



## GENERAL RENTAL INFORMATION

### **Our rates include:**

unlimited mileage (except when indicated differently), VAT(22%), theft and damage penalty reductions, road tax, preparation of the vehicle, registration fees.

### **Our rates do not include:**

total elimination of Damage and Theft penalties, one way supplement, fuel, refueling service charge, fuel, fines, optional clauses (Full Pack, Super Cover Protection, Cover Protection), extras, supplements, and additional service in case of fines, tolls, parking tickets, and any other penalty or charge issued by the Authority related to the vehicle circulation, and anything not expressly included.

### **IMPORTANT INFORMATION**

The vehicle must be dropped off during office opening hours. If customer returns the vehicle when our local office is closed, he will be held responsible for any damages occurred to the car during the time between the vehicle has been parked and the opening of our office when TurismoSanVitoLoCapo S.r.l. local staff, who operates under the label "WayCar", will collect it. Moreover, an out of hour fee will be applied. If the rental period exceeds 30 days, you must complete the procedure and accept the obligations deriving from article 94, paragraph 4 bis, of the Italian Road Traffic Code, referring to the update of the Vehicles National Register.

TurismoSanVitoLoCapo is not responsible for anything that may occur in the event of non-compliance with these obligations.

### **Minimum and maximum age:**

For the rental of vehicle, the minimum driver's age is 23 years.

In case of "young driver" (between 19 years and 23 years) the supplement to pay is € 9,00 per day VAT included.

For all car groups, the maximum age permitted for all car groups is 80 years old.

### **Required driving license validity + original ID document**

For the rental of vehicles belonging to groups B/C/D/DA/F/M/N/NA the driver must have held a valid driving license for at least 1 year and 1 day. For the rental of vehicles belonging to all other groups, the driver must have held a valid driving license for at least 3 years. Together with the driving license, the driver must be in possession of an original and valid Identity card and/or passport.

As per Italian law (art. 35 DPR 445/2000), the new Italian driving license (European driver's license) can be accepted as a valid identity document. The driving license must be provided of a clear photograph of the owner and a stamp issued by a State Administration.

If even one of the two above requested documents is missing it will not be possible to deliver the booked vehicle.

Some further requirements for the driving license:

- the driver must always be in possession of the original driving license;
- the driving license must be valid upon pick up of vehicle and its expiry date must be later than the drop off of vehicle;
- no cancellations and/or erasures must be present on the driving license;
- no amendments and/or adjustments are allowed unless they are certified (with date and stamp) by an appropriate Authority;
- the driving license must report the driver's photo and signature,
- to drive in Italy, all driving licenses issued by countries member of the European Community are

Valid but the driver must be in possession of a valid passport as well;

- as far as concerns all driving licenses issued by any country not member of the European Community, the driver must be in possession (together with the driving license, of course) of a proper International Driving Permission whose validity is of 1 year so it needs to be in regular course of validity;
- all driving licenses reporting non-latin characters (e.g. arabian, chinese, japanese, cyrillic and so on) are not accepted unless they have been translated by the Embassy or Consulate in latin characters;
- military driving licenses, temporary driving licenses, copies of driving licenses are not accepted.

### **Insurance**

Our rates are inclusive Third-party liability with of a maximum of € 8.000.000,00 per single accident covering public liability, animals and property.

### **Method of payment + Deposit on customer's credit card**

For the rental payment, the driver must be in possession of a valid non-electronic and non-prepaid business credit card, registered under his name upon pick up of vehicle. In case of missing credit card with these requirements, it will not be possible to enter the rental agreement and deliver the vehicle. Moreover, it is necessary that the driver's credit card has enough credit to cover the amount which will be frozen on it as a warranty upon pick up of vehicle. We accept international American Express, Diner's, Visa/Mastercard. No cash deposit or cheques will be accepted.

The Full Pack clause requires the use of a debit, debit or rechargeable card, in the name of the main driver and equipped with a chip, IBAN and PIN code, which covers the cost of the rental and the security deposit.

