

# **BOOKING CONDITIONS**

Reservation allows you to reserve a vehicle and additional options for collection at a previously agreed date, time and place and for an agreed rental period.

The following conditions apply to reservations made via the website [www.viaggiarent.com](http://www.viaggiarent.com), the Viaggiare Rent telephone customer service center, via email (+48 662027112- [info@viaggiarent.pl](mailto:info@viaggiarent.pl)) or directly at rental points. Some conditions may differ in the case of reservations made through external intermediaries (brokers) or on the basis of a business agreement, in which case the contractual conditions apply.

#### **1. RESERVATION**

The reserved rate includes what is expressly stated in the booking summary confirmed via email. Any additional costs related to extras and accessories ordered at the time of rental or other amounts charged to the Customer in accordance with the General and Special Rental Conditions are excluded.

The rental rates applicable at the time of booking are guaranteed until the Customer signs the Rental Agreement/Rental Letter, by which the business relationship is finalized. Until then, no information or content will have contractual significance, i.e. will not be the subject of the offer. When booking, the price category of the vehicle is guaranteed, but not the specific model. In the event of unavailability of the reserved Vehicle, the Lessor reserves the right to replace it with a vehicle of a category corresponding to or higher than the category selected by the Customer at the time of booking. In the event of further unavailability, the replacement will be made with a vehicle of a lower category, but with an appropriate tariff conversion. In the event of total impossibility of allocating the Vehicle or in the event of the Client refusing to accept a Vehicle of a category other than the one booked, the Lessor's sole obligation will be to return the amount paid by the Client for the rental of the Vehicle until that time. The refund will be made at the Lessor's discretion by returning the amount paid by the Client to the card used for payment or by bank transfer. By confirming the reservation, the Client confirms that he has read and accepted these conditions, as well as the general and special rental conditions on the website [www.viaggiarent.com](http://www.viaggiarent.com).

#### **2. PAYMENT ON DELIVERY**

Payment for the rental, if not prepaid, is made at the rental point by credit card (VISA - MASTERCARD - AMERICAN EXPRESS), debit card, prepaid card and/or virtual card (belonging to the VISA - MASTERCARD - MAESTRO - BANCOMAT system). By signing the Agreement, the Client undertakes to present to the Lessor his/her personal card, which will be pre-authorized as a security deposit in accordance with the criteria specified in the General and special rental conditions. The card is required to guarantee the rental of the vehicle and the deposit will be debited and/or retained from it (ALL DEBIT and/or prepaid cards, as well as cards from the BANCOMAT, MAESTRO system and all virtual cards are excluded). The Client is obliged to check in advance whether there is a sufficient amount on the card to cover the required deposit. This amount will be refunded, unless a chargeable event has occurred in accordance with the General and Special Rental Conditions, after the end of the rental period. The Lessor reserves the right not to hand over the vehicle if it does not consider the guarantees provided by the customer to be sufficient. In the case of rental using a debit and/or prepaid card, the customer declares that he has been informed in advance by the Lessor that the use of a debit/prepaid card automatically triggers the "Cover Comfort" convention liability limitation, which is necessary to be able to pick up the vehicle at the rental station. The customer accepts the costs associated with this and undertakes to pay them to the Lessor in addition to the rental fee. The vehicle will be rented using the selected cards at the discretion of the Lessor, who reserves the right to refuse to hand over the car if he considers the guarantees provided by the customer to be insufficient.

#### **3. ONLINE PREPAYMENT**

In the case of prepaid online reservations, the customer pays the amount due for the rental period and additional options selected at the time of confirmation of the reservation. Additional options that cannot be paid in advance at the time of reservation are subject to the terms of payment on delivery. Online prepayment does not constitute a contract for the provision of the car rental service, which will be concluded at the time of 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 prepaid online reservation, must present a credit or debit card in his name to block the deposit on the same terms as for payment on delivery.

