

# Specific conditions of the country of rental

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## Important additional information

This document contains the information that the Customer and the additional drivers, if any, need to know about the rental. The Customer must read this document together with the Terms and Conditions of rental: if there are differences between the General Conditions and the Specific Conditions of the country of Rental, the latter shall prevail over the former.

There is an example of the Terms and conditions of rental available on [www.maggiore.it](http://www.maggiore.it) in the "Terms and Conditions" section. This document contains the terms and the specific conditions of the country of rental and is intended to supplement and give details of all the obligations for the Customer specified in the General Conditions.

It is important for us that the Customer enjoys an excellent experience of the rental and has all the necessary information. That is why, even if it takes a bit of time, we request the Customer to read this document carefully.

The Ethics Code can be consulted on internet site [www.maggiore.it](http://www.maggiore.it), and by signing the Rental Letter the Customer states, in particular, that he/she knows and agrees with the related instructions and will refrain from behaviour contrary to them.

### Important information

The firm that provides the rental vehicle is **AVIS BUDGET Italia SpA (owner of the brand Maggiore)** Via Roma 96, 39110 Bolzano, IT. It might not be the same company that you made the booking with.

The prices shown in this document may change. To know the exact cost of the rental, we advise the Customer to contract the rental office or our Booking Office. All the prices include VAT, if applicable.

The booking can be made through the Booking Centre or online on the Maggiore websites.

A change in the booking can only be requested from the Maggiore Booking Centre during opening hours, with a minimum notice of 72 hours before the starting time of the rental indicated in the booking.

The numbers of the Booking Centre are:

Cars 199 151 120\*

Vans 199 151 198\*

Rental with driver 199 151 169\*

Corporate 199 151 106\*

Maggiore Club 848 888 848

Bookings from abroad +39 06 22 45 60 60

\*Number subject to specific rates

To report a problem during the booking phase, contact the Booking Centre at the numbers shown above; to report a problem during the rental phase, contact the rental office.

The references of the rental office are shown in the contract itself.

To report a problem in the event of breakdown, damage, or accident, call the Assistance and the Breakdown Service toll free 24 hours a day:

Maggiore Roadside Assistance, from Italy 800.801.180

Maggiore Roadside Assistance, from Abroad +39 02 58 24 04 77

**To report a problem after pick-up, or following return of the vehicle, contact our Customer Service.**

Fill in the "Assistance online" form available on the Maggiore.it site.

Call number 06/22456014; from abroad, add the area code: +39 06 22456014.

The lines are operational from 9 a.m. to 1 p.m. from Monday through Friday.

If the Customer calls from a fixed network located in Italy, the cost will be charged at the operator's standard rate.

For calls from a mobile network the costs foreseen by the operator will be charged. Calls outside Italy are charged at the international rates.

## Information about age

### What age do you need to be to drive a rental vehicle?

To drive our vehicles, the Customer and all the drivers must be at least 19 years old and have at least 12 months driving experience. For certain categories of car, a higher age limit than the one laid down by law is applied.

### How can one know if there are minimum age limits on the rental?

At the time of the booking the Customer is told if there are minimum age limits for the vehicle requested. In case of doubt the Customer can check the e-mail confirming the booking or get in touch with our Booking office.

### The Customer is less than 25 years old; does he/she have to pay an extra charge?

At the time of collection of the vehicle, if the Customer or the additional drivers are less than 25 years old, there is a Young Drivers extra charge for each of them, the amount of which can be consulted in the relevant item of the Price Lists.

If the Customer rents the vehicle for more than 15 days, a maximum of 15 days will be charged and that extra charge will cover up to 30 days.

### Are there maximum age limits?

No, provided the Customer holds a driver's licence that has been valid for at least 1 year.

## Payment options

### What charge cards are accepted?

We accept:

- American Express (excluding American Express Travellers Cheques)
- Diners
- Discover
- Visa credit cards
- MasterCard credit cards
- Visa debit cards
- MasterCard debit cards
- Maggiore Charge Card.

We do not accept Bancomat, Visa Electron cards, Maestro cards, Cirrus cards, JCB cards.

Prepaid cards are not accepted, with the exception of those ones with the Visa or MasterCard logo which can only be used to pay the balance at the time of closing the rental.

### Can one pay in cash?

We accept payments in cash subject to a check on the Customer's identity (a document showing residency must also be provided) security, driver's licence and credit.

### What happens in the event of delay in payment?

If there is a delay in payment by the Customer, the interest will be calculated on the basis of the official rate of interest, increased by 5 percentage points, always in compliance with the regulations in force.

