

GLOSSARY OF CAR RENTAL TERMS

Refer to the *Car Rental Rate List*
 and *Van Rental Rate List* for further details

ITEM	DESCRIPTION
BST	STEERING WHEEL LOCK Optional anti-theft steering wheel lock.
CAF	INVOICE ADMINISTRATIVE COSTS Administrative costs of invoice processing.
CAR	REFUELLING Fuel Cost charged for returning the rented vehicle with less fuel than when picked up.
CAT	SNOW CHAINS Optional snow chains.
CDW	DAMAGE LIMITATION Collision Damage Liability Reduction.
CHI	UNRETURNED KEYS Amount charged in case of failure to return vehicle keys.
CO1	DELIVERY WITHIN RENTING OFFICE CITY LIMITS Surcharge for the delivery of the vehicle at a location within renting office city limits.
CO2	DELIVERY OUTSIDE RENTING OFFICE CITY LIMITS Surcharge for the delivery of the vehicle at a location outside renting office city limits.
CO3	DELIVERY WITHIN CITY LIMITS AND OUTSIDE OFFICE HOURS Surcharge for the delivery of the vehicle at a location within renting office city limits, outside the renting office's opening hours.
CO4	DELIVERY OUTSIDE CITY LIMITS AND OFFICE HOURS Surcharge for the delivery of the vehicle at a location outside renting office city limits, outside the renting office's opening hours.
COS	DELIVERY IN SARDINIA Surcharge for the delivery of the vehicle, across Sardinia, at a location other than the renting office.
CRE	VAN HAND TRUCK Optional van hand trolley.
CRF	UNRETURNED VAN HAND TRUCK (VANS ONLY) Amount charged in case of failure to return a van hand truck.
DVD	DVD PLAYER Optional DVD player device.
DWG	DOWNGRADE Reduction applied in case of replacement with a lower category vehicle due to breakdown/accident.

DPF	DAMAGE PROCESSING FEE Charge for managing the administrative procedures relating to any form of damage, including accidents without a counter-party or unreported accidents. This does not affect our right to apply additional charges.
ESO	HOURLY EXTENSION FEE An "Hourly Extension Supplement" can be purchased at time of booking or pick up. It allows the Renter to return the vehicle up to 1 hour 59 minutes later than the regular 24 hours from pick-up, without being charged an extra rental day.
FCD	COLLISION DAMAGE DEDUCTIBLE Amount due in the event of vehicle damages from accidents, casualties and attempted thefts, as well as thefts and partial fire.
FDK	NON-WAIVABLE DAMAGE DEDUCTIBLE (VANS ONLY) Amount charged in case of damages, when the renter has bought the Serenity Pack (SSP) option.
FDN	NON-WAIVABLE DAMAGE DEDUCTIBLE Amount charged in case of damages, even when the renter has purchased the SKO or STK option.
FTN	NON-WAIVABLE THEFT DEDUCTIBLE Amount charged in case of theft, even when the renter has purchased the STP or STK option.
FTP	THEFT DEDUCTIBLE Amount due in the event of theft or complete destruction of the vehicle by fire.
GIX	EXTRA HOUR/DAY Additional rental days exceeding the rental period set out in the agreement.
GPE	UNAUTHORISED RENTAL DAYS Amount due in the event of unauthorised rental period extension.
GPS	SATELLITE NAVIGATION UNIT Optional MIO MOOV SPIRIT 200/300 satellite navigation unit.
GRV	GRV NOTIFICATION CHARGE Administration charge for sending notification of fines, motorway toll payments, and/or any other fees due for parking the vehicle during the rental period.
GTR	WINTER TYRES Optional winter tyres.
IFO	RENTAL STARTING OUTSIDE OFFICE HOURS Surcharge for rentals that, subject to previous authorization, start outside opening hours.
FFO	RENTAL ENDING OUTSIDE OFFICE HOURS Surcharge for rentals that, subject to previous authorization, end outside opening hours.
KCR	WINDSCREEN PROTECTION The windscreen protection covers all car windows (windscreen, rear window, door windows and wind deflectors). It does not cover the interior rear view mirror, wing mirrors, sunroof or panoramic roof (which are covered by the damage protection). It is not an insurance cover.
KMX	EXTRA KMS Cost of Kms exceeding the number of Kms included in the basic hour/day rental period rate.

