

Vehicle rental services provided by Maggiore, their Affiliates or Licensees (hereinafter the "Lessor"), including on behalf of third parties, are governed by these general terms and conditions, the rental agreement signed by the Customer, the Maggiore Price List, the Vehicle Damage Charges Chart, and the Privacy Policy (hereinafter the "Contract Documentation" or the "Agreement") enforced at the time the rental agreement was signed, read by or given to the Customer, who is fully aware of their contents as well as of those of the Maggiore Rental guide.

Maggiore sees ethics and respecting the rules among its primary values, and has therefore drawn up a Code of Ethics which the Company uses as an "ID card".

You can view the Code of Ethics at www.maggiore.it. By signing the rental agreement the Customer states that they have read and agreed with its provisions and intend to abide by them.

By signing the Rental Agreement, the Customer declares to have read and accepted the general terms and conditions for rental and to specifically approve articles 1 (Driving the vehicle and eligibility for rental), 4 (Refuelling), 5 (one-way hire service – automobiles only), 6 (Conditions for driving and use of the vehicle), 7 (Vehicle pick-up and return), 8 (Customer's responsibilities), 9 (Theft, fire and damage liability), 10 (Lessor's responsibilities), 11 (Fees), 12 (Other expenses), 13 (Optional coverage), 14 (Additional equipment and services upon request, subject to availability), 15 (Termination clause), 16 (Jurisdiction), 17 (Translation), 18 (Domicile and notifications).

GENERAL TERMS AND CONDITIONS

1 Driving the vehicle and eligibility for rental

The Customer and each authorised driver of the rented vehicle must provide the identification and qualification documents requested by the Lessor. In particular, each authorised driver undertakes to provide their driving license and a valid identity document, in which their address of residence is indicated, and allows the Lessor to make a copy of them.

Each driver of the vehicle undertakes to provide truthful information about their identity, age, address, fax number and/or email address or about having a legal driving license. Drivers must indicate any difference with the information in the submitted documents. For all legal purposes, the Customer's domicile is that indicated in the Agreement.

The Customer declares to be aware of the obligation to use winter tyres or carry snow chains in the vehicle when using parts of the national road system, as required by specific national legislation, and undertakes to check whether the obligation applies to the roads they intend to take and to comply with the relative requirements; Maggiore will provide vehicles with the necessary devices, unless the Customer waives this option, and declines all liability if the Customer does not intend to use or fails to use them.

The Customer and every authorised driver must meet the following requirements:

- At least 25 years of age.
- A driving license valid for the rented vehicle, issued at least 12 months prior to the hire date.

Drivers under 25 years of age may rent the vehicle with the addition of a "Young Driver Surcharge" for certain categories of vehicles specified by the Lessor, depending on the age range. The "Young Driver" surcharge is applied as indicated in the Maggiore Price List. However, for certain vehicles or categories of vehicles, the minimum age requirement (25 years) cannot be waived in any way, not even by paying the surcharge.

An "Other Authorised Drivers Surcharge" is charged for every additional authorised driver. The amount of this surcharge depends on the duration of the rental and are listed in the Maggiore Price List. Only two authorised drivers, in addition to the primary driver, are permitted with the surcharge.

- A Credit Card is required for renting vehicles

For certain vehicle categories and/or areas, the Lessor's rental agency may require two Credit Cards or an approved Credit Card. Specific authorisation must be signed in the event of a payment made using a credit card belonging to someone other than the Customer.

- A Credit Card is not necessary for renting cars and commercial vehicles in categories other than those specified by the Lessor, if the Customer pays a Security Deposit equal to the estimated rental charges (including accessories, fuel refill, refuelling and other charges).

If you rent a vehicle from a category other than that booked and quoted, and the vehicle is not replaced within 15 days from the delivery date, the rate for the vehicle that was actually used will be applied also to the previous period, according to the criteria indicated in the Price List. It is the Customer's responsibility to have the vehicle replaced within the deadline.

