

Location Specific Conditions ITALY

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Added important information

This document contains the information you – and additional drivers, if you have them – need to know about your rental. You should read this document together with the rental terms and conditions. You can find a sample of the rental terms and conditions by going to avisautonoleggio.it. If you received a booking confirmation email it may contain a link to this sample. Please note the sample rental terms and conditions are an indication of the

terms of the contract and may not contain the exact terms you will be asked to sign when you pick up the vehicle.

It is important to us that you enjoy your experience with us and have all the information you need. It might take you a little time now but it could save you time later.

Important to know

The company that provides you with a rental vehicle is Avis Budget Italia S.p.A Via Innsbruck 31, 39100 Bolzano IT. This may not be the same company that you made your booking with.

The prices in this document are subject to change – but they'll give you a good idea of what to expect. For exact prices, please contact the rental location or contact the reservations team. All prices include VAT, where it's charged.

To make a booking, change a booking or tell us about an issue while you're renting, contact the rental station or the reservations team:

Fill in the online form which can be found at avisautonoleggio.it and click on "Contact Us"

Call on 06 452108391, from outside Italy: +39 06 452108391.

Lines are open 8am to 6pm, Monday to Friday.

You will find the contact details for the rental station on your rental agreement.

To tell us about an issue after you've returned the vehicle, please contact the customer service team:

Email: customer.service@avis-autonoleggio.it

Fill in the online form which can be found at avisautonoleggio.it and click on "Contact Us"

Call on 06 41999, from outside Italy: +3906 41999.

Lines are open 8am to 5pm, Monday to Friday.

If you call from an Italian landline, calls are charged at your standard network rate. Calls from mobiles are charged at your network rate. Calls from outside Italy are charged at international rates.

Age information

How old do I need to be to drive a rental vehicle?

To drive our vehicles, you – and all of your drivers - need to be at least 21 years old and have held a full, valid driving licence for at least 2 years at the start of your rental. For car groups A, B and E

you – and all the authorized drivers - need to be at least 19 years old and have held a full, valid driving licence issued from at least 1 year.

A higher minimum age limit may apply to certain vehicles.

How do I know if there are minimum age restrictions on my rental?

When you book, you'll be told if there are any minimum age restrictions for the vehicle you request. If you're not sure, please check your booking confirmation email – or call the reservations team.

I'm under 25; do I need to pay a young driver surcharge?

If you – or any of your drivers – are under 25 when you pick up the vehicle, you will each have to pay a young driver surcharge. The cost for this will depend on where you're picking the vehicle up from – but you can expect it to be between €21.39 (Vat included) and € 25.66 (Vat and airport/city surcharges included), per day, for each driver.

If you rent the vehicle for more than 15 days, you'll only be charged for a maximum of 15 days and get cover for the duration of your rental, up to 30 days.

Are there any maximum age restrictions?

No, so long as you hold a full, valid driving licence for at least 1 year.

Payment options

What payment cards do you accept?

We accept:

- American Express (excluding American Express Traveller's Cheque cards)
- Diners cards
- Discover cards
- Visa credit cards
- Visa debit cards
- MasterCard credit cards
- MasterCard debit cards
- Avis-issued charge cards

We don't accept Visa Electron cards, Maestro cards, Cirrus cards, JCB cards, any pre-paid cards – even if they carry the Visa or MasterCard logo – or any other cards not listed above.

We do not accept Digital Payment Cards.

For some vehicles two valid traditional credit cards are requested. This should have been issued from two different circuits. The cards must be both in the name of the customer and, one of the two, must be the card with which the reservation has been made.

Can I pay by cash?

We only accept cash payments for some car groups (A, B, C). We will need to carry out additional identity, security, driving licence and credit checks and will need to see proof of address.

The customer will always be required to submit one of the following documents:

- copy of the last households (Light, Gas, Telephone) registered in the name of the customer;
- last customer payslip;
- certificate of registration with the Chamber of Commerce or copy of the License in the case of small businesses

To pay cash, besides the cost of the rental (including the purchase of accessories/ extra services), is required the payment of a security deposit that will be quantified as follows:

- + 200€ guarantee for:
 - vehicle refueling costs (if applicable);
 - additional charges (example: exceeding the rental period, return to another rental office, extraordinary cleaning of the interior) or any extras;
 - any additional costs related to damages (where applicable)
 - any additional costs for not returning ancillary services

The security deposit will be refunded at the end of the rental, subject to compensation of any additional costs mentioned above.

What happens if I am late in making payment?

If you are late in paying us, interest will be calculated at the official discount rate in force increased by 5 percentage points, but always respecting the legal limits.

Taking your vehicle outside the country

What countries am I allowed to take the vehicle to?

You are only allowed to use the vehicle in:

- Andorra
- Austria
- Belgium
- Vatican City
- Croazia
- Denmark
- France
- Germany
- Gibraltar
- Greece
- Liechtenstein
- Luxembourg
- Monaco
- Norway
- Holland
- Portugal
- UK
- San Marino
- Slovenia
- Spain
- Sweden
- Switzerland
- Hungary

On the condition of paying the cross border fee set out below when you cross the borders of Italy (as defined above) into one or more of the permitted countries, your rental will be subject to a cross border fee of € 24.00. The cross-border fee will apply only once for the duration of your rental, no matter how many times you cross borders between permitted countries.

Please refer to the section 'Where Can You Drive?' in the Rental Conditions for details on costs associated with failure to declare that you are driving the vehicle outside the country of rental.

Any country not listed as a permitted country is an unpermitted country.

If it has come to our knowledge, at any time, that your rental vehicle has been taken into an unpermitted country without our prior agreement, we may, at our discretion, apply a fee of € 24.00 and void your selected optional extras where there is a claim (such as roadside assistance) that takes place in an unpermitted country.

