

AVIS COUNTRY CONDITIONS

FRANCE

Last updated on 06 February 2025

Please read these Country Specific Conditions ("**Country Conditions**") alongside the General Conditions of Rental (the "**General Conditions**") before you sign the **Rental Agreement Form**. The Rental Agreement Form will include all of the important information about your specific rental. It is important to us that you enjoy your rental experience and that you have all the information you need. It might take you a little time now to read, but it could save you time later.

These Country Conditions are set out as follows:

<u>Part 1</u>	<p>Important (country specific) information about your rental.</p> <p>This includes information such as rental requirements and details about your responsibilities. Please also see the document dedicated to our tariff conditions ("Tariff conditions") present on avis.fr https://www.avis.fr/a-propos-d-avis/conditions-tarifaires or accessible in our Avis locations to know more about prices in force.</p>
<u>Part 2</u>	<p>Important information about optional extras (including additional waiver and protection products) we (or our partners) offer.</p> <p>You can select these to form part of your rental, and you can add these to your original booking, or you can add them at the time of pick-up (or in some cases, they may be automatically included). All optional extras you select will be detailed as part of your Rental Agreement Form, including the price payable.</p>

PART 1 – IMPORTANT TERMS RELATING TO YOUR RENTAL AGREEMENT WITH US
1. RENTAL PROVIDER
Who we are

Unless the position below applies, in **France** the company that provides you with a rental vehicle is **Avis Location de Voitures, SAS, 652 023 961 R.C.S Nanterre, 1 place Zaha Hadid, 4 place des Saisons, 92400 Courbevoie** (92800), ("us", "we", "our").

If you are renting a vehicle from the following locations, the following companies will provide you with a rental vehicle:

- Port-Marly, Trappes, Velizy, Versailles – **AJP, SAS, 497 837 500 R.C.S Versailles, 27 bis, avenue de Saint-Germain à Le Port Marly** (78560) ;
- Annemasse, Cluses, Evian, Sallanches, St Gervais Bains, Thonon Les Bains – **ARAVIS, SAS, 452 035 199 R.C.S. Thonon-les-bain, 53 avenue d'Evian, 74200 Thonon-les-bains**
- Agen, Bayonne, Portiragnes, Beziers, Anglet, Biarritz, Carcassonne, Dax, Juillan, Lourdes, Mont De Marsan, Marmande, Montauban, Narbonne, Uzein, Pau, Perpignan, St Jean De Luz, Tarbes – **Atlantique Auto Location, SAS RCS Pau 682 720 743, 28 avenue Didier-Daurat à Pau** (64000),
- Champigny Marne, Charenton Le Pont, Corbeil, Emerainville, Fontainebleau, Maisons Alfort, Melun, Montevrain, Montlhery, Montrouge, Morangis, Paris, Pavillon Sous Bois, St Maur Des Fosses, Viry Châtillon – **ATLAS, SAS, 334 836 863 R.C.S Paris, 85 Avenue Charles de Gaulle 1er Étage 91420** (75020) ;
- Aurillac, Bergerac, Nespouls, Malemort, Brive La Gaillarde, Cahors, Salles La Source, Figeac, Perigueux, Rodez – **CARS LOCATION, SARL, immatriculée au 340 591 072 R.C.S Cahors, Lafarrayrie à Figeac** (46 100) ;
- Guingamp, Lamballe, Morlaix, Saint Brieuc – **SOC LANNIONNAISE DE LOCATION, SAS, 339 094 005 R.C.S Saint-Brieuc, 4 avenue Pierre Marzin à Lannion** (22300),
- Antony, Rungis, Aubenas, Auxerre, Blois, Bourges, Chartres, Chateauroux, Aulnat, Clermont-Ferrand, Dreux, Etampes, Poilly Lez Gien, Issoudun, Massy, Massy Palaiseau, Chalette Sur Loing, Montgeron, Montlucon, Yzeure, Moulin, Nevers, Nogent Le Rotrou, Orleans Fleury, Orleans, Pithiviers, Rambouillet, Sens, La Chapelle St Luc, Troyes, Saint Ouen, Vendome, Vierzou – **MASSOUTRE LOCATIONS, 324 456 805 R.C.S Evry, ZAC du Vaulorin, 2 rue du Vaulorin à Wissous** (91320) ;
- Challans, Cholet, La Roche Sur Yon, La Rochelle, Sables D'Olonne, Niort, Saintes - **OCEANE DE LOCATION, SARL, 333 337 129 R.C.S La Roche sur Yon, 70 bld Louis Blanc à La Roche sur Yon** (85000) ;
- Ajaccio, Borgo, Bastia, Calvi, Figari – **OLLANDINI LOCATION VOITURES ET CAMIONS, SARL, 046 620 266 R.C.S Ajaccio, 1 rue Paul Colonna d'Istria à Ajaccio** (20090) ;
- Tours, St Pierre Des Corp, Parçay-Meslay, Chambray Les Tours – **AUTO TOURS, SAS, 634 800 759 R.C.S Tours, Zone Industrielle Le Papillon, 37210 Parçay Meslay** ;
- Auray, Cesson Sevigne, Dinard, La Baule, Nantes, St Herblain, Rennes, Rennes St Jacques, Rennes Vezin, Rennes Cesson, Saint Malo, St Nazaire, Vannes – **SOCIETE OUEST LOCATION, SAS, 323 873 174 R.C.S Nantes, 272 bld Marcel Paul à Saint-Herblain** (44800) ;
- Chatellerault, Biard, Poitiers – **Vienne Location Vehicules, SASU, 343 066 825 R.C.S Poitiers, 133 bld du Grand Cerf à Poitiers** (86000),

