

# Booking Conditions

The booking allows you to reserve a vehicle and any extra options for pick-up on a predetermined date, time, and location, and for the agreed rental period.

The following conditions apply to bookings made through the website [www.viaggiararent.com](http://www.viaggiararent.com), the Viaggiare Rent Call Center, by email (0039 0424 1958079 – [reservation@viaggiaresrl.it](mailto:reservation@viaggiaresrl.it)), or directly at the rental stations. Some conditions may vary in the case of bookings made through third-party intermediaries (brokers) or under a corporate agreement; in such cases, the contractual terms of the specific agreement will apply.

## 1. BOOKING

The booked rate includes only what is expressly indicated in the booking summary confirmed via email; any additional costs for extras, accessories requested at the time of rental, or other charges attributable to the Customer in accordance with the General and Specific Rental Terms and Conditions are excluded.

The rental rates in effect at the time of booking will be guaranteed until the Customer signs the Rental Agreement/Rental Letter, which finalizes the contractual relationship. Until that moment, no information or content shall be considered contractually binding or constitute a public offer.

At the time of booking, the vehicle category (rate class) is guaranteed, but not a specific model. In case the booked vehicle is unavailable, the Rental Company reserves the right to substitute it with a vehicle of the same or higher category. If that is not possible, a vehicle of a lower category will be provided, with a corresponding adjustment of the rental rate.

In the event of total unavailability of a vehicle, or if the Customer refuses to accept a vehicle of a different category than the one booked, the only obligation of the Rental Company will be to refund any amounts paid by the Customer for the vehicle rental. The refund will be processed, at the discretion of the Rental Company, either by crediting the amount back to the payment card used by the Customer or via bank transfer.

By confirming the booking, the Customer acknowledges having read and accepted these conditions, as well as the general and specific rental terms and conditions available on the website [www.viaggiararent.com](http://www.viaggiararent.com).

## 2. PAYMENT AT PICK-UP

If the rental has not been prepaid, payment must be made at the rental station using a credit card (VISA, MASTERCARD, AMERICAN EXPRESS), or with debit, prepaid, and/or virtual cards (belonging to the VISA, MASTERCARD, MAESTRO, or BANCOMAT circuits). At the time of booking or upon signing the Rental Agreement, the Customer is required to present a credit card in their name, on which the Rental Company will perform a pre-authorization as a security deposit in accordance with Article 9 and as specified in the Specific Rental Conditions available on the Rental Company's website.

A credit card is strictly required as a guarantee for the rented vehicle and is necessary for the security deposit. ALL debit cards, prepaid cards, BANCOMAT, MAESTRO, and all virtual cards are excluded from being used for the security deposit. The Customer must ensure in advance that they have the necessary PIN for authorization and verify that the credit card has sufficient funds to cover the required deposit based on the rented vehicle category.

The Rental Company reserves the right to request an additional pre-authorization in the event of certain circumstances, including: vehicle replacement due to accident/damage, or vehicle theft. The Rental Company undertakes to release the pre-authorized amount at the end of the rental—provided no event has occurred that would justify a charge—under the conditions stated in Article 9 and in the General and Specific Rental Terms and Conditions.

The Rental Company reserves the right not to deliver the vehicle if, at its sole discretion, it considers the Customer's guarantees to be insufficient.

The Customer, having been previously informed (including through the option to consult these Rental Conditions published on the Rental Company's website), acknowledges that if they do not present a valid credit card in their name, and if the Rental Company agrees to accept a debit and/or prepaid card instead (only named cards within the VISA and MASTERCARD circuits, with all virtual cards excluded), the activation of the "Cover Comfort" liability limitation package will be mandatory in order to proceed with the vehicle handover. The Customer agrees to pay the related fee (available on [www.viaggiararent.com](http://www.viaggiararent.com)) in addition to the rental price.

If the Customer refuses the required Cover Comfort activation and/or refuses to pay the related fee, and is unable to provide a valid credit card for the pre-authorization, the Rental Company reserves the right not to enter into the rental agreement and not to deliver the vehicle.

## 3. ONLINE PREPAYMENT

With prepaid online bookings, the Customer pays in advance for the rental rate covering the booked rental period and for any extra options selected at the time of booking confirmation. Extra options that cannot be prepaid at the time of booking are subject to the conditions described under "Payment at Pick-Up."

Online prepayment does not constitute a rental service agreement, which will be formalized at the time of vehicle pick-up and will be subject to local laws and regulations.

At the time of rental, even in the case of a prepaid online booking, the Customer must present a credit or debit card in their name for the security deposit hold, under the same terms and conditions set out in the "Payment at Pick-Up" section.

#### 4. BOOKING MODIFICATIONS

The Customer may modify the booking by contacting the Viaggiare Rent Call Center (tel. no. +39 0424 1958079) or via email (reservation@viaggiarent.it) with a minimum notice of 24 hours prior to the rental start date and time.

If the Customer requests to change key booking details (such as the booked vehicle category, pick-up/return date and time, or pick-up/drop-off location), the system may not guarantee the availability of the originally booked/prepaid vehicle or rate. If, as a result of the modifications, the total amount due is higher than the original booking amount (in the case of payment at pick-up) or the amount already paid (in the case of online prepayment), the Customer will be required to pay the difference. If the adjusted amount is lower, no refund will be issued, and the difference will be retained as a penalty.