## Driving the vehicle outside the country of rental

### What countries is it permitted to drive the vehicle in?

The vehicle may only be used in the following countries:

- Austria
- Czech Republic (excluding vehicles in category H and L)
- Belgium
- Croatia (excluding vehicles in category H and L)
- Denmark
- Finland
- France
- Germany
- Luxembourg
- Norway
- Holland
- Portugal

- United Kingdom
- Slovenia (excluding vehicles in category H and L)
- Spain
- Sweden
- Switzerland

With regard to use of the vehicle in the abovementioned countries, the “green card” (international insurance certificate), produced together with the vehicle’s accompanying documents, does not constitute an authorisation for that but it completes the documents.

With regard to the Czech Republic, Slovenia and Croatia, rental vehicles are not permitted to pass through maritime and river ports.

#### **Is it possible to buy a product that permits driving in other countries?**

No. Unfortunately we do not offer products that permit driving in other countries.

## **Products that reduce or eliminate the Customer’s financial liability.**

### **Damage**

#### **What products reduce the amount to be paid if the vehicle is damaged during the rental?**

If the Customer purchased the *reduction of financial liability for damage (Damage Waiver, CDW)* and the vehicle, the keys, or any accessory or document of the vehicle are damaged, he/she will pay the lower amount between the ceiling for financial liability and the cost of repairing the vehicle or of replacing the damaged item, increased by the costs of administrative management of the damage referred to in the Price Lists. If the Customer can prove that the damage is in no way due to responsibility or negligence on his/her part, these costs will be reimbursed to him/her. If the Customer can prove that the damage was less than that established by us, the difference will be reimbursed to him.

#### **How much is the excess?**

This is stated on your rental agreement, and also in your booking confirmation email plus tax and surcharge. You can reduce the excess even further by buying an excess reduction product. This also reduces the administration fee.

#### **How can one obtain reduction of the financial liability for damage?**

In most cases, reduction of financial liability for damage is included in the rental. The price varies depending on the vehicle rented, the locality and the duration of the rental according to what is laid down in the Price Lists for each day of rental. Depending on the duration of the rental, the cost of coverage varies according to the chart shown in the Price Lists.

#### **Is it possible to buy another product that allows financial liability to be eliminated?**

Yes, it is possible to buy *the elimination of the financial liability for damage (SCDW)*, in that case the Customer will not be charged anything for the damage. The price varies depending on the vehicle, the locality and the duration of the rental according to the Price Lists. Depending on the duration of the rental, the cost of coverage varies according to the chart shown in the Price Lists.

It is also possible to buy the Protection Pack option, which in addition to eliminating / reducing the amount of the charge for damage, gives protection against accidents to the driver and against damage to luggage/personal effects.

#### **Does the Customer have to pay if the windscreen or the windows are damaged?**

Yes. However, if the Customer buys the *Windows protection* nothing will be charged in the event of damage to the windows. By buying the windows protection the Customer will not be charged for the costs of administrative management related to such damage.

#### **How can one obtain the Windows protection?**

If that protection (LI) is bought it will be shown in the rental contract. The price of this product varies depending on the vehicle, the locality and the duration of the rental and is shown on the Price Lists. Depending on the duration of the rental, the cost of coverage varies according to the chart shown on the Price Lists.

#### **What happens if the Customer damages the optional extras purchased?**

If the optional extras are damaged the Customer must pay the estimated cost of replacement or of repair, as well as the administrative management costs.

#### **Are there cases where the reduction or elimination of the financial liability does not apply?**

Yes. The amount the Customer must pay will not be reduced if the damage was caused by or is the result of:

- Damage by flood or fire, where attributable to his/her responsibility
- Driving the vehicle without ordinary care
- Driving or using the vehicle in breach of the contract conditions.

#### **What does the Customer have to pay if he/she did not purchase the reduction or elimination of the financial liability for damage?**

If the vehicle, the keys, or any accessory or document of the vehicle are damaged during the rental period, unless he/she can prove that the damage is in no way due to responsibility or negligence on his part, the Customer must pay the following items:

- The cost of replacement or repair, as indicated in the damage table
- If not included in the damage table, the estimated cost of replacement or repair (the lower of the two amounts will be considered)
- The loss of use, where not included in the related item in the damage table
- The costs of administrative management.

#### **Where can information be found about the costs for damage paid by the Customer?**

If we find damage we charge the amount payable to the Customer’s card.

The Customer will find the details of his/her payment on the sites [www.maggiore.it/hai\\_bisogno\\_di\\_aiuto/fattura/visualizzazione](http://www.maggiore.it/hai_bisogno_di_aiuto/fattura/visualizzazione) and [stampa\\_fattura.html](http://stampa_fattura.html) unless he/she asks for a receipt by e-mail.

## Theft

### What products reduce the amount to be paid in case of theft of the vehicle during the rental period?

If the Customer bought *the Reduction of the Financial liability for theft (Theft Protection waiver, TP)* and the vehicle is stolen, he/she will only pay the amount shown in the Price Lists. If the Customer can prove that the theft is in no way due to responsibility or negligence on his/her part, these costs will be reimbursed to him/her. If the Customer can prove that the theft was less than established by us, he/she will be reimbursed with the difference.

