



TERMS AND CONDITIONS

RATES AND CONDITIONS ARE SUBJECT TO CHANGES DURING THE YEAR WITHOUT PRIOR NOTICE.

For the costs and supplements please refer to the "SERVICES, ANCILLARIES AND SUPPLEMENT" section here attached.

DRIVING LICENCE

- A valid licence issued at least 12 months before is needed.
- Driving licence must be provided with the driver's picture, written in Latin letters and non-damaged, otherwise they must be accompanied by an International driving licence.
- Military driving licences are not accepted.
- International driving licences are required for licences not written in Latin letters. International driving licences are only valid outside the country of origin and when presented along with the original driving licence. International driving licence cannot be replaced by any other translated documents.
- Driving licences must be always accompanied by an Identity card for the EU citizens and by a Passport for the non-eu citizens.

ADDITIONAL DRIVER

- In addition to the customer who signs the contract, additional driver can be authorised by paying an "Other Authorized Drivers Surcharge" for the duration of the rental. Any additional driver must be present upon pick up of the vehicle and have same requirements of the lead driver. Customer is obliged to communicate to the car hiring location at rental start any other person that might drive the vehicle; therefore he will be held responsible in any case. If driver is less than 25 years old a young driver fee will be charged in addition.

YOUNG DRIVER

Required age to rent with Maggiore is 25 years old. If the renter is younger than 25 years old the following policy will apply:

- Drivers between 19 and 20 years old can only rent car groups ECMR (B) NBMR (A).
- Drivers between 21 and 25 years old are allowed to drive only the following car groups: ECMR (B), NBMR (A), EDMR (C), CDMR (D), CWMR (E), DBMR (U), IMMR (O), IDMR (F), IXMR (X), IWMR (K), EDAR (I) IDMR (F)

PAYMENT

- Maggiore accepts all major credit cards except for the electron and the prepaid ones.
- Customer is subject to a guarantee deposit that is equal to the deductibles amounts + any additional service cost (including fuel and refuelling) and net cost of rental due on arrival.
- For particular groups of vehicles and/or in particular areas, the Rental Location Agency may require two credit cards.

FUEL

- Vehicles are rented with a full tank and should be returned with the same, otherwise besides the missing fuel an extra charge will be applied as a "Refuelling charge"; the amount of missing litres will be calculated as per average prices recorded, increased of 30%, due to variable costs for supply.
- Customer is required to fill the tank in with same type of fuel of the car. In case of misuse or filling with a wrong type of fuel, client will be charged for the damages caused by wrong tank filling.

VEHICLE DRIVING

- Customer is allowed to drive the countries listed on the rental agreement. Currently those countries are: Austria, Belgium, Denmark, Finland, France, Germany, Italy, Luxemburg, Norway, Netherlands, Slovenia, Croatia, Portugal, Great Britain, Spain, Sweden and Switzerland. If the client drives the rented car into a non-authorized country, any insurance coverage is no more valid and customer will be responsible for any expenses that may occur.
- Customer is responsible for the correct use and for any ordinary maintenance of the vehicle.
- Any maintenance on the vehicle must be previously authorized by a Maggiore representative and the expenses receipt has to be headed to:

Maggiore Rent Spa

via di Tor Cervara 225 – 00155 ROMA

P.I. 06771581003

otherwise no refund will be granted.

VEHICLE RETURN and UPGRADES

- At the rental starting, customer will be asked where and when vehicle will be dropped off. If he wishes to extend the rental beyond the agreed terms or wishes to drop off the vehicle in a different city he must notify in advance to Maggiore before pick-up date otherwise a penalty of Euro 15 for non-estimated one way will be charged.
- Due to not availability of the booked car group, Maggiore location can deliver a higher car group to Client who is requested to change it with the booked car group within 14 days: if this is not done, the 15th day Client will be charged of the difference between the booked car and the upgraded car on personal credit card at local rates and conditions valid at time of rental (UPG)
- Rental days are based on a 24 hours period starting at the time the vehicle is collected. Late returns, over 24 hours, will be subject to an additional day charge with a grace period of 29 minutes. It is possible to previously purchase a rental extension of 1 hour and 59 minutes, **exclusively**, at the beginning of the rental. The cost of this additional service will not be refunded in case the car is returned within the expected booking drop off time.
- Vehicle must be returned during the location opening hours. In case client is authorized to drop the car off out of location opening hours, rental charge will be based on the office reopening hours.
- The vehicle should be returned, except for the fair wear and tear, in the same conditions and with the same optional as at rental start.
- At time of vehicle return the client is required to verify with location representative the status of the vehicle. If there are differences, from what reported on the Rental Agreement, client is due to subscribe a report stating any damage. In case client fails to check the vehicle status along with Maggiore representative, he authorises Maggiore to charge any damage reported on the car. In any case, the client has to fill in the part that is on the bottom of the R.A. where he has to specify if he had or not any accident.