All this without prejudice to the Lessor's right to refuse the rental agreement, especially in the event of a history of accidents giving rise to liabilities, theft, or other damage during previous rentals. The Driver acknowledges the requirement set out in Articles 94, paragraph 4-bis of the Highway Code and 247-bis, paragraph 2, letter B) of Italian Presidential Decree No. 495/1992, concerning the notification of the names of users renting vehicles for more than 30 days to the civil motorisation department. This is an obligation for the driver, who is

required to fulfil it personally and at their own expense. Maggiore intends to facilitate compliance with this obligation by adding a delegation clause in the Rental Agreement and charging the fee indicated in the Price List for submitting the notification on the user's behalf.

2 Method and Terms of Payment for Rental

Payment for rental must be made through Maggiore Credit Documents or major Credit Cards with special prior authorisation from the issuing bank, or by cash/debit card (in the cases and with the methods specified in paragraph 1).

For rentals below thirty days, payment must be made within the date established for the return of the vehicle. For rentals over thirty days, the rent must be paid every thirty days and, if the vehicle is returned early, upon returning it.

Promotional rates are possible by booking through the website or through the Lessor's Booking Centre and paying a security deposit equal to the cost of the booked service ("Pre-Pay") by Credit Card. In any event, upon renting the vehicle, the lessee will be required to provide a Credit Card in their name as a security deposit for any possible additional expenses which could arise from the rental. For further information about the prepaid service, please refer to the Pre-Pay Terms and Conditions document, which is an integral and essential part of these general terms and conditions.

3 Third-party vehicle insurance

All vehicles are covered by a third-party vehicle insurance in compliance with the standards in force.

The third-party vehicle insurance policy on Maggiore vehicles covers third-party civil liability towards people, property (except for transported ones), and animals.

Maggiore vehicle passengers are treated as third parties.

The combined single limit of liability is indicated in the Maggiore Price List.

In the event of an accident, the Customer must sign an agreed statement of facts on motor vehicle accident (CAI form inside the vehicle) with the other party, and send it to the Lessor's nearest agency within 24 hours from the accident, or hand it over upon returning the vehicle if it is returned within 24 hours from the accident. In the event of no accident, when you return the vehicle, you must explicitly declare that you were not involved and did not cause any accident. This is to allow the Lessor to protect themselves against fraudulent or unfounded claims.

4 Refuelling

The Customer is required to return the vehicle with the same level of fuel on collection.

If you fail to refuel the vehicle, the Lessor will do it and charge you for the cost of this service (Indicated in the Maggiore Price List) and the missing litres of fuel, the price of which will be increased as indicated in the Contract Documentation (Rental Agreement - Quote).

5 One-way hire service – automobiles only The one-way hire service allows you to collect the vehicle in one agency and return it to another. This service is provided in Italy and abroad at the Lessor's sole discretion.

6 Conditions for Driving and for Use of the Vehicle

The Customer undertakes to keep, use, and ensure that the vehicle is used with the utmost care and attention, in accordance with its intended use and characteristics indicated in the registration certificate and in compliance with law. The Customer also undertakes the following:

- a) not to use the vehicle, not even through third parties, for the carriage of people or things for hire or reward, except in the case of vans;
- b) not to rehire or rent the vehicle or have it rehired or rented, even with a driver;
- c) not to allow anyone other than those authorised in the rental agreement, anyone without a valid driving license, and/or anyone who doesn't meet the requirements set out in the Contract Documentation to drive the vehicle;
- d) not to carry animals, substances, or anything else whose condition or odour may damage the vehicle and/or delay its possibility to be rented again. Should the vehicle require extra cleaning, the amount indicated in the Maggiore Price List or the required surcharge will be charged to you;
- e) not to make any repair on the rented vehicle without the Lessor's written consent;
- f) to inform the Lessor immediately about any vehicle malfunction and stop the vehicle immediately upon discovering any