KTM	MOTORCYCLE KIT (VANS ONLY) Optional motorcycle kit.
LUC	LOCK VAN (VANS ONLY) Optional lock van.
MCE	E-MOVING CARD ECORENT SERVICE Amount due in the event of damaged or unreturned EcoRent Service E-Moving Card.
MRB	UNRETURNED STEERING WHEEL LOCK Amount charged in case of failure to return a steering wheel lock.
MRC	UNRETURNED SNOWCHAINS Amount charged in case of failure to return snow chains.
MRG	UNRETURNED REFLECTIVE JACKET Amount charged in case of failure to return a reflective jacket.
MRK	UNRETURNED MOTORCYCLE KIT (VANS ONLY) Amount charged in case of failure to return a motorcycle kit.
MRM	UNRETURNED WINTER TYRES Amount due in the event of failure to return winter tyres.
MRP	UNRETURNED SKI RACKS Amount charged in case of failure to return ski racks.
MRS	UNRETURNED BABY SEAT/BOOSTER SEAT/LIGHT PUSHCHAIR Amount charged in case of failure to return a child seat or light pushchair.
MRT	UNRETURNED SPECIAL SNOWCHAINS Amount charged in case of failure to return special snow chains.
MRV	UNRETURNED HANDS-FREE KIT Amount charged in case of failure to return/damages to a hands-free kit.
NOL	BASIC RENTAL Rental period: per hour, per day, fixed price, per week, per month. A rental day is 24 hours, after which an additional rental day will be charged.
NTV	DigitalTV SATELLITE NAVIGATION UNIT Optional MIO V575 DigitalTV satellite navigation unit.
NVS	MIO SPIRIT 480 SATELLITE NAVIGATION UNIT Optional MIO GAMMA SPIRIT 480 satellite navigation unit.
OAM	ROAD TAX Fee covering vehicle registration and licensing costs.
OTH/OTW/OTM OT1/OT2	OTHER AUTHORIZED DRIVERS Surcharge for any authorized driver in addition to the renter.
PAI	PERSONAL ACCIDENT INSURANCE Optional coverage for damages deriving from accidents incurred by the driver while driving the vehicle.

PGI	EQUIPMENT RETURNED TO UNAUTHORIZED LOCATION WITHIN CITY LIMITS Amount due when a MIO V575 DigitalTV satellite navigator or a hands-free kit is returned to an unauthorized agency within the same Municipality as the renting office.
PGP	EQUIPMENT RETURNED TO UNAUTHORIZED LOCATION OUTSIDE CITY LIMITS Amount due when a MIO V575 DigitalTV satellite navigator or a hands-free kit is returned to an unauthorized agency located outside the Municipality of the renting office.
PKT	UNRETURNED OR FULLY/PARTIALLY DAMAGED NAVIGATION KIT Amount due in case of failure to return or damages to one or more components of a navigation kits or DVD device.
PMR	FAILURE TO NOTIFY OR LATE NOTIFICATION OF ACCIDENT Amount due for late accident notification (more than 24 after the event) in case of an accident sustained or caused by the rented vehicle, even if the latter incurs no damages.
PNS	UNRETURNED GPS UNIT Amount due in case of failure to return all navigation kits and DVD players.
PPP	ADVANCE FUEL CHARGE - PPP You can pay the price of a full tank when you pick up your car/van, so that you won't need to refuel before returning it. Unused fuel will not be refunded if you return the vehicle with over 120 km of mileage. If you return the vehicle with 120 km or less of mileage, you will only be charged for the litres used + the refuelling service (refuelling charge).
PRA	STICKER RESTORE PENALTY (ONLY VANS) Amount due in case of damage to or removal of stickers.
PRC	HIKED INSURANCE COST PENALTY (VANS ONLY) Amount due in the case of damage caused or procured by the hired car, even if no counterparty has been identified.
PSP	LIGHT PUSHCHAIR RETURNED IN DIFFERENT LOCATION FROM PICK UP Amount due for returning a light pushchair to a different rental agency than where it was originally picked up.
PSV	EXTRA CLEANING Additional charge applied if a returned vehicle requires extra cleaning. It includes the costs for the internal and external cleaning of the vehicle, as well as a loss of use fee based on the estimated downtime of the vehicle.
PTR	RETURN OF WINTER TYRES TO UNAUTHORIZED LOCATION Amount due for returning winter tyres to unauthorized location.
RDC	NON-WAIVABLE CAR-BODY DAMAGE EXCESS Amount charged to the Renter, despite any Full/Partial Damage Liability Waiver agreements, for intentional damages and damages due to negligence, as well as any damages listed in point 9 of the Terms and Conditions . The amount is based on a Damages Table available at all rental agencies.
RDM	NON-WAIVABLE MECHANICAL DAMAGE EXCESS Amount charged to the Renter, despite any Full/Partial Damage Liability Waiver agreements, for intentional damages and damages due to negligence, as well as any damages listed in point 9 of the Terms and Conditions . The amount is based on a Damages Table available at all rental agencies.
REN	UNAUTHORIZED INTERNATIONAL DROP-OFF LOCATION Amount charged when the rented vehicle is returned to an unauthorized city abroad.
RF2	ONE-WAY VAN DELIVERY At the time of booking it is possible to ask to return a van to a different agency in the Maggiore Network from the pick-up one by paying a "Supplement for One-way Delivery".