DOMESTIC ONE-WAY DROP-OFF FEE

- The domestic one-way service allows the Client to return the vehicle in a different city than the one where the rental began.
The service must be authorized in advance by the Lessor at its complete discretion. Vehicle can be dropped off only in the authorised location at booking time. In case the vehicle will be dropped off in a location different from the pick up one without informing Maggiore at booking time an extra fee will be applied (Euro 15,00).
- Drop off from/to Sardinia is not allowed.
- One-way rentals to / from certain areas for particular car groups are not allowed (refer to Fleet and free sell procedures)
- One-way towards foreign countries is allowed only in the key cities authorized by Maggiore at the reservation time and upon payment of a one-way fee confirmed by the reservation department. One-way towards foreign countries not authorized by Maggiore is subject to a penalty.

DELIVERY / COLLECTION AND OUT OF HOURS SERVICE

- By request at booking time and upon Maggiore's authorization, a vehicle can be picked up/returned from/to a location other than a Maggiore depot by paying a "Delivery & Collection Surcharge". Out of hours collections and deliveries are not allowed.
- For pick up and drop off in a Maggiore depot, out of the location opening hours, an extra charge will be applied. This service is on request as well and upon Maggiore's authorization.
In case of flight delay, the employee will wait for the client up to one hour from the landing, but not beyond 02.00 o'clock of the following morning.

INSURANCES

- **RCA (Third party liability):** Mandatory and included.
- All vehicles are insured for civil liability in compliance with the law. RCA policy guarantees insurance coverage for civil liability against civil liability for causing death or bodily injury to third parties, including passengers, or damage to animals and property up to a maximum of €. 15.000.000.
- In case of accident customer must report the happening by filling in the CAI form (amicable accident report), which is available on board of the vehicle, with the counterpart and accident details the and hand it (or faxed) to the nearest Maggiore renting location within and not beyond 24hours. If not, any limitation or exclusion of responsibility signed by the customer becomes ineffective (CDW, SKO). The customer is liable for any damages

caused for non-notification of the event or for the late notification.

DAMAGES

- **Collision Damage Waiver (CDW):** Mandatory and included. Reduces the client's financial responsibility to a maximum amount, called damage deductible.
- **Super Kasko Waiver (SKO):** Optional and included. SKO totally eliminates client's financial responsibility.
- **Any limitation or exclusion of responsibility (CDW,SKO) shall have no validity in case of damages caused voluntarily or due to negligence, damage to vehicle inner, damage or theft of tires, wheels (punctures, slashes etc) and wheels cover as well as for damages caused by miscalculating the height of the vehicles or of objects sticking out from the vehicle, for damages caused to clutch (misuse, burnt), for damages caused for engine over-revving and any damages caused by misuse or not observing the rules in Driving the Vehicle and Conditions for use.**

THEFT & FIRE

- **Theft protection (TP):** Mandatory and included. Reduces the client's financial responsibility to a maximum amount, called theft deductible.
- **Super Theft Protection (STP):** Optional and included. STP totally eliminates client's financial responsibility. Any limitation or reduction of responsibility (TP, STP) decay in case of total theft when keys are not returned or in case of theft or damage to tires.
- In case of a stolen car being found at a later date, damage will be calculated as the "Standard" daily rental rate until the vehicle is found and delivered, within deduction limits, except in the case of damages deductibles liability limits. Client responsibilities include repair costs, loss of value to the vehicle, towing fees, deposits and administrative costs.
- In case of total theft or fire of the rented vehicle, Client will be charged for the same quantity of fuel as indicated on the rental agreement at pick up time.