- malfunction. The Customer also undertakes to follow the Lessor's indications concerning the replacement or return of the vehicle;
- g) to refuel the vehicle with the correct type of fuel and indicate, if requested, the fuel station to contact in case of any damage. The Customer also undertakes to maintain the vehicle diligently and check the consumable fluid levels, topping up whenever necessary;
 - h) not to use the vehicle for racing, test driving, or competing, or on unpaved roads or roads that are not suited to the vehicle, or for driving schools, or pull or push other vehicles without the Lessor's explicit consent, or to enter restricted areas, or violate the Highway Code or any other law, and, in general, not to commit any offence;
 - i) not to drive the vehicle under the influence of drugs, narcotics, alcohol, or any substance that may impair driving ability and reaction times;
 - j) to be diligent in the care of the vehicle, activate all safety devices, avoid leaving valuables inside the vehicle, and, in general, take all the measures necessary to ensure the security of the Lessor's property;
 - k) not to drive the vehicle in countries other than those expressly indicated in the rental agreement, unless expressly authorised by the Lessor in writing. To this end, the "carta verde" (international insurance certificate), handed over with the vehicle's other documents, is just an integral part of the vehicle's documentation and does not constitute such an authorisation. Should you travel through the countries not specifically authorised, the insurance coverage and any agreement for the exclusion and limitation of liability will no longer be effective. Therefore, any cost borne by the Lessor due to failure to fulfil this obligation will be charged to you.

Any unauthorised or unlawful use of the vehicle will require the Customer to pay compensation for any consequential damage, jointly with every other authorised driver where appropriate, and will cancel any limitation of liability, thereby exposing you to liability and claims.

The Lessor reserves the right to take the vehicle back at any time and in any place in the event of a breach of this article.

7 Picking up and returning the vehicle

The Customer can pick up the vehicle after signing the rental agreement and accepting that the vehicle, all its standard options, equipment, and accessories handed over by the Lessor, including those indicated in the rental agreement, are in good working order. The Customer also agrees to return the vehicle in the same condition, free of any goods or belongings and with all its documents, at the time and in the location indicated on the rental agreement, with only normal wear and tear that is proportionate to the duration and mileage of the rental.

Upon returning the vehicle, the Customer is responsible for verifying the state of the vehicle together with Agency personnel, listing and signing any differences with respect to that indicated on the rental agreement at the beginning of the rental period. Should you not verify the state of the vehicle jointly with the Agency staff, the Lessor will be entitled to charge you for any damage found on the vehicle. At the beginning of the rental, the Customer must communicate to which Agency and when they will return the vehicle, as stated in the rental agreement. In the event of unauthorised delayed return of the vehicle, the Lessor will be entitled to take possession and custody of the vehicle anywhere and at any time.

A rental day is defined as 24 hours, calculated from the time you pick up the vehicle; after the 24 hours expire, you will be charged a second full rental day.

However, you can ask for a "Time Extension Supplement", which allows you to return the vehicle up to 1 hour and 59 minutes after the 24 hour limit, as set out in the Maggiore Price List.

If the vehicle is not returned within the time indicated in the rental agreement, due to the significant organisational problems caused to us by the absence of the vehicle, the Customer undertakes to pay the full "Standard" daily rental rate (see Maggiore Price List) for the days until the vehicle is returned, without prejudice to our right to claim greater damages. This condition shall not apply if the Lessor issues written authorisation to continue the rental until the term indicated in the authorisation.

If the vehicle is not returned to the location indicated in the rental agreement, due to the significant organisational problems caused to us by the absence of the vehicle, the Customer undertakes to pay the full "Standard" daily rental rate (see Maggiore Price List) for the days until the vehicle is returned, without prejudice to our right to claim greater damages, in addition to the cost of the one-way hire service and any additional charge for returning the vehicle to an unauthorised location, as indicated in the Maggiore Price List.

If the Customer fails to return the accompanying documents and/or the license plate, they will have to pay a penalty fee equal to the "Standard" daily rental rate of the vehicle (see the Maggiore Price List), for every day required for replacing the missing documents or license plate as well as any additional damages or fees.

The security deposit will be returned once the vehicle and all of the accessory items have been returned, and after deducting any amounts due for fees or other reasons pursuant to the Contract Documentation.

The termination of the rental agreement implies that any security deposit has been returned, thereby exonerating the Lessor from requesting any receipt.

If the vehicle is returned late, any rates tied to a specific rental duration (e.g. Weekend or Holiday rates), will be considered not applicable and the entire rental will be charged at the "Standard" daily rate (see the Maggiore Price List).

The vehicle must be returned during the Agency's opening hours. If it is returned after hours, only if possible and if previously authorised, the time of the vehicle's return will be calculated from the time that the office re-opens and only if the vehicle was actually received by the agency, in order to calculate the rate and the responsibility associated with the vehicle (including, but not limited to traffic violations, damage, theft and/or partial or total fire).

