**Rental guide Smile Rent**

**Requirements for driving the vehicle**

To rent a Smile Rent vehicle, the driver must be 25 years old and have a driving license, issued to him/her at least one year ago.

**Minimum Age**

Drivers between 19 and 20 years of age may only rent category B vehicles, after payment of the "Young Drivers Supplement" (see price list).

Drivers between 21 and 24 years of age may rent vehicles from the following groups: B, C, D, F, K and X, after payment of the “Young Drivers Supplement” (see price list).

**Additional drivers**

It is possible to authorize additional drivers, as well as the contract holder, by payment of the “Other Authorized Drivers Supplement” in proportion to the duration of the rental, according to the amounts indicated in the price list. The charge of this supplement is limited to two additional drivers only, plus the main driver.

**Booking**

You can book your car directly on the website by choosing the prepaid method. Credit cards accepted for the booking are:

- Traditional Visa or MasterCard cards;
- Prepaid cards (only during the booking phase; these cannot be used during the opening phase of the Rental Agreement Letter);
- Electron Cards (only during the booking phase; they cannot be used during the opening phase of Rental Agreement Letter).

During booking, you can purchase the STK option and choose the accessories that will be useful to you during your trip and that you will pay for directly at the agency. In addition, you can book and prepay the “Safe Time” supplement on-line. This supplement allows you to collect your vehicle on the day of pick-up until agency closing time.

After finishing your booking, you will receive an email with a Voucher containing your booking number and any information that you will need for your car rental. Remember to print your Voucher and take it with you to the agency when you pick-up your vehicle.

Should you arrive later than the time agreed upon during booking and if you have not booked the "Safe Time" supplement, your booking will be cancelled and you will be charged the Prepaid Penalty.

If you arrive at the time agreed upon during booking and Smile Rent is unable to provide you a vehicle of the category you booked, we will strive to offer you a vehicle of an equivalent or a superior category, at the same price as the one you prepaid.

**Changing or cancelling a booking**

You can cancel your booking directly on the website with at least:

- 72 hours advance notice for groups G, K and X
- 48 hours advance notice for groups B, C, D and F

otherwise, we will charge you a Late Cancellation penalty (See PRICE LIST).

You can change your booking via the website; the change function allows you to modify your personal information and your contact information and you can also select new accessories. If you wish to extend your rental, change type of car or change the pick-up or drop-off agency, you must first cancel the previous booking and create a new one. By creating a new booking, the current estimate might not correspond to the new one, or you may not find the desired vehicle group.
If this activity is performed according to the timelines specified in the Prepaid Terms and Conditions, refund of the previously prepaid amount and the charge for the new booking will be made. The time needed for chargeback of the cancelled amount depends exclusively on your own bank.

What you need to take to the agency to rent your car

To rent a vehicle, you will need the documents listed in detail below. Failure to exhibit any one of these will make pick-up of the vehicle you have booked impossible.

**Booking confirmation Voucher**
You must print the booking confirmation voucher you received and provide it to the agency when you pick up your car.

**Identification - Personal qualification**
In order to rent a vehicle you must present valid identification which states your permanent address, your age, your current address, your phone/fax number and/or your email address. You should indicate where necessary any differences to your situation from the document presented as well as exhibiting your own driving licence. For legal purposes, your domicile will, in any case, be that indicated in the Contract.

**Driving Licence - Personal qualification**
All drivers must exhibit their original Driving Licence, issued at least 12 months ago. Driving licences without a photo or written in unintelligible characters or with characters not used in the Italian language must always be accompanied by a certified translation of the document (ACI or Consulate).
Citizens from one of the countries of the European Union must also present a valid identity document.
Citizens from outside the European Union must present their passport and declare themselves to be in possession of all the necessary documents in order to drive a vehicle in Italian territory.
Documents must always be originals and must also be undamaged, legible and valid over the entire rental period.

In addition to the documents listed above, if you are not a resident in Italy, you are required to present the return portion of your air or train ticket.

**Credit Card – Financial qualification**
Even if you have prepaid your rental during the booking phase, you are required to exhibit a traditional credit card registered in your own name (Visa, American Express or MasterCard), during the opening phase of the Rental Agreement Letter, as a security guarantee for any additional costs that may result from the rental itself, beyond the amount already prepaid. Prepaid/electronic and debit cards (ATM/cashpoint) are NOT accepted. For further information, please see the Prepaid Terms and Conditions.