#### 5. BOOKING CANCELLATION

The Customer may cancel a booking made through the website [www.viaggiarent.com](http://www.viaggiarent.com) by contacting the Viaggiare Rent Call Center (tel. no. +39 0424 1958079) or via email (reservation@viaggiarent.it) without incurring any additional charges, provided the cancellation is made more than 24 hours before the scheduled vehicle pick-up time.

If the cancellation request is made within less than 24 hours prior to the scheduled pick-up, the Customer will be entitled to receive a voucher to be used for a future booking—unless they can demonstrate valid grounds for the cancellation and the impossibility of proceeding with the pick-up. The voucher amount will be equal to the prepaid amount minus a 30% penalty and must be used by December 31 of the year in which it is issued.

In all cases, the cancellation request must be formally submitted via email to [reservation@viaggiarent.it](mailto:reservation@viaggiarent.it).

No refunds will be granted in cases of no-show if the Customer fails to meet the necessary requirements or provide the required documentation for signing the Rental Agreement (valid driver's license, credit card in their name, etc.).

The Customer expressly authorizes the Rental Company to charge any applicable penalties to the credit card provided at the time of booking.

#### 6. NO-SHOW (CUSTOMER NON-ARRIVAL)

If the Customer fails to show up to complete the rental without having notified the cancellation, a penalty equal to the full amount of the booking, including any amount prepaid at the time of confirmation, will be charged.

The Rental Company commits to honoring accepted bookings when the Customer presents themselves at the rental station counter on the confirmed date and time, allowing a grace period of up to 1 hour. If the Customer arrives after this grace period, the Rental Company is released from the obligation to provide the vehicle, and this will not be considered a contractual breach.

#### 7. OUT-OF-HOURS PICK-UP

The Customer is required to arrive for vehicle pick-up no later than the rental station's closing time.

It is possible to collect the vehicle outside of regular office hours by paying a surcharge of €50.00 if within one hour after closing, or €70.00 if more than two hours after closing.

#### 8. RENTAL REQUIREMENTS

At the time of vehicle pick-up, the Customer and each authorized driver must present a valid national driver's license or permit authorizing them to drive the rented vehicle, a valid and accepted form of payment, and an identity card or passport. If the Customer holds a driver's license issued by Greece or a non-EU country, an International Driving Permit (IDP) must also be presented. In the case of licenses using non-Latin characters or non-Arabic numerals (e.g., Cyrillic, Hebrew, Chinese), a sworn translation of the license is also required in addition to the IDP. Failure to provide these documents will result in the Rental Company being unable to deliver the vehicle.

Both the Customer and each authorized driver must be between 24 and 75 years of age, and must hold a valid EU/EFTA driving license suitable for the rented vehicle category. The license must have been issued at least 12 months before the rental and remain valid throughout the entire rental period.

Drivers aged between 19 and 23, and those between 76 and 85, may rent only vehicle categories A, B, and C, and only by paying the applicable "young driver" or "senior driver" surcharge, as listed in the "Specific Rental Conditions" available on the Rental Company's website.

The Rental Company states that, in some cases, specific age or license requirements apply to certain vehicle categories. These requirements cannot be waived by paying a surcharge. If the Customer is unable to present the required documents at vehicle pick-up, or is over the age of 85, the Rental Company may refuse delivery of the vehicle or terminate the rental agreement, without this constituting any contractual breach or entitling the Customer to compensation of any kind. The Rental Company also reserves the right to refuse the rental agreement at its sole discretion.

To finalize the rental agreement and validate the booking, the original (not digital copies) of the following documents must be presented by the Customer and all authorized drivers:

- a) A valid identity document (ID card or passport);
- b) A certificate of registration (chamber of commerce certificate) if the Customer is a company's legal representative;
- c) A driver's license issued at least one (1) year prior, appropriate for the vehicle rented;
- d) A credit card in the Customer's name, with an expiration date at least three (3) months after the vehicle return date.

The Rental Company will honor accepted bookings when the Customer, with the required documents, arrives at the designated rental station on the confirmed date and time, allowing a maximum grace period of 1 hour. If the Customer arrives after this period, the Rental Company is not obliged to deliver the vehicle, and this will not be considered a breach of contract.

The Customer may request a refund for an online booking made exclusively through [www.viaggiarent.com](http://www.viaggiarent.com) if the cancellation is made more than 24 hours prior to the scheduled pick-up time. If cancellation occurs within 24 hours, the Customer will be entitled to a voucher for a future booking—unless valid reasons for the cancellation and the impossibility of proceeding with the rental can be demonstrated. The voucher will equal the prepaid amount minus a 30% penalty, and must be used by December 31 of the year it is issued. In any case, the cancellation request must be formally sent via email to [reservation@viaggiaresrl.it](mailto:reservation@viaggiaresrl.it).

No refund will be issued for failure to collect the vehicle if the Customer does not meet the required qualifications or lacks the necessary documents (valid license, ID or passport, credit card in their name).

For bookings made through third-party websites or intermediaries (brokers), any applicable refund must be requested directly from the third party, and will be subject to their terms and conditions.

If the Customer uses fewer rental days than originally booked and prepaid, unused days will not be refunded.

For anything not expressly covered in these conditions, the General and Specific Rental Terms and Conditions apply.