Customers who return a vehicle outside opening hours are responsible for confirming that the vehicle was handed over to the agency and filling out and delivering a duly signed Delivery Slip together with the keys.

If the Customer fails to return the keys for whatever reason, even if the vehicle has been returned, they will be subject to a penalty equal to the "Standard" daily rental charge for the vehicle for each day until the keys are returned or until the original copy of the loss or theft report is submitted to the competent Authorities. Said penalty will be increased with the amount indicated in the Maggiore Price List, without prejudice to liability for greater damages.

In the event of unreturned or damaged standard and optional accessories, for whatever reason, as set out in article 14, the Customer will be subject to a penalty whose amount is indicated in the Maggiore Price List, without prejudice to liability for greater damages.

Any claim or complaint that the Customer wants to raise against the Lessor in relation to the rental must be received by the Lessor strictly within 10 working days from the date the vehicle was returned and/or the relative rental agreement terminated. The Customer hereby waives the right to raise any requests for reimbursement and/or compensation beyond the aforementioned deadline.

8 Customer's responsibilities

The Customer is responsible for any damage to the rented vehicle. The vehicle provided is always covered by a third-party civil liability insurance policy with the ceiling required by Italian law and within the terms and conditions of the insurance policy. Upon explicit request, which must be indicated in the rental agreement, the vehicle can be covered by the additional insurance policies mentioned in the Contract Documentation.

During the rental period, the Customer is responsible for any traffic fines and/or any other charges due to the violation of the highway code or of any other law or regulation, as well as for tolls, parking costs, and any other amount resulting from the use of the vehicle, even by third parties. The Customer undertakes to reimburse any amount paid in advance for this purpose, including the postage expenses and administrative fees associated with the reimbursement request. The Customer agrees to bear the cost of any associated administrative procedure, as set out in the Maggiore Price List.

All this without prejudice to the Customer's right to provide evidence that the breach of their obligations and/or damage to the vehicle were caused by reasons not attributable to them. In any event, this clause will not reverse the burden of proof or preclude any exceptions provided by law.

9 Theft, fire, and damage liability

Introduction and common rules

The Customer will be held liable in the event of fire, damage to or theft of the vehicle. The value stated in the "Quattroruote" magazine at the time of the event will be taken as reference for calculating the vehicle's value. If the event takes place during the vehicle's first six months of life, the value will be determined based on its list price when new. The Customer's liability is extended to repair costs, the vehicle's loss, non-rentability of the vehicle, quantified as established in article 7 for failure to return the vehicle within the agreed deadline, towing fees, storage and administrative costs resulting from any event or claims for any damage caused to or by the vehicle, as indicated in the Vehicle Damage Charges Chart, which includes the cost of materials, labour, and downtime. The Vehicle Damage Charges Chart is available upon request at the Rental Agency.

All this without prejudice to the Customer's right to provide evidence that the breach of their obligations and/or damage to the vehicle were caused by reasons not attributable to them. In any event, this clause will not reverse the burden of proof or preclude any exceptions

provided by law.

The Customer will not be held liable for failure to fulfil their obligations due to force majeure. Pursuant to the standards in force, "force majeure" means any unavoidable and unforeseeable extraordinary event that does not depend on the parties' will and which prevents them from fulfilling their obligations.

Fire, Theft, and Fraud

In order to protect the Lessor from the risk of theft or fraud, satellite devices, which are able to indicate location, driving speed, and driving behaviour may be installed on the vehicle.

The Lessor reserves the right to communicate this information to Judicial Authorities, Insurance Companies, Legal Firms, and Companies specialising in the prevention and management of thefts and incidents and to use or allow the use of that information to protect themselves.

Liability for theft and fire is limited to a maximum amount, except in the case of the Customer's or driver's (even third party) wilful misconduct or gross negligence. This amount varies according to the category of the rented vehicle and is indicated as an "excess". The excess amounts for each vehicle category are indicated in the Maggiore Price List. If a stolen car is found at a later date, damage will be calculated applying the "Standard" daily rental rate until the vehicle is released and returned, without prejudice to the compensation for damage to the vehicle within the damage excess amount.

