

## GLOSSARY OF CAR RENTAL TERMS

Refer to the *Car Rental Rate List*  
and *Van Rental Rate List* for further details

ITEM	DESCRIPTION
<b>BST</b>	<b>STEERING WHEEL LOCK</b> Optional anti-theft steering wheel lock.
<b>CAF</b>	<b>INVOICE ADMINISTRATIVE COSTS</b> Administrative costs of invoice processing.
<b>CAR</b>	<b>REFUELLING</b> Fuel Cost charged for returning the rented vehicle with less fuel than when picked up.
<b>CAT</b>	<b>SNOW CHAINS</b> Optional snow chains.
<b>CDW</b>	<b>DAMAGE LIMITATION</b> Collision Damage Liability Reduction.
<b>CHI</b>	<b>UNRETURNED KEYS</b> Amount charged in case of failure to return vehicle keys.
<b>CO1</b>	<b>DELIVERY WITHIN RENTING OFFICE CITY LIMITS</b> Surcharge for the delivery of the vehicle at a location within renting office city limits.
<b>CO2</b>	<b>DELIVERY OUTSIDE RENTING OFFICE CITY LIMITS</b> Surcharge for the delivery of the vehicle at a location outside renting office city limits.
<b>CO3</b>	<b>DELIVERY WITHIN CITY LIMITS AND OUTSIDE OFFICE HOURS</b> Surcharge for the delivery of the vehicle at a location within renting office city limits, outside the renting office's opening hours.
<b>CO4</b>	<b>DELIVERY OUTSIDE CITY LIMITS AND OFFICE HOURS</b> Surcharge for the delivery of the vehicle at a location outside renting office city limits, outside the renting office's opening hours.
<b>COS</b>	<b>DELIVERY IN SARDINIA</b> Surcharge for the delivery of the vehicle, across Sardinia, at a location other than the renting office.
<b>CRE</b>	<b>VAN HAND TRUCK</b> Optional van hand trolley.
<b>CRF</b>	<b>UNRETURNED VAN HAND TRUCK (VANS ONLY)</b> Amount charged in case of failure to return a van hand truck.
<b>DVD</b>	<b>DVD PLAYER</b> Optional DVD player device.
<b>DWG</b>	<b>DOWNGRADE</b> Reduction applied in case of replacement with a lower category vehicle due to breakdown/accident.

<b>DPF</b>	<b>DAMAGE PROCESSING FEE</b> Charge for managing the administrative procedures relating to any form of damage, including accidents without a counter-party or unreported accidents. This does not affect our right to apply additional charges.
<b>ESO</b>	<b>HOURLY EXTENSION FEE</b> An "Hourly Extension Supplement" can be purchased at time of booking or pick up. It allows the Renter to return the vehicle up to 1 hour 59 minutes later than the regular 24 hours from pick-up, without being charged an extra rental day.
<b>FCD</b>	<b>COLLISION DAMAGE DEDUCTIBLE</b> Amount due in the event of vehicle damages from accidents, casualties and attempted thefts, as well as thefts and partial fire.
<b>FDK</b>	<b>NON-WAIVABLE DAMAGE DEDUCTIBLE (VANS ONLY)</b> Amount charged in case of damages, when the renter has bought the Serenity Pack (SSP) option.
<b>FDN</b>	<b>NON-WAIVABLE DAMAGE DEDUCTIBLE</b> Amount charged in case of damages, even when the renter has purchased the SKO or STK option.
<b>FTN</b>	<b>NON-WAIVABLE THEFT DEDUCTIBLE</b> Amount charged in case of theft, even when the renter has purchased the STP or STK option.
<b>FTP</b>	<b>THEFT DEDUCTIBLE</b> Amount due in the event of theft or complete destruction of the vehicle by fire.
<b>GIX</b>	<b>EXTRA HOUR/DAY</b> Additional rental days exceeding the rental period set out in the agreement.
<b>GPE</b>	<b>UNAUTHORISED RENTAL DAYS</b> Amount due in the event of unauthorised rental period extension.
<b>GPS</b>	<b>SATELLITE NAVIGATION UNIT</b> Optional MIO MOOV SPIRIT 200/300 satellite navigation unit.
<b>GRV</b>	<b>GRV NOTIFICATION CHARGE</b> Administration charge for sending notification of fines, motorway toll payments, and/or any other fees due for parking the vehicle during the rental period.
<b>GTR</b>	<b>WINTER TYRES</b> Optional winter tyres.
<b>IFO</b>	<b>RENTAL STARTING OUTSIDE OFFICE HOURS</b> Surcharge for rentals that, subject to previous authorization, start outside opening hours.
<b>FFO</b>	<b>RENTAL ENDING OUTSIDE OFFICE HOURS</b> Surcharge for rentals that, subject to previous authorization, end outside opening hours.
<b>KCR</b>	<b>WINDSCREEN PROTECTION</b> The windscreen protection covers all car windows (windscreen, rear window, door windows and wind deflectors). It does not cover the interior rear view mirror, wing mirrors, sunroof or panoramic roof (which are covered by the damage protection). It is not an insurance cover.
<b>KMX</b>	<b>EXTRA KMS</b> Cost of Kms exceeding the number of Kms included in the basic hour/day rental period rate.