Please note that if you are permitted to take the vehicle outside of Italy (as defined above), it is your responsibility to make sure you comply with legal requirements applicable in the relevant country/countries you travel in.

Can I buy a product to allow me to drive in other countries?

No, regrettably, we do not offer any products which enable you to drive in other countries.

Damage to the vehicle

Which amounts is the Customer required to pay in the event of damage to the vehicle during the rental if the Customer has not purchased a damage waiver or if said waiver is not already included in the rental rate or if the waiver does not apply in the specific case?

In case the vehicle is damaged during the rental, the Company will evaluate at its own discretion whether to proceed with the repair or substitution of the damaged parts. In any case, the Customer is required to pay the following amounts:

- A.** the amount of the estimated damage, corresponding to the estimated cost of replacement of the damaged parts or the estimated cost of repairing the same. The methodology for estimating these amounts, which also include the cost of labour and any loss of use of the vehicle, is set forth in Section 10 "*Damage, Loss or Theft*" of the General Conditions of Rental;
- B.** EUR 102.60 (VAT included) - or EUR 123.12 (VAT included) in the case of rentals at airports; or EUR 119.02 (VAT included) in the case of rentals at train stations - as an all-inclusive amount for one day of idle time of the vehicle required to allow our experts to assess the damage. This amount will be charged only once even in case of multiple damages to the vehicle;
- C.** EUR 42.70 (VAT included) - or EUR 51.24 (VAT included) in the case of rentals at airports; or EUR 49.53 (VAT included) in the case of rentals at train stations - as an all-inclusive amount for the logistic, IT and accounting management of the damage by the Company. This amount will be charged only once even in case of multiple damages to the vehicle.

The Customer will not be charged any amount if following the standard cleaning procedure no damage is evidenced.

If the Customer proves that the damage was due to a circumstance not attributable to him/her/them, we will refund the amounts previously charged. The Customer may request the refund by contacting the Customer Service team.

If the Customer proves that the actual extent of the damage and/or the actual amount incurred for repair or replacement is less than the amount estimated under Section 10 of the General Conditions, the Customer will be reimbursed the difference. The Customer may request the refund by contacting the Customer Service team.

Which waivers reduce the amount the Customer has to pay if the vehicle is damaged during the rental?

Avis branded rentals made in Italy include in the rate shown at the time of booking - as well as in the rate shown at the rental location - a basic level of reduction of the Customer's economic liability in case of damage to the vehicle during the rental period ("*Collision Damage Waiver*", CDW).

The CDW is not included in the rental rate only with respect to certain rates presented during the booking process through the Avis.com domain to Customers who declare that they are resident in the United States of America.

If the reduction of economic liability in case of damages is included in the rental or has been purchased separately by the Customer and the vehicle is damaged during the rental, the Customer will be charged the lower amount between **(i)** the excess stated on the Rental Agreement, in case of applicability of the CDW and **(ii)** the overall amounts (A+B+C) indicated above.

In case of multiple damages to the vehicle which are clearly identified as such at check-in and which are not related to the same event, the Customer will be charged, for each individual damage, the lower amount between **(i)** the excess stated on the Rental agreement, in case of applicability of the CDW and **(ii)** the overall amounts (A+B+C) indicated above, it being specified that the amounts under letters B and C will in any case be charged only once.

Any limitation or exclusion of economic liability of the Customer in case of damage to the vehicle (respectively, *Collision Damage Waiver* and *Super Collision Damage Waiver*, as provided below) does not apply to damages occurred or caused to the windscreen and the windows (save for the following provisions).

Any limitation or exclusion of economic liability of the Customer in case of damage to the vehicle (respectively, *Collision Damage Waiver* and *Super Collision Damage Waiver*, as provided below) is not effective and in any case expires for **(i)** damage caused by willful misconduct or gross negligence, as well as for **(ii)** damage to the interior of the vehicle, for damage caused to the roof (caused by lack of assessment of the height of the vehicle and of the objects protruding or overhanging the roof), for damage caused to the clutch kit, for damage caused by engine over-revving, for damage or theft of tyres and/or rims, for damage caused to the underbody, unless the Customer proves said damage (or, in the case of the tyres and rims, the theft) was determined by a circumstance not attributable to him/her/them.

How much is the excess if the Customer has purchased CDW / the latter is included in the rental?

The excess, which corresponds to the maximum amount of the Customer's economic liability for each damage clearly identified at check-in and not related to the same event, is indicated in the booking process or in the rental fare shown at the rental location and is stated on the Rental Agreement and also in your booking confirmation email. Applicable taxes and eventually a surcharge in the case of rentals at airports or train stations will be added to the excess.

How do I get Collision Damage Waiver?

The Rental Agreement and your booking confirmation email indicate whether the reduction of economic liability for damages (*Collision Damage Waiver*) is included in the rental. If it isn't included, the price for this service will depend on the vehicle you're renting, the place you're renting it from and the duration of the rental. The price approximately ranges between € 17.64 (VAT included) and € 26.47 (VAT and eventual surcharge in case you rent at an airport / train station included) per day. If you rent the vehicle for more than 15 days, you'll only be charged for a maximum of 15 days and get cover for the duration of your rental, up to 30 days; from the 31st day, the daily surcharge will revert.

Is there a waiver available to reduce my excess further?

Yes, *Super Collision Damage Waiver* (SCDW) is a service which reduces your excess to zero in case of damages to the vehicle during the rental period: therefore, in this case, the Customer will not be charged any amount for damages to the vehicle, save for the application of the last two paragraphs of the previous clause "*Which waivers reduce the amount the Customer has to pay if the vehicle is damaged during the rental?*". The price depends on the vehicle, the rental location and duration of the rental and approximately ranges between € 23.01 (VAT included) and € 43.92 (VAT and eventual surcharge in case you rent at an airport / train station included) per day. If you rent the vehicle for more than 15 days, you'll only be charged for a maximum of 15 days and get cover for the duration of your rental, up to 30 days; from the 31st day, the daily surcharge will revert.