Please note that these companies may not be the same company that you made your booking with.

Furthermore, be advised that our network is made up of independent licensees who are free to set the prices at which they provide services. Similarly, licensees may establish specific terms and conditions which differentiate from the present conditions, and not all optional services, supplementary insurance and additional protection are available in all branches of the network.

2. RENTAL REQUIREMENTS
Booking information

You must bring your reservation number or booking confirmation email with you. Please see the General Conditions for further information.

Driving licences	<p>Requirement to bring the original of your valid driving licence in good condition with you. <u>We do not accept digital driving licences.</u></p> <p>In France, all drivers must bring their valid driving licence with them.</p> <p>If any of the following applies:</p> <ul style="list-style-type: none"> • their driving licence was issued in another European country, • their driving licence was issued in a non-European country or • their driving licence was issued in a non-roman alphabet language like Arabic, Greek, Russian, Hebrew or Japanese, <p>and we cannot confirm with certainty the details included within the driving licence, the driver will also need to provide either an international driving licence or an official English translation, by a notary, of their driving licence. If this might apply to you, please contact us (prior to your pick up date) as we would be pleased to confirm if an international licence or official translation will be required.</p> <p>Minimum licence requirements</p> <p>All drivers must have held their licences for at least 1 year from the date of pick-up.</p> <p>If a licence does not show the driver has held it for the minimum period, then they must provide evidence, such as:</p> <ul style="list-style-type: none"> • previous driving licences; or • a letter from their driving licence authority stating that they have held it for this minimum period.
Payment cards	<p>You must bring the payment card used to make your booking, displaying the same name/first name that the main driver's. Please see the General Conditions for further information.</p>
Pre-authorisations and Security Deposits	<p>Unless confirmed otherwise, the amount of the pre-authorisation taken on pick-up of the rental vehicle is calculated as follows:</p> <p>(The vehicle rental price* + the fixed amount as specified in the Tariff conditions (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires) ** (or if applicable, the equivalent amount in your local currency) **) MINUS (Any sum you have already paid when making a "Pay Now" booking)</p> <p><i>* 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).</i></p> <p><i>** If you buy our "Fuel Up Front" product, we will reduce the fixed amount as specified in the Tariff conditions (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires) by the amount we charge you for the "Fuel Up Front" product</i></p> <p>The additional fixed amount specified in the Tariff conditions (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires) 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:</p> <ol style="list-style-type: none"> costs to refuel the vehicle (where relevant); 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; 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

