

## GENERAL RENTAL INFORMATION

### **Our rates include:**

unlimited mileage (except when indicated differently), reduction for damage and theft, car radio, VAT road tax, preparation of the vehicle, registration fees.

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

total elimination of penalty reduction for damage and theft, fuel, refuelling service charge, fines, optional clauses (Mini Kasko, Pai, Super Kasko, Gold Kasko, Road Assistance and Plus), extras, supplements, fees for additional services related to fines, tolls, parking tickets and any penalties or charges imposed by authorities, entities, dealers in relation to the circulation of the vehicle, and anything not expressly included.

### **Please note:**

Vehicles must be returned during office opening hours. If the customer returns the vehicle during the closure of the local office, he will be held liable for all damage to the vehicle that could be caused during the time between the vehicle has been parked and the opening of our office when our local staff collect it. 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. JOPARKING SRL is not responsible for anything that may occur in the event of non-compliance with these obligations. The vehicle is delivered in perfect condition and it has to return back in the same conditions.

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

Minimum age allowed for car rental is 23 years. If the driver's age is between 19-20 years of age, upon payment of the "Young Driver", at a cost of € 24.59 + VAT per day, it is possible to rent cars belonging to the groups A/B/C. The driver between the ages of 21-22, upon payment of the supplement called "Young Driver" costing € 16.39 + VAT per day, can rent cars belonging to the groups A/B/C/D/E/F/N/S. The maximum rental age allowed for all car groups is 80 years.

### **Required Validity of driving license + identification document Original:**

For the rental of category A/B/C/D/E/F/N/S cars, the driver must show a driving license valid and must have held it for at least 1 year and 1 day. For the rental of all other car groups, the driver must have held a driver's license for at least 3 years. In addition to the driving license, the driver must be in possession (and present) of an identification document in original and valid, such as identity card and/or passport (no other document may be accepted). In accordance with Art. 35 of DPR 445/2000, even the only Italian driving license is to be considered equivalent to the identity card and may be accepted in place of the identity document provided with an identification photograph and stamp issued by a State administration, both of which clear and visible. In the absence of the requirements listed above, it will not be possible to proceed with the delivery of the booked vehicle.

Additional driver's license requirements:

- must always be exhibited in original;
- must be valid at the time of collection of the car and with a deadline later than expected drop off of the same;
- it must not have abrasions or be deteriorated in such a way as to compromise its readability;

- no amendments and/or adjustments are allowed unless they are certified (with date and stamp) by an appropriate Authority;
- must not contain a signature or photo other than that of the customer;
- all driving licenses issued by a European Union country are valid for driving in Italy; The customer themselves must always be accompanied by a valid document of identification as an identity card and/or passport (no other type of document will be accepted);
- for driving licenses issued in countries outside the European Union, the customer must show, together with your driving license, an international driving permission. Driving license is valid 1 year from the date of issue, so it must be in regular validity course;
- driver's licenses reporting non-Latin characters (e.g. Arabic, Chinese, Japanese, Cyrillic) must be translated into Latin characters by the Embassy or consulate;
- in no cases military licenses, provisional driving licenses, photocopies of the driving license, replacement declarations (Agencies, etc.) are accepted.

**insurance:**

Our rates include RC Auto insurance with a unique maximum of € 6,000,000.00 towards third parties, for each accident, including animal accidents and things.

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

For the rental payment, the driver must be in possession, at the beginning of the rental, of a valid non-electronic and non-prepaid credit card with embossed numbers under his name, in case of missing credit card with these requirements it will not be possible to proceed with the conclusion of the rental contract and the delivery of the car. In addition, a fundamental condition for the delivery of the car is the availability on the 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 American Express, Diner's international credit cards, Visa/Mastercard, JCB. Cheque and cash deposits will not be accepted, but cash deposits will be accepted only if you have picked a Gold Kasko clause. JOPARKING 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, Mini Kasko coverage or super additional optional coverage Kasko or Gold Kasko. 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. If the customer needs more information regarding the deposit, he can contact the customer number.

Deposit without Mini, Super e Gold Kasko			Deposit with Mini Kasko		
A - B - C	D - I - J - N	F - S - E - G - L - U - Z	A - B - C	D - I - J - N	F - S - E - G - L - U - Z
€ 1.200,00	€ 1.800,00	€ 2.500,00	€ 600 ,00	€ 900,00	€ 1.250,00

Deposit with Super Kasko			Deposit with Gold Kasko		
A - B - C	D - I - J - N	F - S - E - G - L - U - Z	A - B - C	D - I - J - N	F - S - E - G - L - U - Z
€ 300,00	€ 450,00	€ 625,00	€ 100,00	€ 100,00	€ 100,00

### **Fuel and refueling charge:**

The car is delivered with full tank of fuel. Should the vehicle be returned without a full tank of fuel a charge of € 29.00 + VAT for refuelling service will be applied for each vehicle in addition to the cost of the missing fuel.