DAMAGE & THEFT

- **STK:** Optional and not included. That is a special package that combines together SKO & STP and totally eliminates client's financial responsibility both for damage and theft.

OTHER OPTIONAL INSURANCES

- **PAI (Personal Accident Insurance):** Drivers over 75 years old cannot be insured.

Insurance policy covering, within the specified limits, against the risk of an injury sustained by the driver:

- **Death or permanent inability:** Euro 51.646,00. An excess is applied, corresponding to 3 percentage points of the ascertained degree of permanent disability, where the disability resulting from the injury exceeds 3% of total disability.

If the disability resulting from the injury is less than 3% of total disability, the insured party shall not be accorded any damages.

- **Medical expenses:** Euro 5.165,00. Refund of medical expenses shall be paid out with the application of the fixed deductible, for expenses sustained due to collection following accident.

There shall be a 30% reduction in the foreseen sum for the refund of expenses related to physical therapy, medicines, spa/thermal treatment and the purchase or rental of prosthetic and therapeutic equipment.

Fixed excess Euro 1.032,90 for each injury.

- **Daily hospital:** Euro 50,00 excess for 5 days, max indemnification 15 days.

- **PTI (Personal Travel Insurance):** Drivers over 75 years old cannot be insured.

The PTI guarantee provides accident cover for the DRIVER, within the following limits:

- **Death or permanent disability:** Euro 100.000,00. This includes an excess equal to 3 percentage points of the ascertained degree of permanent disability if, as a result of the accident, the disability is greater than 3% of total disability. If the disability is 3% of total disability or less, no indemnity will be paid to the insured party.

- **Accident Medical Insurance:** Euro 5.165,00. This guarantee is valid up to the limit specified, for expenses incurred following medical recovery due to a road accident. Reimbursement of medical expenses for physical therapy, medicines, crenotherapy, and the purchase or hire of prosthetic and therapeutic apparatus, is recognised up to a limit of 30% of the insured sum specified above.

Fixed excess Euro 1.032,90 for each accident.

- **Daily hospital:** Euro 75,00/day excess, 5 days - maximum indemnity 15 days.

Applications can be addressed to:

Maggiore Rent S.p.a.

Ufficio Sinistri

Via di Tor Cervara, 225
00155 Roma
Phone 06 22935616
Fax 06 22935833

PTI cover also includes the following guarantees:

- **A) Personal assistance** - contact Maggiore Rent Customer Service

An important range of services, after a road accident occurs during the rental period:

- Medical advice following an accident or sudden illness.
- Patient transfer if the incident occurs during the journey at a distance of more than 50 Kms from the Insured Party's place of residence, and the conditions of the Insured Party are such that the doctors of the operations centre, by agreement with the doctors at the site of the incident, advise that the Insured Party should be transferred to a medical facility close to their place of residence, the operations centre will determine the method of transfer and will:

1) organise transfer of the patient to their place of residence or to a suitably equipped hospital in their region of residence, on condition that both are in Italy, by the most appropriate means: air ambulance, by stretcher on a scheduled flight, train/sleeping car, ambulance.

2) if necessary, provide medical/nursing staff assistance to the patient during the return journey.

All patient transport and organisation costs, including honorariums for medical/nursing staff transported to the place of departure and accompanying the patient on the return journey, will be borne by the Company up to a maximum of Euro 5.000,00.

- **Transfer of other Insured Parties**

Following the provision of a Patient Transfer service, the Company will also organise the return journey for the other Insured Parties by providing railway tickets (First Class) or air tickets (Standard Class) up to a maximum cost of Euro 1.000,00.

- **Family member journey**

If during a journey in the rented vehicle a road accident occurs at a distance of more than 50 Kms from the Insured Party's place of residence, requiring treatment of same for more than 10 days in a hospital close to the site of the incident, and the presence of a family member is requested, the Operational Structure will make available to the family member one return rail ticket (First Class) or flight ticket (Standard Class) up to a maximum cost of Euro 350,00. The family member's accommodation expenses are not included.

- **Transport of the deceased**

The Operations Centre will organise transport to Italy of the deceased; if identification by a family member is necessary, the Insurer will make available one return ticket (exclusive of accommodation expenses). The total limit of liability made available for the deceased and family member is Euro 5.000,00 for each accident.