	<p>iv. costs incurred as a result of exceeding any relevant mileage restrictions.</p> <p>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.</p> <p>In relation to certain high value vehicles, we may require you to provide us with two payment cards for the purposes of the pre-authorisation. Where this is the case, this will be confirmed when making a booking.</p> <p>If you'd like more details, please ask a member of our team.</p>
Valid form of identification	<p>As well as your driving licence, you must bring:</p> <ul style="list-style-type: none"> the payment card that was used to make your booking. For some vehicles, two payment cards in your name will be required and one of these must be a credit card, in addition to the payment card used to make your booking; and 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. <p>The rental agreement must indicate your personal postal address. If you do not pass our identification checks and you are a resident of France, you may also be required to provide 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.</p>
Driver age restrictions	<p>Minimum driver age restrictions</p> <p>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 our Reservations Team.</p> <p>You need to be at least 18 years old to hire and drive most of our vehicles.</p> <p>Young driver surcharge</p> <p>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 of a young driver surcharge will be built into the price confirmed at booking stage. If you add an additional driver onto the rental at pick up, you may be charged a young driver surcharge (you will be asked to agree to this), please see our Tariff conditions. (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires) If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get cover for the duration of the rental up to 28 days.</p> <p>Maximum driver age restrictions</p> <p>FR</p> <p>When you book, you'll be told if there are any maximum age restrictions for the vehicle you request. If you're not sure, please check your booking confirmation email – or call the Reservations Team.</p> <p>In most cases there is no maximum driver age restriction. If you are renting with one of our affiliates listed in 1. (Rental Provider) there may be a maximum driver age set for insurance reasons.</p>

Driving related convictions	<p>If any driver has any unspent driving convictions for:</p> <ul style="list-style-type: none"> • 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 or insurance offences, • theft or unauthorised taking of a vehicle, • license offences, • accident offences, • failure to provide information offences, • racing offences, • been disqualified – or • if they have two or more unspent convictions for offences not listed above, <p>they will not be able to drive our vehicles.</p>
Security/credit checks	<p>Save for identity checks (carried out by reviewing your identification and payment card), no other security or credit checks are carried out.</p>

3. ACCEPTED PAYMENT METHODS

Payment methods	<p>We accept:</p> <ul style="list-style-type: none"> • 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 <p>We don't accept Maestro cards, Cirrus cards, JCB cards, any prepaid card or any other cards not listed above – even if they carry the Visa or MasterCard logo.</p> <p>We do not accept digital payment cards.</p> <p>We accept 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.</p>
Late payment interest	<p>If you are late in paying us, we reserve the right to charge interest and compensation to the maximum extent permitted by law.</p>

4. DURING THE RENTAL

Taking your vehicle outside the country	<p>You are covered by third party liability insurance only when you use the vehicle in the country listed on the insurance green card.</p> <p>Your additional coverages only apply when you use the vehicle in the following countries:</p> <ul style="list-style-type: none"> • Andorra • Austria • Belgium • Denmark • Finland • Metropolitan France • Monaco • Germany • Italy • Luxembourg • Netherlands • Norway • Portugal • Spain (continental) • Sweden
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	<ul style="list-style-type: none"> Switzerland (exception for vans) <p>When you pick up your vehicle at a location located on the mainland, you are not authorised to leave the mainland with the vehicle rented for an island (e.g. Corsica). Similarly, vehicles rented in Corsica are not authorised to leave Corsica.</p> <p>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. 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.</p> <p>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.</p> <p>Rentals that start in France (as defined above) cannot be taken into an unpermitted country, unless we expressly agree otherwise beforehand.</p> <p>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.</p> <p><u>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.</u></p>
One-way rentals	<p>If you want to pick up the vehicle and return it to a different location, an additional fee will be payable.</p> <p>If you asked for a one-way rental when you booked, the fee will be included in your total rental price.</p> <p>If you didn't ask for a one-way rental when you booked and you want to return the vehicle to a different location in the same country, you can expect to pay an additional fee, please see our Tariff conditions (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)</p> <p>If you didn't ask for a one-way rental when you booked and you want to return the vehicle to a different location, in a different country, you can expect an additional fee, please contact us for more information.</p> <p>If you rent an electric vehicle, these must be returned to an electric vehicle location. The non-authorised one way fee for electric vehicles being returned to a non-electric vehicle location is charged as per our Tariff conditions. (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)</p> <p>Drop offs at a different location must be agreed with us in advance. Please contact us if you would like to understand what additional fee will apply to a one-way rental in circumstances where it didn't form part of your original rental agreement.</p> <p>If you 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.</p>
Maximum mileage	<p>Many of our vehicles are provided with unlimited mileage. If a mileage allowance does apply, it will be confirmed during the booking process, and be stated on your rental agreement and in your booking confirmation email.</p>

