

Location Specific Conditions FRANCE

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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 www.avis.fr. 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 Location de Voitures Tour Alto, 1 place Zaha Hadid, 4 place des Saisons, 92400 Courbevoie, FR. This may not be the same company that you made your booking with.

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:

Email: Reservations: FR.reservations@bcn.avis-europe.com

Fill in the online form which can be found at <http://www.avis.fr/nous-contacter/nous-ecrire>

Call on 36 42 (0,34€/min + standard network rate) from France or + 33 (0)1 70 92 20 20 (standard network rate) from outside France.

Lines are open 8am to 6pm CET, 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: service.clients@avis-location.fr

Fill in the online form which can be found at <http://www.avis.fr/nous-contacter/nous-ecrire>

Call on 09.77.40.32.32 (standard network rate).

Line is open 9am to 5pm CET, Monday to Friday.

If you call from a French landline, calls are charged at your standard network rate (please see below). Calls from mobiles are charged at your network rate. Calls from outside France are charged at international rates.



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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 have a minimum age and to hold a full, valid driving licence for a minimum of years at the start of your rental, depending on the driven car. For the rental of a selection of vehicles, if you have a Mou'v card, you – and all of your drivers – can benefit from more advantageous conditions. Please see our tariff information for more details about the minimum age and driving licence requirements.

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. Please see our tariff conditions.

Are there any maximum age restrictions?

No, so long as you hold a full, valid driving licence for the minimum of years required by the driven car.



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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 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.

Can I pay by cash?

You can pay by cash, within the limit of applicable law (and notably regarding article L.112-6 of the French "Code monétaire et financier" (financial and monetary Code), but we will need to carry out additional identity, security, driving licence and credit checks and will need to see proof of address.

What happens if I am late in making payment?

If you are late in paying us, interest will be calculated at the legal interest rate. We also apply a recovery fee, please see our tariff conditions.



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Taking your vehicle outside the country

What countries am I allowed to take the vehicle to?

You are covered by third party liability insurance only when you use the vehicle in the country listed on the insurance green card.

Your additional coverages only apply when you use the vehicle in the following countries:

- Andorra
- Austria
- Belgium
- Denmark
- Finland
- Metropolitan France
- Monaco
- Northern Ireland
- Germany
- Italy
- Luxembourg
- Netherlands
- Norway
- Portugal
- Spain (continental)
- Sweden
- Switzerland (exception for vans)
- United Kingdom

On the condition of paying the cross border fee set out below when you cross the borders of France (as defined above) into one or more of the permitted countries, your rental will be subject to a cross border fee which amount is set out in the tariff conditions available on [avis.fr](https://www.avis.fr). 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.

Rentals that start in France (as defined above) cannot be taken into an unpermitted country, unless we expressly agree otherwise beforehand.

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 the fee set out in our tariff conditions, 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 France (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.



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Waiver and protection options

Damage

What products reduce the amount I have to pay if the vehicle is damaged during the rental?

If you have Damage Waiver (CDW) and the vehicle, keys, any accessories or any vehicle documents are damaged, the amount you have to pay for the damage will be reduced to than the excess stated on your rental agreement for each clearly separate incident of damage meaning you'll pay for the lower amount between the cost of repair or replacement and the excess for each clearly separate incident of damage, plus a damage processing fee and an on the ground vehicle idle time fee, invoiced as stated in our tariff conditions. 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.

How much is the excess?

This is stated on your rental agreement, and also in your booking confirmation email, for each clearly separate incident of damage. You can reduce the excess even further by buying an excess reduction product.

Please note that if you damage the vehicle on more than one occasion, you must, to the extent the law will allow, pay the excess stated on the rental agreement for each clearly separate incident of damage.

How do I get Damage Waiver (CDW)?

In most cases, Damage Waiver (or CDW) is provided with the vehicle as standard. If it's included, it will be stated on your rental agreement and in your booking confirmation email. Please see our tariff conditions.