<b>KTM</b>	<b>MOTORCYCLE KIT (VANS ONLY)</b> Optional motorcycle kit.
<b>LUC</b>	<b>LOCK VAN (VANS ONLY)</b> Optional lock van.
<b>MCE</b>	<b>E-MOVING CARD ECORENT SERVICE</b> Amount due in the event of damaged or unreturned EcoRent Service E-Moving Card.
<b>MRB</b>	<b>UNRETURNED STEERING WHEEL LOCK</b> Amount charged in case of failure to return a steering wheel lock.
<b>MRC</b>	<b>UNRETURNED SNOWCHAINS</b> Amount charged in case of failure to return snow chains.
<b>MRG</b>	<b>UNRETURNED REFLECTIVE JACKET</b> Amount charged in case of failure to return a reflective jacket.
<b>MRK</b>	<b>UNRETURNED MOTORCYCLE KIT (VANS ONLY)</b> Amount charged in case of failure to return a motorcycle kit.
<b>MRM</b>	<b>UNRETURNED WINTER TYRES</b> Amount due in the event of failure to return winter tyres.
<b>MRP</b>	<b>UNRETURNED SKI RACKS</b> Amount charged in case of failure to return ski racks.
<b>MRS</b>	<b>UNRETURNED BABY SEAT/BOOSTER SEAT/LIGHT PUSHCHAIR</b> Amount charged in case of failure to return a child seat or light pushchair.
<b>MRT</b>	<b>UNRETURNED SPECIAL SNOWCHAINS</b> Amount charged in case of failure to return special snow chains.
<b>MRV</b>	<b>UNRETURNED HANDS-FREE KIT</b> Amount charged in case of failure to return/damages to a hands-free kit.
<b>NOL</b>	<b>BASIC RENTAL</b> Rental period: per hour, per day, fixed price, per week, per month. A rental day is 24 hours, after which an additional rental day will be charged.
<b>NTV</b>	<b>DigitalTV SATELLITE NAVIGATION UNIT</b> Optional MIO V575 DigitalTV satellite navigation unit.
<b>NVS</b>	<b>MIO SPIRIT 480 SATELLITE NAVIGATION UNIT</b> Optional MIO GAMMA SPIRIT 480 satellite navigation unit.
<b>OAM</b>	<b>ROAD TAX</b> Fee covering vehicle registration and licensing costs.
<b>OTH/OTW/OTM OT1/OT2</b>	<b>OTHER AUTHORIZED DRIVERS</b> Surcharge for any authorized driver in addition to the renter.
<b>PAI</b>	<b>PERSONAL ACCIDENT INSURANCE</b> Optional coverage for damages deriving from accidents incurred by the driver while driving the vehicle.

