



VANS GENERAL CONDITIONS

Rates include

- Unlimited mileage (unless otherwise specified);
- Airport/ railway taxes, road tax (car charges);
- Liability insurance;
- Coverage (CDW) Collision Damage Waiver (consult penalty table);
- Coverage (FTP) Fire and Theft Protection (consult penalty table);
- Road Assistance (available only in Italy in case of failure or technical standstill)* ;
- Shuttle serviv to and from airports;
- Snow chains (for the periods affected by the snow ordinance);
- Vehicle Preparation;
- Cost of registration;
- IVA

Compensation penalty (maximum limit)

Automania's Vehicle Group Codes	L1 - M1	N1 - O1	P1 - Q1 - RS1 - T1
ACRIS Vehicle Group Codes	MKMR - EKMR	CKMR - IKMR	SKMR - PKMR - GKMR -FKMR
DAMAGE EXCESS	€ 1500	€ 1500	€ 2000
THEFT/FIRE EXCESS	€ 2000	€ 2000	€ 2500

Rates do not include

- Total elimination of the penalty for damage, theft or fire (for more information on our damage policy download the Damage Table from our website or directly consult our rental offices);
- Fuel;
- Filling Service;
- Fines, extras, surcharges for additional services related to fines;
- Tolls, parking lots and any penalties or charges imposed by authorities, concession bodies in relation to vehicle traffic;
- Everything not expressly included

Optional Coverage

Mini Kasko Vans: However, the customer still has the option to purchase individual limitations of liability (mechanical damage, damage to wheels, windows, frame as well as the parts underneath the car), possibly in addition to other limitations of liability. The cost of the aforementioned limitation will be daily and the purchase will be noted in the order form, for the period indicated therein

Automania optional covers also never include:

- Damage during the carriage of the vehicle by sea;
- Incorrect or impure refueling;
- Frozen fuel;
- Door Locks (even if it is forced);
- Loss of keys and vehicle documents;
- Theft of coats of arms, wipers, wheel covers or radio antenna;
- Loss of license plate;
- Mechanical damage attributable to the customer;
- Damage to the chassis and/or the underlying part of the vehicle;
- Damage caused by intent or gross negligence.

In the presence of damage or following the theft or fire of the vehicle will be charged administrative costs of practical management, equal to €50.00 + VAT, in all cases except the following:

- The customer has signed an optional cover and the damage is related to the parts of the car covered by the above covers;
- Damage attributable to the customer does not exceed €50.00 (See the Damage Table for more informations);
- The damage is the result of an active claim (documented by CAI and/or complaint with double signature).

Optional coverage costs table

Automania's Vehicle Group Codes	L1 - M1	N1 - O1	P1 - Q1 - RS1 - T1
ACRISS Vehicle Group Codes	MKMR - EKMR	CKMR - IKMR	SKMR - PKMR - GKMR - FKMR
Optional Covers MINI KASKO VANS	€ 12,30	€ 12,30	€ 12,30
DAMAGE EXCESS	€ 500	€ 500	€ 500
THEFT/FIRE EXCESS	€ 2000	€ 2000	€ 2500

VAT excluded. (Maximum applicable 10 days)

Deposit

Automania requires a security deposit on the customer's credit card in order to cover any additional costs arising from the individual rental. The amount of the security deposit will be reserved on the credit card ceiling and not charged. If the rental is not prepaid, the price of the entire rental will be reserved on the credit card.

Minimum deposit amount table

Automania's Vehicle Group Codes	L1 - M1	N1 - O1	P1 - Q1 - RS1 - T1
ACRIS Vehicle Group Codes	MKMR - EKMR	CKMR - IKMR	SKMR - PKMR - GKMR - FKMR
Deposit With BASE COVERAGE	€ 1000	€ 1000	€ 1000
Deposit With MINI KASKO VANS COVERAGE	€500	€ 500	€ 500

Payment Methods

3 Subject to the limitations of the specific payment instrument:

- The following major credit cards are accepted: Mastercard, VISA, AMEX;
- Debit cards, electron cards, prepaid cards and Pagobancomat are accepted;
- Cash and bank cheques are NOT accepted;

One of the accepted cards must be presented as a guarantee at the start of the rental agreement to cover any costs arising from the rental. Without such a card, the rental agreement cannot be concluded and the vehicle cannot be delivered. Furthermore, a fundamental condition for delivery of the vehicle is the availability of sufficient funds on the card to cover the amount that will be charged/locked at the time of the rental agreement. In the case of pre-paid bookings, if the customer does not have sufficient funds on the card to cover the amount that will be blocked as a deposit or in the presence of any other obstacle to the rental, the vehicle will not be delivered and the customer will not be entitled to any refund.