Which amounts is the Customer required to pay if the windscreen or any other window is damaged?

In case of damages to the windscreen or windows the Customer will have to pay the overall amounts (A+B+C) indicated in the previous clause "*Which amounts is the Customer required to pay in the event of damage to the vehicle during the rental if the Customer has not purchased a damage waiver or if said waiver is not already included in the rental rate or if the waiver does not apply in the specific case?*".

Is there a waiver which reduces the Customer's economic liability in case of damages to the windscreen or any other window?

Yes, *Windscreen Protection* reduces the amount you have to pay if the windscreen or any other window is damaged to zero.

The price of this service depends on the vehicle you're renting, the place you're renting it from and the duration of the rental. Said price approximately ranges between € 5.16 (VAT included) and € 8.27 (VAT and eventual surcharge in case you rent at an airport / train station included) per day. If you've bought the *Windscreen Protection* waiver, it will be stated on your Rental Agreement. If you rent the vehicle for more than 15 days, you'll only be charged for a maximum of 15 days and get cover for the duration of your rental, up to 30 days; from the 31st day, the daily surcharge will revert.

Are there any cases in which the waivers which reduce or eliminate the economic liability for damages to the vehicle do not apply?

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

- water or fire damage, attributable to the Customer;
- wilful misconduct or grossly negligent behaviour or a conduct put in place in violation of the provisions set forth in Article 5 (*Vehicle Use*) and Section 8 "*During the Rental, Using the Vehicle*" of the General Conditions of Rental.

The Customer also does not benefit from the reduction or elimination of economic liability where he/she/they intentionally provides incorrect information in the incident report form.

Where can I find information of damage charges I've paid?

If we find damage, we'll charge the amount you have to pay to your card. If the Customer has provided the Company with his/her/their email address, the Customer will receive, immediately after the damage charge is made, an email containing the complete information regarding the payment made. In any case, the details of the payment made by the Customer will also be available at the following link: www.avisautonoleggio.it/fattura-online.

Damage, loss or theft of keys, accessories, vehicle documents or optional extras

Damage, loss or theft of the vehicle keys, accessories and documents

In case of damage, loss or theft of the vehicle keys, accessories or documents, the Company will evaluate at its own discretion whether to proceed with the repair (where applicable) or substitution of the damaged parts.

In any case, the Customer is required to pay **(i)** the amount of the estimated damage, corresponding to the estimated cost of replacement of the affected parts or the estimated cost of repair of the same and **(ii)** EUR 102.60 (VAT included) - or EUR 123.12 (VAT included) in the case of rentals at airports; or EUR 119.02 (VAT included) in the case of rentals at train stations - as an all-inclusive amount for one day of idle time of the vehicle.

If the Customer proves that the damage, loss or theft was due to a circumstance not attributable to him/her/they, we will refund the Customer the amounts previously charged. The Customer may request the refund by contacting the Customer Service team.

If the Customer can prove that the actual extent of the damage and/or the actual amount incurred for repair or replacement is less than the amount estimated under Section 10 of the General Conditions of Rental, the Customer will be reimbursed the difference. The Customer may request the refund by contacting the Customer Service team.

Waivers that reduce (*Collision Damage Waiver*) or eliminate (*Super Collision Damage Waiver*) the economic liability for damage to the vehicle also cover, under similar conditions, the cases of damage, loss or theft of the keys, accessories or documents of the vehicle. Specifically, in case of purchase of CDW, the Customer will be charged the lower amount between **(i)** the excess stated in the Rental Agreement and **(ii)** the aforementioned replacement or substitution costs and vehicle idle time; in case of purchase of SCDW, the Customer will not be charged any amount.

Damage, loss or theft of optional extras

In case of damage, loss or theft of optional extras, the Company will evaluate at its own discretion whether to proceed with the repair (where applicable) or substitution of the damaged parts. In any case, the Customer is required to pay the amount of the estimated damage, corresponding to the cost of replacement of the affected parts or the estimated cost of repair of the same.

If the Customer proves that the damage, loss or theft was due to a circumstance not attributable to him/her/them, we will refund the amounts previously charged. The Customer may request the refund by contacting the Customer Service team.

If the Customer can prove that the actual extent of the damage and/or the actual amount incurred for repair or replacement is less than the amount estimated under Section 10 of the General Conditions of Rental, the Customer will be reimbursed the difference. The Customer may request the refund by contacting the Customer Service team.

Theft

What products reduce the amount I have to pay if the vehicle is lost or stolen during the rental?

If you have *Theft Protection* waiver (TP) and the vehicle is stolen, the amount you have to pay will be reduced to no more than the excess stated on your rental agreement meaning you'll pay for the cost of repair or replacement or the excess, whichever is less. If you can show the damage was not in any way your fault or due to your negligence, we will refund these costs to you. If you can show the damage was less than we said, we will refund you the difference. If you can show the loss or theft was not in any way your fault or due to your negligence, we will refund these costs to you.

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 do I get Theft Protection waiver?

In most cases, Theft Protection waiver is provided with the vehicle as standard. If it is included, it will be stated on your rental agreement and in your booking confirmation email. If it isn't included,

the price depends on the vehicle you're renting and the place you're renting it from. Theft Protection is mandatory in Italy and already included in the rate.

Is there an excess reduction product available to reduce my excess further?

Yes, *Super Theft Protection* waiver (STP) is an excess reduction product which reduces your excess to zero. The price depends on the vehicle and location – but you can expect it to costs between € 19.98 (VAT included) and € 33.26 (VAT and airport /city surcharges included) a day. If you rent the vehicle for more than 15 days, you'll only be charged for a maximum of 15 days and get cover for the duration of your rental, up to 30 days.