#### **4. CHANGES TO BOOKING**

The Client may change the reservation via the Viaggiare Rent hotline (tel. no. +48 662027112) or via e-mail (info@viaggiararent.pl) at least 24 hours in advance of the rental start date and time. In the event that the Client requests the possibility of changing essential reservation data (booked car group, pick-up/drop-off date/time, pick-up/drop-off point), the system may not guarantee the availability of the car and/or the rate originally booked/paid in advance. If as a result of the changes the Client owes a higher amount than previously booked (in the case of payment on delivery) or paid (online prepayment), the Client will settle the difference by making a new payment. If the balance is lower, the refund will not be due and the difference will be retained as a penalty.

## **5. CANCELLATION OF BOOKING**

The Client may cancel a reservation made on the website [www.viaggiararent.com](http://www.viaggiararent.com) via the Viaggiare Rent hotline (tel. no. +48 662027112) or by e-mail (info@viaggiararent.pl) without incurring any additional charges, if done before 24 hours before the scheduled pick-up time. If the cancellation request is submitted within a shorter period, the Client is entitled to receive a voucher that can be used for a subsequent reservation, unless a justified reason is demonstrated in the case of the request and the impossibility of collection. The amount of the voucher will be equal to the prepaid amount reduced by a 30% penalty and can be used until December 31 of the year of issue. In any case, the cancellation request must be formally submitted by e-mail to info@viaggiararent.pl. There is no refund provided in the event that the Client does not collect the vehicle due to the Client not meeting the requirements or not having the documents necessary to conclude the Agreement (a valid driving license, a credit card in his name, etc.). The Client expressly authorizes the Lessor to charge the above-mentioned penalties to the credit card indicated during the reservation.

## **6. CUSTOMER NO SHOW**

If the customer does not show up to complete the rental without informing about the cancellation of the reservation, he will be charged a penalty equal to the full amount of the reservation and the amount possibly prepaid after the confirmation of the reservation. The Lessor undertakes to honor accepted reservations when the Customer shows up at the cash desk of the specified rental point on the confirmed day and time, with a maximum tolerance of 1 hour. In the event that the Customer shows up outside the agreed hourly tolerance, the Lessor will be released from the obligation to deliver the vehicle, which will not constitute a breach of contract on the part of the Lessor.

## **7. RENTAL REQUIREMENTS**

At the time of rental, the Client and each authorized driver must present a valid national driving license or permit for driving the rental vehicle, a valid means of payment accepted by the Lessor and an identity document or passport. If the Client has a driving license issued by a country outside the EU, an international driving permit must also be presented. In the case of driving licenses with characters other than the Latin alphabet and numerals other than Arabic numerals (e.g. Cyrillic, Hebrew, Chinese, etc.), a certified translation of the driving license is required in addition to the international driving license. Both the Client and each authorized driver, for all car categories, must be between 25 and 75 years of age and hold a valid driving license from an EU/EFTA country appropriate for the type of vehicle being rented, issued at least 12 months ago and expiring after the rental period. Drivers under 25 and over 75 may hire a vehicle at a daily surcharge for certain vehicle categories as determined by the Lessor based on their age group, however, for some vehicle categories there are specific restrictions regarding the driver's age and/or the period of holding a driving licence which cannot be waived by applying a surcharge. The Client is requested to refer to the general and special rental conditions to check the conditions required for each type of car.

A refund will not be due in relation to the booking and any prepaid amounts will be retained as a penalty if the Client fails to comply with the requirements for collection of the vehicle at the time of hire, including but not limited to:

- Does not have a valid identity document;
- Does not have a valid driving license issued at least 1 (one) year ago in the category appropriate to the characteristics of the rented vehicle;
- Does not have a credit or debit card in his/her name with an expiry date of at least 3 (three) months.
- Does not provide a credit or debit card with a limit necessary to cover the rental costs, any additional services and the deposit (if required).

If the client uses a shorter rental period than the one booked and paid for in advance, the fee for the unused days will not be refunded.

For any matters not expressly stated in these conditions, the General and Special Rental Conditions apply.