### **Out-of-hours fee:**

For the collection of cars outside the normal opening hours of our offices, a surcharge will be charged called "out of hours". The amount of this surcharge is € 50.00 + VAT for deliveries made within 1 hour after the closing time of the office, therefore from 23:00 until 24:00; €60.00 + VAT per deliveries that took place after 2 hours beyond the closing hours of the office, therefore from 24:00 until 01:00. The same rule is applied to the collection of cars before office opening hours. Attention!! All out-of-hours deliveries and all out-of-hours returns with the presence of an operator are on request and are subject to our confirmation.

### **Late returns:**

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

### **ACCESSORIES**

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

### **Snow Chains:**

We inform all our customers that from 15 November to 15 April of each year in most of Central and Northern Italy and in some areas of central and southern Italy (including islands), where prescribed by special ordinances, the use of snow wheels or snow chains is mandatory. For details of the territorial areas/roads affected by this obligation, see the website [www.poliziadistato.it](http://www.poliziadistato.it).

Unless the customer himself at the time of booking has expressly deselected the snow chains or to decline, in case of booking by other means; also warning that, when picking up the car, the customer will be asked to confirm the renunciation by signing a declaration stating that he/she already owns snow chains suitable to the rented vehicle or that he/she is won't drive on the streets affected by the Public Authority ordinance. The rental price will be adjusted excluding the snow chains mandatory option. For rentals in all other regions, the chains will have to be mandatorily required by the customer, in the case of driving in roads affected by the abovementioned regulation. In this circumstance, snow chains will be available at the following prices:

CAR GROUPS	COST + VAT PER DAY
A/B/C/D/E/I/J/N	€ 19,00 + VAT
F/G/L/U/S/Z	€ 34,00+ VAT

The Access to the site [www.maps.google.it](http://www.maps.google.it) will facilitate the customer in identifying the streets of his/her Route.

**BABY SEATS:**

TYPE	COST + VAT PER DAY
Seat for Newborn ( SN ) 0-13 kg	€ 9,00 + VAT

TYPE	COST + VAT PER DAY
Seat for Baby ( SB ) 9-25 kg	€ 14,00 + VAT

TYPE	COST + VAT PER DAY
Booster ( B ) 16-26 kg	€ 7,37 + VAT

The use of an approved retention device suitable for the size and weight of the child is mandatory up to 12 years and with a minimum height of 135 cm; this device must be placed in the back seat of the vehicle by the customer. We remind you that, although we are able to provide child seats, we cannot adapt them on your behalf. That is only your responsibility. In Italy it is mandatory to use a child seat with an alarm device anti-abandonment. Our child seats will be provided with this device, therefore, remember that it will be your responsibility to adapt the child seat, as well as the use of the alarm device. Maximum price is 100 euros over Vat.

**SKI RACK:**

GROUPS	COST + VAT PER DAY
ALL GROUPS	€ 34,00 + VAT

**GPS - Sat nav:**

It will be possible to request GPS when booking. The customer will only be able to return the GPS to our offices during opening hours. It's not allowed, in fact, to return the GPS when the offices are closed. The related surcharge is € 4.00 + VAT per Day. The customer will be asked for a deposit of € 50.00 VAT and charges included. For the return of GPS in another city, a "One way for GPS" surcharge will be applied (Trip to leave GPS) equal to € 19.00 + VAT. In case of theft and/or damage and/or loss regarding the GPS, a full declaration of the facts will have to be handed out to the local office and a penalty of € 180,00 plus V.A.T. will be applied. In case of loss of the GPS cable and/or loss of GPS bag and/or loss of GPS windshield holder, a penalty of € 25,00 plus V.A.T. will be applied for each lost item. In one of the above cases, customer must leave a complete written report to be handed out to the drop off location.

**One way rentals fee:**

GROUPS	COST + VAT
A/B/C/D/E/F/I/L/ J/N/U/S/G/Z	€ 150,00 + VAT

- The One Way to different destinations not indicated in the prospectus indicated in mainland Italy (it is possible on request and confirmation): € 500.00 + VAT;

**Additional driver:**

For each additional driver there is a surcharge of € 7.38 + VAT per day to be paid at the time of rental. A maximum number of 2 drivers (including the main one) is allowed.

**Oil and maintenance:**

Any oil charges will be refunded upon delivery of a regular invoice made out to JOPARKING SRL. No maintenance costs will be refunded to the customer without prior written authorization from our desk staff.

**Antifreezing additive:**

The staff of our offices do not deliver vehicles with antifreeze additive. The introduction of this additive must be carried out by the customer. Any damage caused by the freezing of fuel is not covered by any insurance and the customer will be required to pay for any damage occurred.