What happens if I lose any optional extras I rent from you or if they are stolen?

If any optional extras are lost or stolen, you have to pay for the cost of replacement in addition to the rental fee.

Are there any times when the excess would not apply?

Yes, the amount you pay will not be reduced if the loss or theft was caused by – or as a result of:

- Keys being left in the vehicle
- Keys being lost or stolen
- Using the vehicle in breach of the contract
- If the theft of the vehicle, the options or the loss of the extra options was caused by customer negligence or serious misconduct

Where can I find information of theft charges I've paid?

If a loss or theft has occurred, unless you can prove the theft was not in any way your fault or due to your negligence, we'll charge the amount you have to pay to your card. Unless you've asked us to send you a receipt by email, you'll be able to find details of this payment here www.avisautonoleggio.it/fattura-online.

Damage to people and their property

What do I have to pay if I injure someone whilst driving?

Third Party Liability (TPL) cover is provided with the vehicle as standard. This means that if you have an accident in our vehicle and you injure someone, including any of your passengers, or you damage anything which belongs to them, you will not have to pay any of their costs. Third Party Liability cover does not cover any death or injury suffered by the driver of our vehicle or any damage to personal items in our vehicle.

Are there any times when third party liability cover would not apply?

If the law requires us to provide you with third party liability cover, the minimum cover required by law will still apply but we, or our insurer, may seek to recover our costs from you if the accident was caused by:

- By you breaking the contract (for example allowing someone we had not approved drive the vehicle of driving whilst under the influence of alcohol, drugs or any other unlawful substance),
- By you breaking the law
- As a result of your negligence or recklessness.

What products cover the driver of the vehicle?

Personal Accident Insurance (PAI) covers the driver of the vehicle in the event of an accident. Personal Accident Insurance provides the following benefits:

- A maximum of € 100,000 in the event of death, loss of limbs or eyes or permanent total disability
- A maximum of € 25,000 towards emergency medical expenses related directly to the accident
- Medical assistance and rescue costs (conditions apply)
- Luggage up to € 2,000 per vehicle excluding rented products (if applicable and with a limit of € 250 per item)
- Expenses for replacing main house keys and locks up to €250
- Emergency travel expenses up to €250

Who provides Personal Accident Insurance?

Personal Accident Insurance is underwritten by *AIG S.p.A.* (2 Della Chiusa Street - 20123 Milan). You will need to agree to their terms and conditions.

How do I get Personal Accident Insurance?

If you've bought Personal Accident Insurance, it will be stated on your rental agreement. The price depends on the location you're renting from, but you can expect it to costs between € 7.32 (VAT included) and € 8.78 (VAT and airport/city surcharges included) a day.

Can I increase my cover and reduce my excess?

Yes, *Super Personal Accident Insurance (SPAI)* provides the following enhanced benefits:

- A maximum of € 200,000 in the event of death, loss of limbs or eyes or permanent total disability
- A maximum of € 50,000 towards emergency medical expenses related directly to the accident
- Medical assistance and rescue costs (conditions apply)
- Baggage up to € 6,000 per vehicle – excluding any items you rented through us (again, there are conditions, and a limit of € 350 per item)
- Expenses for replacing main house keys and locks up to €750
- Emergency travel expenses up to €750

Is Super Personal Accident Insurance available when renting any vehicles?

Yes, you can buy Super Personal Accident Insurance no matter what vehicle you rent.

How do I get Super Personal Accident Insurance?

If you've bought Super Personal Accident Insurance, it will be stated on your rental agreement. The price depends on the location you're renting from, but you can expect it to costs between € 10.98 (VAT included) and € 13.18 (VAT and airport/city surcharges included) a day.

What will you pay if I don't have Personal Accident Insurance?

If the driver of the vehicle is involved in an accident and is injured or dies, we will not pay their costs.

For information, passengers are considered third parties and would benefit from the third party liability cover provided with the vehicle as standard.

Protection packages

I want to buy more than one protection product, can I get a protection package?

Yes, we offer a variety of protection packages:

- **Super Cover** includes Super Damage Waiver, Super Theft Protection.
 - The price depends on the vehicle and location – but you can expect it to costs between € 32.05 (VAT included) and € 57.98 (VAT and airport /city surcharges included) a day. If you rent the vehicle for more than 15 days, you'll only be charged for a maximum of 15 days and get cover for the duration of your rental, up to 30 days.
- **Semi Complete Avis Protection** includes Super Damage Waiver, Super Theft Protection, Crystal Protection and Extended Roadside Assistance.
 - The price depends on the car category and the location, but is approximately between € 55.17 (VAT included) and € 93.87 (VAT and airport/city surcharge included) per day. If the Customer rents the vehicle for more than 15 days, he will be charged a maximum of 15 days and the duration of the rental will be covered, up to 30 days
- **Complete Protection** includes Super Damage Waiver, Super Theft Protection, Windscreen Protection, Super Personal Accident Insurance and Roadside Assistance **Plus. Find out more: see "Roadside Assistance Plus" within the "Miscellaneous Information" section of this document.**
 - The price depends on the vehicle and location – but you can expect it to costs between € 62.49 (VAT included) and € 102.65 (VAT and airport /city surcharges included) a day. If you rent the vehicle for more than 15 days, you'll only be charged for a maximum of 15 days and get cover for the duration of your rental, up to 30 days.

Any limitation or exclusion of liability underwritten is not effective and, in any case, expires for damage caused voluntarily or carelessness, as well as for damage to the interior of the vehicle, for damage caused to the roof (caused by lack of assessment of the height of the vehicle and of the objects protruding or overhanging the roof), for damage caused to the clutch kit, for damage caused by engine over-revving, for damage or theft of tyres and/or rims, for damage caused to the underbody.