RFE	BOOKING RIGHTS Non refundable amount due to failure to comply with booking conditions, resulting from the difference between the cost of the prepaid rental and the cost of the actual rental.
RFI	ONE-WAY SERVICE FOR RETURNING THE RENTAL VEHICLE TO A DIFFERENT AGENCY WITHIN THE SAME CITY WHERE THE RENTAL BEGAN (VANS ONLY) If you return a rental van to a different agency in the Maggiore Network but in the same city where the rental began without requesting this service when booking, or in areas where the one-way service is not available, a charge will be applied for returning the vehicle.
RFU	ONE-WAY SERVICE FOR RETURNING THE RENTAL VEHICLE TO AN AGENCY IN A DIFFERENT CITY FROM WHERE THE RENTAL BEGAN (VANS ONLY) If you return a rental van to an agency in the Maggiore Network in a different city from where the rental began without requesting this service when booking, or in areas where the one-way service is not available, a charge will be applied for returning the vehicle.
RI1	COLLECTION WITHIN RENTING OFFICE CITY LIMITS Surcharge for the collection of the vehicle at a location other than the reference agency within renting office city limits.
RI2	COLLECTION OUTSIDE RENTING OFFICE CITY LIMITS Surcharge for the collection of the vehicle at a location other than the reference agency outside renting office city limits.
RI3	OUT OF HOURS COLLECTION WITHIN CITY LIMITS Additional charge for collecting the vehicle from a location other than the reference agency and outside opening hours, within renting office city limits.
RI4	OUT OF HOURS COLLECTION WITHIN/OUTSIDE CITY LIMITS Additional charge for collecting the vehicle from a location other than the reference agency and outside opening hours, outside renting office city limits.
RI5	ONE-WAY RENTAL TO AUTHORISED ABROAD LOCATION Amount due for delivering the vehicle abroad in an authorised city, without prejudice to the right to claim compensation for any additional damages.
RI6	QUOTED ONE-WAY RENTAL TO AUTHORISED ABROAD LOCATION Amount due for delivering the vehicle abroad in an authorised city, without prejudice to the right to claim compensation for any additional damages.
RIA/RA2/RA3	CHILD BOOSTER SEAT Accessories Booster seats for children.
RIC	ELECTRIC VEHICLE RECHARGING SERVICE Cost of the electric vehicle recharging service, applied when a vehicle is returned with a lower charge level than when picked up.
RIF	REFUELLING SERVICE Refuelling service charge, applied when a vehicle is returned with less fuel than when picked up. It does not include the cost of the missing fuel. (CAR).
RIS	PICK UP SARDINIA Surcharge for the pick-up of the vehicle, across Sardinia, at a location other than the renting office.
ROA	AIRPORT FEE Fee charged for rentals starting at airport offices.

ROF	RAILWAY FEE Fee charged for rentals starting at offices located at railway stations.
RPO	POSTAL FEE Amount due in case of shipment of documents.
SAR	UNAUTHORIZED ONE-WAY RENTAL TO/FROM SARDINIA One-way rentals starting in the mainland and ending in Sardinia (and vice versa) are not allowed. A fee for failure to comply with this restriction will be applied.
SCA	ROADSIDE ASSISTANCE SERVICE An additional roadside assistance service not stipulated when signing the contract. Covers the same cases as the roadside assistance service (SSC).
SCI	SKI RACKS Optional ski racks.
SCO	DISCOUNT Discount.
SCP	SCONTO PREPAGATO Pre-paid Rate Discount.
SE1/SE2/SE3	BABY SEAT Optional baby seat.
SEB	LIGHT PUSHCHAIR Optional light pushchair.
SKO	TOTAL/PARTIAL COLLISION DAMAGE WAIVER Optional damage waiver fee providing the Renter with indemnity against total or partial cost of damages. It is not an insurance policy.
SPI	SUPERPAI Optional coverage for damage resulting from injuries sustained by the driver while driving the vehicle.
SPP	SUPER SERENITY PACK (VANS ONLY) Supplement for the purchase of an optional extra that determines the elimination of theft, damage and SPI deductible costs.
SPS	PARKING FACILITIES Surcharge for parking at the Municipal Garage when the vehicle is returned at our office in Venice - Piazzale Roma.
SSC	EXTENDED ROADSIDE ASSISTANCE This service provides extended roadside assistance in the following cases: <ul style="list-style-type: none">- frozen fuel;- refuelling with the wrong type of fuel;- running out of fuel;- flat battery;- tyre puncture;- lost keys;- keys left inside the locked vehicle.
SSD	WEEKEND SUPPLEMENT (VANS ONLY) Supplement connected to the STOP&GO option for renting the vehicle on Saturdays and Sundays only.

