



## RENTAL INFORMATION

### What is needed for vehicle pick-up?

When picking up the vehicle you need a valid credit card, identification card or passport and a valid driver's license.

The credit card needs to have enough available funds to cover the deposit amount. The height of the deposit (authorization) depends on the price of the rental, the vehicle type, and category, as well as the chosen coverage. The credit card can be charged for any extra costs that can appear during the rental period.

### Terms of payment

For the authorization process, we accept credit cards such as MasterCard, American Express Card, Visa Card. Should you wish to use a prepaid card as Debit for the deposit, it is mandatory to purchase our local cover package. The lessee must be the owner of the credit card. The rental can be paid with a credit card, pre-paid or debit cards. Please note that card payments may require you to enter your PIN and/or authorize the transaction via your banking app.

### Driver's License

The customer, as well as any additional drivers, must have held a valid driver's license for at least one year. Driver's licenses not printed in the Latin alphabet (Arabic, Japanese, Cyrillic) or issued by countries outside the EU must be accompanied by an international driver's license. When picking up the vehicle, please present a valid ID or passport along with a valid driver's license.

### Rental period and grace period

Vehicles are rented on a daily basis, subject to pickup times. A 59-minute grace period is provided, during which no charges apply. After 60 minutes, subject to availability, a fee to be determined at the desk will be charged.

### Changes in the reservation

Reservations can be changed up to 48 hours before the rental period. The total booking fee will be charged at a later date.

### Reservation cancellation

Reservations may be canceled 48 hours before the start of the rental period. Cancellations must be made online or in writing via email to [customer.support@carwiz.it](mailto:customer.support@carwiz.it)

### No-show

In the case that the client did not pick up the reserved vehicle for some reason or did not pick it up in the agreed time, if CARWIZ is not informed CARWIZ extra charges can be applied.

### Age limitatons

In Italy, the following minimum lessee age required, and driver's license-possession are followed:  
(a) 19 years old/1 year  
(b) A young/senior drivers fee of 12€ per rental day. Above 25 years old for young drivers. Senior driver from 80 to 85 years old at most

### General terms of coverage

At vehicle pick up it is important to choose some type of extra coverage, there are different coverage packages which are adjusted to your needs and abilities, from decreased damage excess to no excess at all.

### CDW:

Collision Damage Waiver limits the driver's responsibility for damage done to the vehicle. The customer is only responsible for the following amounts:

- (a) 1200,00EUR (NCOMR, MBMR, MBAR, MCOMR, EDMR, EDAR, HDMR, HDAR) (b) 1500,00EUR (CDMR, CDAR, CWMR, CWAR, CGMR, CGAR, CFMR, CFAR, JDAR, IGMR, IGAR)
- (c) 2000,00 EUR (IDAH, SMMR, SVMR, SVAR)
- (d) 3000,00 EUR (LFAR, XFAR)

Damage to the vehicle will be charged according to the repair price list, which is available for review at our offices and on our website, [carwiz.it](http://carwiz.it).

### THEFT PROTECTION (TP):

Theft protection (TP) limits the driver's responsibility in cases of vehicle theft or damages done due to theft or attempted theft to the excess amount, which is subject to the terms of the rental agreement. TP does not cover vehicle theft in the Italian regions of Campania, Calabria, Basilicata, Puglia and Sicilia. TP does not cover personal belongings:

- (a) 2500EUR (NCOMR, MBMR, MBAR, MCOMR, EDMR, EDAR, HDMR, HDAR)
- (b) 3000EUR (CDMR, CDAR, CWMR, CWAR, CGMR, CGAR, CFMR, CFAR, JDAR, IGMR, IGAR, IDAH, SMMR, SVMR, SVAR)
- (c) 10,000EUR (LFAR, XFAR)

### SCDW:

Super Collision Damage waiver reduces the deposit cautional to the following limits:  
(a) 250,00EUR (NCOMR, MBMR, MBAR, MCOMR, EDMR, EDAR, HDMR, HDAR, CDMR, CDAR, CWMR, CWAR, CGMR, CGAR, CFMR, CFAR, JDAR, IGMR, IGAR, IDAH, SMMR)  
(b) 500,00 EUR (SVMR, SVAR)  
(c) 3000,00EUR (LFAR, XFAR)

### SUPER COLLISION DAMAGE WAIVER (SCDW):

Is coverage that reduces responsibility to 0 in case of damage **ONLY** to the vehicle body.

### TOTAL PROTECTION:

The package includes CDW/TP and WUG. It completely eliminates financial liability for damage to the vehicle, windows, mirrors, lights, and wheels caused by accidents, theft, or attempted theft. The theft coverage is not valid in Puglia, Campania, Sicily, and Calabria.

