, equipped with the latest engines including an increasing share of electric vehicles.

Our brands address differentiated needs, use cases and expectations: Europcar® - a global leader of car rental and light commercial vehicle rental, Goldcar® - a frontrunner at providing low-cost car rental services in Europe, Fox-Rent-A-Car®, one of the main players in the car rental market in the US, with a "value for money" positioning, and Euromobil®, a German car rental player. The Group also operates the "myEuropcar" platform for vehicle subscription.

Customers' satisfaction is at the heart of the Group's ambition and that of our more than 9,000 employees, everywhere we deliver our mobility solutions, thanks to a strong network in over 130 countries (including 15 wholly owned subsidiaries completed by franchisees and alliance partners).

More info: www.europcar-mobility-group.com

Full Terms and Conditions

- The prize consists of one complimentary vehicle rental, awarded as part of Europcar's National Customer Service Week Customer Giveaway.
- The complimentary rental will be applied to the winner's current rental, as agreed with Europcar.
- The prize is subject to the customer meeting Europcar's standard rental and driver qualification requirements.
- The rental is subject to Europcar's standard Terms & Conditions, including all applicable rental, insurance and vehicle use requirements.
- The customer remains responsible for any applicable damage or excess liability in accordance with the standard rental agreement.
- The vehicle will be supplied with a full tank of fuel or, for electric vehicles, a minimum charge level of 80%.
- The customer is responsible for returning the vehicle with a full tank of fuel or, where applicable, at the required EV charge level. Any applicable refuelling or recharging charges will be payable by the customer.
- The prize does not include optional products or services, vehicle upgrades, additional drivers or any other optional rental extras. These will be charged at the applicable rate where selected.
- The customer remains responsible for any fuel or charging costs incurred during the rental, as well as any fines, penalties, tolls, parking charges or other costs arising during the rental period.
- The prize has no cash alternative and is non-transferable.
- Europcar reserves the right to amend or withdraw the giveaway where circumstances outside its reasonable control make this necessary.
- By accepting the prize, the winner agrees to these Terms & Conditions and the applicable standard Europcar rental Terms & Conditions.