**Priority check-in:**

Customers who want to avoid the queue and quickly get the car can choose for the service "Priority Check In" at a cost of € 23.77 + VAT to be paid on site. For this case, the reservation must necessarily contain the following data: exact first and last name (must exactly match those on the document); driving license number; date and place of issue of the license; date of expiry of the license; a valid and regularly reachable phone contact.

**Type of vehicle:**

Although JOPARKING SRL does everything possible to deliver the type of car requested, JOPARKING cannot always ensure a particular model of car. In case that the booked car model is not available, will be replaced it with a model belonging to the requested group or with a higher category group at no additional cost.

**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 € 50,00 plus VAT 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 delays at the car pick-up office and did not provide when booking the arrival flight number and a working and regularly contactable mobile phone. In case the customer does not communicate delays to the office and has not provided the arrival flight number, the waiting time will be 1 hour.

**24 Hours Assistance in Italy:**

In case of accident in Italy, the customer must contact our Customer Service Center 24 hours. The tow truck will collect the car and transfer it to the nearest office. 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 € 300,00 + VAT, except in case he has subscribed the optional "Road Assistance Plus" clause. If, after having requested a tow truck, the vehicles is not towed away, either by choice or by fact related to the Renter or due to an on-site repair service, the Renter latter will be charged with 100% of towing service expenses.

**24 Hours Assistance Abroad:**

In case of accident abroad, the customer must contact our Customer Service Center 24 hours. The tow truck will collect the car and transfer it to the nearest service center. JOPARKING, in agreement with the Customer, will evaluate the way in which the latter returns to Italy. They are not replacements of cars abroad. 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 € 300,00 + € 1,00 per Km + VAT, except in case he has subscribed the optional "Road Assistance" clause. If, after having requested a tow truck, the vehicles is not towed away, either by choice or by fact related to the Renter or due to an on-site repair service, the Renter latter will be charged with 100% of towing service expenses.

**Cross border information:**

Vehicles can only be driven exclusively in the following countries: Italy, Portugal, Spain, Vatican City, Republic of San Marino, Principality of Monaco, France, England, Belgium, Luxembourg, Germany, Switzerland, Austria, Croatia and Slovenia. It is strictly forbidden to drive vehicles to any country outside of those listed here. In the event of theft and/or accident and/or damage of any entity that has occurred in

states where it is not possible to drive the vehicle, the driver is fully responsible even if he has signed the MINI clause, KASKO or SUPER KASKO or GOLD KASKO and/or PAI and is in any case obliged to make the declaration detail of the event.

**Check Out sheet:**

The customer is obliged to check carefully the conditions of the vehicle before leaving the parking area. The client should 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 to drive on unpaved roads:**

The customer is totally responsible for any damage caused as a result of driving on unpaved roads even in case of subscription of the Mini Kasko clause and/or Road Assistance or Super Kasko or Gold Kasko.

**Animals on board:**

Pets are not allowed on board the rented vehicle, except for guide dogs.

**IT IS THE CUSTOMER'S RESPONSIBILITY IN CASE OF DAMAGES AND THEFT OF THE RENTED VEHICLE!!!**

**MAXIMUM CHARGE (TLW AND CDW PENALTIES)**

**Maximum 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):

<b>GROUPS</b>	<b>AMOUNTS + VAT</b>
A/B/C	€ 1.229,51 + VAT
D/I/J/N	€ 1.803,28 + VAT
E/F/G/L/U/S/Z	€ 2.500,00 + VAT

**Maximum 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):

<b>GROUPS</b>	<b>AMOUNTS + VAT</b>
A/B/C	€ 983,61 + VAT
D/I/J/N	€ 1.475,41 + VAT
E/F/G/L/U/S/Z	€ 2.049,18 + VAT

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 Super Kasko and/or Road Assistance clause and Plus or Gold Kasko 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

#### SUPER KASKO CLAUSE:

GROUPS	DAILY COST + VAT
A/B/C/D/E/I/J/N	€ 12,30 + VAT
F/G/L/U/S/Z	€ 24,60 + VAT

The customer who wishes to travel without any troubles can halve the penalties for damage and/or theft/fire of 75 % undersigning the Super Kasko clause, including it upon booking.

Super Kasko, which is not insurance coverage, includes:

- halving of damage penalties;
- halving of theft/fire penalties.

All insurance clauses do not include:

- loss and/or damage and/or theft of car documents. In this case, it will be charged a supplement of € 63.25 + VAT;
- loss and/or damage and/or theft of car keys. In this case, a supplement of €278.30 + VAT;
- loss and/or damage and/or theft of license plates (or even in only one of them). In this case will be charged a supplement of € 442.75 + VAT.

