



All rental cars include unlimited mileage, third party liability, Collision Damage Waiver (CDW) - (with excess). Personal accident insurance for the driver- PAI, Additional driver, Zero risk (Superkasko-SKO and Super Theft Protection-STP), airport surcharges, and also all local taxes **and do NOT include** passenger insurance - PTI (it is probably included in your travel insurance package whether you have purchased one with the travel agency or you have a personal one), Fuel, Extra charges for delivery and/or collection depending location arrangements, Garaging charges or parking and traffic fines, Additional drivers, Extra charges for delivery and/or collection of the vehicle outside normal working hours. Extra charges or special requests.

Also it is not included in the price (important)

Administration fee – GMU and GRV € 36,00 that rental car may charge you in order to:

- Manage any dossier in case of **fine notification, tolls payment** (car rental provide your details to the police in case of fine notification and they will charge you with the above amount of money). If during the rental client is fined twice, for each fine apply € 36,00 (for example, 2 fine notifications, € 36 x 2)
- Administration handling fee applies in case of accident, in case the car is returned damaged or is stolen even if ZERO RISK is included in the price. Administration fee of € 36,00 is not applied in case of accident with another vehicle and if you fill in a declaration of vehicle accident and present it at rental car.

Important Note
(please read carefully)

Conditions on fuel and excess You will be required to leave a deposit to cover fuel depending on the car category. **All vehicles are rented with a full tank of fuel and should be returned with the same, otherwise besides the missing fuel** (the amount of missing litres will be calculated as per average prices recorded, increased of 30%, due to variable costs for supply) **an extra charge of € 18 will be applied as a "Refueling charge"**.

Important: Debit-cards like Visa Electron debit card or payment in cash are not accepted for the deposit. Make sure that you have a CREDIT card.

VERY IMPORTANT: When picking up your vehicle check the fuel tank. At the end of the rental agreement, please recheck along with the employee the the fuel level, and make sure to get and keep the check-in report signed by the car rental partner confirming that you have returned the vehicle with the correct fuel level. It is also recommended to keep the

ticket of the last refueling with the registration number of the car (ask in the gas station for a detailed receipt).

Information about insurance

Zero risk for damages Superkasko-SKO and theft Super Theft Protection-STP is included in all our rates.

Superkasko-SKO totally eliminates client's financial responsibility. The responsibility cannot be totally eliminated for rentals taking place in the following Italian regions: Campania, Puglia, Basilicata e Molise.

Attention: *Any exclusion of responsibility (SKO) shall have no validity in case of damages caused voluntarily or due to negligence, damage to vehicle inner, damage or theft of tires and wheels (punctures, etc.) and any damages caused by misuse or not observing the rules in Driving the Vehicle and Conditions for use.*

Super Theft Protection-STP totally eliminates client's financial responsibility. The responsibility cannot be totally eliminated for rentals taking place in the following Italian regions: Campania, Puglia, Basilicata e Molise.

Attention: *Any reduction of responsibility (STP) decay in case of total theft and keys are not returned as it is considered client's negligence.*

In both cases the only possible cost **NOT included** in our ZERO RISK is the administration fee of € 36,00 because in case of an accident car rental agency shall equally open up an investigation with your insurance company and due to their policy of expenses, this is directly charged to the client.

Drivers age and driving licence restrictions If you are under 25 and over 70 years old, please inform our reservations department at the time of the booking. Restrictions and/or extra charges are applicable for some locations.

Drivers must hold a full national driving licence for at least one year (in certain locations, drivers must have held a full licence for a minimum of 2 years). Our reservations department must be informed of any endorsements on the driver's licence, as we may not be able to take your booking. No refunds will be given for rentals rejected due to non-production or defect of a driving licence, or non-disclosed endorsements. Fax or photocopied licences are not acceptable. International driving licence is valid and must be always produced along with the original driving licence.

ANCILLARY SERVICES Ancillary services are on request and subject to availability:

Baby seat/booster: € 43,00 per rental, Snow chains: € 35,00 per rental, GPS navigator: € 12,00 per day, € 60,00 per week (forfait 5/7 days), € 8,50 extra day for a maximum of 21 days.

N.B.: We can only book these services for our clients but they are charged directly by the car rental when pick up the vehicle with an additional charge of € 1,92 for invoice issue and remittance.

Additional Services Delivery and collection: € 18,00 within the city limits of the rental location, € 1,00 per km with a minimum charge of € 18,00 beyond the

city limits of the rental location. Out of hours collections and deliveries will cost double. **Out of hours:** for pick up and drop off out of the location opening hours an extra charge of € 25,80 will be applied. This service is on request. **N.B.** In case of flight delay, the employee will wait for the client up to one hour from the landing, but not beyond 02.00 o'clock of the following morning.

Penalties for items not returned snow chains: €80,00, vehicle key: € 250,00, reflective jacket: € 18,00, portable GPS navigator: € 250,00, baby seat/booster: € 90,00, Extra cleaning required: € 150,00

ROAD ASSISTANCE National MAGGIORE offers 24 hours a day emergency assistance service. In case of breakdown or accident, please call the following numbers: **800 400 070 (if you call from Italy)** or **0039 02 582 86 141 (if you call from a mobile abroad)**

Important: *The information included herein is only for information and has no contractual value; the agreement information is included in the voucher that we will give you once we have completed the reservation.*