<b>PGI</b>	<b>EQUIPMENT RETURNED TO UNAUTHORIZED LOCATION WITHIN CITY LIMITS</b> Amount due when a MIO V575 DigitalTV satellite navigator or a hands-free kit is returned to an unauthorized agency within the same Municipality as the renting office.
<b>PGP</b>	<b>EQUIPMENT RETURNED TO UNAUTHORIZED LOCATION OUTSIDE CITY LIMITS</b> Amount due when a MIO V575 DigitalTV satellite navigator or a hands-free kit is returned to an unauthorized agency located outside the Municipality of the renting office.
<b>PKT</b>	<b>UNRETURNED OR FULLY/PARTIALLY DAMAGED NAVIGATION KIT</b> Amount due in case of failure to return or damages to one or more components of a navigation kits or DVD device.
<b>PMR</b>	<b>FAILURE TO NOTIFY OR LATE NOTIFICATION OF ACCIDENT</b> Amount due for late accident notification (more than 24 after the event) in case of an accident sustained or caused by the rented vehicle, even if the latter incurs no damages.
<b>PNS</b>	<b>UNRETURNED GPS UNIT</b> Amount due in case of failure to return all navigation kits and DVD players.
<b>PPP</b>	<b>ADVANCE FUEL CHARGE - PPP</b> You can pay the price of a full tank when you pick up your car/van, so that you won't need to refuel before returning it. Unused fuel will not be refunded if you return the vehicle with over 120 km of mileage. If you return the vehicle with 120 km or less of mileage, you will only be charged for the litres used + the refuelling service (refuelling charge).
<b>PRA</b>	<b>STICKER RESTORE PENALTY (ONLY VANS)</b> Amount due in case of damage to or removal of stickers.
<b>PRC</b>	<b>HIKED INSURANCE COST PENALTY (VANS ONLY)</b> Amount due in the case of damage caused or procured by the hired car, even if no counterparty has been identified.
<b>PSP</b>	<b>LIGHT PUSHCHAIR RETURNED IN DIFFERENT LOCATION FROM PICK UP</b> Amount due for returning a light pushchair to a different rental agency than where it was originally picked up.
<b>PSV</b>	<b>EXTRA CLEANING</b> Additional charge applied if a returned vehicle requires extra cleaning. It includes the costs for the internal and external cleaning of the vehicle, as well as a loss of use fee based on the estimated downtime of the vehicle.
<b>PTR</b>	<b>RETURN OF WINTER TYRES TO UNAUTHORIZED LOCATION</b> Amount due for returning winter tyres to unauthorized location.
<b>RDC</b>	<b>NON-WAIVABLE CAR-BODY DAMAGE EXCESS</b> Amount charged to the Renter, despite any Full/Partial Damage Liability Waiver agreements, for intentional damages and damages due to negligence, as well as any damages listed in point 9 of the <a href="#">Terms and Conditions</a> . The amount is based on a Damages Table available at all rental agencies.
<b>RDM</b>	<b>NON-WAIVABLE MECHANICAL DAMAGE EXCESS</b> Amount charged to the Renter, despite any Full/Partial Damage Liability Waiver agreements, for intentional damages and damages due to negligence, as well as any damages listed in point 9 of the <a href="#">Terms and Conditions</a> . The amount is based on a Damages Table available at all rental agencies.
<b>REN</b>	<b>UNAUTHORIZED INTERNATIONAL DROP-OFF LOCATION</b> Amount charged when the rented vehicle is returned to an unauthorized city abroad.
<b>RF2</b>	<b>ONE-WAY VAN DELIVERY</b> At the time of booking it is possible to ask to return a van to a different agency in the Maggiore Network from the pick-up one by paying a "Supplement for One-way Delivery".

