

BOOKING CONDITIONS

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

The following conditions apply to reservations made via the website www.viaggiarent.com, the Viaggiare Rent Call Center, via email (0039 0424 1958079 – reservation@viaggiaresrl.it) or directly at the rental stations. Some conditions may vary in case of booking made through third-party intermediaries (brokers) or following a company agreement; in this case the contractual conditions will be effective.

1. RESERVATION

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 chargeable to the Customer as established by the General and Specific Rental Conditions are excluded.

The rental rates in force at the time of booking will be guaranteed until the Customer signs the Rental Contract/Letter, with which the contractual relationship is finalized. Until that moment no information or content assumes contractual significance or is 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 when booking; in case of further unavailability the replacement will take place with a lower category vehicle but with consequent recalculation of the fare. In the event of absolute unavailability to assign a Vehicle, or in the event of the Customer's opposition to accepting a Vehicle other than the category booked, the Lessor's only burden 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 Lessor's discretion by crediting the sum paid by the Customer to the card used for payment or by bank transfer.

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

2. PAYMENT ON COLLECTION

The rental payment, 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 – BANCOMAT circuit). At the time of signing the Contract, the Customer undertakes to present a nominative credit card on which the Lessor will carry out the relative pre-authorization as a security deposit according to the criteria established by the General and Specific Rental Conditions.

The credit card is required to guarantee the rented vehicle and the security deposit will be charged and/or retained on it (ALL DEBIT and/or prepaid cards, and cards from the BANCOMAT, MAESTRO and all virtual cards are excluded). The Customer is required to first check the availability on the credit card provided of a sufficient amount to cover the required deposit. This amount will be refunded, unless an event has occurred that leads to a charge as established by the General and Specific Rental Conditions, at the end of the rental. The Lessor reserves the right not to deliver the vehicle if it deems the guarantees given by the customer to be insufficient. The Customer, previously informed also through the option of consulting these Rental conditions published on the Lessor's website, acknowledges that in the event of failure to present the nominal credit card required for the security deposit and if a Debit and/or Prepaid Card is accepted as a replacement (cards belonging to the VISA, MASTERCARD circuit, nominal, and all virtual cards are excluded), in order to proceed with the delivery of the vehicle the Lessor will require the mandatory activation of the conventional "Cover Comfort" limitation of liability, the relative cost of which (available on the website www.viaggiarent.com) the Customer accepts and undertakes to pay to the Lessor in addition to the rental fee.

If the Customer refuses to activate the aforementioned Comfort Cover and is unable to provide a valid credit card for pre-authorization purposes, the Lessor reserves the right not to enter into the rental contract and not to deliver the vehicle.

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 stipulated 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 on collection".

4. CHANGES TO THE RESERVATION

The Customer may modify the reservation via the Viaggiare Rent call Center (tel. N. 0039 0424 1958079) or via email (reservation@viaggiarerent.it) 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 relevant booking data (booked car group, collection/return date/time, collection/delivery station) the system may not guarantee the availability of the vehicle and/or rate initially booked/prepaid. If, following the changes, the Customer owes an amount greater than that previously booked (in case of payment upon collection) or paid (online prepayment), 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.viaggiarerent.com via the Viaggiare Rent call Center (tel. N.0039 0424 1958079) or via email (reservation@viaggiarerent.it) without any additional charge to be borne by him if made before 24 hours before the time set for collection of the vehicle; however, if the cancellation request is made in a shorter period of time, the Customer will have the right to obtain a voucher that can be used on a subsequent booking, unless there is 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 a 30% penalty and will be usable by December 31st of the year of issue. In any case, the cancellation request must be formally made by e-mail to the address reservation@viaggiarerent.it No refunds will be provided for failure to collect if the Customer does not possess the requisites/documentation necessary for the stipulation of the Contract (valid license, valid credit card in his/her name, etc.).

The Client 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 for the conclusion 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 counter of the rental station 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 delivery of the vehicle without this implying breach of contract 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 after 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 enables them to drive the rented vehicle, a valid means of payment accepted by the Lessor, as well as an identity document personal or passport. If the Customer has a driving license issued by a foreign non-EU country, it is also necessary to show an international driving permit. In the case of a license with characters other than Latin characters and numbers other than Arabic numbers (for example Cyrillic, Hebrew, Chinese, etc.), in addition to the international driving permit, a sworn translation of the license is required. Both the Customer and each authorized driver, for all car categories, must be between 25 and 75 years of age as well as be in possession of a valid driving license from an EU/EFTA country which qualifies 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 certain categories of vehicles determined by the Lessor depending on the age groups, however for certain categories of vehicles have specific limitations regarding the age of the driver and/or the duration of possession of the

driving license which cannot be waived through the application of 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:

- Do not have a valid identity document;
- Does not have a valid driving license issued for at least 1 (one) year in a category suited to the characteristics of the rented vehicle;
- Does not have a credit or debit card in his 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 in these conditions, the general and specific rental conditions apply.