Mileage allowance	If you go over the mileage allowance, the price depends on the vehicle and location – . Your excess mileage charge will be stated on your Rental Agreement Form and in your booking confirmation email.
Returns	<p>The General Conditions provide more information about what happens if you want to extend your rental, or if you do not return the vehicle to us as agreed.</p> <p>The late return processing fee is charged as per our Tariff conditions (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)</p>
In the event of a breakdown caused by customer fault (or where the breakdown takes place in an unpermitted country)	<p>In these circumstances you will be charged a “call out” charge for our partners to come out and provide assistance “roadside”. This will be charged as per our Tariff conditions (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)</p> <p>This includes, among others, immobilisation following the loss of the Vehicle, the locking of the Vehicle with the keys inside, a discharged battery, misfuelling, and/or flat tyres.</p> <p>An administration of fee will also be charged as per our Tariff conditions (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)</p>
5. FUEL AND ELECTRICITY CHARGES	
Fuel charges - traditional fuel (diesel or petrol) and hybrid vehicles	<p>Returning the vehicle Unless you agreed a different refuelling option (see below), you must return the vehicle 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 or automatically logged in respect of connected cars. 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.</p> <p>Refuelling options Fuel Up Front – this option allows you to pay for a full tank of fuel, based on the manufacturer's stated fuel tank capacity of 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 is virtually empty) so long as the engine still runs. Depending on where you're renting from, the cost could be up to EUR 0.05 per litre lower than the average fuel price at the start of your rental period as stated on fuel index website: http://ec.europa.eu/energy/observatory/oil/bulletin_en.htm</p> <p>This is only available where you have added it as an option at booking stage, or asked to add it to your rental prior to you collecting the vehicle. If you have added this option, the cost will be on your Rental Agreement Form. However, you don't get a refund for any fuel you don't use.</p> <p>Easy Fuel – If you have travelled less than 120km and don't have time to fill up the tank or can't show us receipt for fuel, you will be charged the Easy Fuel fuel fee to cover this. This will be charged as a fixed fee as per our fuel price information (available on avis.fr and in Avis' locations). (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)</p> <p>Pay on Return – If you are renting a “connected car”, you will be required to pay for fuel so as to ensure that the vehicle has the same amount as when you collected it (this is automatically logged and is calculated to the nearest litre). If you are renting any other traditional fuel or hybrid vehicle, you will be required to pay for fuel so as to ensure that the vehicle has the same amount as when you collected it based on the factory-installed fuel gauge rounded down to the nearest eighth (1/8) of a tank (costs are based on the manufacturer's stated fuel tank capacity). We charge between 1.5 and 3 times the average fuel price, as stated on fuel index website: http://ec.europa.eu/energy/observatory/oil/bulletin_en.htm plus a refuelling fee, at the end of the rental period. The price per litre will be stated on your Rental Agreement Form.</p>
Fully electric vehicles	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 in our fuel price information (available on avis.fr and in Avis' locations (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)).

If the the vehicle had less than 70% battery charge when you collected it, in which case, you must return it with at least the same % battery charge as it had at time of pick-up in order for no additional costs to be applied.