Accident notifications can be forwarded to:

ACI GLOB AL S.P.A

Viale Sarca 336

20126 MILANO

Phone within Italy – Freephone 800.098.098

From outside Italy +39.02.66.165.667

- **B) Baggage & Personal Effects cover**

In case of theft with break-in or damage to baggage due to collision, the customer is entitled to reimbursement up to a maximum of Euro 500,00 (absolute first risk) with the following limits:

- Euro 250,00 for bag-snatching and robbery of money, valuables, and jewellery;
- Euro 500,00 for theft of electronic apparatus or total theft of the vehicle.

Exclusions: theft of baggage & personal effects left visible in an unlocked vehicle, or thefts from an unattended vehicle taking place between the hours of 22.00 and 06.00.

Accident notifications can be addressed to:

Maggiore Rent S.p.a.

Ufficio Sinistri

Via di Tor Cervara, 225
00155 Roma
Phone 06 22935616
Fax 06 22935833

Super PTI (Super Personal Travel Insurance): Drivers over 75 years old cannot be insured. The Super PTI guarantee provides accident cover for the DRIVER, within the following limits:

• **Death or permanent disability** Euro 250.000,00.

This includes an excess equal to 5 percentage points of the ascertained degree of permanent disability if, as a result of the accident, the disability is greater than 5% of total disability.

If the disability is 5% of total disability or less, no indemnity will be paid to the insured party.

• **Accident Medical Insurance** Euro 5.165,00.

This guarantee is valid up to the limit specified, for expenses incurred following medical recovery due to a road accident. Reimbursement of medical expenses for physical therapy, medicines, crenotherapy, and the purchase or hire of prosthetic and therapeutic apparatus, is recognised up to a limit of 30% of the insured sum specified above.

Fixed excess Euro 1.032,90 for each accident.

• **Hospital cover:** Euro 100,00/day, excess 5 days – maximum indemnity 15 days

Super PTI cover also includes the following guarantees:

A) Personal assistance contact Maggiore Rent Customer Service

An important range of services, after a road accident occurs during the rental period:

- Medical advice following an accident or sudden illness

- Patient transfer if the incident occurs during the journey at a distance of more than 50 Kms from the Insured Party's place of

residence, and the conditions of the Insured Party are such that the doctors of the Operations Centre, by agreement with the doctors

at the site of the incident, advise that the Insured Party should be transferred to a medical facility close to their place of residence,

the Operations Centre will determine the method of transfer and will:

1) Organise transfer of the patient to their place of residence or to a suitably equipped hospital in their administrative region

of residence, on condition that both are in Italy, by the most appropriate means: - air ambulance – by stretcher on a scheduled

flight – train/sleeping car – ambulance

2) If necessary, provide medical/nursing staff assistance to the patient during the return journey

All patient transport and organisation costs, including honorariums for medical/nursing staff transported to the place of departure

and accompanying the patient on the return journey, will be borne by the Company up to a maximum of Euro 5.000,00.

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• **Family member journey**

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RESERVATIONS

- Maggiore guarantees the validity of reservation up to one hour after the foreseen and booked pick up time. In case of delay, beyond one grace hour and within location closing hours, Maggiore will try to keep the category booked, but at same time has the right to accommodate the client with an alternative car category that of course will be charged at car category supplied (and not booked). This condition does not apply in case of flight delay.
- In case the car booked is not available and a higher category is provided the customer pays the rate for the booked vehicle. In case a higher car is required by the customer Maggiore will charge the difference between the booked car and the rented car at a local rate.
- Penalties for booking cancellation or no-show will be introduced during the year. As soon as these new rules will be activated, amounts and full details will be sent to you with a special communication from our Sales Support dept.

ROAD ASSISTANCE

- Free 24 hours a day emergency assistance service is available. In case of breakdown or accident, please call the following numbers:
 - **800098098** from Italy
 - **+ 39 02 66165667** from abroad

In case of accident and breakdown client has the duty to take care of the vehicle until the car is towed away.

For 24 hours roadside assistance, call toll free 800 098 098 when in Italy. If outside of Italy or using a foreign mobile phone, call +39 02 661 65 667.

