

Special Rental Agreement are parts of Rental Terms and Conditions. Usually these conditions are applied to all rentals, except such cases where different conditions that may be reserved for agreements stipulated separately with Companies / Clients

ADDITIONAL SERVICES - PENALTIES AND PROTECTIONS


| Service Type - name | Group | Group | Damage Excess Amount | Theft Excess Amount | daily cost | max period chargeable |
|---|-------------------------|---|----------------------|--|------------------|-----------------------|
| Basic Protection (Art 8 Rental Terms and Condizioni) | A-B-C-CH-CX-C1-C1H | NBMR-MCMR-EDMR-HDMR-EXMR-EDAR-HDMR | 1,400.00 € | 1,700.00 € | INCLUDED IN RATE | |
| | D-D1-DD-DF-D1C-D1D-E-E1 | CDMR-DDMR-CFMR-CDAR-CFAR-DFAR-CWMR-CWAR | 1,600.00 € | 1,900.00 € | INCLUDED IN RATE | |
| | F1-F1F-G1-G1J | IMAR-FSAR-IFAR-JFAR | 1,800.00 € | 2,100.00 € | INCLUDED IN RATE | |
| | L- L1 | FVMR-FVAR | 2,100.00 € | 2,800.00 € | INCLUDED IN RATE | |
| | P | PFAR | 4,500.00 € | 5,500.00 € | INCLUDED IN RATE | |
| | Q | LFAR | 7,000.00 € | 8,000.00 € | INCLUDED IN RATE | |
| Protection Plus excluded damage to the wheel covers, tires and glasses (including the panoramic roof) - (Art. 8 Rental Terms and Conditions) | A-B-C-CH-CX-C1-C1H | NBMR-MCMR-EDMR-HDMR-EXMR-EDAR-HDMR | 700.00 € | 850.00 € | 15.50 € | 18gg |
| | D-D1-DD-DF-D1C-D1D-E-E1 | CDMR-DDMR-CFMR-CDAR-CFAR-DFAR-CWMR-CWAR | 800.00 € | 950.00 € | 18.50 € | 18gg |
| | F1-F1F-G1-G1J | IMAR-FSAR-IFAR-JFAR | 900.00 € | 1,050.00 € | 20.00 € | 18gg |
| | L- L1 | FVMR-FVAR | 2,100.00 € | 2,800.00 € | NOT ALLOWED | 18gg |
| | P | PFAR | 4,500.00 € | 5,500.00 € | NOT ALLOWED | |
| | Q | LFAR | 7,000.00 € | 8,000.00 € | NOT ALLOWED | |
| Glass and Tyre no charge for damage to the rims, wheel covers, tires, windows with the exception of the panoramic roof (Art. 8 terms and Rental Conditions) | A-B-C-CH-CX-C1-C1H | NBMR-MCMR-EDMR-HDMR-EXMR-EDAR-HDMR | 1,400.00 € | 1,700.00 € | 8.00 € | 18gg |
| | D-D1-DD-DF-D1C-D1D-E-E1 | CDMR-DDMR-CFMR-CDAR-CFAR-DFAR-CWMR-CWAR | 1,600.00 € | 1,900.00 € | 10.00 € | 18gg |
| | F1-F1F-G1-G1J | IMAR-FSAR-IFAR-JFAR | 1,800.00 € | 2,100.00 € | 11.00 € | 18gg |
| | L- L1 | FVMR-FVAR | 2,100.00 € | 2,800.00 € | NOT ALLOWED | 18gg |
| | P | PFAR | 4,500.00 € | 5,500.00 € | NOT ALLOWED | |
| | Q | LFAR | 7,000.00 € | 8,000.00 € | NOT ALLOWED | |
| Protection Gold Art. 8 Rental Terms and Conditions | A-B-C-CH-CX-C1-C1H | NBMR-MCMR-EDMR-HDMR-EXMR-EDAR-HDMR | 0.00 € | 0.00 € Puglia and Campania 500,00 € | 25.00 € | 18gg |
| | D-D1-DD-DF-D1C-D1D-E-E1 | CDMR-DDMR-CFMR-CDAR-CFAR-DFAR-CWMR-CWAR | 0.00 € | 0.00 € Puglia and Campania 600,00 € | 28.00 € | 18gg |
| | F1-F1F-G1-G1J | IMAR-FSAR-IFAR-JFAR | 0.00 € | 0.00 € Puglia and Campania 600,00 € | 30.00 € | 18gg |
| | L- L1 | FVMR-FVAR | 0.00 € | 0.00 € Puglia and Campania 700,00 € | 38.00 € | 18gg |
| | P | PFAR | 4,500.00 € | 5,500.00 € Puglia and Campania 700,00 € | | NOT ALLOWED |
| | Q | LFAR | 7,000.00 € | 8,000.00 € | | NOT ALLOWED |