6. OTHER IMPORTANT INFORMATION

Damage/ Loss/ Repair Processing Fee	<p>Please see the section titled "Damage, loss, injury or theft" in the General Conditions which provides information on how and when we charge costs if the vehicle, keys, any accessories, or any vehicle documents are lost, stolen or damaged.</p> <p>You can purchase additional waiver and protection products to reduce the amount you would otherwise owe – please see details in Part 2 below.</p> <p>As well as charging for any damage or loss suffered, we will also charge you a damage processing fee in accordance with our "Theft, Loss & Damage Policy" (see General Conditions). In France, the Damage/ Loss/ Repair Processing Fee is charged as per our Tariff conditions (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)</p> <p>Unless you've asked us to send you a receipt by post or email, you'll be able to find details of the charges owed by you here: https://secure.avis.fr/votre-avis/g/%C3%A9servation/ma-facture</p>
Fines and charges	<p>Within France 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 use them you will incur a fine.</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • Our administration fee for each fine or charge issued to cover our costs of dealing with the fine or charge (please see our Tariff conditions (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires) ; and • the actual amount of the fine or charge imposed – if we have to pay it.
Keeping the vehicle interior clean	<p>Please note the following:</p> <ul style="list-style-type: none"> • You are not permitted to smoke in your rental vehicle. If we believe anyone has smoked in the vehicle during the rental period, a profound cleaning fee will apply as per our Tariff conditions (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires). <p>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 profound cleaning fee according to our Tariff conditions (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires).</p>
Dispute Resolution	<p>We are a member of the European Car Rental Conciliation Service (ECRCS). This organisation independently reviews disputes with no additional cost to you. If you make a complaint and are unhappy with our final response you may (dependent on the circumstances) refer your dispute to this conciliation service. You can contact this organisation using the following details:</p> <ul style="list-style-type: none"> • ECRCS: https://www.ecrcs.com/register-a-complaint.html <p>If you are unhappy with the response you receive from the ECRS, you can contact the following for online dispute resolution</p> <ul style="list-style-type: none"> • European Commission: https://ec.europa.eu/consumers/odr/ <p>In application of Article L.616-1 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</p>

	<p>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.</p>
Contact Us	<p>To make a booking or change a booking please contact the Reservations Team:</p> <ul style="list-style-type: none"> Email: FR.reservations@bcn.avis-europe.com Fill in the online form which can be found at www.avis.fr and click "Contact Us" Call on: 36 42 (EUR 0.34 / minute + standard network rate), or from outside France + 33 (0) 1 70 92 20 20 <p>To tell us about an issue while you're renting, contact the rental station.</p> <ul style="list-style-type: none"> You will find the contact details for the rental station on your rental agreement. <p>To tell us about an issue after you've returned the vehicle, please contact the Customer Service Team:</p> <ul style="list-style-type: none"> Email: service.clients@avis-location.fr Fill in the online form which can be found at www.avis.fr and click "Contact Us" Call on: 09 77 40 32 32 <p>Lines are open 9am to 5pm CET Monday to Friday.</p> <p>If you call from a French landline, calls are charged at your local tariff. Calls from mobiles are charged at your network rate. Calls from outside France are charged at International rates.</p>
Ownership of vehicles	<p>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.</p>
Telephone canvassing	<p>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.</p>

PART 2 – IMPORTANT TERMS RELATING TO OPTIONAL EXTRAS WE OFFER

If you have opted to buy any of these products (or they are otherwise included as part of your rental), they will be detailed on your Rental Agreement Form. You will be required to expressly agree to the costs of these optional extras before they form part of your rental.

You can find details on the excesses which apply, as well as the costs relating to additional waiver and protection products in respect of each car type, on our website (or please contact our Reservations Team).

