

## MAGGIORE RENTAL

### Introduction

The "Maggiore Rental" Guide was designed to help customers understand the rules and procedures that relate to our services. Maggiore would like to make its operating procedures as simple and clear as possible so that Clients can make informed decisions and problems or disservices can be prevented with a better communication. Maggiore rate policy is oriented to guarantee the best service to the clients, at any time, with a wide range of extra services that can be purchased according to the different needs of each single person. Therefore this document has been released to make communications between Maggiore and its Clients clear and transparent. For specific regulations regarding the contract relationship, rental service is regulated by the General Conditions for Rental (available at Maggiore Agencies), by the Rental Agreement undersigned by the Lessee (hereinafter the "Client"), by the Maggiore Car Rental Rate List, by the Vehicle Damage Charges Chart, by the On- Line Reservations - Terms and Conditions and by the Pre-Pay Terms and Conditions and by the Code of Ethics which are all available on the internet site or at the Agency.

### Qualifying for Rental Eligibility

It is important to know that there are certain special rules regarding Client "eligibility" for rental which are aimed at ascertaining whether or not the Client can be entrusted with a vehicle. Companies that rent vehicles are subject to precise legal responsibilities (including checking identification and driving licenses and checking for any obvious inability of drivers) and they must comply with due diligence which requires extra care when dealing with certain driver categories (young drivers, recognized validity of the driver's license and its possible translation, and others). Special guarantees for payment of the rental which could be extended or require repairs (Credit Card) must also be obtained. The primary indications are listed below.

### Personal Identification – Qualifying information

To be eligible for vehicle rental, in addition to their driver's license, all drivers must show a valid ID document, which must contain their residence address, allowing "Maggiore" to make a copy and, thereby, no false information will be provided relative to their personal details and their age, address, fax number and/or e-mail address. Where necessary, any differences with regard to the information in the documents provided must be indicated. For all legal purposes, the Customer's domicile is the one that he has indicated in the Contract.

### Driver's License – Personal Eligibility

Each driver must present an original copy of his/her Driver's License, which was issued at least 12 months before rental. Driver's Licenses written in illegible characters, in characters other than those used in Italian or those without photos must be accompanied by a translation authenticated by ACI or the Consulate.

### EU citizens must also provide valid proof of identity.

Non-EU citizens must also provide their passport and state that they have all the authorizations necessary to drive a vehicle in Italy. All the documents must be originals that are not worn, are legible and are valid during the entire rental period.

### Credit Card – Financial Eligibility

The following types of Credit Cards are accepted for opening a Rental Agreement:

- Bank Credit Cards
- Revolving Credit Cards

Pre-Paid/Electronic debit (bancomat) cards are not accepted.

For rental payment, which takes place when the Rental Agreement has been closed, the following types of Credit Cards are accepted:

- Bank Credit Cards
- Revolving Credit Cards
- Prepaid/electronic

Payment of the estimated rental amount, accessories and/or additional supplements and charges for vehicle damages due to accidents (refer to Vehicle Damage Charges Chart) must always be guaranteed according to the methods above, the only exception being clients with Credit Documents issued by "Maggiore" (vouchers or Full Credit cards).

Depending on the category of vehicle rented, the Client who rents the vehicle may be requested for the following:

- Category: CMXR, FDAR, FWAR, LFAR, PCAR, PFBR, PWAR "Maggiore" requires that the Customer have and use two credit cards to guarantee the rental.

Alternatively, a single card may be accepted, from among the following: American Express Gold, Platinum, Centurion; Visa Gold, Platinum and Mastercard Oro.

- For these vehicle categories, payment by cheque is not allowed.

The failure to meet even one of the mentioned requisites makes it impossible for "Maggiore" to provide the vehicle, even if it has been reserved and therefore an alternative vehicle from one of the categories where the double Credit Card guarantee is not required will be offered. The Credit Card must be presented at the beginning of rental, even if the reservation is a Pre-Pay, please see Pre-Pay Terms and Conditions).