Third party protection products

I have bought a protection product from an external provider, can I use it?

If you decide to buy cover from someone else, you will have to pay our full costs – **Find out more:** see “What will you pay if I don’t have...” within this section of this document – then you’ll need to make a claim with the external provider to get your money back. It is your responsibility to ensure you understand the terms of any cover you buy from an external provider and for any claim you make. We are unable to help you with your claim.

Delivery and collection

Can I have a vehicle delivered to me?

Some of our rental locations offer a **Delivery Service** where we drop the vehicle – and any optional extras you pre-booked – off at a time and place you request. If you want to have the vehicle delivered, you must:

- Be resident in this country
- Be present at the delivery location during your requested delivery period
- Have with you the items detailed in the section of the booking terms and conditions and rental terms and conditions called ‘What you need to rent the vehicle’.

You will be responsible for the fuel used – at the Pay on Return rates - to deliver the vehicle to you at the Pay on Return rates – unless you buy Fuel up Front. Find out more: see the “Fuel Options” section in this document.

Delivery fees depend on the distance from the rental location to your drop-off point. We charge a flat fee of € 30.81 (VAT included) in intra-city and € 30.81 (VAT included) plus € 1.83 per kilometre for suburban stretches of roads with the remainder of the journey being calculated on a pence per mile basis. You can use the journey planner at Google maps to help you estimate the length of the journey. We will take a reasonable route at the time we deliver, so the distance and cost may be more or less than Google maps suggests.

In order to receive the confirmation of the service, Customer has to call our Reservation Team or the rental Station directly.

Can you collect the vehicle?

Some of our rental locations offer a **Collection Service** where we collect the vehicle – and any optional extras you rented – at a time and place you request. If you want to have the vehicle collected, you must be available to hand the vehicle over.

You will be responsible for the fuel used – at the Pay on Return rates – to return the vehicle to our nearest rental location unless you buy Fuel up Front. **Find out more:** see the “Fuel Options” section in this document.

Collection fees depend on the vehicle group you've selected, and the distance from the collection point to the nearest rental location. We charge a flat fee of € 30.81 (VAT included) in intra-city and € 30.81 (VAT included) plus € 1.83 per kilometre for suburban stretches of roads with the remainder of the journey being calculated on a pence per mile basis. You can use the journey planner at Google maps to help you estimate the length of the journey. We will take a reasonable route at the time we deliver, so the distance and cost may be more or less than Google maps suggests.

In order to receive the confirmation of the service, Customer has to call our Reservation Team or the rental Station directly.

What happens if I'm not there when you come to collect the vehicle?

If the vehicle, keys, any accessories, any vehicle documents and any optional extras aren't there when we come to collect, you'll still be charged for the collection. You'll then need to book a new collection – and pay another collection fee – or bring the vehicle back to the rental location yourself.

Driving licence and ID requirements

Driving Licences

Do I need to bring my driving licence with me?

Yes. All drivers must bring all parts of their valid driving licence with them. They must bring both their driving licence and either an international driving licence or an official English translation, by a notary, of their driving licence if:

- A driving licence was issued in Europe and you are renting in a country outside Europe
- Or a driving licence was issued in a non-European country, and you are renting outside that country
- Or a driving licence was issued in a non-roman alphabet like Arabic, Greek, Russian, Hebrew or Japanese.

We do not accept digital driving licenses.

Is there a minimum length I must have held my licence for?

Yes. All drivers must have held their licences for at least 12 months (2 years if aged 21-24 and renting a vehicle category bigger than C). If a licence does not show the driver has held it for the minimum period, then they must provide evidence, such as:

- Previous driving licences
- Or a letter from their driving licence authority stating that they have held it for this minimum period.

I have unspent convictions on my licence, can I drive?

If any driver has any unspent driving convictions for:

- careless, reckless or dangerous driving,
- driving or attempting to drive whilst under the influence of drink or drugs,
- using a vehicle uninsured against third party risks
- theft or unauthorised taking of a vehicle
- been disqualified – or if you have two or more unspent convictions for offences not listed above unfortunately, you will not be able to drive our vehicles.

ID requirements

Do I need to bring proof of identification?

Yes, you must bring:

- the payment card that was used to make your booking.
- For some vehicles two valid traditional credit cards are requested. This should have been issue from two different circuits. The cards must be both in the name of the customer and, one of the two, must be the card with which the reservation has been made.
- photo ID featuring a recognisable photo taken in the last 10 years. We will accept your passport or driving licence if it contains a photo, a national identity card or any other form of government-issued identification.

You may also need to bring proof of where you live. This could include a recent utility bill or bank statement. If your driving licence shows your address, we will accept it as proof of your address.

Pre-authorization

Will I need to give a pre-authorisation or pay a security deposit?

Yes, you must give us a pre-authorisation on your payment card before we release the vehicle to you. A pre-authorisation holds money in your account.

If you wish to pay in cash, we will take a security deposit instead.

What do I need to do to give a pre-authorisation or security deposit?

You'll need to give us a payment card in your own name that has enough money available on it. Find out more: see the "Payments Options" section in this document.

How much is the pre-authorisation?

The amount of the pre-authorisation requested on pick-up of the rental vehicle by the Customer is calculated as follows:

The vehicle rental price* plus EUR 200 minus any sum you have already paid when making a "Pay Now" booking.

* The "vehicle rental price" includes the vehicle rental cost and all optional extras you've requested, calculated at the start of the rental based on the intended length of the rental. For the avoidance of any doubt, any "Pay at Location" amount you owe in relation to the vehicle rental (including any optional extras) will be included as part of the pre-authorisation and will be charged to you at the end of the rental (using the card provided for the purposes of the pre-authorisation, unless agreed otherwise).