Penalties amounts are VAT exempt - Protections daily coverage cost are VAT included

| ADDITIONAL SERVICES - EXTRA SERVICES | | | | |
|--|---|---|---|--|
| (Amount VAT included (22%)) | | | | |
| Service Type - name | Group | Penalties in case of damage/loss - notes | daily cost | max period chargeable |
| Diesel preferred | groups where there are also diesel cars | service available for car group rental / booking in which there are also diesel-powered vehicles. The customer requesting this service will insure a diesel model | 1.83 € | Max 18 days |
| GPS Device | all | MIN 40,00 MAX 250,00 EURO * | 9.00 € | MAX 7 days |
| Baby/Child seat | all | 100.00 € | 15.00 € | MAX 6 days |
| Snow chains | all | 70.00 € | FREE | During Winter season (usually from the 15th of november to the 30th of april) vehicles will be equipped with snow chains |
| Road assistance 24/24h | all | see note *** | FREE | all rental lenght |
| Road Assistenza Extra Service | all | see note **** | 2.50 € | all rental lenght |
| Additional Driver | all | any additional driver | 7.50 € | MAX 18 days |
| Young driver fee (19-23 years) | all | Group FVMR minimum age is 21 years old with at least 3 years license owned - Group P and Q minimum age is 25 years old with at least 3 years license owned | 16.00 € | all rental lenght |
| Senior driver fee (75-80 years) | all | Group P and Q Maximum age is 70 years old | 6.00 € | all rental lenght |
| Refueling service fee | all | | 24.40 € | Forfait |
| Fuel prepaid: | all | | Variable amount based on vehicle tank capacity and fuel price, constantly updated. More details at Felirent rental office | |
| * GPS Device: | Penalty for power cable damage/loss | | 40.00 € | TAX not allowed |
| | Penalty for bracket damage/loss | | 40.00 € | |
| | Penalty for power device damage/loss | | 60.00 € | |
| | Penalty for casing damage/loss | | 50.00 € | |
| | Penalty for GPS device damage/loss | | 150.00 € | |
| | GPS device not returned (Complete) | | 250.00 € | |
| *** Road Assistance 24h/24h | Free towing in case of : immobilization of the vehicle due to breakdown / accident - by calling toolfree nr. indicated in the rental contract, a rescue vehicle will be sent, without any expense by the customer, will resolve the cause of the immobilization if possible on the spot, or will tow the vehicle. Please keep in mind that our roadside assistance does not cover every possible inconvenience. To face the journey in peace of mind, we recommend to upgrade your coverage receiving Extra Roadside Assistance. | | | |
| **** Road Assistance Extra (valid only in Italy) | Free Towing also in these cases: - Low battery - wrong refueling fuel type or empty tank - diesel freezed - Drilling or breaking tire | | | |

| ADDITIONAL SERVICES - DROP OFF/ONE WAY | | | | | | |
|--|----------------------------------|----------|---|-----------------------------|-----------------|------------------------|
| (Below amount are VAT included (22%)) | | | | | | |
| ONE WAY ZONE | GROUP | FEE | LOCATIONS ALLOWED | ZONE NOT ALLOWED | ABROAD DROP OFF | RESERVATION MODE |
| One Way Italy Peninsular | all excluded IMAR IMMR FVMR FVAR | 130.00 € | MILANO FS - BOLOGNA APT - BRINDISI APT - BERGAMO APT - MILAN MALPENSA APT - VERONA APT - NAPOLI APT | SARDINIA SICILY | NOT ALLOWED | RESERVATION ON REQUEST |
| One Way Italy Peninsular | IMMR-IMAR-FVMR FVAR | 350.00 € | MILANO FS - BOLOGNA APT - BRINDISI APT - BERGAMO APT - MILAN MALPENSA APT - VERONA APT - NAPOLI APT | SARDINIA SICILY | NOT ALLOWED | RESERVATION ON REQUEST |
| One Way Sicily | all excluded IMAR IMMR FVMR FVAR | 130.00 € | CATANIA APT- PALERMO APT | ITALY PENINSULAR-SARDINIA | NOT ALLOWED | RESERVATION ON REQUEST |
| One Way Sicily | IMMR-IMAR-FVMR FVAR | 200.00 € | CATANIA APT- PALERMO APT | ITALY PENINSULAR - SARDINIA | NOT ALLOWED | RESERVATION ON REQUEST |
| One Way Sardinia | all excluded IMAR IMMR FVMR FVAR | 150.00 € | OLBIA PT - CAGLIARI APT - ALGHERO APT | ITALY PENINSULAR | NOT ALLOWED | RESERVATION ON REQUEST |
| One Way Sardinia | IMMR-IMAR-FVMR FVAR | 300.00 € | OLBIA PT - CAGLIARI APT - ALGHERO APT | ITALY PENINSULAR | NOT ALLOWED | RESERVATION ON REQUEST |
| One Way within Milan - Milan Mxp - Bergamo and viceversa | all excluded IMAR IMMR FVMR FVAR | 50.00 € | MILANO FS - MALPENSA APT - BERGAMO APT | ITALY PENINSULAR | NOT ALLOWED | RESERVATION ON REQUEST |
| One Way within Milan - Milan Mxp - Bergamo and viceversa | IMAR IMMR FVMR FVAR | 85.00 € | MILANO FS - MALPENSA APT - BERGAMO APT | ITALY PENINSULAR | NOT ALLOWED | RESERVATION ON REQUEST |
| One Way Luxury - Premium Group | LFAR-PFAR | 150.00 € | Milan - Milan Malpensa-Bergamo | Rest of Italy | NOT ALLOWED | RESERVATION ON REQUEST |

