



VANS RENTAL CONDITIONS

Rates include

- Unlimited mileage (unless otherwise specified) **For limited mileage rates, any extra kilometres will be charged at € 0,33 + VAT;**
- Airport/ railway taxes, road tax;
- Third party liability insurance (Maximum € 10.000.000,00);
- Coverage (CDW) Collision Damage Waiver (consult penalty table);
- Coverage (FTP) Fire and Theft Protection (consult penalty table);
- Road assistance (only available in Italy in case of breakdown or technical downtime)*;
- Free shuttle service to/from airport locations;
- Snow chains (from 15th November until 15th April according to “snow chains police order”);
- Vehicle preparation;
- Registration fees;
- VAT.

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;
- Refueling service charge;
- Fines, extras, surcharges for additional services related to fines;
- Tolls, parking tickets, and any other penalty or charge issued by the Authority related to the vehicle circulation;
- Everything not expressly included.

Compensation penalty/Excess (Maximum Amount)

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
DAMAGE EXCESS	€ 1500	€ 1500	€ 2000
THEFT/FIRE EXCESS	€ 2000	€ 2000	€ 2500



In case of damage, fire or theft an administrative fee of € 50.00 + VAT will always be applied. Only exceptions are the following:

- The customer has signed an optional cover and the damage is related to the parts of the vehicle 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).

Road Accident

In the event of a road accident, the management of the incident will be exclusively the responsibility of the Lessor. In such cases, the Customer must immediately inform the Lessor by telephone, telegram, or fax and send a detailed written report of the incident within twenty-four hours using the appropriate form (CID/CAI) included with the vehicle documents. The report should include the personal details of the parties involved and any witnesses, license plate numbers of all vehicles involved, and details of their ownership and insurance coverage.

The Customer must diligently follow the Lessor's instructions regarding the custody and repair of the vehicle.

The CID/CAI may only be completed and signed by the parties involved with the prior authorisation of the Lessor.

In case of non-compliance with any of the above obligations, the Customer will be liable for damages sustained by the vehicle, even in the case of a potentially non-fault accident.

The Lessor does not guarantee the replacement of the vehicle in any accident involving damage or theft.

As a general expense for recovering damages incurred as a result of a passive and/or contributory accident, the Customer agrees to pay the amount of €500.00 at the time of reporting the incident, in addition to any compensation for damages to the vehicle (which the Lessor reserves the right to assess through its affiliated workshops).

Additionally, the Client will be charged an amount, classified as technical downtime, determined according to the official rates in effect, equal to the amount that would be due if the rental had continued for a duration equivalent to the time required for the repairs and the procurement of spare parts.

Optional Coverage

• **Mini Kasko Vans:** The Customer may reduce the damage deductible compared to the damage deductibles of various groups, by limiting their liability solely for accidental damage to the vehicle's bodywork. This exclusion applies to damages caused by inexperience, imprudence, and negligence, and in any case, damages attributable to the Customer's actions or fault, or resulting from passive or contributory accidents, as well as mechanical damage, damage to wheels, windows, the chassis, and the vehicle's undercarriage. The cost of this limitation will be daily, and the purchase will be recorded on the order form for the specified period.

However, the Customer retains the option to purchase individual liability limitations (mechanical damage, damage to wheels, windows, the chassis, and the vehicle's undercarriage), possibly in addition to other liability limitations. The cost of these limitations will be daily, and the purchase will be recorded on the order form for the specified period.

• **Integrated Roadside Assistance (IRA):** Roadside assistance in the event of an active and/or passive accident, tire puncture, as well as for breakdown or technical stoppage of the rented vehicle (see the "Roadside Assistance" section), provided that the need for towing is not caused by inexperience, imprudence, and negligence, and in any case, is not due to the Customer's actions or fault or caused by conduct contrary to traffic regulations.

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);

- Key Breakage/loss or leaving the keys inside the vehicle;
- Loss of 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 to the upholstery and interior components of the vehicle;
- Damage caused as a result of driving on unpaved roads ;
- Damage caused by intent or gross negligence.

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)

Security deposit

A valid credit card owned by the Renter must be presented as guarantee for the rental agreement. A security deposit on a customer's credit card is required to cover any additional costs arising from the single rental. A valid credit card registered under the rental-agreement holder name must be submitted as a guarantee for any additional costs arising from the rental. The owner of the credit card has to be necessarily present at the pick-up moment. If not prepaid, the cost of the whole rental will be charged on the customer's 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	€ 700	€ 700	€ 700
Deposit With MINI KASKO VANS COVERAGE	€500	€ 500	€ 500

Method of payment

According to the specifics of the different instruments of payment:

- For the payment of the rental itself and for any additional optional the following credit cards are accepted: Mastercard, VISA, AMEX;
- Debit, electron, prepaid and Pagobancomat cards are accepted;
- Cash and bank checks are NOT accepted.

The customer named in the reservation which must be the cardholder have to be present at the time of pick-up. If the reservation has not been prepaid, the amount due for the rental will be paid directly at the counter.