In addition to the rental cost, TurismoSanVitoLoCapo who operate under the label "WayCar", asks a precautionary deposit as a warranty through a pre-authorization on the credit card. The deposit is calculated as follows: rental cost (when not prepaid) + an amount (see the chart below) which depends on the category of the chosen vehicle and the possible purchase of the additional discretionary coverage "Super Cover Protection" or the additional discretionary coverage "Cover Protection". In the event that Full Pack insurance coverage has been purchased, the deposit can be blocked/cashed out with the debit card. The deposit is a warranty for the payment of the rental cost (when not prepaid), as well as possible extra costs deriving from the rental (ex. Damages, fuel). The deposit is never meant as a limitation of the customer's liability.

Security deposit with Basic Insurance			Security deposit with Cover Protection		
B/C	D/DA/F/M/N/NA	AF	B/C	D/DA/F/M/N/NA	AF
€ 600,00	€ 800,00	€ 1000,00	€ 200,00	€ 300,00	€ 400,00
Security deposit with Super Cover Protection /Full Pack					
B/C		D/DA/F/M/N/NA		AF	
€ 100,00		€ 150,00		€ 200,00	

### **Fuel and Refuelling Charge and cleaning service**

All vehicles are delivered with a full tank of fuel. Should the vehicle be returned without a full tank of fuel a charge of € 25 VAT included for refuelling service will be applied for each vehicle in addition to the cost of the missing fuel. The car is delivered clean. In the event that the car is not returned clean, an extra cost of € 25,00 VAT included will be charged.

### **Extras Out of hours**

For the collection of cars outside the normal opening hours of our offices, an extra cost called "out of hours" will be charged. The costs relating to collection and/or return services after closing hours or before the opening of the offices are shown in the following table.

"Out of Hours" pick-ups and drop-offs are on request, therefore subject to reconfirmation.

Waycar Offices	Opening hours	Out of hours	Cost Including VAT	
			Pick-up	Drop-off
<b>Rome Fiumicino</b>	Mon-Sun 08h00 – 20h00	20h01 – 07h59	Service Not available	Keybox *
<b>Palermo Airport Cinisi</b>	Mon-Sun 08h00 – 22h00	22h01 – 23h30 23h31 – 06h59 07h00 – 07h59	€ 50,00 € 120,00 € 50,00	€ 50,00 € 120,00 € 50,00
<b>Trapani Airport</b>	Mon-Sun 08h00 – 22h00	22h01 – 23h59 06h00 – 07h59	€ 50,00	Keybox *
<b>Catania Airport</b>	Mon-Sun 07h00 – 23h00	23h01 – 23h59 06h00 – 06h59	€ 50,00	Keybox *
<b>Trapani Port</b> (Open from Apr to Oct)	Mon-Sun 08h00 – 19h00	19h01 – 20h00 07h00 – 07h59	€ 50,00	€ 50,00
<b>San Vito Lo Capo</b> (Open from Apr to Oct)	Mon-Sun 08h00 – 20h00	20h01 – 22h00 07h00 – 07h59	€ 50,00	€ 50,00

\* Return without WAYCAR staff

### **Delays**

There is a maximum tolerance of 59 minutes in the return of the car beyond which 1 extra day of rental will be charged.

### **Rental extension**

The extension of the rental must be understood on request and is subject to availability. The extension of the rental is allowed at a specific daily rate, as follows: For Cat. B-C from € 25.00 (VAT included) per day; For all other categories from € 30.00 (VAT included) per day, unless otherwise specified. The payment must be made at the same time as the request for extension. The amount will be taken directly from the credit card placed as a guarantee at the time of rental.

## ACCESSORIES

All accessories are optional and must be considered on request and subject to confirmation- except for what follows concerning snow chains.

### **SNOW CHAINS**

From November 15th to April 15th of each year, in most of Central and Northern Italy and in some areas of Central and Southern Italy (including the islands), as indicated in special ordinances, the use of snow wheels or snow chains is mandatory, which will be available in all WAYCAR stations. In case of renunciation of the use of snow chains, it must be explicitly stated in a special declaration. In this case, it will be necessary to be in possession of snow chains suitable for the rented vehicle and declare that you do not intend to travel on roads subject to the ordinances of the public authorities.

