

BOOKING CONDITIONS

Reservation allows you to reserve a vehicle and extra options for collection at a pre-arranged date, time and place and for the agreed rental period.

The following conditions apply to reservations made via the website www.viaggiarent.com, Viaggiare Rent Call Center, via email (0424 1958079 - booking@viaggiarent.com) or directly at the rental stations.

Some conditions may vary in the case of bookings made through third-party intermediaries (brokers) or following a company contract; in this case the contractual conditions will be effective.

1. PRENOTAZIONE

The booked rate includes what is expressly indicated in the booking summary confirmed via email; any additional costs for supplements, accessories requested at the time of rental or other sums payable by the Customer as established by the General and Special Rental Conditions are excluded. The rental rates in force at the time of booking will be guaranteed until the signing of the Rental Contract by the Contract/Letter Customer, with which the contractual relationship is finalized. Until that moment no information or content assumes contractual significance nor is it offered to the public. When booking, the price category of the vehicle is guaranteed, but not a specific model. In the event of unavailability of the booked Vehicle, the Lessor reserves the right to replace it with one of a category corresponding to or higher than that chosen by the Customer at the time of booking; in case of further unavailability the replacement will take place with a lower category vehicle but with consequent recalculation of the rate. In the event of absolute unavailability to assign a Vehicle, or in the event of the Customer's opposition to the acceptance of a Vehicle other than the category booked, the Lessor's only obligation will be to refund the amount paid up to that point by the Customer for the rental of the vehicle. The refund will be made at the discretion of the Lessor by crediting the amount paid by the Customer to the card used for payment or by bank transfer.

By confirming the booking, the Customer declares to have read and accepted these conditions, as well as the general and specific rental conditions present on the website www.viaggiarent.com.

2. PAGAMENTO AL RITIRO

Payment for the rental, if not prepaid, is made at the rental station by credit card (VISA – MASTERCARD – AMERICAN EXPRESS), by debit card, prepaid and/or virtual (belonging to the VISA – MASTERCARD – MAESTRO – ATM circuit). Upon signing the Contract, the Customer undertakes to present his/her name card to the Lessor who will carry out the relevant pre-authorization as a security deposit according to the criteria established by the General and Special Rental Conditions. The card is necessary to guarantee the rented vehicle and the security deposit will be charged and/or retained on it (ATM, MAESTRO and all virtual cards are excluded). The Customer is required to check in advance the availability on the card of a sum sufficient to cover the requested deposit. This amount will be returned, unless an event has occurred that involves a charge as established by the General and Special Rental Conditions, at the end of the rental. The Lessor reserves the right not to deliver the vehicle if it does not deem the guarantees provided by the customer to be sufficient.

3. ONLINE PREPAYMENT

With prepaid online bookings the Customer pays the amount due for the rental period rate and for the extra options chosen at the time of booking confirmation. Extra options that cannot be prepaid at the time of booking are subject to the pay on collection policy. Online prepayment does not constitute a contract for the provision of the car rental service which will be concluded upon collection of the vehicle and will be subject to local laws and regulations. At the time of rental, the Customer, even in the case of a prepaid online booking, must present a credit or debit card in his name to block the security deposit according to the same conditions and methods provided for "payment upon collection".

4. BOOKING CHANGES

The Customer may modify the booking via the Viaggiare Rent call center (tel. N. 0039 0424 1958079) or via email (reservation@viaggiarent.com) with a minimum notice of 24 hours from the rental start date and time.

In the event that the Customer requests to be able to modify the relevant booking data (booked car group, pick-up/drop-off date/time, pick-up/drop-off station) the system may not guarantee the availability of the vehicle and/or the rate initially booked /prepaid. If, following the changes, the Customer owes an amount greater than that previously booked (in case of payment on collection) or paid (online advance payment), the Customer will have to pay the difference with a new payment. If the balance amount is lower, no refund will be due and the difference will be retained as a penalty.

5. WAIVER OF RESERVATION

The Customer may cancel the reservation made on the website www.viaggiarent.com via the Viaggiare Rent call center (tel. N.0039 0424 1958079) or via email (reservation@viaggiarent.it) without any additional cost to be paid if made within 24 hours before the scheduled time for collecting the vehicle; however, if the cancellation request is made within a shorter period of time, the Customer will be entitled to obtain a voucher that can be used on a subsequent booking, unless there is a demonstration of just cause underlying the request and the impossibility of collection. The amount of the voucher will be equal to the prepaid amount minus the 30% penalty and will be usable by December 31st of the year of issue. In any case, the cancellation request must be formalized via email to booking@viaggiarent.it. No refund will be provided for failure to collect if the Customer does not possess the requisites/documentation necessary to stipulate the Contract (valid driving licence, valid credit card in his name, etc.).

The Customer expressly authorizes the Lessor to charge the amounts of the aforementioned penalties to the credit card indicated at the time of booking.

6. NO SHOW

If the Customer does not show up at the end of the rental without having communicated the cancellation of the reservation, he will be charged a penalty equal to the entire amount of the reservation and possibly prepaid upon confirmation of the same. The Lessor undertakes to honor the reservations accepted when the Customer shows up at the rental station counter indicated on the confirmed day and time, with a maximum tolerance of 1 hour. If the Customer shows up after the expected tolerance, the Lessor is exempted from delivering the vehicle without this leading to contractual breach of the same.

7. OUT OF HOURS

The Customer is required to show up to collect the vehicle no later than the closing time of the rental station. It is possible to collect the car outside the office opening hours by paying a supplement of €50.00 within one hour and €70.00 after two hours of closing.

8. RENTAL REQUIREMENTS

At the time of rental, the Customer and each authorized driver must show a valid national driving license or permit that allows them to drive the rented vehicle, a valid means of payment accepted by the Lessor, as well as a personal identification document or passport. If the Customer is in possession of a driving license issued by a foreign country outside the EU, it is necessary to also show the international driving license. In the case of a license with characters other than Latin ones and numbers other than Arabic ones (for example Cyrillic, Hebrew, Chinese, etc.), in addition to the international driving license, a sworn translation of the license is required. Both the Customer and each authorized driver, for all categories of vehicles, must be between 25 and 75 years old and must be in possession of a valid driving license from an EU/EFTA country suitable for the type of vehicle rented, issued for at least 12 months and expiring after the rental period. Drivers aged under 25 and over 75 are allowed access to rental with the application of a daily price supplement in relation to some categories of vehicles determined by the Lessor based on age groups, however for some categories of vehicles there are specific limitations regarding the age of the driver and/or the duration of possession of the driving license which cannot be waived by applying the supplement. The Customer is invited to consult the general and specific rental conditions to verify the conditions required for each type of vehicle.

No refund relating to the booking will be due and any prepaid amount will be retained as a penalty, if the Customer does not meet the requirements for collecting the vehicle at the time of rental, including in particular:

- Not being in possession of a valid identity document;
- Does not have a valid driving license issued for at least 1 (one) year in a category suitable for the characteristics of the rented vehicle;
- You do not have a credit or debit card in your name with an expiry date of no less than 3 (three) months;
- Do not provide a credit or debit card without the credit limit necessary to cover the cost of the rental, any extra services and the security deposit (where required).

In the event that the Customer uses a rental period shorter than the one booked and prepaid, the unused days will not be refunded.

For anything not expressly provided for in these conditions, the general and specific rental conditions apply.