Any of the accepted cards must be presented as a guarantee at the opening of the rental contract to cover any costs arising from the rental. In the absence of such a card, it will not be possible to proceed with the execution of the rental contract and the delivery of the vehicle. In addition, a basic condition for the delivery of the vehicle is the availability on the card of a sufficient ceiling to cover the amount that will be collected/blocked at the time of the conclusion of the rental contract.

In the case of prepaid reservations, if the customer does not have sufficient ceiling on the card to cover the amount that will be blocked as a deposit, or in the presence of any other condition impeding the rental, the vehicle will not be delivered and the customer will not be intitled to any refund.

Additional Services

- **Additional drivers:** € 7,00 + VAT/day per driver; maximum applicable for 10 days.
- **Out of Hours 1:** € 50,00 + 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 € 50,00 + 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:** € 100,00 + VAT for Pick Up/Drop Off that goes from 00.01 am to 07.00 am. On Italian holidays € 100,00 + 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: € 9,00 + VAT/day, maximum applicable for 10 rental days. In case of return to a different office, a fee of € 50,00 + VAT will be charged. In case of theft and/or loss and/or damage to the GPS, a penalty of € 150,00 + 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:** € 20,00 + 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:** € 6,00 + VAT/day (for a maximum of 10 days). However, snow chains are free during the periods covered by the snow ordinance.
- **Fuel Antifreeze Liquid:** € 5,00 + VAT. Liquid additive used mainly for combustion engines. It prevents fuel, exposed to low temperatures, from solidifying.
- **Change of Invoice Ownership Following Issuance:** € 10,00 + VAT per transaction.
- **Cross Border Fee:** : € 20,00 + VAT per day (Maximum applicable cost: € 123,00 + VAT per rental) ;
- **Ordinary vehicle Washing:** € 20,00 + VAT;
- **Extraordinary Vehicle Cleaning:** € 80,00 + VAT
- **Anchoring Straps:** € 5,00 + 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);
- Tire puncture (if covered by the optional Integrated Roadside Assistance);
- Incorrect supply;
- Running out of fuel;
- Key Breakage/loss or leaving the keys inside the vehicle;
- Battery failure attributable to the Customer;
- Frozen Fuel;
- Damage caused by willful misconduct or gross negligence.

Integrated Roadside Assistance (IRA)

The subscription to the "Integrated Roadside Assistance" service exempts the Customer from the obligation to pay for towing costs in the event of damage resulting from an active or passive accident and/or tire puncture, provided that the damage to the vehicle was not caused by inexperience, imprudence, and/or negligence, and in any case, not due to actions or faults attributable to the Customer or conduct contrary to traffic regulations.

Additionally, this service includes a reimbursement of up to € 100.00 for expenses incurred by the Customer to reach the nearest Automania branch.

The "Integrated Roadside Assistance" option is priced as follows:

- **€4.10 + VAT per day (Maximum applicable cost: € 30,00 + VAT per rental);**



To use the assistance service, the Customer must contact the Toll-Free Number 800 910 111 and follow the provided instructions. Assistance may require the Customer to advance the cost of certain services, which will be reimbursed upon presentation of the relevant receipts. The reimbursement request, along with the receipts, may be sent to Automania's customer service via email at: 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 vehicle and with expiration later than the expected return of the same;
- Must be issued for at least one year (unless otherwise required by law);
- 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: 21 years**, without additional costs.
- **Maximum age allowed: 75 years.**

Driving restrictions

• It is prohibited to drive the motor vehicle abroad, unless specifically authorized in writing by the Lessor. Should the Lessor grant permission to travel to any of the following foreign countries: FRANCE, GERMANY, SPAIN, ANDORRA, VATICAN CITY, REPUBLIC OF SAN MARINO, MONACO, SWITZERLAND, BELGIUM, NETHERLANDS, LIECHTENSTEIN, LUXEMBOURG, AUSTRIA, SLOVENIA, CROATIA, the Customer agrees to accept the additional cost of the "Cross Border Fee."

It is strictly prohibited to drive the vehicle in any state other than those listed above.



Fines, Highway Tolls And Parking Tickets Payment

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 € 30,00 including 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

- **One-way** between two locations within the same region will cost **€ 82.00 + VAT**.
- **One-way** between two locations in different regions will cost **€ 165,00 + VAT**.
- **One-way** between Sicily and mainland Italy (and vice versa) will cost **€ 820.00 + VAT**.

Reservations, Delays and No Shows

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.

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.

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). In case of no show customer is not entitled to any refund.

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 vehicle 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 vehicle 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 customercare@automaniasrl.com.

Airport locations: In case of delay on flight arrival time (if the flight number and airline were provided in the reservation) Automania will wait the customer for Pick Up until the new estimated flight arrival time + 45 minutes. 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). In case of arrival delayed after this time, no Pick Up will be possible and the reservation will be considered a no-show.



VAT 22%

Unused days of rental are never refundable.

Rates, extras, supplements, T&Cs, VAT and apt/dt surcharge are subject to changes