For details of the territorial areas/roads affected by the aforementioned obligation, please consult the [www.poliziadistato.it](http://www.poliziadistato.it) website. and [www.maps.google.it](http://www.maps.google.it) that will facilitate the identification of roads and in the planning of the route you intend to take.

CAR GROUPS	COST VAT INCLUDED
B/C/D/DA/F	€ 20,00
M/N/NA/AF	€ 35,00

### **BABY SEAT**

CAR GROUPS	COST VAT INCLUDED
ALL CAR GROUPS	€ 28,00

### **GPS**

It will be possible to request the GPS at the time of booking.

The customer can only return the GPS to our offices during opening hours. It is not allowed, in fact, to return the GPS when the offices are closed. The relative supplement is € 5.00 including VAT per day. A deposit of € 50.00 including VAT will be required at the counter.

In case of theft and/or loss and/or damage to the GPS, a penalty of € 200.00 will be charged VAT included. It is understood that the customer remains obliged to issue a complete declaration of the incident to be delivered to the car return office. In case of loss of cable, loss of GPS bag, loss of windshield support, a charge of € 30.00 including VAT, will be made for each lost item.

## ONE WAY RENTAL FEE

ALL GROUPS	COST INCLUDING VAT
Palermo Airport/Catania Airport and v.v	€ 110,00
Trapani Airport/Catania Airport and v.v	€ 150,00
Palermo Airport/TP airport-port, San Vito Lo Capo and v.v.	€ 70,00
Trapani airport/San Vito and v.v.	€ 70,00
Trapani airport/port and v.v.	€ 25,00
Trapani Porto/San Vito and v.v.	€ 25,00
Trapani Port/Airport Catania and v.v.	€ 150,00
San Vito/Catania Airport and v.v.	€ 150,00

### **Extra drivers**

For each additional driver, a supplement of € 6,00 per day must be paid locally upon pick up of the vehicle. A maximum of 3 drivers (including the main driver) is allowed per rental.

### **Oil and Maintenance**

Any expenses for engine oil will be reimbursed upon delivery of a regular receipt made out TurismoSanVitoLoCapo, who operate under the label "WayCar Srl". No other types of expenses will be reimbursed without prior authorisation from our desk staff.

### **ANTIFREEZING ADDITIVE**

Our local offices do not provide vehicles with anti-freezing additive, therefore it is strictly up to the customer to add it in the tank. Any damages arising from fuel freezing will not be covered by any insurance and client will be charged for the relevant damages occurred.

### **Type of vehicle**

Although TurismoSanVitoLoCapo, who operate under the label "WayCar Srl", endeavours to deliver the vehicle requested by the client, a specific car model cannot always be guaranteed. In the case that the booked car group is not available, another vehicle of a higher category will be delivered without any extra charge.

### **Fines, highway tolls and parking tickets payment**

All fines issued further to a violation of the Street Code and/or missing tolls and/or parking tickets issued during the rental period will be notified to the customer. Moreover, client will be charged on his credit card for a supplement of € 49,00 VAT included as additional services in case of fines, tolls, parking tickets, and any other penalty or charge issued by the Authority related to the vehicle circulation. The supplement will be charged for each single event.

### **No Show**

In case client does not pick the vehicle up within 2 hours from the original pick up time reported on



the reservation, the vehicle may no longer be available at his arrival unless he has communicated, when booking, the arrival flight number and a working and regularly contactable mobile phone

### **24 Hours Assistance in Italy**

In case of accident in Italy, the tow truck service will collect the vehicle and will move it to the nearest WayCar office for the replacement. In case of any damage causing the breakdown of the vehicle, as per the article 1588 of the Civil Code, the Customer will be charged for the tow truck service fee of € 200,00 + VAT, except in case he has subscribed the optional "Road Assistance" clause.