### How much is the excess?

This is stated on your rental agreement and also in your booking confirmation email plus tax and surcharge. You can reduce the excess even further by buying an excess reduction product.

### How does one obtain a Reduction of the financial liability for theft?

The Customer is required to underwrite financial liability for theft. This product is usually included in the rate obtained during the booking phase.

### Is there a product available that eliminates the amount that the Customer must pay for financial liability for theft?

Yes, it is possible to buy the *elimination of the financial liability for Theft (STP)*, in that case no charge will be made to the Customer for theft. The price varies depending on the vehicle, the locality and the duration of the rentals, as laid down in the Price Lists, including any limitations. Depending on the duration of the rental, the cost of the coverage varies according to the chart shown in the Price Lists.

### What happens in the event of loss or theft of optional extras?

In the event of loss or of theft of any optional extra, the Customer must pay the cost of replacement, as well as the rental charge.

### Are there cases where the reduction or elimination of financial liability does not apply?

Yes. The amount payable by the Customer will not be reduced if the loss or theft was caused by or resulted from:

- Keys forgotten in the vehicle
- Keys lost or stolen
- Use of the vehicle in breach of the terms of the contract.
- If the theft of the vehicle or the optionals, or the loss of the optional extras, was caused by negligence or serious fault on the part of the Customer.

### Where can information be found about the costs paid by the Customer as a result of theft of the vehicle?

In the case of loss or theft, we debit the amount payable on the Customer's card, unless he/she can prove that the theft is in no way due to his/her responsibility or negligence.

## Damage to persons and to property

### What should the Customer do if he causes an accident while driving?

*Third-party Liability (Car Civil Liability, RCA)* is included in the rental of the vehicle. If the Customer has an accident with our vehicle and causes injury to anybody, including the passengers on board the vehicle, or damages their things, he/she will not have to pay anything. The Third-party Liability does not cover death or injuries of the driver or personal possessions inside the vehicle.

### What are the cases where Third Party Liability is not applicable?

As far as third-party liability is concerned, the minimum coverage required by law will be guaranteed within the terms provided by the regulations in force. Nevertheless, we reserve the right to recover other costs incurred, from the Customer, including through our insurer, if the accident was caused by:

- Breach of the terms of the contract by the Customer (for example, in the case of a vehicle driven by an unauthorised driver while under the effect of alcohol, drugs, or other illegal substances),
- Breaking the law
- Negligence or serious fault on the part of the Customer.

### What products cover the driver of the vehicle?

*The personal coverage (Personal Accident Insurance, PAI)* covers the driver in case of an accident.

The personal coverage offers the following advantages:

- A maximum coverage of €75,000.00 in the case of death, loss of use of the limbs or sight, or permanent total disability
- A maximum coverage di €3,000.00 for medical expenses directly related to the accident
- Medical care and costs of rehabilitation (where applicable)

### Who provides the Personal Coverage?

The Personal Coverage is guaranteed by AIG S.p.A. Via della Chiusa 2-20123 Milan. The Customer must accept the Terms and Conditions.

### How can the Personal Coverage be obtained?

If the Personal Coverage is bought it will be shown in the rental contract. The price depends on the rental locality and is shown in the Price Lists. Depending on the duration of the rental, the cost of the coverage will vary according to the chart shown in the Price Lists.

### Is it possible to increase the coverage and reduce the financial liability?

Yes. The *Protection of Driver and Passengers (Super Personal Accident Insurance, SPI)* provides superior advantages such as:

- A maximum coverage di €300,000.00 in the case of death, loss of use of the limbs or sight, or permanent total disability
- A maximum coverage di €15,000.00 for medical expenses directly related to the accident
- Medical care and costs of rehabilitation (where applicable)
  - Luggage up to €3,000.00 per vehicle, excluding the items rented (where applicable, and with a limit of €350.00 per item)
  - Costs for the replacement of keys and of the lock of the first home, up to €500.00

- Travel expenses, up to €500.00.

#### **Is Driver and Passengers protection available for the rental of any vehicle?**

Yes. The Customer can buy that coverage for any category of vehicle rented.

#### **How does one obtain the Driver and Passengers protection?**

If this coverage is purchased it will be shown in the rental contract. The price depends on the locality of rental and is shown in the Price Lists. Depending on the duration of the rental, the cost of the coverage varies according to the chart shown in the Price Lists.

#### **What happens if the Customer does not purchase the Personal Coverage?**

If the driver of the vehicle is involved in an accident that causes him/her injury or death we shall not make any reimbursement.

We point out that the Civil Liability included in the rental of the vehicle also covers the passengers as third parties, excluding the driver.