## Driving the Vehicle

Drivers must be at least 25 years old to rent a vehicle. Exceptions to this rule are permitted through payment of the "Young Driver Surcharge", according to the financial terms and conditions listed in the Maggiore Car Rental Rate List.

## Minimum Age

Drivers between the age of 19 and 20 may only rent vehicles from the following categories: NBMR, ECMR and commercial vehicles in the N, W, P categories with payment of the "Young Driver Surcharge". (Please see the Maggiore Car Rental Rate List).

Drivers between the ages of 21 and 24 may only rent vehicles from the following categories: NBMR, ECMR, CDAR, EDMR, IMMR, IGMR, IFMR, NTAR, MBMR, PFBR, CDMR, CWMR, IDMR, IWMR, IXMR, and commercial vehicles in the N, W, P, Q, S, T, 5, 0, 9, 6, 7, 8 categories with payment of the "Young Driver Surcharge". (Please see the Maggiore Car Rental Rate List).

## Additional Driver

It is possible to authorize additional drivers over and beyond the contract signee, through payment of the "Other Authorized Drivers Surcharge" which is calculated according to the duration of the rental and the amounts listed in the Maggiore Car Rental Rate List. The supplemental charge is limited to only two additional drivers over and above the main driver. For additional drivers under 25 year, the "Young Driver Surcharge" will be applied on top of the "Other Authorized Drivers Surcharge".

## Terms of Payment

At the end of rental service, payment may be made through a major Credit Card with authorization by the issuing bank, in cash (at the discretion of and in the proportion established by each individual rental agency in the Maggiore network), by cheque (after verification and authorisation) or by a Maggiore Credit document (vouchers or cards).

Pre-paid Maggiore vouchers (for a specific amount and a set number of days) are an acceptable form of payment but only for the specific indicated amount. These must always be accompanied by a Credit Card to guarantee any amounts which were not pre-paid (such as refueling service, damage or theft of the vehicle, etc.)

For rentals which have a duration of less than thirty days, payment of the rental fee may be made at the expiration of the term envisaged for vehicle return. For rentals lasting less than thirty days the rental fee must be paid every thirty days and in case of early return of the vehicle, upon returning the vehicle.

## Payment at the Rental Agency

Affiliated Maggiore Rental Agencies accept major Credit Cards including: Visa, MasterCard, American Express and Diners, as long as the cardholder is also the signee of the rental contract, and all Maggiore Credit Documents. Electronic Cards (such as Visa Electron) are not accepted for the security deposit or payment.

## Pre-paid (Online or through the Call Center)

When using pre-pay rates the Client is required to pay a security deposit by credit card which is equal to the cost of the reserved service. The Client may choose between two methods:

- Pre-pay Online. Through Maggiore websites, the Client can request estimates and reserve a vehicle on-line at any moment, if available. The Maggiore e-commerce platform accepts all types of credit cards (including "pre-paid" and "electron" cards").
- Pre-pay through the Reservation Centre. By calling the Maggiore Reservation Service's special numbers recoverable on the Web site under (contacts), you can make a reservation with pre-pay rates by giving the operators the necessary credit card information.

At the time of rental, the Rental Agreement nominee will be requested for a Credit Card in his/her name to guarantee any additional expenses which may derive from the rental over and above the pre-paid amount according to what is specified in the preceding point Qualifying for Rental Eligibility. For more information please refer to Pre- Pay - Terms and Conditions.

## Responsibility and Coverage

This section is very important because it contains a lot of information about insurance coverage as well as Client responsibility for any (theft/damages). We recommend that you read it carefully and we also suggest that you thoroughly review the General Conditions.

## Accidents, theft, damages

In the case of accidents, the Client and the counterparty must fill out the (C.A.I.) form, which is available in the vehicle, and take it to the nearest "Maggiore" agency within 24 hours after the event, or consign it with the vehicle if the vehicle is returned within 24 hours after the accident. Failure to provide this form shall invalidate any limitation of responsibility undersigned by the Client who is also responsible for any damages caused to "Maggiore" due to failure or delay in sending it.