The rental charges include Theft Waiver (TP) and the subsequent application, where appropriate, of a "Theft Excess" (FTP) amount equal to the percentage indicated in the Maggiore Price List.

The Customer's liability for theft and fire can be further reduced or eliminated by signing the Theft Excess Reduction/Elimination (STP) option, except in the case of the driver's wilful misconduct or gross negligence. In this case, the rental fee will be calculated adding the theft excess reduction/elimination amount indicated in the Maggiore Price List based on the vehicle's category. The special conditions for the applicability of the STP option are set out in the Maggiore Price List.

Neither the Theft Protection (TP) nor the Theft Excess Reduction/Elimination (STP) should be considered an insurance, but as agreements to reduce or exclude the Customer's financial liability.

In the event of total theft or fire, the Customer will be charged for the amount of fuel as indicated on the rental agreement upon pick-up.

In the event of partial theft or fire, Customer liability will be regulated in accordance with the following paragraph about "Damage". In the event of theft or fire (whether total or partial), the Customer is required to immediately report the occurrence to the local authorities and hand over the original copy of said report, together with the keys of the vehicle, to the Lessor's nearest Agency within 48 hours from the event. The Customer is also required to collaborate with the Lessor in the management of any judicial proceedings. Should the Customer fail to fulfil this obligation within the aforementioned deadline, any limitation and/or exclusion of liability for total or partial theft and/or fire will automatically expire, unless due to objective circumstances that made it impossible or extremely difficult to fulfil. Any limitation or exclusion of liability (TP or STP) will no longer be effective if the keys are not returned in the event of a theft. All this without prejudice to that stated with reference to notices and reports, and the consequences resulting from non-compliance with the terms and conditions for driving and using the vehicle (art. 6 of these general terms and conditions).

Damage

Liability for damage – except in the case of the Customer's or driver's (even third party) wilful misconduct or gross negligence – is limited to a maximum amount in the event of accidents, incidents or theft attempts, as well as of partial theft or fire. This amount varies according to the category of the rented vehicle and is indicated as an "excess". The excess amounts for each vehicle category are indicated in the Maggiore Price List.

The rental charges include the Collision Damage Waiver (CDW) and the consequential application, where appropriate, of a "Damage Excess" (FCD) amount, which is indicated in the Maggiore Price List.

The Customer will not be charged for the excess if they submit an agreed statement of facts on motor vehicle accident duly signed by both parties involved in the accident, if the liability of the counterpart is clearly stated.

The Customer's liability for damage to the rental vehicle may be further reduced or completely eliminated, except for cases of the driver's wilful misconduct or gross negligence, by signing the "Collision Damage Waiver" (SKO/STK) and/or the "Glass" (KCR) damage elimination/reduction waiver as set out in the Maggiore Price List.

The special conditions for the applicability of the SKO option are set out in the Maggiore Price List.

The rental fee is calculated adding the damage excess reduction/elimination amount indicated in the Maggiore Price List based on the vehicle's category.

Neither the CDW nor the SKO should be considered an insurance, but as agreements to reduce or exclude the Customer's financial liability.

It is the Customer's responsibility to report any accident involving the rented vehicle, even if it is not damaged, to the Lessor's nearest

Agency within 24 hours. The Customer must also fill out and send the agreed statement of facts on motor vehicle accident; otherwise any liability reduction (CDW, SKO, STK, KCR) will become ineffective.

The Customer is liable for any damage caused to the Lessor resulting from the non-notification or delayed notification of the accident, and undertakes to pay the penalty fee indicated in the Maggiore Price List. Due to the increased insurance costs, if the Customer causes an accident, a flat rate penalty will be applied, the amount of which is indicated in the Maggiore Price List. For further information, please refer to the Contract Documentation.

At the time of the accident, it is the Customer's responsibility to obtain all the evidence necessary for correctly identifying who was responsible for the accident. To this end, the Customer must: (i) call the appropriate authorities and ask for a report from the Highway Police, Carabinieri, or Municipal Police; (ii) collect the names and addresses of the witnesses (if any); (iii) collaborate with the Lessor, if required, in the management of any judicial proceedings that may arise from the accident.