If, after having requested a tow truck, the vehicle is not towed away, either by choice or by fact related to the Renter or due to an on-site repair service, the Renter will be charged with 100% of towing service expenses.

### **Cross border information**

Our vehicles can be driven to the following countries: Italy, Portugal, Spain, Andorra, the Vatican City, Republic of San Marino, The Principality of Monaco, France, Scotland, Wales, Ireland, Northern Ireland, Belgium, Holland, Luxembourg, Liechtenstein, Germany, Switzerland, Austria, Denmark, Norway, Sweden, Finland, Slovenia and Croatia.

It is strictly forbidden to drive the vehicles in a country other than the above listed.

In case of theft and/or accident and/or damage of any kind occurred in the above mentioned non-authorized countries, the driver will be held totally responsible for any event even if he has undersigned the Cover Protection, Super Cover Protection and/or Full Pack clauses and is obliged to hand out a written and detailed report regarding the event anyway.

### **Check Out sheet**

The customer is obliged to check carefully the conditions of the vehicle before leaving the parking area. Should the client notice any difference regarding the conditions of the vehicle upon signing the rental agreement, he must immediately inform the desk staff. The customer will not be able to complain about any difference on the conditions of the vehicle he will notice after signing the rental agreement and the Check Out sheet and after the delivery of the vehicle as he will be deemed the only responsible about them. Any complaint arising for such matters will not be accepted.

### **It is absolutely forbidden driving on unpaved roads**

Customer is totally responsible for any damages occurred to the vehicle due to driving on unpaved roads, even in case of subscription of Cover Protection, Super Cover Protection and/or Full Pack clause.

### **Pets on board**

No pets on board of the rented vehicle are accepted, except guide dogs.

## CUSTOMER'S RESPONSIBILITY IN CASE OF DAMAGES AND THEFT OF THE RENTED VEHICLE

### MAXIMUM CHARGES (TLW/CDW PENALTIES)

#### Theft/Fire penalty

in case of theft/fire, customer will be responsible for the here below TLW penalty up to the maximum charge, determined considering the category of the rented vehicle. (see the charts below)

Car groups	Amount
B/C	€ 1.600,00
D/DA/F/M/N/NA	€ 2.000,00
AF	€ 2.500,00

#### Damage Penalty

In case of damages occurred to the vehicle, customer will be responsible for the here below CDW penalty up to the maximum charge, determined considering the category of the rented vehicle. (see the charts below)

Car groups	Amount
B/C	€ 1.200,00
D/DA/F/M/N/NA	€ 1.600,00
AF	€ 2.500,00

The penalties for theft/fire and/or damage are considered per single event. In accordance with the provisions of art. 1588 Civil Code, the Customer undertakes to indemnify the Lessor for any damage, for any reason occurred to the vehicle, unless he can prove that the damage happened for reasons not attributable to the Customer himself.

The rental agreement contains specific information about the rules regarding the responsibility in using the vehicle. Among these pieces of information, it is particularly important the compliance to the rules about the correct and diligent use of the rented vehicle (such as avoiding to drive the vehicle on unpaved roads and sticking to the usual rules of attention and maintenance) as well as the compliance to the traffic rules. In case of any default or breach of such rules, the customer will be deemed the only responsible for any damage occurred, even if Cover Protection, Super Cover Protection and/or Full Pack have been subscribed. In the light of this, for further details, all customers are kindly invited to go through the current General Conditions carefully. We also remind that, in addition to the circumstance clearly stated by law, the reduction / reduction of liability will be not effective in case of malice or gross negligence, as per the article 1229 of the Civil Code.

## SUPPLEMENT FOR THE ELIMINATION / REDUCTION OF DAMAGE AND THEFT/FIRE PENALTIES

### COVER PROTECTION CLAUSE

Car groups	Daily cost
B/C	€ 12,00
D/DA/F/M/N/NA/AF	€ 15,00

The customer who wishes to travel without any troubles can eliminate the penalties for damage and/or theft/fire undersigning the Cover Protection clause, including it upon booking (please see the special box of the “applicable supplements” in the quotation step).