Methods of Payment

Prepayment of the car rental and of the STK option, if booked, is made at the time of booking. The amount charged to your Credit Card includes all the items described on the booking confirmation Voucher.

At the opening of the Rental Agreement Letter, a credit limit block will be implemented on your traditional credit card (Visa, American Express or MasterCard) registered to the user, for an amount equal to the cost of any accessories/supplements booked plus 600 euro (2000 euro if the STK option is not purchased) as a security guarantee for the rental. An invoice will be issued for the prepaid amount.

Excluding the amount already pre-paid during the booking phase and invoiced at the beginning of the rental, any extras will be invoiced and paid at the end of the rental period.

At the end of the rental, any damage found and any penalties linked to the handling of fines relative to violations that occurred during the rental period may be invoiced.
Access to the Rental

Consignment of the vehicle takes place by providing the car keys, following signature of the Rental Agreement Letter. From this moment, the Customer is responsible for the safekeeping of the vehicle and is required to observe all the provisions outlined in the General Terms and Conditions.
The Customer is also required to be present during the vehicle return phase and, in joint consultation with the Maggiore staff, and must also check the condition of the vehicle, written approval of which is required; in the event that this does not happen, special provisions will be applied.

Taking Delivery of the Vehicle
At the opening of the Rental Agreement Letter the Customer acknowledges that the vehicle, with its standard equipment, any other equipment and all accessories provided to him/her by Maggiore, including those indicated in the rental agreement letter, are in good mechanical working order and in good general condition.
The Customer undertakes to return them, free of any items or objects, with all relative documents, in compliance with the timelines and places indicated in the rental agreement letter and in the same original condition, except for wear and tear proportionate to the length of the rental period and mileage covered.
Some agencies are located outside of the airport grounds. You will find instructions to follow in order to reach them easily, included in the booking confirmation voucher.

Returning the Vehicle
Upon redelivery of the vehicle, the Customer, in joint consultation with the agency staff, is responsible for checking the condition of the vehicle, ensuring and signing for any discrepancies with respect to what was indicated in the rental agreement letter at the start of the rental. If this joint inspection is not carried out, the Customer authorizes Maggiore, with immediate effect, to charge him/her for any vehicle damage found (see the Table of Charges for Vehicle Damage).

The vehicle must be returned no later than the time indicated in the Rental Agreement Letter. Each delay will be considered and invoiced as an extra day, as established in the Smile Rent Price List.
Should the car be returned outside normal hours, only when possible and if previously authorized, the rental shall be deemed closed when the Agency re-opens, at which time the agency will take delivery of the vehicle, both to determine the fee to be paid and for purposes of the liability linked to being in possession of the vehicle itself (by way of example but not limited to: total or partial fire and/or theft, fines and damage).
The Customer who returns a vehicle outside of Agency opening hours is required to ensure that the agency effectively takes delivery of the vehicle and must also fill out and duly sign a Redelivery Coupon and provide it to the agency, together with the keys.
Redelivery outside normal hours is not possible at some agencies, but you will be told where to return the vehicle. In such cases, you will be charged a specific penalty, as described in the Smile Rent Price List.

Vehicle Replacement
In case of breakdown, the Vehicle must be returned by the Customer to any MAGGIORE Provider Agency, where it will be replaced, subject to availability, without any cost or exceptions to the Provider’s right, and irrevocable judgement, to refuse to provide a replacement vehicle in cases of insolvency, theft, fire or serious accidents regarding the rented Vehicle.
The replacement vehicle will, as a general rule, be of the same group; however, in case of unavailability, a vehicle of a lower or higher category may be provided, applying reduced or increased prices, in accordance with the conditions specified in the Smile Rent Price List.