#### **Complete Protection Package.**

#### **Can a Customer who wants more than one protection product buy a package?**

Yes. We offer several protection packages:

For cars:

- **SCDW+STP** includes the Elimination of the financial liability for damages and the Elimination of the financial liability for theft, with the limitations shown in the Price Lists. Also, taking out **SCDW+STP** coverage exempts the Customer from charges of fees for managing the damage (DPF).

The price depends on the category of the vehicle and on the locality and is shown in the Price Lists for each day of rental. Depending on the duration of the rental, the cost of the coverage varies according to the chart shown in the Price Lists.

#### **Protection products bought from third parties.**

#### **The Customer has bought a product from an external provider, which makes it possible to reduce or eliminate his/her financial liability. Can he use it for his/her rental?**

In that case the Customer must pay the entire amount of the costs due to us as laid down in the rental contract. Later he must ask the external provider to refund the amount paid. The Customer must read carefully, and be sure he/she has understood, the terms and conditions of the products bought from third parties, so as to verify the procedures for claiming compensation. We cannot in any way back up the Customer for such a claim for reimbursement. **For further information:** see "What happens if the Customer does not purchase the Personal Coverage?" in this section of the document

## **Pick-up and Return**

#### **Can the vehicle be delivered directly to the Customer?**

Some of our rental offices offer a **delivery service** that provides delivery of the vehicle and of any optional extra booked, at the time and place agreed on. If the Customer wants the vehicle to be delivered he/she must:

- Collect the vehicle personally in the locality and at the time agreed on.
- Have with him/her the items indicated in the "What is needed for hiring the vehicle" section of the Terms and Conditions of booking and the Terms and Conditions of rental.

The Customer will be charged for the fuel used by the staff assigned to delivering the vehicle, at the cost foreseen by the Payment on return option.

The costs for the delivery service depend on the category of the vehicles rented and on the distance between the place agreed on and the rental office, as laid down in the Price Lists.

Calculating the itinerary of the trip on Google Maps can help the Customer to estimate the number of kilometres to be travelled for the delivery service agreed on. We shall choose the delivery route that we consider shortest, therefore the distance and the cost can be similar to those suggested by Google Maps.

To have confirmation of the service, the Customer must call our booking office, or the rental office directly.

#### **Vehicle return service.**

Some rental offices offer a service of return of the vehicle and of the optional extras rented, at the time and place requested by the Customer. In that case the Customer must be present in the place agreed on.

The Customer will be charged for the fuel used by the staff assigned to collecting the vehicle at the cost foreseen by the Payment on return option, unless he/she has purchased the Prepaid Full Tank option.

The charge for collection depends on the category of the vehicle chosen and the distance between the place of return agreed on and the nearest rental office and it is specified in the Price Lists.

Calculating the itinerary of the trip on Google Maps can help the Customer to estimate the number of kilometres to be travelled for the delivery service agreed on. We shall choose the delivery route that we consider shortest, therefore the distance and the cost can be similar to those suggested by Google Maps.

To have confirmation of the service, the Customer must call our booking office, or the rental office directly.

### What happens if the Customer is not present at the time of return of the vehicle?

If the keys, any accessory or document of the vehicle and the optional extras are not available at the time of return of the vehicle, the Customer will in any case be charged for return. The Customer must agree on the return service and pay once again the cost foreseen for the service, or return the vehicle to a rental office.

## Driver's licence and identification documents.

### Driver's licence

#### Must the Customer bring his driver's licence with him/her?

Yes. All the drivers must bring a valid driver's licence with them. They must produce both the driver's licence and the international driver's licence or a sworn translation issued by the Consulate or the Embassy in the language of the country of rental if:

- the driver's licence was issued in Europe and they are doing the rental outside Europe
- or the driver's licence was issued in a non-Latin alphabet, for instance, Arabic, Greek, Russian, Hebrew, or Japanese

Otherwise the Customer must declare that he/she holds all the documents entitling him/her to drive the vehicle in Italian territory.

#### Must the Customer have held the driver's licence for a minimum number of years?

Yes. All the drivers must have held a driver's licence for at least 1 year. If the current licence does not cover the minimum period required, the drivers must produce one of the documents set out below:

- Previous driver's licences
- Letter from the competent authority certifying holding of the driver's licence for the minimum period fixed

#### If the Customer has suspended sentences on the driver's licence may he/she drive?

If a driver has suspended sentences related to driving for:

- careless or dangerous driving,
- driving or attempting to start driving under the influence of alcohol or drugs,
- using a vehicle without third-party insurance
- theft or unauthorised taking of the vehicle
- suspension from driving, or

if he/she has two or more suspended sentences for offences not mentioned above, unfortunately he may not drive our vehicles.

### Identification documents

#### Must the Customer submit documents aimed at identifying him/her?

Yes. The Customer must submit:

- a valid charge card. For some vehicles, two charge cards in his/her name are required.
- the photo on the document must be recognisable and have been taken during the past 10 years. We accept a passport, or a driver's licence with a photo, a national identity card, or any type of identification document issued by the competent Authority.