** If you buy our "Fuel Up Front" service, we will reduce the mentioned EUR 200 by the amount we charge you for the "Fuel Up Front" service.

The Customer acknowledges and accepts that the amount temporarily reserved with the pre-authorisation may be used by the Company in case we have to charge you any amounts that will be calculated at the end of the rental:

- i. costs to refuel the vehicle (where relevant);
- ii. additional rental charges in circumstances where you fail to return the vehicle or any optional extras at the end of the agreed rental period or to the agreed return location;
- iii. costs incurred as a result of exceeding any relevant mileage restrictions; and/or
- iv. any additional charges relating to your use of the vehicle.

Where the pre-authorisation does not cover the costs you incur during the rental period, we will request you make a further payment for the additional amounts owed.

Fuel and Electricity charges

Fuel and hybrid vehicles**Should I bring the vehicle back with a full tank of fuel?**

Yes. The vehicle will normally be supplied with a full tank of fuel. You must return it to us with the same amount of fuel it had in it when you picked it up – usually a full tank – as shown on the factory-installed fuel gauge. We recommend you fill up as close to the return location as you can on the return date, and keep the receipt to show us. If you don't return the vehicle with a full tank – and you can't show us a receipt for fuel – we will charge you.

Fuel Options

I plan to travel more than 120 kilometres, and want peace of mind, do you have a fuel option for me?

Yes, with *Fuel Up Front* you pay for a full tank of fuel, based on the manufacturer's stated fuel tank capacity for your vehicle – plus our costs of refuelling the vehicle for you. Then you just return the vehicle with whatever's left in the tank (even if it's virtually empty) so long as the engine still runs.

How do I calculate the cost of Fuel Up Front?

Depending on where you're renting, we charge the average fuel price (VAT excluded) at the start of your rental period – as stated on this EU fuel index:

http://ec.europa.eu/energy/observatory/oil/bulletin_en.htm However, you don't get a refund for any fuel you don't use.

Can I get Fuel up Front at any time?

No, if you want to take advantage of Fuel Up Front, you must ask for it during the booking process or when you pick up the vehicle.

I plan to travel less than 120 kilometres, do I still need to fill up?

Yes, often the fuel gauges stills look "full" so we ask you to fill up the tank near to the return location and show us a copy of the receipt. If you don't have time to fill up the tank, or can't show us a receipt, we will apply *EZ Fuel* to cover our costs of refuelling the vehicle for you.

How much is EZ Fuel?

Depending on where you're renting, you pay of fixed fee €15.00 (VAT included).

What are my options if I don't return the vehicle full and haven't bought Fuel up Front?

Pay on Return will apply if you have driven more than 120 kilometres and:

- Don't buy Fuel Up Front
- Don't return the vehicle with a full tank

How do I calculate the cost of Pay on Return?

You pay for fuel based on the factory-installed fuel gauge rounded down to the nearest eighth (1/8) of a tank. This is based on the manufacturer's stated fuel tank capacity.

We recommend you to fill up as close to the return location as you can. Otherwise we charge the average fuel price at the end of the rental period for Italy – as stated on this EU fuel index: WEBSITE https://energy.ec.europa.eu/index_it included a surcharge per liter as indicated on your rental agreement. If we have to refuel the vehicle, a refuelling service fee of € 5,00 will be debited. This charge covers our cost of driving to the nearest petrol station at short notice and to restore the inconvenience of the potentially delaying the next customer's rental.

Electric vehicles

How much battery charge should I return an electric vehicle with?

You must return the vehicle with at least a 70% battery charge, or the same % battery charge as it had at time of pick-up.

What am I charged if I fail to return an electric vehicle with the required 70% battery charge, or the same % battery charge as it had at time of pick-up?

We charge a fixed amount dependent on the battery life showing on the factory-installed battery gauge. This is the "Pay on Return" rate. The amounts charged are set out below:

Battery Charge	Fixed Cost (inclusive of VAT)
If you return the electric vehicle with 70% or more battery charge.	No Cost.
If you return the electric vehicle with between 11% - 69% battery charge.	EUR 31.36
If you return the electric vehicle with 10% or less battery charge.	EUR 49.78

Miscellaneous information

Can I let anyone else drive?

Yes, but only if we have approved them.

You must not let anyone else drive the vehicle.

We charge a fee for every Additional Driver we allow to drive the vehicle. The price depends on the location you're renting from, but you can expect it to be between € 12.20 (VAT included) and € 14.64 (VAT and airport/city surcharges included) per day, per driver.

If you rent the vehicle for more than 15 days, you'll only be charged for a maximum of 15 days and get cover for the duration of your rental, up to 30 days.

All additional drivers must meet our age, driving licence and ID requirements. **Find out more:** see the "Age Information" and "Driving Licence and ID requirements" sections of this document.

If any additional driver is outside of our age restrictions, we will also charge a driver surcharge.

Find out more: see the "Age Information" section of this document.

Do you offer a 'meet and greet' service?

No, unfortunately we are unable to offer a 'meet and greet' service at this time.

Can I pick up the vehicle outside your normal opening hours?

Yes, some airport and train station rental locations offer an out of hour's pick-up service where you can collect the vehicle and any optional extras outside the rental location's normal opening hours.

The out of hour's pick up fee is between € 63.00 (VAT included) and € 74.47 (VAT and airport/city surcharges included).

In order to receive the confirmation of the service, Customer has to call our Reservation Team or the rental Station directly.

My rental has a mileage allowance. I have driven more than the allowance, how much will I pay for excess mileage?