In case of an accident, the driver has to complete the CAI form, present in the vehicle, completing every section. In case of an accident with another road user/vehicle, it has to be completed and signed by both parties and any testimonies should be obtained. The original copy of the CAI and possibly other documentation must be delivered within 24 hours after the event, at any Maggiore agency.

In case Roadside Assistance is required and in order to receive help and/or refunds customer has to respect the following 4 steps:

---> **CALL MAGGIORE ROADSIDE ASSISTANCE** (toll free 800 098 098 when in Italy. If outside of Italy or using a foreign mobile phone, call +39 02 661 65 667)

---> **TRUCK ARRIVAL & ACCIDENT REPORT** (wait for the Truck and in case of an accident fill the CAI form)

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---> **AUTHORIZATION FOR AN ALTERNATIVE TRANSPORTATION TO THE NEAREST MAGGIORE LOCATION** (After the tow truck arrival if the customer needs to continue their journey they must take authorization directly from the Maggiore Roadside Assistance Service that will provide them an authorization number, which is also required for expenses refund and is extremely important to keep it together with all the other documentation.)

---> **EXPENSES REFUND** (In order to obtain refund of expenses authorized by MAGGIORE ROADSIDE ASSISTANCE

SERVICES, ANCILLARIES AND SUPPLEMENT

RATES AND CONDITIONS ARE SUBJECT TO CHANGES DURING THE YEAR WITHOUT PRIOR NOTICE.

Here below are the prices of services, ancillaries and supplements that may be booked for the Client but are always on a request basis and subject to availability.

For further information and details on each item, it is possible to consult the "Maggiore rental rates and information" into Maggiore website www.maggiore.it

DEPOSIT

- Minimum due per rental.
- Estimated rental amount, + euro 400,00 + accessories and/or additional supplements and charges for vehicle damages due to accidents

OPTIONAL INSURANCES

- **Personal Accident Insurance (PAI):**
€ 10,05 per day
- **Personal Travel Insurance (PTI):**
€ 12,55 per day
- **Super Personal Travel Insurance (PAI + PTI combined together):**
€ 15,05 per day

SPECIAL EQUIPMENTS, ADDITIONAL SERVICES AND EXTRA CHARGE

Special equipments are on request and subject to availability at the rental desk, they won't be confirmed upon reservation:

- **Baby seat** €25,05 per day up to 3 days, with a maximum charge of € 75,15 per rental
- **Booster:** €. 6,05 per day for a maximum of 30,25 euro per rental
- **Snow chains:** €. 8,10 per day with a maximum charge of Euro 40,50 per rental (standard and special both same cost)
- **Ski rack:** €. 38,60 per rental
- **Sunshades:** €. 5,25 per rental (available in selected locations)
- **Light pushchair:** 41,70 per rental (available in selected locations)
- **GPS navigator basic & evolution:** €. 15,1 5 per day up to a maximum charge of € 151,25 per rental.
- **Portable DVD player:** €. 5,25 per day up to a maximum of €. 104,50 per rental. Available in selected location.
- **Hands – free kit:** €. 3,05 per day up to a maximum of € 15,25for rental. Available in selected location
- **Hourly extension charge:** €. 18,85 per rental- grants 1 hour and 59 minutes tolerance
- **Young driver (age 19-24) :** 18,85 per day (max 15 days)
- **Additional drivers:** Any additional driver is charged € 6,95 per day with a maximum charge of 20 days per month.
- **Domestic one-way drop – off fee:**
€. 57,35 from/to different City agencies
€. 88,60 from/to Sicily
from/to Sardinia is not allowed. Refer to penalties section.
- **Delivery & collection:**
€. 18,85 within the city limits of the rental location
€. 1,05 per km with a minimum charge of €. 18,85 beyond the city limits of the rental location.
€. 32,35 within the city limits of the rental location and out of hours.
€. 2,17 per km with a minimum charge of €. 32,35 outside the city limits of rental locations and out of hours
For delivery and/or collection in Sardinia, please ask for our surcharges at time of booking.
- **Out of hours IFO / FFO:**
for pick up and drop off out of the location opening hours an extra charge of €. 61,00 will be applied. This service is on request.
- For delivery and collection in Sardinia, please ask at booking time the surcharges.
- **Parking Service Venice Piazzale Roma (SPS)** €. 30,00 per rental: mandatory only when vehicle is dropped at Venice Piazzale Roma Location. (VER)
- **One Day entrance ticket Low Emission zone of Milan (Restricted area):** €. 5.05 per day (to be requested exclusively at pick up time and not at booking time)
- **Extra Tow Truck assistance SSC:** € 4.30 per day for up to 15 days per month