Cover Protection provides:

- partial elimination (50%) of damage penalties;
- partial elimination (50%) of theft/fire penalties.

#### **New damages on the vehicle**

If new damages not pre-existing upon pick up are found when checking the vehicle in (drop off), these are quantified sticking to the SBC Damages Table and to the criteria explained on the relevant Explanatory Sheet. All damages not reported on the SBC Damages Table will be quantified by appropriate damage report issued on the basis of the Car Manufacturers’ pricelist.

In case of damage or theft (total or partial) occurred to the rented vehicle, client will be liable to pay for an inclusive amount of € 50,00 plus VAT as additional service.



### **PAI PLUS CLAUSE**

The cost of PAI Plus clause, for all car groups is of € 5,00 per day and states the coverage for driver's personal accident as per the limit here below reported:

Warranty	Amount in €	Franchise - Duration	
Death or permanent disability	25.000	Franchise	3%
RSC (reimbursement of care expenses)	1.500	Franchise	2.00
IR (hospitalization indemnity)	50,00 PER DAY	Franchise	7 DAYS
		MAXIMUM COMPENSATION	20 DAYS

Included in the here above maximum rate:	Sub-limit
Reimbursement of travel expenses of the insured party for his sanitary return	€ 1.500,00
Reimbursement of railway / flight tickets of a family member	€ 300,00
Reimbursement of expenses for the transportation of the insured party's corpse	€ 2.000,00
Reimbursement of expenses of the passengers (further to sanitary return)	€ 1.000,00

The above mentioned benefits relating the reimbursement of expenses are provided exclusively if the accidents occurred more than 50 km from the residence of the Insured Part.

*\*If the driver has reached the age of 75 years at the time of the accident, the insurance is provided with the application of the following limitations and deductibles:*

- a) The sums insured for all guarantees are reduced by 50%;*
- b) the deductibles for permanent invalidity shall be doubled;*
- c) no other special conditions, even if referred to, apply.*

The PAI Plus clause also includes:

- windshield and all glasswork;
- the roof;
- the underside parts of the vehicle.

### **SUPER COVER PROTECTION CLAUSE**

The Super Cover Protection clause has the following daily costs (**VAT INCLUDED**):

Super Cover Protection (per day)								
Car group	1 day	2 days	3 days	4 days	5 days	6 days	7 days	8+
B/C	€ 23,00	€ 23,00	€ 23,00	€ 23,00	€ 23,00	€ 23,00	€ 23,00	€ 23,00
D/DA/F/M/N/NA AF	€ 32,00	€ 32,00	€ 32,00	€ 32,00	€ 32,00	€ 32,00	€ 32,00	€ 32,00

The aforementioned clause guarantees the Customer the same limitations of liability and the same coverage deriving from the joint signing of the "Cover Protection" + PAI plus clauses, moreover, guarantees exemption from the obligation to compensate for damage caused to the mechanical parts of the vehicle (excluding damage caused by impure/incorrect refueling or frozen diesel damage caused to tires and wheels and for damage/loss of keys)

### **FULL PACK CLAUSE**

The Full Pack clause has the following daily costs (**VAT INCLUDED**):

Full Pack (per day)								
Car group	1 day	2 days	3 days	4 days	5 days	6 days	7 days	8+
B/C	€ 26,00	€ 26,00	€ 26,00	€ 26,00	€ 26,00	€ 26,00	€ 26,00	€ 26,00
D/DA/F/M/N/NA AF	€ 35,00	€ 35,00	€ 35,00	€ 35,00	€ 35,00	€ 35,00	€ 35,00	€ 35,00

The aforementioned clause guarantees the Customer the same limitations of liability and the same coverage deriving from the subscription to the "Super Cover Protection" clause and also includes Road Assistance coverage. Damage caused by impure/incorrect refuelling or frozen diesel is excluded; damage caused to tires and wheels and for damage/loss of keys.

