

## **MAGGIORE TERMS AND CONDITIONS 2012**

### **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.

### **MINIMUM AGE LIMIT**

- 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) MBAR (L) EDAR (I) IDMR (F)
- Customer from 19 to 25 years old will be charged for an extra fee equal to € 18,00 per day with a maximum charge of 15 days.
- Any additional driver is charged as follows:  
€ 6,60 per day with a maximum charge of 20 days.  
For any young additional driver from 19 to 24 years, besides the additional driver fee, the young driver fee will be charged as per above.
- 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. Any additional driver must be present upon arrival and have same requirements of lead driver.

### **PAYMENT**

- Maggiore accept all major credit cards except for electron and prepaid credit cards.
- Customer is subject to a guarantee deposit that is equal to the deductibles amounts + any additional service cost (including fuel and refuelling.)
- 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 of € 18,00 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 and Switzerland. If the client drives the rented car into a not 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**

- At rental start, customer will be asked where and when vehicle will be dropped off. If he wishes to extend the rental beyond the term agreed or wishes to drop off the vehicle in a different city the client must notify in advance to Maggiore.
- **Rental days are based on a 24 hours period starting at the time the vehicle is collected. Late return, over 24 hours, will be subject to an additional day charge with a grace period of 29 minutes. It is possible to purchase a rental extension of 1 hour and 59 minutes, exclusively, at the beginning of the rental.** The cost of this additional service is € 18 per rental and will not be refunded in case the car is returned within the booking expected 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 optionals as at rental start.
- At time of vehicle return the client is required to verify with location representative the status of the car. If there are differences, from what reported on the Rental Agreement, client is due to subscribe any damage or diversity at the car. In case client fails the check of the "ok" status vehicle 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.

### **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 the vehicle, with the counterpart 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): 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 only in the Fully Inclusive Rates.
- STP totally eliminates client's financial responsibility.
- Any limitation or reduction of responsibility (TP, STP) decay in case of total theft and keys are not returned or in case of theft or damage to tires.
- In the 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 included only in the Fully Inclusive Rate. That is a special package that combines together SKO & STP and totally eliminates client's financial responsibility both for damage and theft.

#### **OPTIONAL INSURANCES**

- **Personal Accident Insurance (PAI): included. Drivers over 75 years old cannot be insured.**
- PAI insurance policy covering, within the specific limits, against the risk on an injury sustained by the driver:
- death or permanent inability up to maximum € 51.645.00;
- medical expenses up to maximum € 5,165.00;
- daily hospital: Euro 50,00 excess for 5 days, max indemnification 15 days.
- **Extra/optional insurance corresponding to reisverzekering. :**
- Personal Travel Insurance (PTI): Drivers over 75 years old cannot be insured: €12.40 per day.
- Super Personal Travel Insurance (PAI + PTI combined together): €14.90 per day.

#### **MANDATORY FEES**

*On any extra items not included in the rates when rental starts in a airport or railway location always apply:*

- **Airport fee (16%):** for rentals taking place at airport locations
- **Railway fee (12%):** for rentals taking place at railway locations
- **Administrative cost of invoice (CAF):** €. 1,98 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):** 2,38 per day for a maximum charge of 18 days.

#### **SPECIAL EQUIPMENTS AND ADDITIONAL SERVICES**

Special equipment's are on request and subject to availability:

- **Baby seat/booster:** €. 44,44 per rental
- **Snow chains:** €. 5,00 per day with a maximum charge of Euro 30,00 per rental (standard and special both same cost)
- **Ski rack:** €. 38,24 per rental
- **Sunshades:** €. 5,17 per rental
- **Light pushchair:** 41,33 per rental
- **Young driver:** 18,61 per day (max 15 days)
- **Additional driver:** Any additional driver is charged € 6,82 per day with a maximum charge of 20 days.
- **GPS navigator basic & evolution:** €. 10,32 per day, €. 51,62 per weekly forfait (5/7 days), €. 7,38 extra day for a maximum charge of € 154,93.
- **GPS navigator – Digital TV:** €. 16,53 per day, €. 82,68 per weekly forfait (5/7 days), €. 11,81 extra day for a maximum charge of € 248,06.
- **Portable DVD player:** €. 5,15 per day, €. 103,35 maximum charge for rental. Available in selected location.
- **Hands – free kit:** €. 3,00 per day, €. 15,00 for a maximum charge for rental. Available in selected location
- **Hourly extension charge (up to 1h 59 min):** €. 18,61 per rental

#### **DOMESTIC ONE-WAY DROP-OFF FEE**

- Drop off from/to Sardinia is not allowed.

Maggiore may at its own discretion refuse one-way rental to / from certain areas for particular car groups.

Vehicle can be dropped off only in the authorised location at booking time. In case the vehicle will be dropped off in a city different from one communicated at booking time an extra fee will be applied.

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**

Out of hours collections and deliveries will cost double.

- **Out of hours:** for pick up and drop off out of the location opening hours an extra charge will be applied. This service is on request.
- 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.

#### **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
- ski rack: € 150,00
- baby seat/ pushchair/booster: € 90,00
- 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: € 15,00 per rental
- Administration fee (GMU): € 37,21 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): € 37,21 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: € 18,61.

#### **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, or within location closing hours, please contact Tururi Tours.
- In case the car booked is not available and a higher category is provided, for up to 15 days, the customer can pay the rate for the booked vehicle. This can be revoked at any time with 48 hours notice by the rental agency. Failure to return the higher category vehicle within 15 days (or 48 hours should the agency request it), will retrospectively cancel the booked category rate for the whole rental period, and the higher category rate will apply for each day of actual use.

Maggiore guarantees the prepaid period accordingly to the reservation made and voucher handled by customer upon arrival. In case of any extension of rental, customer must communicate, at least 48 hours prior to Tururi Tours. If not, Maggiore will charge the additional days on client's personal credit card, according to Maggiore Standard Rate, and Maggiore will not refund the client for the extra days and invoice back to the account after the rental agreement closure.

#### **EXPENSES**

Incidental charges customer might support for the rented vehicle are refundable provided that they are authorized by Maggiore and an invoice registered in Maggiore Rent S.p.A. name is handed over.

#### **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 received within 24 hours after the event, at any Maggiore agencies.

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)

**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 service, client has to collect all the original invoices made out in their name, together with all tickets/receipts and send them directly to:

**Aciglobal S.P.A.**, Ufficio Rimborsi, Via S. Cannizzaro 83, 00156 Roma ITALY)

*Full procedure's details will be provided at time of check out by the relevant station.*

#### **REPLACEMENTS**

- If customer needs to replace the rented vehicle due to a malfunction such service is offered by all the renting locations upon availability.
- the location will give the car available in the moment.
- Maggiore Rent S.p.A. may at its own discretion refuse to provide a replacement car in case of theft, fire, total destruction or irreparable damage to the rented car.
- In case of substitution of 7 & 9 seats Maggiore will try to provide client with the same car category. In case one of those car groups should not be available, clients will be accommodated offering 2 cars.