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

Yes, (Super Cover) is an excess reduction product which reduces your excess to zero except for vans. This also cancels the damage administration fee and the on the ground vehicle idle time fee. Please see our tariff conditions.

Will I need to pay if the windscreen or any other window is damaged?

Yes. However, Windscreen Protection reduces the amount you have to pay if the windscreen or any other window is damaged to zero except for damages to the panoramic roof and the rear-view mirrors.

How do I get Windscreen Protection?

If you've bought Windscreen Protection, it will be stated on your rental agreement. The price depends on the vehicle you're renting and the place you're renting it from. Please see our tariff conditions.

What happens if I damage any optional extras I rent from you?

If any optional extras are damaged, you have to pay for the cost of replacement, or their estimated repair costs 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 damage was caused by – or as a result of:

- Water or fire damage, that was not your fault.
- Driving the vehicle without due care and attention
- Driving or using the vehicle in breach of your contract

What do I have to pay if the excess does not apply or if I don't have Damage Waiver?

If the vehicle, keys, any accessories or any vehicle documents are damaged during your rental, unless you can prove the damage was not in any way your fault or due to your negligence, you'll have to pay:

- Either the cost of replacement, or the estimated repair costs – whichever is cheaper
- Plus our loss of use, including an on the ground vehicle idle time fee
- Plus an administration fee

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. Unless you've asked us to send you a receipt by post or email, you'll be able to find details of this payment here

<https://secure.avis.fr/votre-avis/g%C3%A9rer-ma-r%C3%A9servation/ma-facture> .

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, plus the processing fee charged as per our tariff conditions. 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. 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. Please see our tariff conditions.

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

Yes, *Super Cover* is an excess reduction product which reduces your excess to zero except for vans. The price depends on the vehicle and location – please see our tariff conditions.

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 you do not provide Avis with the receipt acknowledging that you have filed a complaint with the relevant authorities.

What do I have to pay if the excess does not apply or if I don't have Theft Protection?

If the vehicle, keys, any accessories or any vehicle documents are lost or stolen during your rental, you'll have to pay:

- The cost of replacement
- Plus our loss of use

If you can show theft was not in any way your fault or due to your negligence, we will refund these costs to you.

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 post or email, you'll be able to find details of this payment here <https://secure.avis.fr/votre-avis/g%C3%A9rer-ma-r%C3%A9servation/ma-facture> .

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 transported person (including the driver of the vehicle) in the event of an accident, and in addition the luggage and personal belongings of the transported person in the event of damage, theft or loss. PAI 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, with an excess of €70 per claim;
- Luggage and personal belongings up to € 2000 per vehicle - excluding any items you rented through us, (again, there are conditions, within the limit of € 250 per item and with an excess of €75 per claim), provided that such luggage and personal belongings were in the luggage compartment, in the roof box or in the glove box of the vehicle. In addition, in case of theft, a statement of theft should be reported to the police within 48 hours. Such statement of theft shall necessarily contain the exhaustive list of stolen items which would be considered to

determine any possible compensation.

Who provides Personal Accident Insurance?

Personal Accident Insurance is underwritten by AIG Europe Limited. You will need to agree to their terms and conditions. Our agent, SCA retains 20% of the price you pay after insurance premium tax has been deducted, as commission.

How do I get Personal Accident Insurance?

If you've bought Personal Accident Insurance, it will be stated on your rental agreement. .

Can I increase my cover and reduce my excess?

Yes, you can purchase our Super Personal Accident Insurance (SPAI) insurance which increases your cover, reduces your excess to €50 per claim and 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, with an excess of €70 per claim
- Luggage and personal belongings up to € 6,000 per vehicle – excluding any items you rented through us (again, there are conditions, within the limit of € 350 per item), provided that such luggage and personal belongings were in the luggage compartment, in the roof box or in the glove box of the vehicle. In addition, in case of theft, a statement of theft should be reported to the police within 48 hours. Such statement of theft shall necessarily contain the exhaustive list of stolen items which would be considered to determine any possible compensation.
- Expenses for replacing locks up to € 750
- Additional travel expenses up to € 750.