Additional Services

- **Additional drivers:** €7 + VAT/day per driver; maximum applicable for 10 days.
- **Young driver (19-24):** €15 + VAT/day, maximum applicable for 10 days.
- **Out of Hours 1:** € 50 + VAT for Pick Up/Drop Off within 00.00 or within one hour from the rental station opening time that is from 07.01 am to 08.00 am. On Italian holidays € 50 + VAT will be charged to the Customer in case of Pick Up/Drop Off from 08.01 pm to 10.00 pm or within one hour from the rental station opening time that is from 07.01 am to 08.00 am. Out of hours Pick Up time has to be confirmed by Automania booking office (see further details about Out of Hours Pick Up time restriction in the "Reservation" section).



- **Out of Hours 2 after midnight:** € 100 + VAT for Pick Up/Drop Off that goes from 00.01 am to 07.00 am. On Italian holidays € 100 + VAT will be charged to the Customer in case of Pick Up/Drop Off from 10.01 pm to 07.00 am. Out of hours Pick Up time has to be confirmed by Automania booking office (see further details about Out of Hours Pick Up time restriction in the "Reservation" section).
- **GPS Satellite Navigator:** available upon request: €9 + VAT/day, maximum applicable for 10 rental days. In case of return to a different office, a fee of €50 + VAT will be charged. In case of theft and/or loss and/or damage to the GPS, a penalty of €150 + VAT will be charged. It is understood that the customer is obligated to provide a complete statement of the incident to be delivered to the vehicle return office. In case of loss of cable, loss of GPS bag, loss of windshield support, the charge reported in the Damage Table will be made for each lost item.
- **Refueling service:** €20 + VAT (normally the vehicles are filled with fuel at the time of rental and should be returned in the same condition, otherwise the refueling service will be charged in addition to the cost of the missing fuel).
- **Snow chains:** €6 + VAT/day (for a maximum of 10 days). However, snow chains are free during the periods covered by the snow ordinance.
- **Fuel Antifreeze Liquid:** €5 + VAT. Liquid additive used mainly for combustion engines. It prevents fuel, exposed to low temperatures, from solidifying.
- **Change of Invoice Ownership Following Issuance:** €10 + VAT per transaction.
- **Cross Border Fee:** €20.00 + VAT/day (max 10 days).
- **Ordinary Car Washing:** €20 + VAT
- **Anchoring Straps:** €5 + VAT/day, maximum applicable for 10 days.

*Road assistance

For the duration of the rental period, as agreed with Automania, the Customer may benefit at no additional cost from a service in the event of a breakdown or technical standstill of the rented vehicle that does not allow the safe continuation of the journey. The assistance service will not be provided free of charge and will be charged additional costs related to the service provided in case of the breakdown or technical stoppage of the rented vehicle caused by:

- Active or passive accident (cases covered by the optional integrated Road Assistance);
- Incorrect supply;
- Running out of fuel;
- Key breakage and/or loss;
- Puncture and/or damage to tyres;
- Battery failure attributable to the Customer;
- Frozen Fuel.

To use the Customer Service, the Customer must contact the Toll Free number 800092092 and follow the instructions that will be provided by the Operations Center, which may require to advance the cost of some services that will be reimbursed, after presentation of the relevant supporting documents. The refund request, together with the supporting documents, can be sent to Automania Customer Service by email to the following address: customercare@automaniasrl.com

Maximum and minimum rental period

The minimum rental period is 1 day (24 hours) from the moment the driver picks up the vehicle. Rentals of less than 24 hours will be treated as one rental day. The maximum duration of the rental is 29 days; beyond this duration a new reservation will be requested.