Equally, in cases of theft or fire (total or partial) the Client is required to immediately file a report with the competent Authorities and deliver the original copy of the report within 48 hours to the nearest "Maggiore" Agency. Failure to meet this obligation shall invalidate any limitation of responsibility. In the case of any form of damage, including accidents without a counterparty or unreported accidents, a "Damage Processing Fee" of DPF (see Maggiore Price List) will be charged to cover the administrative costs. This does not affect our right to apply additional charges. Even if no accident has occurred, in order to protect "Maggiore" from false or fraudulent claims, when returning the vehicle, the Client must always explicitly declare that no accidents occurred and undersign the return slip.

#### **The rates include:**

##### **RCA – Third-Party liability coverage for third-parties, things and animals**

All of the vehicles are covered by RCA (third party liability) insurance in accordance with law.

The RCA policy on Maggiore's vehicles guarantees insurance coverage for civil liability towards third parties, including passengers, animals and objects (excluding those transported). Furthermore, passengers on Maggiore vehicles are considered as third parties. The maximum single coverage is indicated in the Maggiore Car Rental Rate List.

##### **CDW – Collision Damage Liability Reduction**

CDW is a limitation of responsibility agreement (not insurance) for accidents, which reduces the Client's (or driver's) liability as established by the Damage Deductibles listed in the Maggiore Car Rental Rate List. The amounts of those deductibles vary depending on the category of the vehicle rented.

##### **TP – Theft Protection Liability Reduction**

TP is a limitation of responsibility agreement (not insurance) for theft and fire, which reduces the Client's (or driver's) liability as established by the Theft and Fire Deductibles reported in the Maggiore Car Rental Rate List. The amounts of those deductibles vary depending on the category of vehicle rented.

#### **The rates do not include:**

##### **SKO – Elimination/Reduction of Damage Deductible**

The client's liability for damages to the rented vehicle may be further reduced or eliminated completely, except in cases of willful misconduct or gross negligence of the driver, by undersigning the SKO Supplement "Elimination / Reduction of Damage Deductible". The economic conditions and local applicability of this option are specified in the Maggiore Car Rental Rate List. The SKO supplement includes DPF (see Maggiore Price List).

Any limitation or exclusion of responsibility (CDW, SKO) shall have no validity in case of damages caused by willful misconduct or due to negligence, or damage to vehicle interiors, damage caused to the roof or to the camber of commercial vehicles, for damage caused by incorrectly judging the height of the vehicle and of the objects that stick out beyond or over the roof, for damages caused to the clutch assembly, for damages caused by over-revving, for damages or theft of the tires and/or hubcaps, as well as damages deriving from the failure to observe the provisions regarding Driving and Use of the Vehicle.

##### **STP – Elimination/Reduction of Deductible for Theft and Fire**

Client responsibility for theft and fire can be further reduced or completely eliminated, except in cases of willful misconduct or gross negligence of the driver, by requesting the STP Supplement "Elimination / Reduction of Deductible for Theft and Fire". The economic conditions and local applicability of this option are specified in the Maggiore Car Rental Rate List.

Any reduction or elimination of responsibility (TP, STP) shall have no validity in cases of vehicle theft if the vehicle keys or theft protection devices are not returned, in cases of total or partial theft of the tires as well as for consequences that derive from the failure to observe the Conditions for Driving and Use of the Vehicle.

##### **STK – Elimination/Reduction of Deductible for Damages and/or Theft and Fire**

Client responsibility for damages and/or theft and fire (CDW, TP) can be further reduced or completely eliminated, except in case of willful misconduct or gross negligence of the driver, by requesting the Supplement STK "Elimination / Reduction of Deductible for Damages and/or Theft and Fire". The economic conditions and local applicability of the STK option are regulated by the Maggiore Car Rental Rate List. The STK supplement includes DPF (see Maggiore Price List). Any reduction or elimination of responsibility (TP, STK) shall have no validity in cases of vehicle theft if the vehicle keys are not returned, in cases of total or partial theft of the tires as well as for consequences that derive from the failure to observe the Conditions for Driving and Use of the Vehicle.