Is Super Personal Accident Insurance available when renting any vehicles?

Yes, you can buy Super Personal Accident Insurance not matter what vehicle you rent.

How do I get Super Personal Accident Insurance?

If you've bought Super Personal Accident Insurance.

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, no compensation will be possible through us. If any personal items in the vehicle are damaged, lost or stolen, their repair or replacement will not be borne by us.

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:

- Pack Super Protection (PSP) includes Super Cover, Super Personal Accident, Roadside Assistance Plus, and Windscreen Protection.

The price depends on the vehicle and location, please see our tariff conditions. 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.



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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 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 vehicle group you've selected, and the distance from the rental location to your drop-off point. Please see our tariff conditions. You can use journey planner tool 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 the journey planner tool suggests.

Please give us 24 hours' notice that you would like us to deliver the vehicle to you. We may be able to deliver it at shorter notice, but you'll need to check with the rental station or Reservations team.

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. Please see our tariff conditions. You can use a journey planner tool 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 the journey planner tool suggests.

Please give us 24 hours' notice when you want the vehicle collected. We may be able to collect the vehicle at shorter notice, but you will need to check with the reservations team.

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.



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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 1 year. 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.

ID requirements

Do I need to bring proof of identification?

Yes, you must bring:

- the payment card that was used to make your booking, which needs to be in the name of the main driver. For some vehicles, two payment cards in your name will be required. One of these must be the payment card used to make your booking.
- photo ID featuring a recognisable photo taken in the last 10 years. We will accept your passport if it contains a photo, a national identity card or any other form of government-issued identification.

You shall imperatively ensure that the rental agreement indicates your own and personal postal address.

You may need to bring proof of where you live. This could include a recent utility bill or bank statement.

Other requirements

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 taken on pick-up of the rental vehicle is calculated as follows:
(The vehicle rental price* + EUR 200 (or if applicable, the equivalent amount in your local currency) 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” product, we will reduce the EUR 200 (or if applicable, the equivalent amount in your local currency) by the amount we charge you for the “Fuel Up Front” product

The EUR 200 (or if applicable, the equivalent amount in your local currency) is included as part of the pre-authorisation in case we have to charge you at the end of the rental for any of the following:

- 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. any additional charges or fines you incur relating to your use of the vehicle (which we have been notified of prior to you returning the vehicle, which will include, for example, charges relating to traffic violations); and/or
- iv. costs incurred as a result of exceeding any relevant mileage restrictions.

Where the pre-authorisation we take does not cover the charges you incur, we will request you make a further payment for the additional amounts owed.



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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, this cost could be up to € 0.05 per liter lower than the average fuel price at the start of your rental period – as stated on this EU fuel index: WEBSITE e.g. 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?

Please see our tariff conditions for fuel.

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 charge between 1.5 and three times the average fuel price at the end of the rental period for France – as stated on this EU fuel index: http://ec.europa.eu/energy/observatory/oil/bulletin_en.htm plus a service fee, please see our tariff conditions for fuel. The price per litre will be stated on your rental agreement. This charge covers our cost of driving to the nearest petrol station at short notice, and 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 23.39
If you return the electric vehicle with 10% or less battery charge.	EUR 36.24



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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. Please see our tariff conditions. 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?

Yes, in some of our train station rental locations.

Please see our tariff conditions. You must give us at least 24 hours' notice to organise a 'meet and greet' pick up. We may be able to provide the service at shorter notice, but you will need to check with the Reservations team.

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.

Please see our tariff conditions. You must give us at least 24 hours' notice to organise out of hour's pick-up. We may be able to provide the service at shorter notice, but you will need to check with the Reservations team.

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 – please see our tariff conditions . Your excess mileage charge will be stated on your rental agreement.

