



GENERAL RENTAL CONDITIONS

Our rates include:

unlimited mileage (except when indicated differently), theft and damage penalty reductions, Air Conditioning and radio, road tax, airport surcharge (for pick ups at airport locations), downtown surcharge (for pick ups at downtown locations), preparation of the vehicle, registration fees.

Our rates do not include:

total elimination of Damage and Theft penalties, one way supplement, fuel, refuelling service charge, fuel, fines, optional clauses.

IMPORTANT INFORMATION

Driving on unpaved roads is strictly forbidden.

The vehicle must be dropped off during offices opening hours. If customer returns the vehicle when our local office is closed, he will be held responsible for any damages occurred to the car during the time between the vehicle has been parked and the opening of our office when our local staff collect it. Moreover, an out of hour fee will be applied.

- Minimum and maximum age:

For the rental of vehicle, the minimum driver's age is 18 years provided that the payment of a daily supplement called "young driver" has been applied. The cost of the "young driver" supplement (please refer to the quotation on the website) can be payable locally and to its amount the airport or downtown surcharge and the VAT must be added. The "young driver" supplement will be charged until a maximum of 10 rental days.

The drivers whose minimum age is of 23 years old can rent the every vehicles without paying for the above "young driver" supplement.

For all car groups, the maximum age permitted for all car groups is 80 years old.

- Insurance:

Our rates are inclusive of a maximum of € 6.000.000,00 per single accident covering public liability, animals and property.

- Payment for short term rental:

For the rental payment, the driver must be in possession, upon pick up of vehicle, of a valid non-electronic credit card with embossed numbers and registered under his name. In case of missing credit card with these requirements, it will not be possible to enter the rental agreement and deliver the vehicle. Moreover, it is necessary that the driver's credit card has enough credit to cover the amount which will be frozen on it as a warranty upon pick up of vehicle.

HEADQUARTERS

Via Trieste, 2 - 48122 Ravenna

Tel 0544 422985 / Tel 328 0032452 / Tel 333 1847004 / Fax 0544 591675

E-mail: t.rent@libero.it

ADMINISTRATIVE OFFICE

Tel 0544 591675 / Tel 335 5482289



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We accept international American Express, Diner's, VISA, Master Card credit cards.

No cash deposits, cheques, cash point cards, electronic or debit cards are not accepted unless it is authorized by our office.

When entering the rental agreement, a precautionary deposit for the rental amount, the fuel and of the penalties reductions possibly signed for locally will be frozen on the driver's credit card. This deposit will be unfrozen if the vehicle is not stolen and if it is returned undamaged and with a full tank.

- Fuel and Refuelling Charge:

All vehicles are delivered with a full tank of fuel (unleaded gasoline or diesel). Should

the vehicle be returned without a full tank of fuel a charge of € 15,00 for refuelling service will be applied for each vehicle in addition to the cost of the missing fuel.

- Out of hour fee:

For pick ups of vehicles out of the working hours, an out of hour charge will be applied locally. The amount of this fee will be of € 31,00 between 23:00 PM and 00.00 AM and of € 70,00 after 00:01 AM.

Please be clearly advised that all out of hour pick ups are on request and subject to our confirmation.

- Late returns:

For vehicle drop offs, a maximum tolerance of 59 minutes is allowed after which an extra day rental will be charged.

ACCESSORIES:

All accessories are on request and subject to confirmation.

SNOW CHAINS

Car groups	Cost
All car groups	€ 6,00

BABY SEAT

Car groups	Cost
All car groups	€ 6,00

SKI RACK

Car groups	Cost
All car groups	€ 34,00

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- GPS Portable Navigation System:

It is possible to book the GPS Navigation System when booking the vehicle. Customer must leave the GPS to our local office staff and only when the office is OPEN.

IT IS NOT ALLOWED RETURNING THE GPS WHEN THE OFFICE IS CLOSED.

The relevant GPS supplement, to be paid upon pick up of the vehicle, is of € 6,00 per day from 1 to 6 days; of € 40,00 for weekly rentals (7 days). For rentals whose length is from 8 days onwards, the daily cost will be 1/7 of the weekly rate. In case of theft and/or damage and/or loss regarding the GPS, a full declaration of the facts will have to be handed out to the local office and a charge of a penalty of € 180,00 will be applied.

In case of loss of the GPS cable and/or loss of GPS bag and/or loss of GPS windshield holder, a penalty of € 30,00 will be applied for each lost item.

- Delivery and collection:

T-Rent can also deliver and collect the vehicle to and from client's hotel. In this case, all necessary details must be supplied (hotel address, pick up time, phone number etc..) upon booking.

The client is required to pay a supplement locally. For more information please call our Reservations Department at the number 0544 422985

- Extra drivers:

For each additional driver, a supplement of € 6,00 per day must be paid locally upon pick up of the vehicle.

- Oil and Maintenance:

Any expenses for engine oil will be reimbursed upon delivery of a regular receipt made out to T-Rent Autonoleggi. No other types of expenses will be reimbursed without prior authorisation from our desk staff.