SSP	SERENITY PACK (VANS ONLY) Additional charge for an optional insurance package totally or partially reducing deductibles for theft and damages. It includes SPI.
STK	TOTAL/PARTIAL COLLISION DAMAGE AND THEFT PROTECTION WAIVER Surcharge for the purchase of an optional waiver providing total or partial reduction for damages and theft cost. It is not an insurance policy.
SKP	PROTECTION PACK (SKO+SPI) Car rental extra cost to purchase an option including cancellation/reduction of damage charges, plus protection of driver and luggage and personal belongings during use of the vehicle. This is not an insurance coverage. This is a seasonal offer.
STP	TOTAL/PARTIAL COLLISION THEFT PROTECTION WAIVER Surcharge for the purchase of an optional waiver providing total or partial reduction for theft costs. It is not an insurance policy.
SUP/SUS	HIGH SEASON SUPPLEMENT Surcharge for rentals during the high-season.
TEN	SUN VISOR Optional sun visor.
TOF	SUPPLEMENT FOR CAR VALET OUTSIDE OFFICE HOURS Amount due by the Customer if he needs to pick up his vehicle after the time indicated as the end of the Car Valet service.
TOP	SUPPLEMENT FOR EXCEEDING PAID PARKING TIME Amount due by the Customer for having parked a private car for over the maximum time of 3 hours in the areas set aside for Park, Fly&Drive and Car Valet, Fly&Drive services.
TP	THEFT LIABILITY Theft protection liability reduction.
TPR	TRAVEL PARTNER Travel Assistance 24/7 Telephone Service (information and advice, translation services, real-time updates on the status of flights and assistance in the case of loss or theft of personal belongs).
TZT	RESTRICTED TRAFFIC ZONE Ticket for passing through areas of artistic interest or that are difficult to access ZTL City of Florence.
UPG	SURCHARGE FOR A HIGHER CATEGORY VEHICLE Surcharge applied in case of: a) provision of a higher category vehicle due to lack of availability of the vehicle booked; b) replacement of vehicle with one from a higher category following breakdown/accident. In the absence of any adjustment to the vehicle category with respect to the original one, this surcharge will be automatically enforced starting from the 15th day from the rental start date or from 15 days of the total sum of vehicle replacement days, even if not consecutive.
UPS/UPR	UPGRADE Surcharge applied when the Renter requests an upgrade to a higher category than the booked one, also in case of prepaid rentals.
VAI	SAME CITY ONE-WAY SERVICE At time of booking, you can purchase a "One-Way Supplement" to return the vehicle to one of the agencies in our network other than the pick-up one within the same metro area.

- VAL** **ONE-WAY SERVICE**
At time of booking, you can purchase a “One-Way Supplement” to return the vehicle to one of the agencies in our network other than the pick-up one.
- VAP** **DELIVERY TO UNEXPECTED LOCATION**
If the vehicle is returned to an agency in the Maggiore Network other than the one where it was hired, without previously informing us at time of booking or pick-up, a surcharge for delivery to unauthorized location will be charged.
- VAS** **ONE-WAY SERVICE - SICILY**
Surcharge for returning a vehicle rented in the mainland to an agency in Sicily, or the other way round.
- VIV** **HANDS-FREE KIT**
Optional hands-free kit.
- VJM** **ONE-WAY DROP OFF OF SPECIAL VEHICLES**
Some vehicle categories can only be returned to specific agencies, details of which are provided at time of booking. Failure to comply with this restriction will result in a surcharge for returning the vehicle to an unauthorized location.
- YDR/YNG/YNL** **YOUNG DRIVER**
Surcharge for renters between age 19 – 24.