

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@viaggiarent.com) 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 booking or at the time of signing the Contract, the Customer is required to present a nominal credit card on which the Lessor will carry out the relevant pre-authorization as a security deposit according to the criteria established in Art. 9) and in the amount established in the Special Rental Conditions available on the Lessor's website.

The credit card is mandatory as a guarantee for the rented vehicle and is necessary for the purposes of the security deposit, for the constitution of which ALL DEBIT and/or prepaid cards, and cards of the BANCOMAT, MAESTRO and all virtual cards are excluded). The Customer is required to obtain the authorization PIN in advance and to verify the availability on the credit card of the amount sufficient to cover the deposit required for the category of rented vehicle. The Lessor has the right to request an additional pre-authorization from the Customer in the presence of particular circumstances that arise, including: change of vehicle following an accident/damage to the first vehicle, theft of the vehicle. The Lessor undertakes to release the pre-authorization amount 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 and under the conditions indicated in the following art. 9.

The Lessor reserves the right not to deliver the vehicle if, at its sole discretion, it deems the guarantees given by the Customer to be insufficient.

The Customer, previously informed also through the option to consult these Rental conditions published on the Lessor's website, acknowledges that in the event of failure to present the requested nominal credit card and if a Debit and/or Prepaid card is accepted as a replacement (cards belonging to the VISA, MASTERCARD, nominal circuits, 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 in addition to the rental fee.

If the Customer refuses the activation of the aforementioned Cover Comfort and/or the payment of the relative fee and is unable to provide a valid nominal credit card for the purposes of pre-authorization, the Lessor reserves the right not to stipulate 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@viaggiarent.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.viaggiarent.com via the Viaggiare Rent call Center (tel. N.0039 0424 1958079) or via email (reservation@viaggiarent.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@viaggiarent.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

When picking up the vehicle, the Customer and each authorized driver must show a valid national driving license or permit that authorizes them to drive the rented vehicle, a valid means of payment accepted by the Lessor, in addition to an identity card or passport. If the Customer has a driving license issued by the Greek State or by a non-EU foreign State, it is also necessary to show an international driving permit. In the case of a driving 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 certified translation of the driving license is required, under penalty of non-acceptance and the impossibility of the Lessor to deliver the vehicle. Both the Customer and each authorized driver, for all categories of cars, must be between 24 and 75 years of age and be in possession of a valid driving license from an EU/EFTA country that authorizes the type of vehicle rented, issued at least 12 months ago and expiring after the rental period.

Drivers between 19 and 23 years of age and between 76 and up to 85 years of age are allowed access to the rental limited to vehicle categories A-B and C upon payment of the relevant "young driver" and "senior driver" supplement at the cost indicated in the "special rental conditions" published on the Lessor's website.

The Lessor represents that in any case in relation to certain categories of vehicles there are specific limitations in relation to the age of the driver and/or the duration of possession of the driving license that cannot be waived through the application of the supplement. When the Customer is unable to present the required documents at the time of collection of the vehicle or is over 85 years of age, the Lessor may refuse to deliver the vehicle and/or to conclude the contract, or withdraw from it if already signed, without this entailing any breach of contract by the Lessor or any obligation to pay compensation/indemnity for any reason whatsoever. In any case, the Lessor reserves the right to refuse to conclude the rental contract at its own discretion.

In order to stipulate the rental contract and to collect the vehicle, as well as for the purposes of validating the reservation, the following documents of the Customer and of each authorized driver must be provided to the Lessor in original, excluding digital reproduction:

a) identity document (identity card or passport);

- b) in the event that the Customer is the legal representative of a Company, a Chamber of Commerce certificate is required;
- c) driving license issued at least 1 (one) year ago in a category appropriate to the characteristics of the rented vehicle;
- d) a credit card with a nominal expiry date of no less than 3 (three) months after the date of return of the vehicle.

The Lessor undertakes to honor the reservations accepted when the Customer, equipped with the aforementioned documentation, shows up at the counter of the rental station indicated on the day and at the time confirmed, with a maximum tolerance of 1 hour. If the Customer shows up after the expected tolerance, the Lessor is exempt from delivering the vehicle without this implying breach of contract by the same.

The Customer may request a refund of the amount paid for the online reservation made exclusively on the website www.viaggiarent.com, if the cancellation of the reservation is made before 24 hours before the time set for the collection of the vehicle; if, however, the cancellation 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 reservation, unless proof of the just cause underlying the request and the impossibility of collection is demonstrated. The amount of the voucher will be equal to the prepaid amount minus a 30% penalty and can be used by December 31 of the year of issue. In any case, the cancellation request must be formally made by email to reservation@viaggiare.it.

No refunds will be provided for failure to collect if the Customer does not have the requirements/documentation necessary to enter into the Contract (valid driving license, identity card or passport, credit card in his/her name). In the case of a reservation made through third-party sites or intermediaries (brokers), the refund, where applicable, must be requested from the third party through whom the reservation was made, according to the terms and methods established by the latter.

In the event that the Customer uses a rental period shorter than that 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.