### WUG

This coverage provides comprehensive protection **ONLY** for damage to the vehicle's windows and wheels.

### Abandoned Vehicle

If the vehicle is abandoned, the customer will be charged €500€.

### In case of a traffic accident, theft, engine breakdown or similar

The client is obliged to:

- (1.) keep the vehicle safe until the time it is picked up by the lessor
- (2.) take the names and addresses of every witness and participant
- (3.) call the police and procure their record except in the case of motor breakdown
- (4.) file a complaint IMMEDIATELY at the nearest law enforcement agency lessor
- (5.) In the case that the user does not procure a police report, all accepted coverage such as TP/CDW, or SCDW are considered invalid due to the client's failure to comply with the provisions of the rental agreement and general terms and conditions.

### Costs that are not covered by CARWIZ and cannot be covered by any additional coverage

- (1.) Loss or theft of luggage and/or personal items from the vehicle
- (2.) Parking tickets or fines, traffic violations and such
- (3.) Costs due to the wrong fuel type usage
- (4.) Expenses for lost, stolen or damaged car keys
- (5.) Expenses for lost, stolen or damaged car documents
- (6.) Costs resulting from negligence or failure to comply with traffic laws – dead battery
- (7.) Expenses due to damage to the car's interior
- (8.) Costs of lost equipment (spare tire, tire repair kit, bunker shelves, document, driver's manual)
- (9.) Expenses due to damage to additional equipment
- (10.) Expenses due to car misuse
- (11.) Expenses due to ignoring instruction for car maintenance stated in the cars service book
- (12.) Expenses to the vehicle under the influence of alcohol or drugs
- (13.) Costs of car extraction from inaccessible areas (e.g. extraction from mud due to travel outside regular road infrastructure)
- (14.) Expenses incurred by using dirt roads
- (15.) Expenses incurred by car racing or cars participation in sport events
- (16.) Expenses due to overburdening the car with people or cargo
- (17.) Damage costs caused by a person not stated in the contract as the main or additional driver
- (18.) Costs created in cases when the main driver or additional driver stated in the rental contract do not have a valid driver's license or has a ban on driving motor vehicles
- (19.) Other: damaged windscreen wipers or locks, loss or theft of outside parts of the vehicle.

Without a police record, damage costs incurred by usage of roof carriers or luggage on carriers, damage caused by improper handling of luggage and or putting cargo or luggage on the roof, hood etc., as well as expenses caused by ignoring sound and visual warnings of the vehicle.

### Delivery/Collection within / outside city limits

- a) (or in a 10 km radius from the nearest office) a fee of 80,00 € will be charged
- b) (for distances larger than 10 km) 2,00 € per KM will be charged additionally to a).

### Vehicle pick-up/drop-off outside of working hours

If the client decides to pick up or returns the vehicle to a location different from the one stated in the reservation or the rental contract, an additional fee of 70 € will be applied along with the one-way rental fee.



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### Additional equipment and services

#### Fuel options

All vehicles come with a full tank and need to be returned with a full tank. If the client returns the vehicle with less fuel, he will be charged according to a valid price list. Refueling service will be applied.

#### Pre-payment of a full tank

The client can pre-pay for the full tank of fuel and bring it back empty. Our price for this service is equal to the current commercial fuel price. If you choose this option, try to return the vehicle with an empty tank. We do not refund unused fuel.

#### Refueling service

If the client hasn't pre-paid the full tank of fuel, and the vehicle is returned less than full, fuel difference will be charged according to the current price list (2,80€/per liter). Refueling service will be charged (30,00€).

#### Additional Driver

The fee for an additional driver is 12,00 € per day.

#### Child Seat

A child seats are a legal obligation and need to be used for children up to 12 years of age and 135 cm of height. Choose the seat that best fits child age:

- Baby seat (0-18 kg) –12,00€ per day
- Child seat (15-36 kg) –12,00€ per day
- Booster seat (children height up to 135 cm) –12,00€ per day

#### GPS

If you decide to rent a navigation system with your vehicle, 12,00€ fee will apply daily.

#### Lost key

In the case that the lessee has lost the car key, a fee of 500,00 € and more (depends on a vehicle model) will be applied.

The police report is mandatory.

#### Lost documentation or registration plates

In the case of lost or stolen vehicle documentation/ registration plates, a fee of 300,00 € will be applied.

The police report is mandatory.

#### Vehicle Cleaning

In case the vehicle requires a special cleaning procedure after drop off (i.e. smell removal, animal hair, spillage of liquids), a minimum fee of 150.00 € will be charged.

#### Don't smoke in vehicles

The penalty for smoking in the vehicle is 200,00 €.

**All prices include 22% Tax.**

**The prices mentioned in this document are not valid for customers with special contracts and corporate clients.**