1. OPTIONAL EXTRAS - ADDITIONAL WAIVER & PROTECTION PRODUCTS

<u>Product</u>	<u>What it is</u>	<u>Indicative costs</u>
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Damage Waiver	<p>In most cases, Damage Waiver is provided with the vehicle as standard. If it is included, it will be stated on your Rental Agreement Form (and in your booking confirmation).</p> <p>Damage Waiver reduces the amount you pay for each clearly separate incident of damage if the vehicle is damaged (or the amount you pay to replace any keys, accessories or vehicle documents that are lost, stolen or damaged).</p> <p>The amount you pay for each clearly separate incident of damage will be the lower of a) the applicable cost payable under the Theft, Loss and Damages Policy; or b) the excess stated on your Rental Agreement Form.</p>	<p>Please see our Tariff conditions (if not included as standard). (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)</p>
Super Damage Waiver (SCDW)	<p>An excess reduction product which reduces your damage waiver excess to zero (or, if higher, the amount shown on your Rental Agreement Form).</p>	<p>Please see our Tariff conditions (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)</p>
Theft Protection waiver (TP)	<p>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 Form (and in your booking confirmation).</p> <p>Theft Protection waiver reduces the amount you pay if the vehicle is stolen during the rental period.</p> <p>The amount you pay will be the lower of a) the applicable cost payable under the Theft, Loss and Damages Policy; or b) the excess stated on your Rental Agreement Form.</p>	<p>Please see our Tariff conditions (if not included as standard). (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)</p>
Personal Accident Insurance (PAI)	<p>Covers the driver of the vehicle and personal items in the vehicle in the event of an accident. Personal Accident Insurance provides the following benefits:</p> <ul style="list-style-type: none"> • A maximum of EUR 100,000.00 in the event of death, loss of limbs or eyes or permanent total disability • A maximum of EUR 25,000.00 towards emergency medical expenses related directly to the accident, with an excess of EUR 70.00 per claim. • Baggage up to EUR 2,000.00 per vehicle – excluding any items you rented through us (again, there are conditions, and a limit of EUR 75.00) <p>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.</p> <p>Independent companies member of the network may offer different cover, underwritten by a different insurer.</p>	<p>Please see our Tariff conditions. (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)</p>

Super Personal Accident Insurance (SPAI)	<p>Provides the following enhanced benefits with a reduced excess of EUR 50.00 per claim:</p> <ul style="list-style-type: none"> • A maximum of EUR 200,000.00 in the event of death, loss of limbs or eyes or permanent total disability • A maximum of EUR 50,000.00 towards emergency medical expenses related directly to the accident with a EUR 70.00 per claim • Baggage up to EUR 6,000.00 per vehicle – excluding any items you rented through us (again, there are conditions, and a limit of EUR 350.00 per item, no excess) • Expenses for replacing main house locks up to EUR 7500.00 • Additional travel expenses up to EUR 750.00 <p>Super 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.</p> <p>Independent companies member of the network may offer different cover, underwritten by a different insurer.</p>	<p>Please see our Tariff conditions. (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)</p>
Roadside Assistance Plus	<p>Provided you are using the vehicle in a country which we have agreed to, this product provides roadside assistance without any additional costs being charged if you break down as a result of vehicle failure you have caused (this includes lost keys).</p>	<p>Please see our Tariff conditions. (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)</p>
Windscreen protection	<p>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.</p>	<p>Please see our Tariff conditions. (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)</p>
Super Protection Package/ Reduced Excess (Includes Super Cover, Super PAI, Roadside Assistance plus and Windscreen protection)	<p>See above.</p>	<p>Please see our Tariff conditions. (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires)</p>

2. OPTIONAL EXTRAS - SERVICES

Additional drivers	<p>Additional drivers must be approved and specified on the Rental Agreement Form. You must not let anyone else drive the vehicle.</p> <p>All additional drivers must meet our age, driving licence and ID requirements (additional driver surcharges may also apply).</p>
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	<p>If we agree to additional drivers, any fees and surcharges will be stated on your Rental Agreement Form.</p> <p>You will be responsible for all costs – whether they're down to you or your additional drivers. It is your responsibility to make sure all additional drivers read the terms set out in the Rental Agreement carefully before they drive the vehicle.</p> <p>We charge a fee for every <i>Additional Driver</i> we allow to drive the vehicle. Please see our Tariff conditions (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires).</p> <p>If you rent the vehicle for more than 12 days, you'll only be charged for a maximum of 12 days and get cover for the duration of your rental, up to 28 days.</p>
Out of hours pick-up service	<p>Some rental locations offer an out of hours pick-up service where you can collect the vehicle and any optional extras outside the rental location's normal opening hours.</p> <p>Please see our Tariff conditions (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires).</p> <p>Please provide at least 24 hours' notice, please contact the Reservations team to arrange.</p>
Meet and Greet	<p>Some rental locations offer a "Meet and Greet" service.</p> <p>Please provide at least 24 hours' notice, please contact the Reservations team to arrange.</p>