Can I smoke in the vehicle?

No, it is against the law to smoke in public places in France. The vehicle is considered a public place so you are not allowed to smoke in it. If we believe anyone has smoked in the vehicle during the rental period, a specialist cleaning charge will apply.

Find out more: see the "Age Information" and "Driving Licence and ID requirements" sections of this document.

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

Yes, 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 a fine.

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.

I have been caught speeding, and didn't pay a parking charge, what will I have to pay?

You are responsible for all fines and charges issued as a result of you or your additional drivers using the vehicle. Fines and charges could include:

- All parking fines or charges
- Toll charges
- Towing charges especially following an immobilisation of the vehicle within the frame of the Mountain law (See Tariff conditions)
- Clamping costs
- Traffic fines or charges
- Speeding fines
- Fines or charges related to a non-compliance with the vehicle equipment obligations in the areas concerned by the Mountain law
- And any other charges or fines

The charges that apply in France are specified in the tariff information.

If a fine or charge is sent to us because you haven't paid a charge or complied with the law, we will take payment for:

- Our administration fee for each fine or charge which will be charged in the currency of the country where the fine occurred

- Plus the fine or charge – if we have to pay it

The administration fees for France are specified in our tariff conditions.

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* . Please see our tariff conditions.

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.

You will have to pay the reparation or intervention costs based on our standard tariffs grid unless you demonstrate that the issue was not due to your fault or your negligence.

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:

- Call out and recovery costs, invoiced at the price stated at our tariff conditions
- Repair costs
- Loss of use, including on the ground vehicle idle time fee, as per our tariff conditions
- Repatriation costs
- An administration fee invoiced at the price stated at our tariff conditions
- 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 keys of the vehicle
- Using the wrong fuel for the vehicle

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, please see our tariff conditions.

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.



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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 France or in another country, an additional fee applies. Please contact Avis for more information.

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, according to the Tariff conditions.

For categories of vehicles fitted with winter tyres, a specific fee will apply.



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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 invoiced as stated in our tariff conditions.



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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 *baby, infant, child and boosters* seats. 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 child seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos. A booster seat is typically suitable for a child aged 8 to 11 years old and weighing between 20 and 45 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 France, all children must normally use a child car seat until they're 10 years old. **Find out more:** <https://www.service-public.fr/particuliers/vosdroits/F628> .

How much are your child seats?

The fee for renting a seat will depend on the kind of seat and on where you're renting – please see our tariff conditions.

If the seat is damaged, lost or stolen, you will have to pay for a replacement. 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 –please see our tariff conditions. If the GPS is damaged, lost or stolen, you'll have to pay for a replacement. 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.

Please note: In some countries, it is against the law to use a GPS that tells you where speed cameras are. It is illegal in France. If you rent a GPS from us, it won't give you speed camera information.

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

No, unfortunately we do not offer an audio tour guide service at this time.

I want to be able to access the internet anywhere I go, do you offer a solution?

Yes, we offer *Mobile Wi-Fi* devices. We provide this service on behalf of a third party – so you will need to read and agree to separate terms and conditions with them. We'll give you these terms and conditions at the rental location.

Please note: In many countries, including France, it is illegal to drive while using a handheld mobile phone, tablet or other communications device. It is your responsibility to drive safely and according to the laws of the country you're driving in.

How much does Mobile Wi-Fi cost?

The fee for hiring mobile Wi-Fi will depend on where you're renting – please see our tariff conditions.

If the mobile Wi-Fi device is damaged, lost or stolen, you'll have to pay for a replacement, please see our Wifi Mobile tariff conditions, 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.

If the sim card or any mobile Wi-Fi accessories are damaged, lost or stolen, you'll have to pay for a replacement, please see our Wifi Mobile tariff conditions, 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 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?

Yes, if the rental location you're hiring from is in an area where it's illegal to drive without *all-weather tyres* at certain times of year, the vehicle will automatically be supplied with them – and the fee will be included in your rental fee or contract.