| ADDITIONAL SERVICES - OUT OF HOUR - DELIVERY AND COLLECTION | | | | |
|---|--|--------------------------------|---------------------------|---------------------------------|
| (Below amount VAT included (22%)) | | | | |
| Service | Group/Location | Note | Fee Amount | Amount Type |
| Out of Hour Pick Up | ALL | see restriction and note ***** | 97.60 € | Forfait |
| Out of Hour Return | location with key box service | | FREE | |
| | locations without key box service or meet and greet service | | min 40,00 max 97,60 euro | Forfait (see locations details) |
| Delivery/Collection within city limits | ALL | | 30.50 € | per unit |
| Delivery/Collection out of city limits | ALL | | € 1,83/km min. 42,70 € | per Km Min € 42,70 |
| ***** Out of Hour Pick Up | APT offices: in the event of delay of the flight (both flight number and airline name have to be communicated at booking time), Felirent will wait until the new scheduled flight arrival time + 1 hour. After this time the reservation will be considered as "No Show" and will be canceled. In case of flight delayed beyond the office closing time Felirent will wait for 1 hour (out of hour fee will be applied), other that period it will not be possible to pick up car and the reservation will be kept until the next morning opening time. In case of Prepaid reservation "No Show" will be considered as cancellation and no refund is allowed | | | |
| | DT offices: reservations with collection requests out of hours are subject to subsequent confirmation by Felirent Srl; once confirmed, the Customer can pick up the vehicle no later than 30 minutes before or after the time indicated in the booking, beyond these limits it will not be possible pick up the vehicle and the reservation will be considered as "No Show". In the case of a prepaid rental no refund will be made for the unused rental | | | |
| locations with key box | Catania Apt - Milano FS - Lecce FS - Brindisi Apt - Alghero Apt | | | |
| Locations without key box | Palermo Apt - Olbia Apt - Gravina in Puglia - Milan Malpensa Apt - Bergamo Apt - Cagliari Apt - Bologna Apt - Verona Apt - Napoli Apt | | | |

|  RENTAL - GENERAL REQUIREMENTS | | | |
|---|--|---|------------------------|
| Method of Payment | | | |
| Major Credit Cards are accepted (American Express, Mastercard, Visa). At the beginning of the rental, customer must have a valid (for the entire duration of rental) credit card in his name as guarantee and to cover the rental costs. Felirent will proceed to block an amount on this card that will cover the expected costs of the rental as well as an amount for a full tank of fuel and in any case not less than what is provided in the table below. In absence of this guarantee it will not be possible to proceed with the rental. In all cases Felirent reserves the right to not to proceed with the rental. | | | |
| Debit Cards, Prepaid Cards, Electrons bearing the logo of the main international circuits (Mastercard, Visa, Visa electron), the name of the Customer, and the card identification number are also accepted. These cards must also be valid for the entire rental period and a ceiling to cover the immediate charge of the entire rental amount plus the amount of the security deposit provided. If the customer intends to use one of the aforementioned cards, the purchase of the additional "Gold Protection" service becomes mandatory. The purchase of the additional service "Gold protection" is mandatory even in the case of a prepaid rental and/or from a Tour Operator. In some cases it may be necessary to request the customer's own bank details in order to be able to refund the security deposit, in such case the higher cost will be charged to customer for the reimbursement due, for more details regarding the calculation of the amount charged see the reference table below. | | | |
| Deposit amount table (blocked or charged) | | | |
| Vehicle group | with "Basic Protection" | "Glass and Tyre" "Protection Plus" | with "Gold Protection" |
| A-B-C-CH-CX-C1-C1H-D-DD-DF-D1C-D1D-E-E1 | | 500.00 € | 300.00 € |
| F1-F1F-G1-G1J | | 700.00 € | 300.00 € |
| L - L1 | | 900.00 € | 300.00 € |
| P | 2,500.00 € | Glass & tyre and Protection Plus/Gold not allowed | NO DEBIT PREPAID CARD |
| Q | 4,500.00 € | Glass & tyre and Protection Plus/Gold not allowed | NO DEBIT PREPAID CARD |
| calculation method for the amount that will be charged in case of use of debit, prepaid, electron cards. | | | |
| Not prepaid Rental | Total amount of the rental + total "Gold Protection" amount + any amounts resulting from additional services + security deposit amount depending by the rented group | | |
| Prepaid rentals | Total amount of "Gold protection" + any amounts resulting from additional services + security deposit amount depending by the rented group | | |