## Insurance table

TIPOLOGIA ASSICURAZIONE	FULL PACK	SUPER COVER PROTECTION	PAI PLUS	COVER PROTECTION	ASSICURAZIONE BASE
Elimina la responsabilità sui danni	✓	✓	✗	€ 600 Cat. B,C € 800 Cat. D,DA,F,M,N,NA € 1.250 Cat. AF	€ 1.200 Cat. B,C € 1600 Cat. D,DA,F,M,N,NA € 2.500 Cat. AF
Elimina la responsabilità su furto	✓	✓	✗	€ 800 Cat. B,C € 1.000 Cat. D,DA,F,M,N,NA € 1.250 Cat. AF	€ 1.600 Cat. B,C € 2.000 Cat. D,DA,F,M,N,NA € 2.500 Cat. AF
Elimina la responsabilità su incendio	✓	✓	✗	€ 800 Cat. B,C € 1.000 Cat. D,DA,F,M,N,NA € 1.250 Cat. AF	€ 1.600 Cat. B,C € 2.000 Cat. D,DA,F,M,N,NA € 2.500 Cat. AF
Riduce l'importo del deposito cauzionale	✓	✓	✗	✓	✗
RC - Responsabilità Civile	✓	✓	✗	✓	✓
Copre i danni a vetrerie e cristallerie	✓	✓	✓	✗	✗
Copre tetto e sottoscocca	✓	✓	✓	✗	✗
Copre i danni agli interni	✓	✗	✗	✗	✗
Copre le parti meccaniche	✓	✓	✗	✗	✗
Danni da atti vandalici	✓	✓	✗	✗	✗
Assistenza stradale (carro attrezzi)	✓	✗	✗	✗	✗
Polizza rischi conducente	✓	✓	✓	✗	✗
Noleggio senza la carta di credito	✓	✗	✗	✗	✗
<b>Tariffe giornaliere Assicurazioni</b>	<b>PRENOTA A:</b>	<b>PRENOTA A:</b>	<b>PRENOTA A:</b>	<b>PRENOTA A:</b>	<b>PRENOTA A:</b>
<b>Auto Cat. B-C</b>	<b>€ 26,00</b>	<b>€ 23,00</b>	<b>€ 5,00</b>	<b>€ 12,00</b>	<b>INCLUSO</b>
<b>Auto Cat. D-DA-F-M-N-NA-AF</b>	<b>€ 35,00</b>	<b>€ 32,00</b>	<b>€ 5,00</b>	<b>€ 15,00</b>	<b>INCLUSO</b>

DEPOSITO CAUZIONALE/REFUEL	Cat. B-C	Cat. D-DA-F-M-N-NA	Cat. AF
Assicurazione base	€ 600,00	€ 800,00	€ 1.000,00
Cover Protection	€ 200,00	€ 300,00	€ 400,00
Super Cover Protection/Full Pack	€ 100,00	€ 150,00	€ 200,00

### In no case do the above clauses cover for:

- damage caused by impure/incorrect refuelling or frozen diesel;
- damage caused to tires and wheels
- loss and/or damage and/or theft of vehicle registration documents. In this case, a supplement of € 100.00 + VAT will be charged;
- loss and/or damage and/or theft of keys. In this case, a surcharge of € 395.00 + VAT;
- loss and/or damage and/or theft of the plates (or even in just one of them). In this case, a supplement will be charged starting from € 500.00 + VAT
- Customer negligence.
- Damage caused by vegetation: The customer is responsible for any damage caused by vegetation, even if he has subscribed to the "Cover Protection" and/or PAI plus coverage; Super Cover Protection or Full Pack. Such damage is akin to the customer's negligence when driving the car on country roads or in places where vegetation can cause scratches or damage to the vehicle.
- Natural disasters

### **Procedure in case of accident**

In case of accident, with or without third party, a written and detailed declaration must be handed out according to the rules established by law. In case of accident with a third party, it is absolutely necessary to report registration number, insurance company details, name and surname of the driver and of all possible witnesses, name and surname of the owner of the vehicle (which can be found on the car papers). Such pieces of information are necessary.

