

Booking conditions

Booking allows you to reserve a vehicle and extra options for collection at a pre-arranged date, time and location and for the agreed rental period.

The following conditions apply to bookings made through the site www.viaggiarent.com, the Viaggiare Rent Call Center, by email (0039 0424 1958079 – reservation@viaggiarent.it) or directly at the rental stations. Some conditions may vary in case of booking made through third party intermediaries (brokers) or following a company agreement; in this case the contractual conditions will be effective.

1. BOOKING

The rate booked includes what is expressly indicated in the booking summary confirmed by e-mail; any additional costs for supplements, accessories requested at the time of rental or other sums chargeable to the Customer according to the provisions of the general and specific Rental Conditions are excluded.

The rental rates in force at the time of booking will be guaranteed until the Customer signs the Rental Agreement/Letter, with which the negotiating relationship is perfected. Up to that moment, no information or content assumes contractual significance or is offered to the public. At the time of booking, the price category of the vehicle is guaranteed, but not a specific model. In case of unavailability of the booked vehicle, the Lessor reserves the right to replace it with one of a category corresponding to or higher than that chosen by the Customer when booking.

By confirming the booking, the Customer acknowledges having read and accepted these conditions, as well as the general and particular rental conditions on the site www.viaggiarent.com.

2. PAYMENT ON COLLECTION

The amount due upon booking confirmation can be paid at the rental station with major credit cards, debit cards. American Express and Diners are not accepted. At the time of signing the Contract, the Customer undertakes must present his nominal credit card to the Lessor who will carry out the relative pre-authorization as a security deposit according to the criteria established by the General and Specific Rental Conditions.

In the case of rental with a debit card, a debit/prepaid card and the following documents must be presented when picking up the vehicle: driving licence, identity card or passport and return air ticket or similar document. The card is required to guarantee the rented vehicle and the security deposit will be charged and/or withheld. It is advisable that the Customer make sure that the card has an amount sufficient to cover the requested deposit of € 250.00. This amount will be refunded, unless an event has occurred which entails a charge as established by the general and specific rental conditions, at the end of the rental. The Client declares to have been previously informed by the Lessor that the use of a debit/prepaid card involves, in order to proceed with the collection of the vehicle at the rental station, the automatic activation of the conventional "Full Cover" limitation of liability, the relative cost of which the Customer accepts and undertakes to pay the Lessor in addition to the rental fee. The Lessor nevertheless reserves the right not to deliver the vehicle if he deems the guarantees given by the customer insufficient.

3. ONLINE PREPAYMENT

With prepaid online bookings, the Customer pays the amount due for the rental period rate and for the extra options chosen at the time of booking confirmation. Extra options that cannot be prepaid at the time of booking are subject to the pay-on-pick-up terms. The online prepayment does not establish a contract for the provision of the car rental service which will be entered into upon collection of the vehicle and will be subject to local laws and regulations. At the time of rental, the Customer, even in the case of a prepaid online reservation, must present a credit or debit card in his name to hold the security deposit according to the same conditions and methods provided for "payment on collection".

4. RESERVATION CHANGES

The Customer can modify the reservation via the Viaggiare Rent call center (tel. N. 0039 0424 1958079) or via email (reservation@viaggiarent.it) with a minimum notice of 48 hours from the rental start date and time.

In case the Customer amends the relevant data of the reservation (car group booked, date/time of collection/delivery, collection/delivery station) the system may not guarantee the availability of the vehicle and/or rate initially booked/prepaid. If, as a result of the changes, an amount higher than that previously booked (in case of payment on collection) or paid (online prepayment) is due by the Customer, the Customer must pay the difference with a new payment. If the balance amount is lower, no refund will be due and the difference will be retained as a penalty.

5. CANCELLATION OF RESERVATION

The Customer can cancel the reservation via the Viaggiare Rent call center (tel. N.0039 0424 1958079) or via email (reservation@viaggiarent.it) without any additional charge up to 48 hours from the date and time of

collection of the vehicle. In case of cancellation in the 48 hours prior the collection, the Customer is due to pay a penalty of €25.

If the booking is made in prepaid online method, in case of cancellation, the same will be communicated in writing to the Lessor and the Customer undertakes, as of now, to pay a penalty as follows:

- a) cancellation communicated with notice of at least 3 (three) working days from the date and time of collection of the vehicle, no penalty will be due by the Customer;
- b) cancellation communicated with notice of at least 2 (two) working days from the date and time of collection of the vehicle, the Customer will be charged a penalty equal to 30% of the amount of the vehicle rental rate;
- c) cancellation communicated in advance on the working day preceding the date and time of collection of the vehicle, the Customer will be charged a penalty of 70% of the vehicle rental rate.

The Client expressly authorizes the Lessor to debit the amounts of the aforementioned penalties on the credit card indicated during the booking phase.

6. CUSTOMER NO SHOW

If the Customer does not show up for the conclusion of the rental without having communicated the cancellation of the reservation, he will be charged a penalty equal to the entire amount of the reservation and possibly prepaid upon confirmation of the same.

The Lessor undertakes to honor the accepted reservations when the Customer shows up at the rental station desk indicated on the confirmed day and time, with a maximum tolerance of 1 hour. If the Customer shows up beyond the expected tolerance, the Lessor is exempt from delivering the vehicle without this implying a contractual breach of the same.

7. OUT OF HOURS

The Customer is required to show up for the collection of the vehicle no later than the closing time of the rental station. It is possible to collect the car outside office opening hours by paying a supplement of 60.00 euros within one hour and 90.00 euros after two hours after closing.

8. RENTAL REQUIREMENTS

At the time of rental, the Client and each authorized driver must present a valid national driving license or permit which entitles him to drive the rented vehicle, a valid means of payment accepted by the Lessor, as well as an identity document personal or passport. If the Customer has a driving license issued by a non-EU foreign state, an international driving permit must also be shown. In the case of a driving license with characters other than Latin characters and numbers other than Arabic numbers (e.g. Cyrillic, Hebrew, Chinese, etc.), in addition to the International Driving Permit, a sworn translation of the driving license is required. Both the Customer and each authorized driver, for all car categories, must be between 25 and 75 years of age and be in possession of a valid driving license from an EU/EFTA country which entitles them to the type of rented vehicle, issued for at least 12 months and expiring after the rental period. Drivers under the age of 25 and over 75 are allowed access to the rental with the application of a daily price supplement in relation to certain categories of vehicles determined by the Lessor according to age groups, however for certain categories of vehicles have specific limitations regarding the age of the driver and/or the duration of possession of the driving license which cannot be derogated from by applying the supplement.

No refund relating to the reservation will be due and any prepaid amount will be retained as a penalty, if the Customer at the time of rental does not meet the requirements for picking up the vehicle, including in particular:

- Does not have a valid identity document;
- Does not have a valid driving license issued for at least 1 (one) year in the category suitable for the characteristics of the rented vehicle;
- Does not have a credit or debit card in his name with an expiry date of no less than 3 (three) months.
- Do not provide a credit card without the limit necessary to cover the cost of the rental, any extra services and the security deposit (where required).

In the case that the Customer uses a rental period lower than the booked and prepaid one, the unused days will not be refunded.

For anything not expressly provided for in these conditions, the general and specific rental conditions are apply.