- Type of vehicle:

Although T-Rent endeavours to deliver the vehicle requested by the client, a specific car model cannot always be guaranteed. In the case that the booked car group is not available, another vehicle of a higher category will be delivered without any extra charge.

- Fines, highway tolls and parking tickets payment:

All fines issued further to a violation of the Street Code and/or missing tolls and/or parking tickets issued during the rental period will be notified to the customer.

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Moreover, client will be charged on his credit card for a supplement of € 50,00 as handling fee per fine and/or missing toll and/or parking ticket.

- No Show:

In case client does not pick the vehicle up within 2 hours from the original pick up time reported on the reservation, the vehicle may no longer be available at his arrival unless he has communicated, when booking, the arrival flight number and a working and regularly contactable mobile phone.

- 24 Hours Assistance

In case of accident in Italy, client can contact the 24 hours Assistance at the number written in the key.

- Cross border information:

Our cars can be driven into EU countries.

It is absolutely forbidden to drive the vehicles into the following countries :

Albania, Algeria, Bulgaria, Independent States Community (ex URSS), Czech Republic, Poland, Romania, Slovakia Republic , Hungary, ex Yugoslavian States, Tunisia, Morocco, Syria, Eastern European Countries, Turkey, Greece, Malta, Cyprus, unless they are authorized by our Office.

IMPORTANT NOTICE !!

In case of theft and/or accident and/or damage of any kind occurred in the above mentioned non-authorized countries , the driver will be held totally for any event even if he has undersigned the Car Protection Plus and/or Pai

Plus clauses and is obliged to hand out a written and detailed report regarding the event anyway.

The customer is obliged to check carefully the conditions of the vehicle before leaving the parking area Should the client notice any difference regarding the conditions of the vehicle upon signing the rental agreement, he must immediately inform the desk staff.

The customer will not be able to complain about any difference on the conditions of the vehicle he will notice after signing the rental agreement and the Check Out sheet and after the delivery of the vehicle as he will be deemed the only responsible about them. Any complaint arising for such matters will not be accepted.

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IT IS ABSOLUTELY FORBIDDEN DRIVING ON UNPAVED ROADS. Customer is totally responsible for any damages occurred to the vehicle due to driving on unpaved roads.

- Pets on board:

No pets on board of the rented vehicle are accepted.

CONDITIONS FOR THE ON LINE PAYMENT

For the on-line payment the following conditions are valid (together with those valid for the payment upon pick up of vehicle).

The prepaid rate cannot be cumulated with other promotions.

Credit cards:

Customer has to pay the amount of the rental by credit card upon completion of the reservation authorising unconditionally T-Rent Autonoleggi to the charge of the amount reported on the prepaid voucher. Upon pick up of vehicle, customer must be in possession of a valid, non-electronic credit card with embossed numbers and registered under his name. In case this is missing, the rental agreement will not be entered and the vehicle not delivered. Moreover, it is necessary that the credit card has enough money availability to cover the amount which will be frozen upon entering the rental agreement. If one or more of the above conditions occur, Customer will be refunded for the rental amount minus a penalty of € 50,00. The amount of the penalty will be of one (1) rental day if the value of the prepaid voucher is not higher than € 50,00.

Cancellations:

To cancel the reservation, customer has to contact our call center either by phone 0544 422985 or by e-mail at t.rent@libero.it without any penalty provided that the reservation is cancelled at least 2 days before the start of the rental. If the reservation is cancelled 5 days before, a penalty of € 50,00 will be charged.

Amendments:

No amendments to the reservation can be made

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Charges of extras:

All charges relevant to extras and/or supplements signed for upon pick up of vehicle

or occurred during the rental will be applied on the credit card left by customer as a warranty.

No Show:

In case of no show of the vehicle within 2 hours after the pick up time reported on the

reservation, the vehicle may no longer be available at the desk, unless he has informed the pick up location staff in advance about any delay even if he has added the arrival flight number and a contact number. In case of no show customer is not entitled to any refund.

Extension of rentals:

All extensions of prepaid rentals will be charged at our official rate.

Days not used:

Days not used are not refundable.

Requests of refund:

Any requests of refund must be made contacting our call center either by phone 0544 422985 or by e-mail at t.rent@libero.it

- Client's responsibility in case of damage and theft of the rented vehicle Theft/Fire penalty.

In case of theft/fire, client will be responsible for the here below penalties, whose amount will be frozen on the driver's credit card upon pick up of vehicle.

Car Groups	Amount
B – C	€ 1.100,00
D – E	€ 1.500,00
F – G	€ 2.100,00
H – O	€ 2.600,00

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Damage Penalty : in case of damages occurred to the vehicle, client will be responsible for the here below penalties, whose amount will be frozen on the driver's credit card upon pick up of vehicle.

The penalties for theft/fire and/or damage are considered per single event. The rental agreement contains specific information about the rules regarding the responsibility in using the vehicle. Among these pieces of information, it is particularly important the compliance to the rules about the correct and diligent use of the rented vehicle (such as avoiding to drive the vehicle on unpaved roads and sticking to the usual rules of attention and maintenance) as well as the compliance to the traffic rules. In case of any default or breach of such rules, the customer will be deemed the only responsible for any damage occurred, even if a clause for the elimination / reduction liability has been subscribed. In the light of this, for further details, all customers are kindly invited to go through the current General Conditions carefully.