<b>RFE</b>	<b>BOOKING RIGHTS</b> Non refundable amount due to failure to comply with booking conditions, resulting from the difference between the cost of the prepaid rental and the cost of the actual rental.
<b>RFI</b>	<b>ONE-WAY SERVICE FOR RETURNING THE RENTAL VEHICLE TO A DIFFERENT AGENCY WITHIN THE SAME CITY WHERE THE RENTAL BEGAN (VANS ONLY)</b> If you return a rental van to a different agency in the Maggiore Network but in the same city where the rental began without requesting this service when booking, or in areas where the one-way service is not available, a charge will be applied for returning the vehicle.
<b>RFU</b>	<b>ONE-WAY SERVICE FOR RETURNING THE RENTAL VEHICLE TO AN AGENCY IN A DIFFERENT CITY FROM WHERE THE RENTAL BEGAN (VANS ONLY)</b> If you return a rental van to an agency in the Maggiore Network in a different city from where the rental began without requesting this service when booking, or in areas where the one-way service is not available, a charge will be applied for returning the vehicle.
<b>RI1</b>	<b>COLLECTION WITHIN RENTING OFFICE CITY LIMITS</b> Surcharge for the collection of the vehicle at a location other than the reference agency within renting office city limits.
<b>RI2</b>	<b>COLLECTION OUTSIDE RENTING OFFICE CITY LIMITS</b> Surcharge for the collection of the vehicle at a location other than the reference agency outside renting office city limits.
<b>RI3</b>	<b>OUT OF HOURS COLLECTION WITHIN CITY LIMITS</b> Additional charge for collecting the vehicle from a location other than the reference agency and outside opening hours, within renting office city limits.
<b>RI4</b>	<b>OUT OF HOURS COLLECTION WITHIN/OUTSIDE CITY LIMITS</b> Additional charge for collecting the vehicle from a location other than the reference agency and outside opening hours, outside renting office city limits.
<b>RI5</b>	<b>ONE-WAY RENTAL TO AUTHORISED ABROAD LOCATION</b> Amount due for delivering the vehicle abroad in an authorised city, without prejudice to the right to claim compensation for any additional damages.
<b>RI6</b>	<b>QUOTED ONE-WAY RENTAL TO AUTHORISED ABROAD LOCATION</b> Amount due for delivering the vehicle abroad in an authorised city, without prejudice to the right to claim compensation for any additional damages.
<b>RIA/RA2/RA3</b>	<b>CHILD BOOSTER SEAT</b> Accessories Booster seats for children.
<b>RIC</b>	<b>ELECTRIC VEHICLE RECHARGING SERVICE</b> Cost of the electric vehicle recharging service, applied when a vehicle is returned with a lower charge level than when picked up.
<b>RIF</b>	<b>REFUELLING SERVICE</b> Refuelling service charge, applied when a vehicle is returned with less fuel than when picked up. It does not include the cost of the missing fuel. (CAR).
<b>RIS</b>	<b>PICK UP SARDINIA</b> Surcharge for the pick-up of the vehicle, across Sardinia, at a location other than the renting office.
<b>ROA</b>	<b>AIRPORT FEE</b> Fee charged for rentals starting at airport offices.

<b>ROF</b>	<b>RAILWAY FEE</b> Fee charged for rentals starting at offices located at railway stations.
<b>RPO</b>	<b>POSTAL FEE</b> Amount due in case of shipment of documents.
<b>SAR</b>	<b>UNAUTHORIZED ONE-WAY RENTAL TO/FROM SARDINIA</b> One-way rentals starting in the mainland and ending in Sardinia (and vice versa) are not allowed. A fee for failure to comply with this restriction will be applied.
<b>SCA</b>	<b>ROADSIDE ASSISTANCE SERVICE</b> An additional roadside assistance service not stipulated when signing the contract. Covers the same cases as the roadside assistance service (SSC).
<b>SCI</b>	<b>SKI RACKS</b> Optional ski racks.
<b>SCO</b>	<b>DISCOUNT</b> Discount.
<b>SCP</b>	<b>SCONTO PREPAGATO</b> Pre-paid Rate Discount.
<b>SE1/SE2/SE3</b>	<b>BABY SEAT</b> Optional baby seat.
<b>SEB</b>	<b>LIGHT PUSHCHAIR</b> Optional light pushchair.
<b>SKO</b>	<b>TOTAL/PARTIAL COLLISION DAMAGE WAIVER</b> Optional damage waiver fee providing the Renter with indemnity against total or partial cost of damages. It is not an insurance policy.
<b>SPI</b>	<b>SUPERPAI</b> Optional coverage for damage resulting from injuries sustained by the driver while driving the vehicle.
<b>SPP</b>	<b>SUPER SERENITY PACK (VANS ONLY)</b> Supplement for the purchase of an optional extra that determines the elimination of theft, damage and SPI deductible costs.
<b>SPS</b>	<b>PARKING FACILITIES</b> Surcharge for parking at the Municipal Garage when the vehicle is returned at our office in Venice - Piazzale Roma.
<b>SSC</b>	<b>EXTENDED ROADSIDE ASSISTANCE</b> This service provides extended roadside assistance in the following cases: <ul style="list-style-type: none"><li>- frozen fuel;</li><li>- refuelling with the wrong type of fuel;</li><li>- running out of fuel;</li><li>- flat battery;</li><li>- tyre puncture;</li><li>- lost keys;</li><li>- keys left inside the locked vehicle.</li></ul>
<b>SSD</b>	<b>WEEKEND SUPPLEMENT (VANS ONLY)</b> Supplement connected to the STOP&GO option for renting the vehicle on Saturdays and Sundays only.