You can also opt to book a vehicle equipped with all-weather tyres, and the fee will be included in your rental fee or contract.

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. In most French mountainous municipalities (Alps, Corsica, Central mountain, Jura Mountains, Pyrenees, Vosges Mountains), it is mandatory in winter, by virtue of the Mountain law, to have snow chains in the boot of the vehicle, or to drive a vehicle fitted with winter tyres. If your rental location is in a department where the Mountain law applies, the vehicle will be automatically equipped with it, and the price of your rental will automatically be increased with the cost of the corresponding option. If you decide not to subscribe to such option, and upon return of the vehicle we find that the snow chains have been used, you will be charged the corresponding price. You can also opt to book a category of vehicle fitted with winter tyres.

Snow chains may also be available in some other rental locations, please check with the rental location. The price of snow chains appears in our Tariff conditions. If any snow chain is damaged, lost or stolen, you'll have to pay for a replacement pair. 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'm have brought my own skis with me, do you rent ski racks?

Yes, some rental locations offer ski racks. Please see our tariff conditions. Ski racks can't be fitted to all our vehicles, so you may need to upgrade if you need one. This may increase the price of the vehicle and any excess you have to pay.

If the ski rack is damaged, lost or stolen, you'll have to pay for a replacement. This is likely to cost €50 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.

Please give us at least 24 hours' notice if you want to hire a ski rack. If you need it at shorter notice, please call the Reservations 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 blankets at this time.

I'm moving items, do you rent trolleys?

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

Optional extras available to buy

I've left my USB charger behind do you sell them?

No, unfortunately we do not sell USB chargers at this time.

I've left my mobile charger behind, do you sell them?

No, unfortunately we do not sell mobile chargers at this time.

I want to charge my device in the car, do you sell car chargers?

No, unfortunately we do not sell car chargers at this time.

I've left my iPhone 5 cable behind, do you sell them?

No, unfortunately we do not sell iPhone 5 cables at this time.



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Appendix 1: Miscellaneous provisions

Applicable regulations and decency

You agree at all times to respect the applicable regulations and not to be rude, violent or uncivil to Avis agents or to any member of the Avis network you deal with regarding the Rental Agreement and its consequences.

Mediation

In application of Article L.156-1 of the French Consumer Code and only in cases where your dispute with Avis is not resolved after you have contacted Customer Services, you can contact a consumer ombudsman free of charge in the following ways:

Either online, at www.mediateur-mobilians.fr, by e-mail at mediateur@mediateur-mobilians.fr, or by post at Mobilians, 43 bis route de Vaugirard CS 80016, 92197 Meudon CEDEX.

Ownership of Vehicles

AB FleetCo SAS (société par actions simplifiée [simplified joint stock company]) owns a substantial part of the fleet that Avis Location de Voitures rents to its customers under the Rental Conditions.

AB FleetCo SAS has granted a pledge on its vehicles to the profit notably of Crédit Agricole Corporate and Investment Bank and of its successors and transferees. For the requirements of this pledge, Avis Location de Voitures has been appointed as “agreed third party” in accordance with Article 2337 of the French Civil Code. Consequently, it is possible that the company AB FleetCo SAS is named on the registration certificate of which you have been given a copy, as the owner of the vehicle leased under this agreement. All vehicles must be returned to Avis Location de Voitures as agreed third-party or, where applicable, to any other entity that might replace it in this quality, and by no means to AB FleetCo SAS.

Telephone canvassing

In accordance with Article L223-1 of the French Consumer Code, if you do not wish to be prospected by telephone, you can register for free on a list of opposition to canvassing on the website www.bloctel.gouv.fr. Anyone registered on this list would not be cold calling by Avis or one of its partners, excepted in the case of pre-existing contractual relationships. If you are already registered on the Bloctel list, the fact that you provide us with your telephone number authorizes us and our partners to use these to phone you for commercial prospecting purposes.



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