3. OPTIONAL EXTRAS – OTHER PRODUCTS

Special equipment	<p>Car seats</p> <p>We offer baby, infant, child and booster seats.</p> <p>A baby seat is typically suitable for a child from birth to 12 months old and weighing no more than 13 kilos.</p> <p>An infant seat is typically suitable for a child aged 9 months to 4 years old and weighing between 9 and 18 kilos.</p> <p>A child seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos.</p> <p>A booster seat is typically suitable for a child aged 8 to 11 years and weighing between 20 and 45 kilos.</p> <p>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.</p> <p>Please note: In France children must normally use a child car seat until they're 10 years old. Please refer to https://www.service-public.fr/particuliers/vosdroits/F628</p> <p>The fee for renting a seat is indicated in our Tariff conditions (https://www.avis.fr/a-propos-d-avis/conditions-tarifaires).</p> <p>If you rent the vehicle for more than 7 days, you'll only be charged a maximum of 7 days and get to use the seat for the duration of the rental, up to 28 days.</p> <p>If the seat is damaged, lost or stolen, you will have to pay for a replacement.</p> <p>All weather tyres.</p> <p>If the rental location you're hiring from is in an area where it is illegal to drive without all-weather tyres at certain times of the year, the vehicle will automatically be supplied with them – and the fee will be included in your rental fee or contract.</p> <p>If any all-weather tyre is damaged, lost or stolen, and if you are responsible for that, you will have to pay for a replacement pair.</p> <p>In the event that your rental does not already contain all-weather tyres and you want to have these tyres, please notify us at least 24 hours in advance.</p>
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Snow chains

In most of the French mountain municipalities (Alps, Corsica, Massif Central, Jura Montains, Pyrenees, Vosges Montains), it is mandatory in winter, under the Mountain Law, to have snow chains in the boot of the vehicle or to drive a vehicle equipped with winter tires. You can consult the list of municipalities affected by this obligation at the following link: <https://www.securite-routiere.gouv.fr/chacun-son-mode-de-deplacement/dangers-de-la-route-en-voiture/equipement-de-la-voiture/nouveaux>. The rental locations in these regions will offer you these different options depending on availability.

Your vehicle may in some cases be provided with snow chains on board. If you did not request snow chains and your vehicle is automatically equipped with them, they will only be charged when returning the vehicle if used during the rental. If you plan to drive in the municipalities affected by the mandatory equipment under the Mountain Law, for your safety and to comply with the regulations, we recommend that you subscribe this option when booking.

Snow chains may also be available from other rental agencies. The rental fees for snow chains are indicated in our Tariff conditions: <https://www.avis.fr/a-propos-d-avis/conditions-tarifaires>.

We cannot mount fit chains for you, and we cannot arrange for them to be fitted.

When you rent, you remain responsible for the snow chains made available with the vehicle. If snow chains are damaged, lost or stolen, you will be charged a replacement pair.

Ski Racks

Some rental locations offer ski racks. The fee for ski racks depends on where you're renting – please see our Tariff conditions (<https://www.avis.fr/a-propos-d-avis/conditions-tarifaires>).

Ski racks cannot 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 may have to pay

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

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

Travel Partner

This service provides assistance from language translation to lost property services and much more. We provide this service on behalf of a third party and will provide you with details when you pick up the vehicle. Travel Partner is available at the price indicated in our Tariff conditions (<https://www.avis.fr/a-propos-d-avis/conditions-tarifaires>).

* 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.

Thank you for choosing Avis