Driving licence and minimum/maximum age

The driver's driving licence:

- Will always be shown in original;
- Must be valid at the time of pick up of the car and with expiration later than the expected return of the same;
- Must be issued for at least one year (unless otherwise required by law), except for the P group for which it must have been issued for at least 2 years;
- Must not show abrasion or be deteriorated in such a way as to be unreadable;
- No corrections shall be made unless they are authenticated by the issuing authorities with a special stamp;
- Can not have signature or photo other than the one of the customer;
- For driving in Italy all licenses issued by an European Union Country are valid; the same must always be accompanied by a valid ID;
- Licenses issued in non-European Countries but which have signed the Vienna Convention on Road Traffic are also valid, provided that they are accompanied by a certified Latin translation (if necessary) and valid identity document;
- For driving licenses issued in countries outside the European Union and which have not signed the Vienna Convention, the customer must show, together with his driving licence, the international driving permit, also in regular course of validity;
- For driving licenses issued in countries outside the European Union and which have signed the Vienna Convention, the customer can show, his driving licence in regular course of validity;
- In general, licenses written in non-Latin characters (Arabic, Chinese, Japanese, Cyrillic, etc...) must be translated into Latin characters by the Embassy or Consulate;
- Will not be accepted in any case military licenses, photocopies of the license, replacement statements (agencies, etc)
- However, provisional driving licenses issued by the police, valid on the date of the vehicle pick-up, showing the driver's photo and authorised by a police officer are accepted.
- Minimum age allowed: 25 years, without additional costs.
- Maximum age allowed: 75 years

Driving restrictions

- Vehicles can be driven, with prior written permission of the lessor, within the following countries: Austria, Albania, Andorra, Belgium, Bulgaria, Bosnia, Belarus, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Spain, Estonia, France, Finland, Great Britain, Greece, Hungary, Croatia, Italy, Israel, Islamic Republic of Iran, Ireland, Iceland, Luxembourg, Lithuania, Latvia, Malta, Morocco, Moldova, Montenegro, Norway, Netherlands, Portugal, Poland, Romania, Russia, Sweden, Serbia, Slovenia, Slovak Republic, Tunisia, Turkey, Ukraine.

Fines, unpaid motorway tolls and parking tickets

The Customer will be notified of all contraventions and infringements of the Highway Code as well as non-payments of motorway tolls and/or parking tickets during the rental period. In addition, the customer will be charged a surcharge of practical instruction directly on the credit card amounting to €50.00 + VAT for each individual fine and/or non-payment of motorway tolls and/or parking ticket.

For more informations contact the fines office at the following email adress: verbali@automaniasrl.com e amministrazione@automaniasrl.com



One Way Rentals

For the drop off of a vehicle in a different location than the pick up one, if both locations are within Italy Mainland or within the same island, €82 + VAT will be charged.

Except for Bari - Napoli / Napoli – Bari € 165 + VAT will be charged.

If both locations are not within Italy Mainland or not within the same island, for instance Bari (Italy Mainland) – Catania (Sicily Island), € 300 + VAT will be charged.

Booking

The Customer can cancel the reservation at any time before the agreed day of collection of the vehicle by sending the request via email to booking@automaniasrl.com.

Cancellation is free and with full refund up to 48 hours before picking up the vehicle, if you need to cancel your booking in the 48 hours prior to the rental start day, you will be charged for the rental amount.

A grace period of 2 hours after the Pick-up time is allowed. Automania staff, however, won't wait for the customer after the office closing time (plus one hour, in case of reservations with the "out of hour" supplement included).

Automania srl reserves the right to cancel the reservation at any time due to force majeure or unexpected unavailability of the booked vehicle. The cancellation will be communicated via email to the customer and the amount paid will be refunded in full to the credit card.

Any changes requested by the Customer regarding a rental are subject to availability and must be agreed with the Automania Booking Office writing to booking@automaniasrl.com.

Reservations are accepted according to the car group selected by the customer. Vehicle assignment will be subject to availability. In case of unavailability of vehicles belonging to the vehicle groups booked by the customer, Automania reserves the right to replace it with one of a similar category or higher without any additional expenses for the customer. Residual liability and security deposit will be those of the car group actually delivered. In the event of absolute unavailability, Automania's only obligation will be to return to the customer what it has collected so far. Any refund requests should be sent to amministrazione@automaniasrl.com.

Airport offices: In the event of a flight delay (if the flight number and the name of the airline have been communicated during the booking), Automania will wait for the customer to pick up the vehicle until the new estimated time of arrival of the flight + 45 minutes, but in any case no later than the closing time of the office (plus an hour in case of reservations with extra overtime included). After this time the reservation will be considered as "No-show" and will be cancelled.

VAT 22%

Unused rental days are non-refundable.

The previous rental condition can be found visiting the link