##### **KCR - Glass Cover**

Glass Cover, which is not included in SKO- STK - SSP - SPP, is an optional cover to remove the excess charge if your vehicle's glass is damaged. This is not an insurance cover. (see Maggiore Price List).

Any limitation or exclusion of responsibility (CDW, STK) shall have no validity in case of damages caused by willful misconduct or due to negligence, damage to vehicle interiors, damage caused to the roof or to the camber of commercial vehicles, for damage

caused by incorrectly judging the height of the vehicle and of the objects that stick out beyond or over the roof, for damages caused to the clutch assembly, for damages caused by over-revving, for damages or theft of the tires and/or hubcaps, as well as damages deriving from the failure to observe the provisions regarding Driving and Use of the Vehicle.

### **PAI – Personal Accident Insurance**

Covers the driver in case of death, permanent invalidity or reimbursement of medical expenses due to accidents within the limits established in the Maggiore Car Rental Rate List.

### **PTI – Personal Travel Insurance**

Covers the driver in case of death, permanent invalidity or reimbursement of medical expenses due to accidents. It also covers the return trip for the sick/injured, travel expenses for a family member, transportation of the body and protection of the baggage and personal effects within the limits established in the Maggiore Car Rental Rate List.

### **SPI – Super Personal Travel Insurance**

Covers all of the events covered under PTI with an increase in the maximum amounts for the driver in case of death or accidents, as indicated in the Maggiore Car Rental Rate List.

### **SSP – Serenity Pack**

This option is available only on commercial vehicles and it includes all that is included under SKP, STP and PAI according to the economic conditions listed in the Maggiore Car Rental Rate List. The SSP supplement includes DPF (see Maggiore Price List).

### **SPP – Super Serenity Pack**

This protection, which can only be purchased for commercial vehicles, includes all provisions in the SSP option and, in addition, it deletes the deductible amounts for theft and damage, according to the economic conditions indicated in the Maggiore Price List. The SPP supplement includes DPF (see Maggiore Price List).

### **Conditions for Using the Vehicle**

This section is particularly important because it describes rules for using the vehicle which are fundamental to avoid having to pay damages or additional fees at the end of the rental period. For Maggiore, any damage to the vehicle means more than simply the price of the repair, because it also keeps the vehicle from being rented. This is why, beyond any possible payments for damages which we hope to never have to request from you, it is very important for us that you follow these rules. The Client is required to take care of, use and make sure that the vehicle is used with the utmost care and attention and in accordance with the vehicle's intended use and characteristics indicated on the registration certificate and within legal limits.

### **Limitations on Vehicle Use**

- The vehicle may not be used, even by third parties, for the commercial transportation of persons or things, except for commercial vehicles.
- You may not sublet/rent or permit sublets/rental of the vehicle, even with a driver;
- Do not transport animals, substances or anything else that might damage the vehicle or leave an odor. The client will be charged a fee, which is listed in the Maggiore Car Rental Rate List, if extra cleaning is required.
- No repair work may be performed on the rented vehicle without the written agreement of "Maggiore". It is necessary immediately inform "Maggiore" of any vehicle breakdowns and stop driving as well as adhere to "Maggiore's" instructions regarding substitution or return of the vehicle.
- The vehicle may not be used for races, test driving, or competitions.
- The vehicle may not be used on unpaved roads or roads that are not suitable for the vehicle;
- The vehicle may not be taken into countries other than those specifically listed on the rental agreement. The "carta verde" (international insurance certificate), which is consigned together with the vehicle documents, does not constitute consensus for that purpose, it is only a part of the vehicle documents.

In cases of travel into countries that are not authorized on the Contract, insurance coverage and any exclusion or limitation of responsibility agreements will no longer be considered as valid and it will be the responsibility of the Client to pay any costs sustained by the Lessor, due to failure to respect the rental agreement.