<b>SSP</b>	<b>SERENITY PACK (VANS ONLY)</b> Additional charge for an optional insurance package totally or partially reducing deductibles for theft and damages. It includes SPI.
<b>STK</b>	<b>TOTAL/PARTIAL COLLISION DAMAGE AND THEFT PROTECTION WAIVER</b> Surcharge for the purchase of an optional waiver providing total or partial reduction for damages and theft cost. It is not an insurance policy.
<b>SKP</b>	<b>PROTECTION PACK (SKO+SPI)</b> Car rental extra cost to purchase an option including cancellation/reduction of damage charges, plus protection of driver and luggage and personal belongings during use of the vehicle. This is not an insurance coverage. This is a seasonal offer.
<b>STP</b>	<b>TOTAL/PARTIAL COLLISION THEFT PROTECTION WAIVER</b> Surcharge for the purchase of an optional waiver providing total or partial reduction for theft costs. It is not an insurance policy.
<b>SUP/SUS</b>	<b>HIGH SEASON SUPPLEMENT</b> Surcharge for rentals during the high-season.
<b>TEN</b>	<b>SUN VISOR</b> Optional sun visor.
<b>TOF</b>	<b>SUPPLEMENT FOR CAR VALET OUTSIDE OFFICE HOURS</b> Amount due by the Customer if he needs to pick up his vehicle after the time indicated as the end of the Car Valet service.
<b>TOP</b>	<b>SUPPLEMENT FOR EXCEEDING PAID PARKING TIME</b> Amount due by the Customer for having parked a private car for over the maximum time of 3 hours in the areas set aside for Park, Fly&Drive and Car Valet, Fly&Drive services.
<b>TP</b>	<b>THEFT LIABILITY</b> Theft protection liability reduction.
<b>TPR</b>	<b>TRAVEL PARTNER</b> Travel Assistance 24/7 Telephone Service (information and advice, translation services, real-time updates on the status of flights and assistance in the case of loss or theft of personal belongs).
<b>TZT</b>	<b>RESTRICTED TRAFFIC ZONE</b> Ticket for passing through areas of artistic interest or that are difficult to access ZTL City of Florence.
<b>UPG</b>	<b>SURCHARGE FOR A HIGHER CATEGORY VEHICLE</b> Surcharge applied in case of: a) provision of a higher category vehicle due to lack of availability of the vehicle booked; b) replacement of vehicle with one from a higher category following breakdown/accident. In the absence of any adjustment to the vehicle category with respect to the original one, this surcharge will be automatically enforced starting from the 15th day from the rental start date or from 15 days of the total sum of vehicle replacement days, even if not consecutive.
<b>UPS/UPR</b>	<b>UPGRADE</b> Surcharge applied when the Renter requests an upgrade to a higher category than the booked one, also in case of prepaid rentals.
<b>VAI</b>	<b>SAME CITY ONE-WAY SERVICE</b> At time of booking, you can purchase a "One-Way Supplement" to return the vehicle to one of the agencies in our network other than the pick-up one within the same metro area.

- VAL** **ONE-WAY SERVICE**  
At time of booking, you can purchase a “One-Way Supplement” to return the vehicle to one of the agencies in our network other than the pick-up one.
- VAP** **DELIVERY TO UNEXPECTED LOCATION**  
If the vehicle is returned to an agency in the Maggiore Network other than the one where it was hired, without previously informing us at time of booking or pick-up, a surcharge for delivery to unauthorized location will be charged.
- VAS** **ONE-WAY SERVICE - SICILY**  
Surcharge for returning a vehicle rented in the mainland to an agency in Sicily, or the other way round.
- VIV** **HANDS-FREE KIT**  
Optional hands-free kit.
- VJM** **ONE-WAY DROP OFF OF SPECIAL VEHICLES**  
Some vehicle categories can only be returned to specific agencies, details of which are provided at time of booking. Failure to comply with this restriction will result in a surcharge for returning the vehicle to an unauthorized location.
- YDR/YNG/YNL** **YOUNG DRIVER**  
Surcharge for renters between age 19 – 24.