

Booking Conditions

The booking allows you to reserve a vehicle and additional 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.viaggiarent.com, the Viaggiare Rent customer service center, by email (+48 662027112 – info@viaggiarent.pl), or directly at rental locations. Some terms and conditions may vary for bookings made through third-party intermediaries (brokers).

1. BOOKING

The booked rate includes only what is clearly specified in the booking summary confirmed via email. Any additional costs for extras and accessories requested at the time of rental, or other charges applicable under the General and Specific Rental Terms and Conditions, are excluded.

Rental rates valid at the time of booking are guaranteed until the Customer signs the Rental Agreement/Letter, which finalizes the contractual relationship. Until then, no information or content shall be considered contractually binding or constitute a public offer.

At the time of booking, the vehicle rate category is guaranteed, but not a specific model. If the booked vehicle is unavailable, the Rental Company reserves the right to provide a replacement from the same or higher category. If that is also unavailable, a lower category vehicle will be provided with an appropriate rate adjustment.

If it is completely impossible to assign a vehicle, or the Customer refuses a replacement from a different category, the Rental Company's only obligation will be to refund the amount paid for the rental up to that point. Refunds will be issued either to the original payment card or via bank transfer, at the discretion of the Rental Company.

By confirming the booking, the Customer acknowledges having read and accepted these conditions, as well as the General and Specific Rental Conditions available at www.viaggiarent.com.

2. PAYMENT AT PICK-UP

If the rental has not been prepaid, payment must be made at the rental location using a credit card (VISA – MASTERCARD – AMERICAN EXPRESS), debit card, prepaid card, and/or virtual card (from VISA – MASTERCARD – MAESTRO – BANCOMAT systems).

Upon signing the Rental Agreement, the Customer agrees to present a credit card in their name, which will be pre-authorized as a security deposit, according to the terms outlined in the General and Specific Rental Conditions.

The credit card is required to guarantee the rental, and the deposit will be charged or held accordingly. All debit/prepaid cards, BANCOMAT, MAESTRO, and virtual cards are excluded for deposit purposes. The Customer must ensure that sufficient funds are available on the card to cover the required deposit. The amount will be refunded at the end of the rental period, unless charges apply under the Rental Terms.

The Rental Company reserves the right to refuse delivery if the guarantees provided by the Customer are deemed insufficient.

If renting with a debit or prepaid card, the Customer acknowledges they were informed in advance that use of such cards requires the automatic activation of the "Cover Comfort" liability waiver, necessary to proceed with vehicle pick-up. The Customer accepts this condition and agrees to pay the associated fee in addition to the rental charge.

Vehicles will be rented using cards accepted at the Rental Company's discretion. The Rental Company also reserves the right to deny vehicle delivery if the presented guarantees are deemed inadequate.

3. ONLINE PREPAYMENT

For prepaid online bookings, the Customer pays the full rental amount and any selected extras at the time of booking confirmation. Any extras that cannot be prepaid are subject to the conditions under "Payment at Pick-Up."

Online prepayment does not constitute a contract for the rental service, which will be finalized upon vehicle pick-up and subject to local laws and regulations.

Even for prepaid bookings, the Customer must present a valid credit or debit card in their name for the security deposit, under the same conditions outlined under "Payment at Pick-Up."

4. BOOKING MODIFICATIONS

Customers may modify their booking by contacting Viaggiare Rent's hotline (+48 662027112) or via email (info@viaggiararent.pl), with a minimum of 24 hours' notice before the scheduled start of the rental.

If the Customer requests to change essential booking details (e.g., vehicle category, pick-up/drop-off date, time, or location), the system may not guarantee availability of the originally booked vehicle and/or rate.

If the changes result in a higher amount due than originally booked (or prepaid), the Customer must pay the difference. If the new 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 via www.viaggiararent.com by contacting Viaggiare Rent's hotline (+48 662027112) or via email (info@viaggiararent.pl) at least 24 hours prior to the scheduled pick-up time, with no additional cost.

If cancellation occurs within less than 24 hours, the Customer will be entitled to a voucher for a future booking, unless valid cause and inability to collect the vehicle can be demonstrated. The voucher amount will equal the prepaid sum minus a 30% penalty, and it must be used by December 31 of the year of issue.

All cancellation requests must be formally submitted via email to info@viaggiararent.pl.

No refunds will be issued if the Customer fails to collect the vehicle due to missing documentation or failure to meet rental requirements (valid driver's license, credit card in the Customer's 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 appear for the rental without notifying cancellation, a penalty equal to 100% of the booking amount, including any prepaid sums, will be charged.

The Rental Company agrees to honor bookings when the Customer arrives at the designated rental counter at the confirmed date and time, allowing a maximum grace period of 1 hour. Beyond this, the Rental Company is released from any obligation to deliver the vehicle, without constituting a contractual breach.

7. RENTAL REQUIREMENTS

At pick-up, the Customer and each authorized driver must present:

- A valid national driver's license or permit suitable for the rented vehicle,
- A valid payment method accepted by the Rental Company,
- An identity document or passport.

If the driver's license is issued by a non-EU country, an International Driving Permit (IDP) is also required.

If the license uses non-Latin characters or non-Arabic numerals (e.g., Cyrillic, Hebrew, Chinese), both an IDP and a sworn translation of the license are required.

The Customer and all authorized drivers must:

- Be aged between 25 and 75,
- Hold a valid EU/EFTA license suitable for the rented vehicle category,
- Have held the license for at least 12 months,
- Have a license that remains valid throughout the rental period.

Drivers under 25 or over 75 may rent a vehicle in certain categories only, subject to a daily surcharge (young/senior driver fee).

For specific vehicle categories, additional restrictions may apply regarding age and license duration, which cannot be waived by paying a surcharge. These are detailed in the General and Specific Rental Conditions.

No refund will be issued for prepaid bookings if the Customer fails to meet the following requirements at pick-up:

- Does not provide a valid ID
- Does not provide a valid driver's license issued at least one year prior, suitable for the rented vehicle category;
- Does not have a credit/debit card in their name valid for at least three (3) months after return date
- Does not provide a card with sufficient limit to cover rental costs, extras, and deposit (if applicable)

If the Customer returns the vehicle earlier than booked, unused days will not be refunded.

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