Maggiore reserves the right to take back the vehicle at any time and in any place, in case of any violation of this article.

### **Client Responsibilities**

While in custody of the vehicle, the Client is directly responsible for any damage deriving from use of the vehicle, even in the case of unauthorized use of the vehicle, and shall pay any damages claimed by third parties against Maggiore.

During the rental period, the Client is responsible for any traffic fines and any other charges due to violation of the driving code or of any other law or rule, toll roads, parking costs as well as any other sum derived from using the vehicle, even in the case of a third-party use, and must repay any amounts due for such reasons including the subsequent legal, postal, and administrative fee connected to requests for reimbursement of such amounts as well as indemnify Maggiore for any damages and/or damage claims by third-parties.

The cost for administrative processing of each related case is listed in the Maggiore Car Rental Rate List and the Client hereby authorizes to be charged for them.

## Responsibilities of "Maggiore"

Maggiore is excluded from any and all liabilities and damages due to malfunctioning of the vehicle, delay or failure to consign the vehicle, consigning a vehicle from a different vehicle category than initially reserved, damages to goods or damages of any other kind, except in cases of willful misconduct or gross negligence of the rental agency.

It is equally excluded from liability for any damage to items transported or left aboard the returned vehicle, except in cases of willful misconduct or gross negligence.

In cases of odometer malfunction or theft of the rental vehicle, the kilometers driven will be calculated according to the provisions listed in the Rental Agreement with the price per kilometer as indicated specifically in the Maggiore Car Rental Rate List valid at the beginning of the rental.

## Force Majeure

Neither of the parties may be considered responsible for failure to fulfill obligations in cases of force majeure. "Force majeure" is considered – pursuant to law – an unavoidable and unforeseeable extraordinary event that is independent of the will of the parties and which prohibits them from fulfilling their obligations.

In cases of force majeure, penalties will not be applied due to late cancellation of reservations.

## Vehicle Circulation

- The vehicle may only be driven in the countries specifically indicated on the rental agreement. You must always inform the agency before vehicle pick-up of any plans to travel outside Italy.

- Rentals which begin at an agency in an airport or railway station are respectively subject to a supplementary fee: "Airport Fee" or "Railway Fee" as reported in the Maggiore Car Rental Rate List.

- All rentals are subject to a "Road Tax" which is applicable for a maximum of 18 days (per month) as specified in the Maggiore Car Rental Rate List.

- If a vehicle of a different vehicle category than that of the reservation and estimate is rented, after 15 days from the date it was consigned, in the failure to substitute the vehicle, the rate for the vehicle actually used shall be applied to the prior period, as per the criteria listed in the Maggiore Car Rental Rate List. It is the Client's responsibility to substitute the vehicle within the envisaged deadline.

## One-Way Service

- When making your reservation, you can request to return the rented vehicle to a different Maggiore agency than where the rental began with the payment of the "One-Way Service Surcharge" as specified in the Maggiore Car Rental Rate List.

- For some vehicle categories one-way service is not available. These agencies will be specified as required when making your reservation. The failure to observe said restriction shall give rise to payment of the "One-Way service Surcharge" and a penalty within the limits envisaged in the Maggiore Car Rental Rate List.

- One-Way service is not available for rentals beginning on the Italian mainland and ending in Sardinia, or vice versa. The failure to comply with this restriction shall give to payment of the "One-Way service Surcharge" and a penalty within the limits envisaged in the Maggiore Car Rental Rate List.

- Returning the vehicle outside Italy is only allowed in certain cities authorized in advance by "Maggiore". The amount of the surcharge varies depending on the requested drop off point. Failure to comply with this restriction shall give rise to payment of the penalty envisaged in the Maggiore Car Rental Rate List as well as the costs for returning the vehicle and any further damages.

- For commercial vehicles the "One-Way service Surcharge" is only allowed in a limited number of agencies and the price varies depending on the distance as established in the Maggiore Car Rental Rate List.