Any limitation or exclusion of responsibility (CDW, SKO, STK, KCR) will no longer be effective in the event of damage caused by wilful misconduct or negligence, damage to vehicle interiors, roof or to the camber of commercial vehicles, damage caused by failure to gauge the height of the vehicle correctly and objects protruding or on top of its roof; damage caused to the clutch or caused by revving the engine; damage to or theft of tyres and/or hubcaps; damage resulting from non-compliance with the terms and conditions for driving and using the vehicle (art. 6 of these general terms and conditions).

10 Lessor's responsibilities

The Lessor's liability for damage resulting from vehicle malfunctions, late or non-return of the vehicle, delivery of a vehicle from a category other than that originally booked, deterioration of goods or damage of any other kind will be commensurate with the criteria set out in art. 1225 of the Italian Civil Code, with the exclusion of compensation for damage resulting from professional activities. In the same way, the Lessor's liability for damage to items transported or left on board the returned vehicle will be commensurate with the criteria set out in art. 1225 of the Italian Civil Code, with the exclusion of compensation for damage resulting from professional activities. Maggiore will not be held liable for failure to fulfil their obligations due to force majeure. Pursuant to the standards in force, "force majeure" means any unavoidable and unforeseeable extraordinary event that does not depend on the parties' will and which prevents them from fulfilling their obligations.

11 Fees

The Customer is responsible for paying the Lessor the following:

- a. the rental fee, which, based on the Contract Documentation, depends on the following: (I) type of vehicle; (II) duration of the rental; (III) mileage or the unlimited mileage option; (IV) Lessor's fee; (V) damage and theft waiver pursuant to art. 9, whose value is listed on the invoice for administrative purposes only; (VI) the acceptance (if the case) of the total/partial vehicle damage and/or theft protection; (VII) requests for vehicles with total and/or partial coverage for risks other than those covered by the third-party vehicle insurance policy provided; (VIII) the administrative cost of every invoice (CAF), as indicated in Maggiore Price List; (IX) any further request by the Customer. The rental fee must be paid in the manner and by the deadline indicated in the Contract Documentation.
- b. the reimbursement of the expenses borne to recover the vehicle in the event it is not returned to the agreed point for whatever reason;
- c. The sum of any fines charged to the Customer and/or the Lessor for violating the highway code or any other applicable law during the rental period;
- d. Any other amount owed based on the Contract Documentation (including but not limited to: refuelling, one-way hire service, replacements, after-hour services, supplements, penalties and/or fines, as well as any difference resulting from the use of a service other than those listed in the quote);
- e. All charges for damage and/or compensation claims related to the obligations or responsibilities resulting from this Agreement;
- f. A penalty fee for goods and/or personal effects left in the vehicle upon return or recovery. This penalty is equal to the amount required for removing and storing the goods and personal effects, plus the "Standard" daily rental rate of the vehicle (listed in the Maggiore Price List) for every day of non-rentability of the vehicle and until the goods and personal effects are removed should it not be possible to remove them immediately or should their removal be hazardous.

Customers holders of a credit card authorise the Lessor to charge all the expenses related to the rental, including those listed in the Contract Documentation and those required for recovering any credit claimed by the Lessor in relation to the rental.

In case of odometer malfunction or theft of the rented vehicle, the mileage will be calculated based on the provisions of the Contract Documentation and, in particular, on the price per kilometre indicated in the Maggiore Price List in force at the beginning of the rental.

12 Other expenses:

The Customer is entitled to request the reimbursement for expenses incurred for the rented vehicle only in the event that said expenses were previously communicated in detail and authorised (in writing) by the Lessor, and only if the Customer submits an invoice to Maggiore for the amount specified.

Replacements:

In case of a vehicle malfunction or upon the Lessor's request, the vehicle must be returned to any of the Lessor's Agencies, where the Customer will be given a replacement vehicle subject to availability at no extra cost. The Lessor is entitled, at its own discretion, to refuse to provide a replacement vehicle in the event of default, theft, fire, or a serious wreck of the rented vehicle, regardless of the reason that caused the event. Vehicles will usually be replaced with a vehicle of the same category. However, should they not be available, they may be replaced with a vehicle from a lower or higher category, in which case, the reductions or surcharges indicated in the Maggiore Price List will apply. Vehicles with a 7 to 9 person seating capacity will be replaced either with a similar vehicle or with two cars, without any fee owed by the Lessor.