Many of our vehicles are provided with unlimited mileage. If a mileage allowance applies, it will be stated on your rental agreement and in your booking confirmation email. If you go over the mileage allowance, the price depends on the vehicle and location – but you can expect it to costs between € 0.15 (VAT included) and € 0.85 (VAT and airport/city surcharges included) for every

kilometre you've driven over the allowance. Your excess mileage charge will be stated on your rental agreement.

Can I smoke in the vehicle?

No. In our vehicle smoking is not permitted. If we believe anyone has smoked in the vehicle during the rental period, a specialist cleaning charge will apply.

Are there any roads or zones where I need to pay a fee before I can enter?

Yes, certain areas, such as the centre of Milan-area C, have congestion charging zones meaning you need to pay a fee if you wish to drive in certain areas, on certain days and during certain times. In addition, there are toll roads and toll bridges which require you to pay a fee if you wish to use them. If you do not pay these charges before you enter such areas or use such roads or bridges, you will incur an administrative sanction.

We recommend you check the Internet to find out about any restricted areas before you travel. Websites such as www.urbanaccessregulations.eu provide useful information. If the rental location is in or near a restricted area, we will tell you about it when you pick up the vehicle. We are unable to tell you about any other restricted areas.

Administrative sanctions for violation of traffic laws and for failure to pay for parking / tolls

You are responsible for all administrative sanctions attributable to the use of the vehicle by you or other drivers during the rental period. Administrative sanctions are understood to be:

- Administrative sanctions for violations of the rules governing road traffic in the Country where the vehicle is conducted (e.g. for failure to comply with speed limits and/or for failure to comply with traffic and/or parking regulations, etc.);
- Any other sanction or payment request (for example, failure to pay for parking / tolls).

If we receive an administrative sanction attributable to the Customer during the rental period, we will charge the following:

- The amount of the administrative sanction, if the Customer has failed to pay it and the Company proceeds to pay the sanction;
- Any expenses incurred as a result of non-compliance with vehicle parking regulations (for example tow truck costs and towing costs).

I've left the interior of the vehicle very dirty and made it smell. Will I be charged to clean it?

Yes, if the interior of the vehicle is especially muddy, dirty, stained or smelly, and our standard cleaning procedure will not fix it, you will be charged a *Specialist Cleaning Charge* between € 61.00 (VAT included) and € 197.93 (VAT and airport/city surcharges included)

Roadside Assistance

What happens if I break down because of a mechanical failure?

All our vehicles are maintained to the manufacturer's standards, and they're roadworthy when you pick them up so mechanical failure in our vehicles is rare. So long as you're using the vehicle in a country we've agreed to, we provide roadside assistance or recovery free of charge. You can only use our roadside assistance provider to help you. You'll find their contact details inside the vehicle.

What happens if I break down because of a non-mechanical failure or in another country?

You must tell us if you break down or have an accident. If you need roadside assistance, we will arrange this for you but you will have to pay for it. You will also be charged for any costs we incur getting the vehicle back on the road in the country of rental. This may include, but is not limited to:

- 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 €).
- Repair costs
- On the ground Vehicle Idle Time € 123,12 (VAT and airport/city surcharges included)
- Repatriation costs
- Any costs to take you, and/or any of your passengers, to another location.
- Electrical Charge for EV Vehicles (Where the cable is in working order)

What products do you have to protect me if I break down because of a non-mechanical problem?

Roadside Assistance Plus provides roadside assistance if you break down as a result of...

- Flat batteries
- Flat tyres
- Keys locked in the vehicle
- Loss of the keys of the vehicle
- Running out of fuel
- Using the wrong fuel for the vehicle
- Frozen fuel

Provided you are using the vehicle in a country we have agreed to. **Find out more:** see "Taking your vehicle outside the country" section of this document.

You will only need to pay for the costs of any additional items needed to get the vehicle back on the road – like fuel or tyres.

How much does Roadside Assistance Plus cost?

The price will depend on where you're renting – but you can expect it to be € 7.02 (VAT included) a day. If you rent the vehicle for more than 15 days, you'll only be charged for a maximum of 15 days and get cover for the duration of your rental, up to 30 days.

What happens if I don't return the incident report form or European accident form?

If you are involved in an accident, or the vehicle, keys, any accessories, any vehicle documents or any optional extras are damaged, lost or stolen; you must complete and return an incident report form and if available, the European accident report form.

One Way rentals

Can I pick up the vehicle from one rental location and return it to another?

Yes, some rental locations let you collect the vehicle and any optional extras from one rental location – and return them to another.

How much is the One-Way fee?

The price depends on the rental location. If you want to pick up the vehicle and return it to a different location in the same country, you can expect it to be between € 14.64 (VAT included) and € 1354.74 (VAT and airport/city surcharges included). If you want to pick up the vehicle in one country and drop it off in another country, you can expect it to be between € 576.45 (VAT included) and € 2667.40 (VAT and airport/city surcharges included).

How do I get a One-Way rental?

You can request a one-way rental when you book – or you can ask for it when you get to the rental location.

If you asked for a one-way rental when you booked, the fee will be included in your rental price.

How much will it cost if I did not request a One-Way rental but return the vehicle to a different location?

You will be charged a one-way fee at the 'pay at location' prices available on the day you return the vehicle.

Returns

I want to keep the vehicle for longer, what should I do?

If you want to extend the rental please contact us as soon as possible. At the latest, this should be before the end date and time on your rental agreement. Extra days will be charged at 'pay at location' prices.

What happens if I don't extend the rental?

If you fail to extend your rental and are late returning the vehicle, we will charge you for an extra day's rental plus a late return administration fee for each day or part of a day until the vehicle is returned.

If you fail to extend your rental and are late returning the vehicle, we will on the third day after your agreed return date pre-authorise payment for an additional 5 days' rental charge on your debit card or, 10 days if you are using a credit card, at "pay at location" prices. If you return the vehicle within those 5 or 10 days (whichever applies), you will only be charged for your actual rental days, plus any other charges you owe us.