The Customer may be asked to produce a document that confirms his/her residence, for example a recent utilities bill or a bank statement showing the address. If the address is shown on the licence we can accept it as proof of residence.

### Other requirements

#### Must the Customer agree to pre-authorisation on the charge card or pay a security deposit?

Yes. The Customer must give us a pre-authorisation on the charge card before delivery of the vehicle. A pre-authorisation blocks a sum of money on the Customer's account.

If, instead, the Customer wants to pay cash a security deposit is required.

#### What must the Customer do to permit the pre-authorisation or to pay a security deposit?

He/she must give us a charge card in his name, with sufficient funds for the rental. **Further information:** please see the "Payment options" section in this document.

How much is the pre-authorisation?

The value depends on factors such as the season (high or low season), the length of the rental, the rental location, the rented car group, any ancillaries requested, any recognised discounts.

The value pre-authorized will be automatically calculated by the system using the information provided by the customer.

The calculation will take into account:

- The estimated rental value
- USD 110 (converted to EUR on the check-out date) as the average value of a full tank of fuel
- If you have selected our Pay Now option, when booking, the sum you have paid will be deducted from the value to be pre-authorized

For more details, please contact our booking office or get in touch with the staff concerned.

The Driver takes due note of the requirements, referred to in articles 94 clause 4--bis. c.d.s. (highway code), and 247--bis, clause 2, subpara. B) of Presidential Decree D.P.R. no. 495/1992, that the Ministry of Transport must be informed of the name of every user that kept the rented vehicle for more than 30 days; this is the obligation of the driver and he/she must fulfil it personally, at his/her own expense. Maggiore intends to facilitate fulfilment of this obligation, taking over the task of doing it by a specific proxy in the text of the Rental Letter, with charges and costs borne by the user in the amount shown in the Price Lists.

## Charges for fuel

### Must the Customer return the vehicle with a full tank?

Yes. The vehicle is usually supplied with a full tank. The Customer must return the vehicle with the same amount of fuel it was picked up with, on the basis of the fuel gauge installed by the car manufacturer. We advise the Customer to fill up the tank at the petrol station nearest possible to the office at the time of return. If the Customer does not return the vehicle with a full tank he/she will be charged the corresponding amount as well as the extra charges for the refuelling service.

### Fuel options

#### The Customer is planning to travel more than 120 kilometres, and wants to travel with maximum calm. Have you got a fuel option to suit him/her?

Yes. Thanks to the *Prepaid Full Tank* option, the Customer will pay for a full tank, based on the tank capacity indicated by the manufacturer. The Customer must simply return the vehicle with the fuel that remains in the tank.

#### How is the cost of the Prepaid Full Tank calculated?

The price of a full tank can be paid at the time of rental so as not to have to refill it before returning the vehicle, as regulated by the Price Lists.

The price of the fuel is calculated on the basis of the average prices surveyed, as set out in the Price Lists in the "Refuelling Service" item.

#### May the Customer ask for the Prepaid Full Tank option at any time?

No. If the Customer wants to take advantage of the Prepaid Full Tank option, he/she must request it when picking up the vehicle.

#### How is the cost of the Payment on Return service calculated?

The Customer is required to return the vehicle with the same quantity of fuel that it contained at the start of the rental.

Otherwise, if the Customer does not perform the refueling service, the Rental Company will do it, charging the Customer the cost of the service shown in the Maggiore Price Lists and the lacking litres of fuel, the increased price of which will be shown in the Contract Documents (Rental Letter - Estimate).

## Miscellaneous information

### May the vehicle be driven by other people?

Yes, only if expressly authorised. Nobody else may drive the vehicle.

A cost is charged for every *additional driver* authorised to drive the vehicle and for every day of rental, as per the Price Lists.

All the additional drivers must meet the age requirements, they must produce their driver's licence and their identification document. **Further information:** please consult the "Information about age" and "Driver's licence and identification documents" sections in this document.

There will be an extra charge if the additional drivers are under or over the age limits. **Further information:** consult the "Information about age" section in this document.

### Is there a reception service?

No. Unfortunately at the moment we cannot offer a reception service.

### Can the Customer pick up the vehicle outside the rental office's opening hours?

Yes. Some rental offices in airports or railway service offer an outside-hours pick-up service when the Customer can collect the vehicle and the optional extras requested outside the opening hours of the rental office.

The cost for outside-hours pick-up is stated in the Price Lists.

To have confirmation of the service, the Customer must call our booking office, or the rental office directly.

### May people smoke in the vehicle?

Smoking is not permitted. If we consider that somebody has smoked in the vehicle during the rental period, the costs of special cleaning will be charged.