If new damages (not pre-existing upon pick up) are found when checking the vehicle in (drop off) and if these are not covered by the clauses reducing and/or eliminating Customer's liability (Cover Protection and/or Pai Plus and/or Super Cover Protection and/or Full Pack clauses), the procedure will be the following:

- in case of a damage included in the SBC "Damages Table", the drop off location identifies the damage immediately and jointly with the Customer, quantifies it and proceeds with charging the relevant amount on his credit card;
- in case of a damage not included in the SBC "Damages Table", once it has been identified jointly with the Customer, the drop off location freezes, by way of caution, an amount on his credit card without charging it and waiting for the damage is quantified by an appropriate damage report. Once the damage report has been issued, Customer will be sent a communication with the documents showing the damage and the relevant quantification. As 5 days have gone by after this communication, the amount quantified by the damage expert will be charged;
- in all cases where it is not possible to identify the damage jointly with the Customer (for any cause due to him) TurismoSanVitoLoCapo, who operate under the label "WayCar", freezes an amount on his credit card by way of caution without charging it and proceeds with the quantification of the damage either by the SBC Damages Table or by a damage expert. Customer will then be sent a communication with the documents showing the damage and the relevant quantification. As 5 days have gone by after this communication, the amount quantified by the damage expert will be charged;
- Customer can dispute the damage and/or its quantification. In such cases, TurismoSanVitoLoCapo, who operate under the label "WayCar", takes Customer's reasons and gives feedback for them. If Customer's dispute is met, no charge will be made or a refund will be made if the damage has already been charged. If Customer's dispute is received within 5 days after the communication sent to him and containing the charge notice, the file will be temporarily kept in stand-by and no charge will be made until all checks have been completed.

In case Customer reports a claim for accident not caused by him (Accident Report Form -CID- with Customer's signature only), TurismoSanVitoLoCapo, who operate under the label "WayCar", will charge him, by way of caution, an amount quantified by the SBC Damages Table or by an appropriate damage report (in case of damages not included in the SBC Damages table) waiting for the file to be completed by the Insurance Company. In case of insurance compensation, this will be deducted from the amount charged to the Customer. If the damage caused by the accident is attributed to the Customer, then he will also be charged for the damage report cost (in case this has been issued) and for the postal fees. Only in case a Customer who reports a claim not caused by him hands out also an Accident Report Form -CID- signed by the third party, then he will not be charged for the amount contractually stated as damage responsibility. If the third party's insurance company does not pay the damage because the here above form (CID) results incomplete, inadequate, or the accident results being in contributory negligence or passive, the amount of the damage caused to our vehicle up to a maximum of the damage penalty contractually stated will be claimed Waycar Srl. The Damage Report Form -CID- signed by the third party must be always handed out even if the damages are covered by the subscription of the optional clauses for limitation and/or elimination of liability (Cover Protection and/or Pai Plus and/or Super Cover Protection and/or Full Pack clause).

## **RESERVATIONS AND PAYMENTS**

### **Step 1: Booking and ONLINE PAYMENT**

Bookings from Waycar.it website: Payments can be made with a credit, debit or rechargeable card, as long as it is used for online payment and adheres to international circuits (VISA, Mastercard, Maestro, etc.). It is essential that the booking is still made in the name of the main driver, even if the payment card is not in his name (family member or acquaintance who has obviously authorized the use and payment).

### **Step 2: Pick-up of the car and RENTAL GUARANTEE**

It should be noted that at the time of pick-up of the car, the Customer is obliged to leave a security deposit to guarantee the rental, through their credit card - determined in relation to the category of the rented vehicle and the possible purchase of Cover Protection, Super Cover Protection and Full Pack - as per the table above in the paragraph "Payment methods + Deposit on the customer's credit card".

- Basic Insurance: Mandatory Credit Card
- Cover Protection: Mandatory Credit Card
- Super Cover Protection: Mandatory Credit Card
- Full Pack: **Possibility to rent without a credit card**. However, a debit or debit card or rechargeable card will be required, in the name of the main driver and equipped with a chip, IBAN and PIN code, which covers the cost of the rental and the security deposit.