If you fail to return your vehicle as agreed, we will also charge you a late return administration fee for each day or part of a day until the vehicle is returned.

The late return administration fee is € 18.30 per day (VAT included).

Special equipment

The prices we give you for optional extras when you book will generally be the price you will pay. Exchange rates or other reasons beyond our control may alter prices.

Customers with disabilities**I have a disability, do you offer adapted vehicles?**

No, regrettably, we do not currently offer specially adapted vehicles at this time.

I have a disability, do you offer hand controls?

No, regrettably, we do not currently offer hand controls or panoramic mirrors at this time.

Popular optional extras to rent**I have small children, do you offer child seats?**

Yes, we offer Infant seat - Baby seat – Child booster seat. A baby seat is typically suitable for a child from birth to 12 months old and weighing no more than 13 kilos. An infant seat is typically suitable for a child aged 9 months to 4 years old and weighing between 9 and 18 kilos. A booster seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos.

In some rental locations, we may arrange for a third party to fit the seat for you. But remember, it is always your responsibility to check the seat is fitted correctly before you drive away.

Please note: In the Italy, all children must normally use a child car seat until they're 11 years old or 36 kg. **Find out more:** www.poliziadistato.it

How much are your child seats?

The fee for renting a seat will depend on where you're renting – but you can expect it to cost between € 11.59 (VAT included) and € 33.67 (VAT and airport/city surcharges included) a day. If you rent the vehicle for more than 3 days, you'll only be charged for a maximum of 3 days and get to use the seat for the duration of your rental, up to 30 days.

If the seat is damaged, lost or stolen, you will have to pay for a replacement. This is likely to cost between € 30.50 (VAT included) and € 151,01 (VAT and airport/city surcharges included) on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

I'm not familiar with the area; can I rent a GPS (satellite navigation system)?

Yes, the fee for renting a GPS will depend on where you're renting – but you can expect it to cost between € 16.65 (VAT included) and € 19,98 (VAT and airport/city surcharges included) a day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the GPS for the duration of your rental, up to 30 days.

If the GPS is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost

- Loss, Theft and damage € 100
- charging cable € 25
- support tool for GPS € 25.
- Gps bag € 20 on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

Can the Customer rent a device that offers satellite navigation, calls and Wi-Fi?

Yes. We propose a mobile device offering unlimited calls and data, GPS service and the possibility to use it as Wifi hotspot and much more.

The rental price of the Travel Companion (TCT) will depend on the rental office but is approximately between € 14.00 and € 16.80 (VAT and airport/city surcharge included) per day. If the Customer rents the vehicle for more than 20 days, he will be charged a maximum of 20 days and can use the device for the duration of the rental, up to 30 days.

In case of damage, theft or loss of the device, the Customer shall pay the costs as specified below:

• Smartphone	€ 220,00
• SIM	€ 25,00
• Power Cord	€ 8,00
• USB Cable	€ 4,00
• SmartPhone Cover	€ 15,00
• Docking Station	€ 20,00
• Car Battery Charger	€ 4,50
• Suction Cup	€ 8,50
• A/C Vent Support	€ 5,00
• Accessories Bag	€ 2,00

The above mentioned costs include VAT and are added to the cost of rental, as indicated on the contract. If the customer proves that the damages were not due to his/her responsibility or negligence, the relevant charged cost will be reimbursed.

Please note: in many Countries, Italy included, it is illegal to use mobile phones, tablet, and other devices while driving. It is the Customer's responsibility to drive safely and in compliance with the local applicable laws and regulations. The confirmation of the device is subject to availability at the time of collection of the vehicle.

I'm intending to drive along toll roads; do you offer a device to make this quicker and easier for me?

No, unfortunately we do not offer any electronic toll charging devices at this time.

Winter equipment to rent

I'm concerned about the road conditions, do you offer all-weather tyres?

In some areas of Italy having Winter Tyres fitted or a set of Snow Chains on board when hiring a vehicle is recommended between November 15th and April 15th.

We have specific car groups equipped with winter tyres and price is included in the rate.

Please give us at least 2 hours' notice if your rental does not automatically include all-weather tyres and you want to hire them. If you need them at shorter notice, please call the Reservations team.

Not sure if you need all-weather tyres? Please ask a member of our team.

I'm going skiing, do you offer snow chains?

Yes, if the rental location you're hiring from is in an area where it's illegal to drive without Snow Chains or all-weather tyres at certain times of year, the vehicle will automatically be supplied with snow chains – and the fee will be included in your rental fee. You can ask not to have these but we recommend that you take either snow chains or all-weather tyres at these locations.

Snow chains are also available in some other rental locations. The fee for snow chains depends on where you're renting – but you can expect it to be € 9.82 (VAT and airport surcharges/city included) a day. If you rent the vehicle for more than 5 days, you'll only be charged for a maximum of 5 days and get to use the snow chains for the duration of your rental, up to 30 days.

If any snow chain is damaged, lost or stolen, you'll have to pay for a replacement pair. This is likely to cost between € 75.64 (VAT included) and € 120.22 (VAT and airport/city surcharges included) on top of the hire fee. If you can show the damage or loss was not in any way your fault or due to your negligence, we will refund this cost to you.

We can't fit snow chains for you, and we can't arrange for them to be fitted.

Not sure if you need snow chains? Please ask a member of our team.

I've left my hands-free kit behind, do you rent them?

No, unfortunately we do not offer hands-free kits at this time.

I'm moving items, do you rent blankets?

No, unfortunately we do not offer blanket s at this time.

I'm moving items, do you rent trolleys?

No, unfortunately we do not offer trolleys at this time.

Thank you for choosing Avis