- If the vehicle is returned to a Maggiore Affiliate other than the one where it was picked up without advance notification when reserving the vehicle or filing the Rental Agreement, the "One-Way service Surcharge" shall be applied as well as the "Unauthorized Return" surcharge as specified in the Maggiore Car Rental Rate List.

## Extra Hours

A rental day is calculated as 24 hours, calculated from the vehicle pick-up time indicated in the Rental Contract. After such time an extra day will be charged.

The Client may purchase a "Hourly Extension Fee" when reserving or picking up the vehicle in order to return the vehicle up to 1 hour and 59 minutes beyond the 24 hours; please refer to the Maggiore Car Rental Rate List.

## Refueling and Checking Consumable Fluids

The vehicle is consigned at the beginning of rental with a full tank of fuel.

The Client is required to return the vehicle with a full tank as it was delivered at the beginning of rental.

The Client shall be charged for any missing fuel at the moment of return at the price per liter indicated in the rental agreement as well as the "Refueling Service" as listed in the Maggiore Car Rental Rate List.



The Client must take care that the correct type of fuel is used as well as diligently maintain the vehicle and check the level of consumable liquids and add them if and when necessary.

### **Administrative Fees**

Each rental is subject to the "Administrative Cost of Invoice" as indicated in Maggiore Car Rental Rate List.

### **Reservations**

Maggiore guarantees reservations up to an hour after the expected pick-up time, which was communicated when reserving the vehicle. After the one hour grace period and up until the reservation can be considered as a "no show" (failure to pick-up the vehicle within the end of the agency's business day), Maggiore shall try to provide a vehicle from the requested category. Otherwise another vehicle shall be offered which, if the Client accepts, shall be charged according to its category.

If the reserved vehicle category is unavailable within the guaranteed period (an hour beyond the expected pick-up time) the following options are possible:

- rental of a higher category vehicle at no extra cost for up to 15 days of rental;
- rental of a lower category vehicle (at the relative price) and receive a coupon (voucher for a discount on future rentals).

### **Call Center Reservation**

Reservations may be made by telephone at the Maggiore Reservation Center numbers recoverable on the Web site under (contacts).

### **On-Line Reservation**

Reservations may be made online through the Maggiore website.

For more information about online reservations and payment methods please refer to the Pre-Pay Terms and Conditions and the On-Line Reservations – Terms and Conditions.

### **Cancelling Reservations**

- Reservations may only be cancelled with 48 hours advance notice.
- To cancel Pre-pay reservations please refer to Pre-Pay Terms and Conditions.

### **Rental**

The vehicle is delivered by consigning the keys when the Rental Agreement is signed. From that moment the Client is responsible for custody of the vehicle and is required to comply with all of the provisions in the General Conditions.

When returning the vehicle, the Client is required to check the vehicle status and working order together with Maggiore personnel and sign the report; if this does not take place specific rules apply.

### **Acceptance of the Vehicle**

At the beginning of the Rental Agreement, the Client agrees that the standard options, the accessories and all of the items consigned to the Client by "Maggiore", including those indicated in the rental agreement, have been verified as being in good working order and in good condition.

The Client agrees to return the vehicle free of any goods or belongings and with all its documents, as well as respect the date and place of delivery indicated in the rental agreement, with only normal wear and tear that is proportionate to the rental duration and the number of kilometers travelled.

### **Return of the Vehicle**

When returning the vehicle it is the Client's responsibility to verify the status of the Vehicle together with Agency personnel, listing and undersigning any differences in vehicle condition from those indicated in the rental agreement at the beginning of the rental period. If the vehicle's status is not verified jointly, the Client hereby authorizes "Maggiore" to charge him/her for any damages found on the vehicle. (refer to the Vehicle Damage Charges Chart)

### **The vehicle must be returned during Agency business hours.**

If the vehicle is returned outside business hours, only when authorized in advance, the rental is considered finished at the time the Agency reopens when the vehicle is actually received by the latter, both as regards the rental fee calculation and for responsibility for possession of the vehicle (such as but not limited to: tickets, damages, theft and/or total or partial fire). Any Client who returns the vehicle outside Agency business hours is required to check that the vehicle has been received and fill out and duly undersign the Delivery Slip and consign it together with the keys.