At rental beginning customers can ask for an "Extra Tow Truck assistance." This supplement is valid in case of:

- Freezing fuel;
- Error type of fuel during refuelling;

Supplements

- The customer run out of fuel;
- Battery run down;
- Pneumatic drill;
- Lost of keys;
- Keys left in the closed vehicle.

Any additional costs remain of customers responsibility (eg. the cost to duplicates keys). The supplement is sold exclusively at time of car pick-up and once signed along with the rental agreement it cannot be deleted.

- **Last Minute Extra Tow Truck assistance- SCA: € 207:** This is an additional Tow Truck service that can be requested if the "Extra Tow Truck assistance - SSC" is not stipulated at pick-up time and covers the same cases.
- **Vehicle's Glass Coverage - KCR: cost of € 1.85** (VAT included) per day for up to 10 days per month: this extra coverage eliminates the deductible in case of damage to the windows of the vehicle. This cover is sold exclusively at time of car pick-up and once signed along with the rental agreement it cannot be deleted.

PENALTIES

▪ Items not returned or damaged:

- Standard Snow chains: € 80,00
- Special Snow chains Euro 200,00
- reflective jacket: € 18,00
- portable GPS navigator: € 250,00
- portable DVD navigator: € 250,00
- Portable GPS navigators or portable DVD player components damaged (e.g. window attachment or battery charger) Euro 100,00
- Portable GPS navigators **and** portable DVD player components damaged (e.g. window attachment or battery charger) Euro 250+Euro 100,00
- Hands – free kit: € 100
- ski rack: € 150,00
- baby seat/ pushchair/booster: € 103,00
- vehicle key: € 250,00 + local daily rate for the whole period until the key is returned or a key loss/theft report is handled to Maggiore.
- Steering wheel lock: € 50,00
- Extra cleaning required: € 150,00

OTHER PENALTIES:

- One-way from/to Sardinia: € 516,80 minimum.
- J/M/Z/I/V one-way towards non authorized locations (see free sell policy): € 352,00 besides the one-way fee.
- Non-estimated one way (return of a vehicle in a different location from the authorised one at pick up time) : € 15,00 per rental
- Administration fee (GMU): € 37,25 administration handling fee that applies in case of accident when the vehicle is returned damaged, even if, optional coverage SupeKasko (SKO) has been bought or included in the rate.
- Administration fee (GRV): € 42,70 administrative fee to manage a dossier in case of accident, fine notification, tolls payment and/or fees and charges of any kind due to vehicle parking during the rental period.
- Missing accident report delivery: € 500,00.
- Non authorized international one-way: € 2.500,00.
- Refuelling charge for missing fuel: € 18,85 **plus the amount of the missing litres as per average prices recorded, increased of 30% due to variable costs for supply**
- Returning GPS, GPS – Digital TV, Portable DVD player or Hands – free kit to a rental location different from pick up one: € 20,00 if return to a different location within the same city, € 40,00 in return to a different location in a different city.

MANDATORY FEES

On any extra item not included in the rates when rental starts in an airport or railway location, on top of it, the following fees are always applied:

- **Airport fee (16%):** for rentals taking place at any airport locations
- **Railway fee (12%):** for rentals taking place at any railway locations

Supplements

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On any extra item not included in the rates when rental starts in an airport or railway location, on top of it, the following fees are always applied:

- **Airport fee (16%):** for rentals taking place at any airport locations
- **Railway fee (12%):** for rentals taking place at any railway locations
- **Administrative cost of invoice (CAF):** €. 2,00 per rental for administrative and postage expenses for each invoice sent to clients whenever they purchase any extra not included in the rate or due (i.e. fuel, refuelling service etc)
- **Road tax (OAM):** 2,45 per day for a maximum charge of 18 days. **(if not included in the prepaid rates)**

All the above mentioned prices are 22% VAT inclusive, while airport fee (16%) and railway fee (12%) will be applied on top of them.