| Minimum and max rental duration |
|--|
| The minimum rental period is 1 day (24 hours) from the rental start date and time as stated in the rental agreement. the maximum delay foreseen beyond which a further day of rental will be charged is equal to 59 minutes compared to the time of the rental start, exceeded this limit will be charged the corresponding daily rate for each additional day of delay or fraction thereof. the maximum rental duration is of 30 days, after this period the Customer must proceed to do a new reservation. |

| Driving licence restriction - min and max driver's age |
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| Customer/driver must produce his original and valid for the entire period of rental driving license together with an additional identity document. This license must not be altered or deteriorated to such an extent that it cannot be read in all its data. To drive in Italy are accepted all licenses issued by an EU / EFTA country, licenses issued in non-EU countries must be accompanied by an international driving permit which have to be also valid for the duration of the rental. Driving licenses written in non-Latin characters, eg Chinese, Cyrillic Arabic, etc. will not be accepted, however, it will be possible to accept them only if accompanied by a translation, in original and in Latin characters, made by the Embassy or Consulate. In no case are they accepted, licenses and / or translations of them in photocopies, military licenses, substitutive declarations etc. Special cases: (valid only for Italian driving Licence) however, provisional driving licenses/permits are accepted, if valid for the entire rental period, issued by the competent local Police Dept and only if they are accompanied by an additional identification document if they do not have a photo. Minimum age allowed for rental is 19 years old with at least one year license owned (see young driver fee). Group L -L1 (Minivan 9 seats) minimum age allowed for rental is 21 years old with at least 3 years license owned. Group P -Q minimum age allowed for rental is 25 years old with at least 3 years license owned. Maximum age allowed is 80 years old (70 for group P and Q), see for senior driver fee. |

Vehicle driving restriction

The rented vehicle can be driven in the following countries of the European Union: Austria, Belgium, Croatia, France (including Corsica and excluding the French overseas territories), Germany, Luxembourg, Netherlands, Portugal, Slovenia, Spain (excluding the islands and enclaves of Ceuta and Melilla) as well as Switzerland, Vatican City, Republic of San Marino, Principality of Monaco. . The rented vehicle cannot be driven in all countries outside the European Union as well as in Estonia, Lithuania, Latvia, United Kingdom. A Cross border will be apply, in case of unauthorized cross border a penalty will be applied.

| | | | |
|-------------------------|--------------------|---|-------------|
| Cross border fee | euro 25,00 /rental | Penalty in case of not authorized cross border (please be aware also that any additional protection service have not any validity in case of accident or theft). | euro 500,00 |
|-------------------------|--------------------|---|-------------|

Reservation and expeted pick up time and date (pick up grace period)

Reserved vehicle have to be picked up within 1 hour from the expeted pick up time and date, in case of delay without notice by the customer to the rental office, other that limit the reservation will be considered canceled. Reservation with flight number early communicated will be moved to the new scheduled landing time (please read carefully note released for "Out of hour pick up")

Administrative fee appliable

| | | | | |
|-----------------------------------|------------------------------|---------------------|---------|---|
| Traffic Fine's Administrative Fee | in case of traffic violation | Amount Vat included | 42.70 € | every fine |
| Damage/Theft Administrative Fee | In case of accident | Amount Vat included | 61.00 € | (not applicable in the case of towing, pneumatic drilling, incorrect refueling, damage to wheel covers and rims or in any case when damage/loss charges is less than 100,00 euros |