### **Vehicle Substitution**

In case of vehicle malfunction or even at the simple request of "Maggiore", the vehicle must be returned by the Client to any of the Maggiore Agency Affiliates, where the Client will be given a substitute vehicle, upon availability at no extra cost; unless the Lessor, at its

own discretion, decides not to deliver a replacement vehicle for insolvency, theft, fire or serious accident of the rented vehicle. Generally substitutions will be made with a vehicle from the same vehicle group. In cases of unavailability, the substitution may occur with a vehicle from a lower or higher category with application of the reductions or increases as indicated in the Maggiore Car Rental Rate List. In the case of vehicles with a 7 to 9 person seating capacity, the substitution may occur with one similar vehicle or with two cars, without any fee owed by Maggiore. For commercial vehicles, vehicle substitution is not provided outside Italy.

## Assistance and Roadside Assistance

The rates include the technical assistance service and the "Maggiore Roadside Assistance" service (tow or breakdown truck), available 24 hours a day in Italy and abroad with the "Maggiore Roadside Assistance" service, except in the case of breakdowns caused by the Client, by negligence or wilful misconduct. If assistance is requested, the Customer must communicate any information or circumstance that may help to understand the type of breakdown and make it faster and easier to resolve. The Customer is also required to stay with the vehicle until the assistance 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 vehicle. In these cases, the Customer will be charged according to the Maggiore Price List (SCA - Roadside Assistance Service).

Vehicle recovery and replacement expenses are also covered, where granted by the Lessor, except in the case of breakdowns caused by the Customer, by negligence or wilful misconduct. The vehicle replacement service is not available for vehicles travelling outside Italy.

The Customer is not entitled to reimbursement for any extra expenses except on specific authorisation from Maggiore, and in any case within the established excess amounts communicated to the Customer.

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

## SSC - Roadside Assistance Cover

Roadside Assistance Cover is a supplement providing roadside assistance in the following cases: 1) frozen fuel; 2) refuelling with the wrong type of fuel; 3) running out of fuel; 4) flat battery; 5) punctured tyre; 6) lost keys; 7) keys forgotten inside the locked vehicle.

## Additional Services

Maggiore offers clients a number of additional services, which may be requested if available.

## After Hours Fee

If the vehicle is returned after the agency's regular business hours, you may request an employee to be present for vehicle return, with the payment of an "Out of Hours Surcharge", the amount of which is indicated in the Maggiore Car Rental Rate List.

## Delivery & Collection

You make request for consignment and/or drop-off of the rented vehicle outside the Maggiore Affiliated Agencies with payment of a "Delivery & Collection Surcharge" as listed in the Maggiore Car Rental Rate List.

## Accessories

If available you may request the following accessories, at the vehicle pick-up agency, with payment of the surcharge listed in the Maggiore Car Rental Rate. For vehicles which are returned outside Italy, it is not possible to rent satellite navigators.

A penalty will be applied if equipment is damaged or not returned with the vehicle at the end of the rental, as specified in the Maggiore Car Rental Rate List.

## Miscellaneous

Termination Clause

Violation of any of the provisions included in the General Conditions gives Maggiore the right to terminate the Contract according to Article 1456 of the Civil Code as well as payment for damages.

## Jurisdiction

The rental agreement and Contract are regulated by Italian law.

For any dispute arising from the relationships governed under the "Contract Documents," the only competent court authority is that of the legal headquarters of Maggiore.

## Translation

In case of disparity between the Italian and English version of the documentation, the Italian version stands, inasmuch as the English version is a mere translation.

## **Interpretation**

If any of the terms and conditions of the present Guide is deemed invalid or non-applicable, whether in whole or in part, it will be considered as cancelled from this Guide but all of the other conditions shall remain valid and applicable.

## **Communications**

Unless specified otherwise, any communications regarding the contract shall be sent via email to the email address indicated by the Client.