Roadside Assistance and Services
Technical assistance and Roadside assistance services will be handled by the "MAGGIORE Roadside Assistance” Provider (towing or breakdown service), Active 24/7 in Italy and abroad, except for cases of breakdowns caused by wilful misconduct, negligence or fault of the Customer.
It is the Customer’s obligation to remain with the vehicle until the job is completed and to sign the relevant documentation. Vehicle recovery and replacement fees are included, when granted by the Provider, except in cases of breakdowns caused by wilful misconduct, negligence or fault of the Customer.
No replacement service is available for vehicles in transit outside of Italy.
Responsibilities and Coverage

Accidents, theft, damage
In the event of an accident, the Customer, together with the counterpart, must always fill out a CAI form, which is kept inside the Vehicle. This must then be taken to the nearest Maggiore Provider agency within 24 hours of the incident, or it may be handed in when the vehicle is returned, provided that this occurs within 24 hours of the incident.
In the absence of this form, any limitations of liability subscribed to by the Customer will be ineffective and the Customer will be held responsible for damages suffered by Maggiore following failure or delay in communication.
Similarly, in all cases of theft or fire (total or partial) the Customer is obligated to file a regular report to the competent Authorities, providing the original report to the nearest Maggiore Provider Agency within 48 hours. In case of non-fulfilment of this an obligation under the terms described above, any limitation of liability agreement will become automatically ineffective.
If no accidents have occurred, upon redelivery of the vehicle, the Customer must always explicitly declare that he/she has not sustained any incidents and sign the redelivery coupon.

The rates include:
The rate booked includes everything described in the confirmation Voucher.

Vehicle Terms of Use

The customer undertakes to look after, use and allow use of the vehicle with the utmost care and diligence, in accordance with the proper usage and characteristics of the vehicle as indicated on the registration document and in compliance with the law.

Limitations of use of the Vehicle / Customer Responsibility / Responsibility
Everything is covered in the MAGGIORE General Terms and Conditions

Customer Responsibility
Everything is covered in the MAGGIORE General Terms and Conditions

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Everything is covered in the MAGGIORE General Terms and Conditions

Driving the Vehicle
- The vehicle may only be driven in countries expressly indicated in the rental agreement letter. It is always necessary to inform the pick-up agency in advance of your intentions to travel abroad.

Extra rental items

Fees
Rentals that start at an agency based in an airport are subject to a supplement called: “Airport Fees” already included in the rate, of the amount established in the Smile Rent Price List.

In addition, all rentals are subject to “Road Taxes” and “Invoicing Administrative Costs” already included in the rate, of the amount established in the Smile Rent Price List.

One Way Trip
- It is possible, during the booking phase, to request rental vehicle drop-off at an agency within the MAGGIORE network different from the agency in which your rental started, by paying a “One Way Trip Supplement”, as specified in the financial terms and conditions included in the Smile Rent Price List.
- Rentals starting in mainland Italy and ending in Sardinia (and vice versa) are not allowed. Failure to observe this restriction will result in a penalty being charged, in accordance with the Smile Rate Price List.
Returning a vehicle abroad is NOT permitted. Failure to observe this restriction will result in a penalty being charged, in accordance with the Smile Rate Price List, as well as the cost of materials for recovery of the vehicle, except in the case of greater damages.

- If the rental vehicle is returned to an agency within the MAGGIORE Network different from that planned for drop-off and if this was not previously communicated during the booking phase or the opening phase of the Rental Agreement Letter, the “One Way Trip Supplement” will be applied, plus the “Redelivery not previously authorized” penalty, in accordance with the Smile Rent Price List.

**Excess hours**

One day of rental is equal to 24 hours calculated from the pick-up time indicated in the Rental Agreement. Once this limit has been exceeded, an extra day will be charged, as established in the Smile Rent Price List.

**Refuelling and checking fluid levels**

At the start of the rental period, the vehicle is provided with a full tank of fuel.

The Customer is required to return the vehicle with the same amount of fuel as at the start of the rental.

When the vehicle is returned, any missing fuel will be charged to the Customer at the price per litre indicated in the rental agreement letter, in addition to the cost of the "Refuelling Service" as indicated in the Smile Rent Price List.

The customer must ensure that the correct type of fuel is used when refuelling, and must commit to the proper maintenance of the vehicle, by diligently checking fluid levels and carrying out any necessary top-ups.

**Rental Accessories**

**Accessories**

It is possible to request and to rent, subject to availability, various accessories, by paying a supplement indicated in the Smile Rent Price List.