Therefore, a fundamental condition for the delivery of the car is the availability on the credit card of a sufficient ceiling to cover the amount that will be blocked at the time of signing the rental agreement. In the event that the customer does not present a suitable credit card (i.e. does not have a sufficient limit to cover the amount to be blocked) or in the event that he is not in possession of a valid identity document and/or driving license, the entire amount of the rental will be retained.

In the absence of the above-mentioned rental guarantee cards, it will not be possible to proceed with the stipulation of the rental contract and the delivery of the car.

### **Refund of security deposit**

At the end of the rental period, except in cases involving the partial or total withholding of the amount withdrawn, the amount of the deposit will be released and/or re-credited, via POS or, when not possible, by bank transfer by the rental operator, within 6 working days.

### **Road Assistance**

The subscription of this optional clause when entering the rental agreement exempts the Customer from paying the tow truck service expenses, provided that the need of the tow truck service is not caused by some event due to malice or negligence. The "Road Assistance Plus" clause **does not eliminate** in any case the liability for the tow truck service in case of freezing fuel, wrong/unclean refuelling, loss of keys or forgetting them inside the vehicle.

The "Road Assistance" clause has the following costs:

- **€ 4,00** per day for all car groups

### **Complaints:**

Any complaints must be received by our main office within 20 days after the completion of the rental agreement.

**Exclusive relevant Court:**

Both parties agree that any legal action arising from the rental agreement will be brought exclusively before the relevant Court sitting in Trapani. This provision shall not apply, however, to customers who qualify as consumers pursuant to art. 3, co. 1, letter. a) of Legislative Decree 6 September 2005, no. 206 (so-called Consumer Code), in which case the Court of the place of residence or domicile of choice of the Renter will be competent. The rental agreement is governed by the Italian law, therefore, any dispute or legal action regarding the rental agreement, the Italian Law will be exclusively applied before any Authority or Court.

**CANCELLATIONS:**

To cancel the reservation, customer must contact our call center by e-mail at [booking@waycar.it](mailto:booking@waycar.it) without any penalty provided that the reservation is cancelled up to 48 hours prior to the start of the rental. After this deadline, an amount equal to 2 days of rental will be charged.

**AMENDMENTS**

No amendments to the reservation can be made.

**CHARGES OF EXTRAS**

All charges relevant to extras and/or supplements signed for upon pick up of vehicle or occurred during the rental will be applied on the credit card left by customer as a warranty.

**NO SHOW**

In case of no show of the vehicle within 2 hours after the pick-up time reported on the reservation, the vehicle may no longer be available at the desk, unless he has informed the pick-up location staff in advance about any delay even if he has added the arrival flight number and a contact number. In case of no show customer is not entitled to any refund. However, the Renter has the right to give evidence as per the article 1588 of the Civil Code

**EXTENSION OF RENTALS**

All possible extensions of prepaid online rentals will be calculated on the basis of the official rate (ie the rate published on the company website relating to online reservations with payment at the desk.). If, in particular circumstances, the web rate with payment at the desk is not published on the site as it is not available, the rate relating to prepaid online rentals will apply. In the event that the rental period exceeds 30 days, we remind you that you will be required to complete all the formalities and obligations provided for by art. 94, paragraph 4 bis of the highway code relating to the updating of the national vehicle registry. In the event of non-fulfillment of legal obligations, you will be required to fully indemnify TurismoSanVitoLoCapo, which operates under the WAYCAR brand, from any liability linked to such non-compliance.

**DAYS NOT USED**

Days not used are not refundable as the rate meant for the prepaid reservations is lower than the one meant for all reservations to be paid locally upon pick up of vehicle.

**REQUEST OF REFUND:**

All refund requests must be made by contacting the call center.

Although not expressly specified, the general rental conditions shown on the rental agreement and the aforementioned rental information apply.

**Notice! Rates and conditions subject to change without prior notice.**