### Are there roads or areas where a toll must be paid to enter?

Yes. Some areas, such as, for example, the Milan city centre-area C, have limited traffic zones where on certain days and at certain times you must pay a toll to enter. Also, there are streets and bridges that require payment of a toll. If the Customer does not pay the above-mentioned costs he/she incurs a fine.

Before starting to drive, we advise the Customer to check the travel itinerary on Internet to see if there are limited traffic zones. Websites like [www.urbanaccessregulations.eu](http://www.urbanaccessregulations.eu) give useful information. If the rental office is located inside or close to a limited traffic area we shall inform the Customer when the vehicle is being picked up. We are not able to inform the Customer about any other limited traffic areas.

#### **The Customer has been fined for speeding or has not paid the parking cost; what should he/she do?**

The Customer is liable for all the fines and the charges arising from his/her behaviour or the behaviour of the additional drivers during the rental period. The fines and charges are understood to be:

- All the costs and fines arising from noncompliance with the regulations laid down for parking vehicles.
- Tolls
- Costs of a breakdown truck
- Costs of towing
- Fines for breaking the highway code
- Fine for speeding

In the event that we receive a fine imposed because the Customer has not paid, or has not obeyed the regulations in force, we shall charge the following:

- The administrative management costs as per the Price Lists, for every fine imposed in Italy.
- As well as the cost of the fine, if we must make the payment.

#### **The Customer has returned the car very dirty inside. Will he/she be charged for special cleaning?**

Yes. if the inside of the vehicle is particularly muddy, dirty, stained or smelly, or if our standard cleaning procedure is not sufficient, we shall charge the Customer the *cost of special cleaning* specified in the Price Lists.

### **Roadside assistance**

#### **What happens if the Customer has a mechanical breakdown?**

We try to reduce mechanical breakdowns in the vehicles to the minimum by doing maintenance in accordance with the Manufacturer's instructions. During the whole time the Customer is using the rented vehicle in the authorised country, we provide roadside assistance or recovery service free of charge. The Customer may only contact the company that provides the roadside assistance service on our behalf. He/she can find the contacts inside the vehicle.

#### **What happens if the Customer has a non-mechanical type of breakdown, or if the breakdown occurs in another country?**

The Customer must let us know if he/she has a mechanical **breakdown** or an accident. In the abovementioned cases, following a request by the Customer, we activate the roadside assistance and debit the cost of the service. He/she will also be charged the costs we incur for bringing the vehicle back to the country of rental. This could include, but is not limited to, the following items:

- Towing Call out and recovery costs up to a maximum of 200 € (unless there is need of a special towing rescue, repatriation, or breach of contract in which the maximum charge could be up to 400 €).
- Costs of repairs
- Loss of use
- Expenses for bringing the vehicle back to the country of rental.
- Administrative management expenses referred to in the Price Lists
- Costs for enabling the Customer and his/her passengers to move to another place.

For commercial vehicles there is no replacement service abroad.

#### **What products can the Customer buy to have protection in the event of a non-mechanical problem?**

Provided the Customer is using the vehicle in a country where he/she is authorised to drive it, *the extension of the roadside assistance* (SSC Breakdown-truck assistance) gives roadside assistance in the case of failure due to:

- Flat battery
- Flat tyre
- Keys locked in the vehicle
- Keys lost
- Lack of fuel
- Freezing of fuel
- Use of fuel not suitable for the vehicle

If the Customer did not buy the *Breakdown Truck Assistance* (RSN) and asks for action by the roadside assistance for the abovementioned cases, he/she must pay the cost laid down in the Maggiore Price Lists (SCA breakdown truck assistance).

The Customer must pay the expenses needed for restarting the vehicle, such as fuel or tyres.

#### **How much does extension of the roadside assistance cost?**

The price depends on the locality of rental and is specified in the Price Lists for each day of rental.

#### **What happens if the Customer does not return the accident report form or the European report form?**

If he/she is involved in an accident, or in the event of damage loss or theft of the vehicle, the keys, accessories, or any document of the vehicle, or the optional extras, the Customer must fill in and return the accident report form and, if available, the European report form, within 24 hours of the event. Otherwise no agreement bought for limitation of liability will be applicable, and the penalty will be charged as laid down by the Price Lists.



## Non-reimbursable expenses

The Customer is not entitled to reimbursement of any extra expense incurred unless prior authorisation has been given by Maggiore for this, and within the limits laid down and notified to the Customer.

