

## GENERAL RENTAL CONDITIONS

Terms and conditions are subject to change without notice.

**Last Update: November 25, 2015.**

**The terms and conditions provided supplement those outlined in the rental agreement signed by the customer, to which full reference is made.**

### PREPAID RENTAL CONDITIONS

- **Prepaid rate rental** The customer can choose to use the services provided by Edilfar Rent s.r.l. on the website [www.edilfarrent.it](http://www.edilfarrent.it) and decide to make an online car reservation to take advantage of the reserved discount. In this case, the customer undertakes to ensure that the personal data provided are truthful, correct, and up-to-date. If the customer prefers to follow the online procedure, they can choose to make only the reservation or also make the online payment related to the reservation. The following credit cards are accepted: Visa and MasterCard. Debit cards, electronic credit cards, prepaid cards, postpay, debit cards, revolving cards, and others are not accepted. At the end of the reservation procedure, the customer will receive, at the indicated email address, the voucher to be presented at the chosen Edilfar Rent rental point for vehicle pickup. The information online on the pages describing the services offered by Edilfar Rent s.r.l. is purely informative and does not constitute a contractual proposal or an offer to the public for the described services. The online reservation and/or prepayment procedure does not constitute a vehicle rental contract; car rental services will be provided under a separate rental contract to be concluded at the Edilfar Rent s.r.l. offices, where the simultaneous pickup of the vehicle will take place, upon presentation of the required documentation. For the completion of the procedure and the signing of the contract, all the requirements listed in the "general rental conditions," fully reported here, will be required. Therefore, the rental of the booked vehicle is always subject to the signing of a rental contract, in accordance with the general conditions.

The data related to the driver and payment methods, confirmed at the time of booking, cannot be changed. By completing the online reservation and the related payment procedure, the customer remains bound by the terms and conditions of the voucher received via email. The customer can freely decide to make the reservation online, committing to pay the full amount indicated in the quote for car rental services at the time of vehicle pickup or at the time of booking on the website as consideration for the voucher. In this latter case, the corresponding amount will be deducted from their credit card at the time of booking, and the voucher will not be issued until the availability of the requested car is verified, and the entire amount has been paid. The purchase price of the voucher includes the rental (VAT included) of the chosen vehicle for the booked dates, along with any additional services selected by the customer.

At the time of vehicle pickup, the customer undertakes to present a personal financial credit card necessary for the security deposit, which will have a variable amount depending on the rented vehicle and the duration of the rental.

- **Cancellation of the reservation** The reservation made online by the customer cannot be modified but only canceled. It is possible to cancel the reservation up to 24 hours before the start date of the rental, obtaining a refund and paying only administrative fees, as per the price list. Cancellation requests submitted more than 24 hours before the start of the rental will not be refundable. No refund will be made if: a) the customer does not show up at the time of vehicle pickup; b) at the time of the conclusion of the rental contract, one of the necessary requirements

for rental is missing, as indicated in article 1 of the "general rental conditions" (minimum age required, ownership and possession of a credit card in the driver's name with a sufficient limit to cover their order and to honor the amount as a security deposit, identification document, valid driver's license);<sup>[L]</sup><sup>[SEP]</sup>(c) the customer uses the vehicle only for part of the booked period and returns it before the expected end.

- **Prepaid rates**<sup>[L]</sup><sup>[SEP]</sup>Edilfar Rent s.r.l. rates are quoted in Euros, with VAT at 22% and RCA Insurance, which is the third-party liability insurance policy for damages to persons, property, and animals. There is no insurance coverage in case of damage and theft to the vehicle up to the value of the deductibles (as indicated in the "general rental conditions"), damage and/or theft of tires and glass, theft of the customer's personal items. The customer can decide to conventionally reduce or cancel their responsibility in case of damage (CDR), in case of theft (TP), or cancel both (Super Cover Protection). In this case, the rental fee will be determined taking into account the inclusion of the clause eliminating/reducing the theft/damage charge, with the addition of a daily supplement as established in the price list.
- **Choice of vehicle**<sup>[L]</sup><sup>[SEP]</sup>The online reservation procedure does not guarantee a specific car model. Edilfar Rent s.r.l. will confirm the category of the chosen vehicle based on availability.
- **Fuel**<sup>[L]</sup><sup>[SEP]</sup>The vehicle is always delivered with a full tank of fuel and must be returned with a full tank or with the same fuel level as at the time of pickup. Otherwise, the so-called "refueling" service will be charged.