The replacement service for commercial vehicles is not available abroad.

the rental fee includes:

- 24h "Maggiore Roadside Assistance" service in Italy and abroad, except in the case of breakdowns caused by the Customer's negligence or wilful misconduct. If assistance is requested, the Customer must communicate any information or circumstance that may help understand the type of breakdown and make it faster and easier to solve. The Customer is also required to stay with the vehicle until the intervention is completed, signing the relative forms. Roadside assistance is not included in the following cases: frozen fuel; refuelling with the wrong type of fuel; running out of fuel; flat battery; punctured tyre; lost keys; keys forgotten inside the locked vehicle. In these cases, the Customer will be charged according to the Maggiore Price List.
- vehicle recovery and replacement expenses, where granted by the Lessor, except in the case of breakdowns caused by the Customer's negligence or wilful misconduct. The vehicle replacement service is not available for vehicles travelling outside Italy;
- International Insurance Certificate (Carta Verde) for travelling outside Italy

The Customer is not entitled to reimbursement for any extra expenses unless expressly authorised by Maggiore, and in any case within the established excess amounts communicated to the Customer.

the rental fee does not include:

- surcharge for rentals beginning in Italian airports and railway stations (see Maggiore Price List);
- surcharges and services set out in these terms and conditions, if applicable;
- fuel and VAT;
- invoice administrative costs (CAF);
- consumable fluids associated with the mileage (including but not limited to oil, anti-freeze, windshield fluid);
- traffic fines or other penalties incurred while using the vehicle regardless of who was driving it (art. 116 paragraph 12 of the Highway Code);
- highway tolls and/or fees and fines of any kind resulting from parking the vehicle;
- repair costs in the event of punctured tyres;
- road tax surcharges per rental day (maximum 18 days per month), whose amount is indicated in the Maggiore Price List;
- airport and railway surcharges, whose amount is indicated in the Maggiore Price List;
- for special vehicles subject to mandatory guaranteed booking, a penalty will be applied if the Customer cancels the booking without a 48 hour prior notice. The amount of this penalty is indicated in the Maggiore Price List.

13 Optional coverage

The Customer may sign up for optional coverage such as Personal Accident Insurance (PAI) or Personal Travel Insurance (PTI), as specified in the Maggiore Price List.

14 Additional equipment and services upon request, subject to availability

a. Accessories

The list of available accessories is contained in the Maggiore Price List.

An extra charge listed in the Maggiore Price List will be applied for accessories. Special terms and conditions for returning the vehicle are specified in Maggiore Price List.

b. After-hours service

If the vehicle is picked-up or returned outside opening hours and the presence of an employee is needed, an extra charge listed in the Maggiore Price List will be applied.

c. Pick-up and return:

Pick-up or return outside the Lessor's Agencies:

In this case, an extra charge, indicated in the Maggiore Price List applies. This extra charge will be doubled if the vehicle is picked up or returned also outside opening hours.

d. Roadside Assistance

Where not included in the rental fee (Article 12), "Roadside Assistance Cover" can be purchased for the amount and within the terms indicated in the Maggiore Price List.

15 Termination Clause

The violation of even one of the provisions of articles 1, 2, 6, 7, 8, 9, and 11 will entitle the Lessor to terminate the agreement pursuant to art. 1456 of the Italian Civil Code and claim compensation for damage.

16 Jurisdiction

This rental relationship resulting from this Agreement is governed by the Italian law.

Notwithstanding the provisions of art. 33, paragraph 2, letter u of the Consumer Code (Italian Legislative Decree 206/2005) concerning the jurisdiction of the Court where the Consumer resides or has elected domicile, any dispute arising from the relations regulated by the Contract Documentation, will be settled by the Court in the district of the Lessor's registered offices or residence.

17 Translation

In the event of any discrepancy between the Italian version and the English one, the Italian version will prevail.

18 Interpretation

Any provision of this Agreement deemed ineffective or non-valid, whether in whole or in part, will be considered non-applicable without prejudice to all the other provisions, which will remain valid and applicable.

19 Domicile and notifications The Customer declares to elect domicile at the address communicated to the Lessor, as stated in the rental agreement. Unless otherwise indicated, any communication regarding the contract will be sent to the email address or fax number indicated by the Customer.