As well as the rental, the Customer has to pay:

- an extra charge for all the rentals that start in Italian airports and in railway stations (see Price Lists);
- extra charges and services provided for herein, where requested;
- fuel and VAT (where not specifically included according to the Price Lists);
- consumable liquids related to the journey (by way of example but not limitation: oil, radiator fluid, windscreen washer fluid);
- fines due to circulation or use of the vehicle, regardless of who was driving it, or to reckless entrustment of it (art. 116 clause 12 Highway Code),
- motorway tolls and/or charges and costs of any kind arising from parking the vehicle;
- costs of repairing the tyres in every case of puncture;
- an extra "Circulation Charges" cost for every day of rental (with a maximum chargeable of 18 days per month), the amount of which is shown in the Price Lists;
- an extra "Airport – city supplement + railway station – city supplement" charge, the amount of which is shown in the Maggiore Price Lists;
- for special vehicles, subject to guaranteed compulsory booking, if the Customer relinquishes the rental without cancelling the booking at least 48 hours in advance, a penalty, the amount of which is shown in the Price Lists, will be charged.

## One-way Rental

### Can the Customer pick up the vehicle from one rental office and return it at another?

Yes. Most rental offices offer the possibility of picking up the vehicle and the optional extras and returning them at another office.

### What is the extra charge for One-way Rental?

The price depends on the rental locality and from the selected car group. If the Customer wants to pick up the vehicle at one office and return it at a different place in the same country, the Customer must pay Maggiore the extra charge due as per the Price Lists.

### How can one use the One-way Rental service?

The Customer can ask for that service at the time of booking, or directly at the rental office.

If the Customer requests a One-way Rental service at the time of booking, the cost of the service is included in the estimated price.

### How much will the Customer be charged if he/she did not ask for One-way Rental but returns the vehicle at a different rental office?

This service will be debited to him/her at the time of return of the vehicle, as laid down in the Price Lists.

If the vehicle is not returned within the times indicated in the rental letter, because of the considerable inconvenience in terms of organisation due to non-availability of the vehicle, the Customer promises to pay the amount arising from the application of the "Standard" daily rental rate to the whole rental (see Maggiore Price Lists) until return, without prejudice in any case to greater damage and unless written authorisation is given by the Rental Company for continuing the rental until the time indicated in that authorisation.

If the vehicle is not returned within the times indicated in the rental letter, because of the considerable inconvenience in terms of organisation due to non-availability of the vehicle, the Customer promises to pay the amount arising from the application of the "Standard" daily rental rate to the whole rental (see Maggiore Price Lists) until return, without prejudice in any case to greater damage, in addition to the cost of the One-way service and any amount for return in a non-approved place, as laid down in the Maggiore Price Lists.

## Return

### If the Customer wants to keep the vehicle longer, what must he/she do?

If the Customer wants to extend the rental, he/she should contact us as soon as possible. The request for extension of the rental must reach us at most before the date and time of end rental agreed on and shown in the rental contract. The extra days will be charged at the cost of the standard rate, as shown in the Price Lists.

### What happens if the Customer does not ask for extension of the rental in due time?

If the Customer does not extend the rental and is late returning the vehicle, he/she will be charged for every extra day of rental and a penalty for every extra day or fraction of a day calculated until return of the vehicle.

The penalty for late return is shown in the Price Lists.

## Special equipment

The Customer will pay the cost of the optional extras agreed on in the booking phase. Prices may vary on the basis of the rates of exchange or for reasons outside our control.

### Differently abled customers

#### Have you got vehicles suited for differently abled customers?

No. Unfortunately at present we do not offer vehicles suited for use by differently abled people.

#### Can the Customer book vehicles with manual control for differently abled people?

No. Unfortunately at present we do not offer vehicles fitted with manual controls or panoramic rear-view mirrors.

**The optional extras mostly in demand:**

**Is it possible to rent car seats for children?**

Yes. We offer infant seats, child seats and booster cushions. An infant seat is suitable for babies from birth until 12 months and not weighing more than 13 kilos. A child seat is suitable for from 9 months to 4 years and for a weight of from 9 to 18 kilos. A booster cushion is suitable for children from 4 to 11 years and who weigh from 15 to 36 kilos.

At some rental offices we can have the seat installed by third parties. But we remind you that it is always the Customer's responsibility to check that it is properly installed before departing.

Note: In Italy, when there is a child on board a vehicle it must travel on an approved child seat up to the age of 11 years and up to a weight of 36 kg. **For further information consult site:** [www.poliziadistato.it](http://www.poliziadistato.it).

**How much does it cost to rent the child seat?**

The price for renting a child seat depends on the rental office and it is laid down in the Price Lists. If the Customer rents the vehicle for more than 3 days, he/she will be charged for a maximum of 3 days and can use the seat for the duration of the rental.

In the event of damage, loss or theft of the seat, the Customer must pay the cost of replacement as per the Price Lists, to which is added the cost of rental agreed on in the contract. If the Customer can prove that the damage is in no way attributable to his/her responsibility or negligence, the cost charged for replacing the seat will be reimbursed to him/her.

**Can the Customer rent a GPS (satellite navigation system)?**

Yes. The price for the rental of a GPS depends on the rental office and is laid down in the Price Lists. If the Customer rents the vehicle for more than 10 days, he/she will be charged for a maximum of 10 days and can use the GPS for the duration of the rental.