We also remind that, in addition to the circumstance clearly stated by law, the reduction / reduction of liability will be not effective in case of malice or gross negligence, as per the article 1229 of the Civil Code.

- SUPPLEMENT FOR THE ELIMINATION / REDUCTION OF DAMAGE AND THEFT/FIRE PENALTIES CAR PROTECTION PLUS

Car Groups	Daily cost plus 16% apt/dt surcharge plus VAT
B/C	€ 12,00
D – E	€ 14,00
F – G	€ 18,00
H - O	€ 20,00

The customer who wishes to travel without any troubles can eliminate the penalties for damage and/or theft/fire undersigning the Car Protection clause, including it upon booking (please see the special box of the “applicable supplements” in the quotation step).

The Car Protection Plus clause, which is not an insurance, **includes**:

- total elimination of the damage penalty;
- total elimination of the theft/fire penalty, except for all rentals beginning in Campania, Apulia, Calabria and Sicily. In such cases, the theft/fire penalty is not

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eliminated totally but the client will still be responsible for the here below non-waiverable amounts:

Car Groups	Non-waivable amount (plus VAT)
B – C	€ 200,00
D – O	€ 400,00

The Car Protection Plus clause, which is not an insurance, **does not include:**

- Loss and/or damages and/or theft of the car papers. In such cases, client will be charged for a supplement of 50,00 plus VAT;
- Loss and/or damages and/or theft of the car keys. In such cases, client will be charged for a supplement of **250,00** plus VAT;
- Loss and/or damages and/or theft of the registration plates (or even just one of them). In such cases, client will be charged for a supplement of 360,00 plus VAT;
- damages to the vehicle deriving from violation of the Traffic Regulation Code.

PAI PLUS CLAUSE

The cost of PAI Plus clause is of € 10,00 per day and states the coverage for driver's personal accident as per the limit here below reported:

Warranty Amount in € Franchise - Duration

Warranty	Amount (€)	Franchise /duration	
Death or permanent disability	60.000	Franchise	3%

- Damages caused by vegetation:

Customer will be liable for any damages caused to the vehicle due to vegetation (even if has subscribed the extra clause) as this can be considered his negligence to drive the car in the countryside or in places where the vegetation can cause scratches and damages to the vehicle.

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- Procedure in case of accident:

In case of accident, with or without third party, a written and detailed declaration must be handed out according to the rules established by law. In case of accident with a third party, it is absolutely necessary to report registration number, insurance company details, name and surname of the driver and of all possible witnesses, name and surname of the owner of the vehicle (which can be found on the car papers).

In case of an accident with a third party classified as passive, or of an accident without a third party and in presence of new damages found upon returning the vehicle, if the extra clauses has not subscribed to eliminate the damage penalty, the following procedure will be followed:

- the drop off location will freeze an amount on customer's credit card for precautionary purposes without applying any charge;
- once the quotation of the damage has been made by a qualified expert, from the amount previously frozen on client's credit card only the real amount of the damage will be actually charged. The customer will be sent at his address all the relevant documents.

Only in case of an active accident and with the binding presence of a counter-part who subscribes the form for "friendly dispute" of the accident (CID) the amount contractually stated as damage responsibility will not be charged. If the third party's insurance company does not pay the damage because the here above form (CID) results incomplete, inadequate, or the accident results being in contributory negligence or passive, the amount of the damage caused to our vehicle up to a maximum of the damage penalty contractually stated will be claimed by Auto Europa – Sicily by Car S.p.A.

If client requires the replacement of the vehicle in case of accident and/or theft and/or fire and or breakdown of the vehicle, Auto Europa – Sicily by Car S.p.A. will have the right not to meet such a request in the event it could be presumed that the accident and/or theft and/or fire and/or breakdown of the vehicle was caused by the negligence and general unreliability of the customer under the circumstances of the conduction of the rented vehicle. It is understood that, in every case, Auto Europa – Sicily by Car S.p.A has full discretionary power not to proceed further in the execution of the rental agreement because of the perishment of the rented vehicle. Also, T-Rent will have the right not to give the vehicle to customers who have made a confirmed reservation through the web-site if, when customer physically signs the

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rental agreement, T-Rent does not deem him, exclusively according to the its discretionary power, eligible to all the terms and conditions clauses which rule the rental agreement.

- Complaints:

Any complaints must be received by our main office within **20** days after the completion of the rental agreement.

Any legal action arising from the rental agreement will be brought exclusively before the relevant Court sitting in Ravenna.

Since the rental will take place in Italy, the rental agreement will be regulated by Italian Law. In the event of any controversy, dispute or legal action regarding the rental agreement, Italian Law will be applied before any Authority or Court.

For anything not expressly specified, you have to refer to the general rental terms and conditions reported on the rental agreement and to the Civil Code.

Notice! Rates and conditions subject to change without prior notice.

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