CARWIZ
RENT A CAR

CREATING EXPERIENCES

# 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 Eurocard/MasterCard, American Express Card, Visa Card. Should you wish to use a prepaid card as Maestro or Electron for the deposit, it is mandatory to purchase our local insurance package.

The lessee must be the owner of the credit card.

The rental can be paid with a credit card, pre-paid or electron cards, as well as cash.

Bear in mind that payment with a credit card may require your pin code.

## Driver's License

The client, as well as any additional drivers, need to be in possession of a valid driver's license for at least one year.

Driver's licenses that are not printed in the Roman alphabet (Arabian, Japanese, Cyrillic) need to be accompanied by an international driver's license.

At vehicle pick-up please present a valid identification card or passport alongside a valid driver's license.

## Rental period, and grace period

Vehicles are rented daily. There is a 59-minute grace period, that is not charged. After 60 minutes, a whole day of usage is charged.

## Changes in the reservation

Reservations can be changed up to 48 hours before the rental period.

## Reservation cancellation

Reservations can be canceled before the rental period.
The cancellation should be made online or in written form via e-mail to reservations@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 limitations

In Italy, the following minimum lessee age required, and driver's license-possession are followed:

(a) 18 years old/1 year for vehicles in Mini and Economy group categories
(b) A young/senior drivers fee of 12€ per rental day if the driver is below on selected car category.

## SCDW:

Super Collision Damage waiver plus reduces the damage excess to the following limits:

(a) 250,00EUR (NCMR, MBMR, MBAR, MCMR, 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 to the vehicle body.

## WUG

Wheels, undercarriage and glass protection is complete coverage for damage done to the undercarriage, glass, and wheels of the vehicle.

## 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.) give a statement as soon as possible in the nearest office of the lessor
(5.) In the case that the user does not procure a police report, all accepted coverages such as TP / CDW, 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.) Expenses due to negligence – empty battery
(7.) Expenses due to damage to the car's interior
(8.) Costs of lost equipment (spare tire, tire repair kit, bunker shelves, document etui, 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 traveling 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 does 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.

## 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 damages done to the vehicle. The customer is only responsible for the following amounts:
(a) 1200,00EUR (NCMR, MBMR, MBAR, MCMR, 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)
The damage done to the vehicle will be charged according to the repair price list available in our offices.

CREATING EXPERIENCES

# RENTAL INFORMATION

### 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:

- 2000EUR (NCMR, MBMR, MBAR, MCMR, EDMR, EDAR, HDMR, HDAR)
- 3000EUR (CDMR, CDAR, CWMR, CWAR, CGMR, CGAR, CFMR, CFAR, JDAR, IGMR, IGAR, IDAH, SMMR, SVMR, SVAR)
- 10,000EUR (LFAR, XFAR)

### Delivery & Collection

Delivery/Collection must be arranged during the reservation process.

### During Opening Hours

Delivery/Collection is an on-request service. Please contact the nearest CARWIZ office.

### Delivery/Collection within / outside city limits

- (or in a 10 km radius from the nearest office) a fee of 80,00 € will be charged
- (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 return 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.

### Damage handling fee – administration fee

If the lessee does not have any additional coverage package, and vehicle damage occurs, alongside the damage itself, an additional fee of 50.00€ will be applied.

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## ADDITIONAL EQUIPMENT AND SERVICES

### Fuel options

All vehicles are coming 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.
Refiling 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 pricelist (2,80€ per liter). Refueling service will be charged (30,00€).

### Additional Driver

The fee for an additional driver is 15,00 € per day.

### Child Seat

A child seat is a legal obligation and needs 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) – 15,00€ per day
Child seat (15-36 kg) – 15,00€ per day
Booster seat (children height up to 135 cm) – 15,00€ per day

### GPS

If you decide to rent a navigation system with your vehicle, 15€ fee will apply daily.