In the event of damage to, loss or theft of the GPS, the Customer must pay the costs as indicated in the specific items in the Price Lists

To this will be added the cost of the rental agreed on in the contract. If the Customer can prove that the damage is in no way ascribable to his/her responsibility or negligence, the cost charged for replacing the GPS will be refunded to him/her.

**Do you offer an audio guide service on your GPS?**

No. Unfortunately now we do not offer an audio guide service.

**Is it possible to purchase a service that offers Internet access to the Customer wherever he/she goes?**

Yes. We offer Wi-Fi devices in some rental stations. We provide this service on behalf of third parties and so the Customer must read and accept the specific Terms and Conditions of the company that offers the service. These Terms and Conditions are available at the place of rental.

N.B.: In many countries, including Italy, it is illegal to use a mobile phone, a tablet or other communication devices while driving. The Customer is responsible for driving the vehicle in a safe way and in compliance with the laws of the country where he/she is.

**How much does it cost to rent the Wi-Fi device?**

The rental office can be asked about the price of renting the Wi-Fi.

In the case of damage, loss or theft of the Wi-Fi device, the Customer must pay back the damage. The costs are specifically laid down in the Price Lists

This will be added to the rental cost agreed in the contract.

If the Customer can prove that the damage is in no way attributable to his/her responsibility or negligence, the cost charged for replacing the Wi-Fi device will be reimbursed to him/her.

**Can the Customer rent a device from us that permits automatic payment of road tolls?**

No. Unfortunately we do not offer such devices.

**Winter equipment**

**Can the Customer rent vehicles that are equipped with winter tyres or have snow chains on board?**

In some parts of our country it is compulsory from 15 November to 15 April to drive with winter tyres or snow chains.

The Customer can contact the rental office or the booking office to find out if vehicles equipped with winter tyres are available.

**If the Customer is undecided about the need to rent a vehicle with snow tyres?**

We request him/her to contact the staff concerned, to obtain all the necessary information

**If the Customer is going skiing, do you also supply snow chains?**

Yes. If the rental office is located in an area where it is not permitted to drive without having *snow chains* or winter tyres on board at certain times of the year, the rental office will supply the snow chains and the cost will be included in the price of the rental. Even though we strongly advise the Customer to travel equipped with snow chains or winter tyres during the periods and in the places where the obligation is in force, the Customer can decide not to rent that equipment. The Customer states that he/she is aware that, during the winter, in part of the nation's road network, as a result of specific orders by the authorities, winter tyres or chains on board the vehicle are compulsory and the Customer promises to check on their existence for his/her journey and to comply with the related instructions; Maggiore equips the vehicles with suitable devices unless the Customer relinquishes them, and declines any liability if the Customer does not intend to make use of them or does not use them.

Snow chains are also available at rental offices not located in areas where the aforementioned obligation applies.

The extra charge for snow chains depends on the rental locality and is shown in the Price Lists. If the Customer rents the vehicle for more than 5 days, he/she will be charged for 5 days at most and can use the snow chains for the duration of the rental.

In the case of damage, loss or theft of the snow chains, the Customer must pay the replacement cost laid down in the Price Lists, which is added to the cost agreed on in the rental contract. If the Customer can prove that the damage is in no way attributable to his/her responsibility or negligence, the cost charged for replacing the snow chains will be reimbursed to him/her.

We shall not mount the snow chains on the Customer's vehicle and we shall not arrange for that to be done by others.

**If the Customer is undecided about the need to rent snow chains for the vehicle?**

We request him/her to contact the staff concerned, to obtain all the necessary information

**If the Customer has brought skis, do you also rent ski racks?**

Yes, they are available at some rental offices at the cost laid down in the Price Lists

Ski racks cannot be mounted on all our vehicles. If the Customer needs one, he/she might have to rent another category of vehicle. This could involve an increase in the price of rental of the vehicle and the optional extras.

In the case of damage, loss or theft of the ski rack, the Customer must pay the replacement cost laid down in the Price Lists which is added to the cost agreed on in the rental contract. If the Customer can prove that the damage is in no way attributable to his/her responsibility or negligence, the cost charged for replacing the ski rack will be reimbursed to him/her.

If the Customer wants to rent a ski rack he/she must give us at least 4 hours' notice. If the Customer wants to have it at shorter notice he/she must contact our Booking office.

**If the Customer forgets to bring his/her speakerphone kit, can one be hired?**

No, unfortunately at the moment we do not provide speakerphone kits.

**The Customer must move things; is it possible to rent the necessary sheets?**

No. Unfortunately we do not supply them at the moment.

**The Customer must move things; is it possible to rent trolleys?**

No. Unfortunately we do not supply trolleys at the moment.

Thank you for choosing Maggiore brand