It is **NEVER** possible to eliminate the responsibility regarding damages occurred to all glasswork; wheels; the underside; the roof or hood (if convertible); to tapestry; accessories and interiors of the vehicle; to mechanical parts; damages to the door locks; damages caused by vegetation; damages caused by negligence and /or carelessness of the driver and/or violation of the traffic code; safety kit; triangle; high-visibility waistcoat.

As a result of the "Super Kasko" clause, the Customer is exempt from the payment of the aforementioned penalties, except for rentals related to the Luxury car group for which the Customer is still responsible for the payment of penalties for damage (CDW) and theft/fire (TLW), in accordance with the tables published on the [www.differentcar.it](http://www.differentcar.it). It is also agreed that in the case of commercial vehicles (vans) the subscription of the "Super Kasko" clause does not does not free the Renter totally from his liability for the event in its entirety but the Renter is still liable for a residual amount of the penalty chargeable, as evidenced in the contract individual rental and in accordance with the tables published on the website [www.differentcar.it](http://www.differentcar.it) and submitted customer's reading before subscribing.

**Damage from vandalism** is covered only if the Gold Kasko clause has been signed. In such case, however, customer is still obliged to hand out, upon drop off of vehicle, a regular report issued by the Authorities otherwise he will be charged for those damages anyway. In case of theft of the vehicle, with subsequent finding, in case of damages or missing parts, the Client will still be liable to the Lessor within the TLW penalty limit.

**MINI KASKO CLAUSE:**

<b>GROUPS</b>	<b>DAILY COST + VAT</b>
A/B/C/D/E/I/J/N	€ 8,19 + VAT
F/G/L/U/S/Z	€ 16,38 + VAT

This clause guarantees the Customer the possibility of halving the DAMAGE penalty (CDW) and THEFT / FIRE penalty ( TLW ) of 50%.

**PAI DRIVER RISK COVERAGE:**

The PAI clause, valid for all car groups, costs € 4.10 + VAT 22% per day and provides for the accident cover for the driver within the limits reported:

<b>Warranty</b>	<b>Amount in (€)</b>	<b>Franchise - Duration</b>	
Death or permanent disability	100.000	franchise	5%
RSC (reimbursement of care expenses)	4.000	franchise	5%
IR (hospitalization indemnity)	50 per day	franchise	7 days
		MAXIMUM COMPENSATION	14 days

<b>Included in the here above maximum</b>	<b>sublimite</b>
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
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The above mentioned benefits relating the reimbursement of expenses are provided exclusively if the accidents occurred more than 150 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) no other special conditions, even if referred to, apply.

**GOLD KASKO CLAUSE:**

GROUPS	DAILY COST + VAT
A/B/C/D/E/I/J/N	€ 20,49 + VAT
F/G/L/U/S/Z	€ 40,99 ++ VAT

This clause guarantees the Customer the possibility of halving totally the DAMAGE penalty (CDW) and THEFT / FIRE penalty ( TLW ).

The aforementioned clause guarantees the Customer the exemption from the obligation to compensate for the damage caused to the mechanical parts of the vehicle (excluding damage caused by impure/incorrect refuelling or diesel) and for key damage/loss. As a result of the "Gold Kasko" clause, the customer is exempted from the obligation to compensate for the damage caused to the following parts of the vehicle:

- glassware and car glasses, tires, undersides, roof or hood.

The subscription of the optional clause "Gold Kasko" exempts the Customer in full from the payment penalties for damage (CDW) and theft/fire (TLW) also for rentals related to the car group "L".

**Damage caused by vegetation:**

The Customer is responsible for any damage caused by vegetation, even if he has "Super Kasko" and/or "Road Assistance Plus" or "Gold Kasko" covers. Such damage is do to the customer's negligence in driving the car on country roads or in places where the vegetation can cause scratches or damage to the vehicle.

**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 Damages Table and to the criteria explained on the relevant Explanatory Sheet (both can be consulted on the website [www.differentcar.it](http://www.differentcar.it) and are handed out as a hard copy to the Customer when entering the rental agreement. All damages not reported on the 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.

**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 (Super Kasko and/or Road Assistance and Plus and/or Gold Kasko), the procedure will be the following:

- in case of a damage included in the "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 "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) JOPARKING 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 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;
- The Customer has the right to dispute the existence of the damage and/or his Quantification. In this case, JOPARKING SRL evaluates the reasons for the customer and finds his objection. In this case, we proceed in any case, the amount will be charged and then the appropriate checks on the dispute.

In case Customer reports a claim for accident not caused by him (Accident Report Form –CID- with Customer's signature only), JOPARKING will charge him, by way of caution, an amount quantified by the Damages Table or by an appropriate damage report (in case of damages not included in the 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 by JOPARKING. 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 (Super Kasko and/or Road Assistance and Plus or Gold Mr Kasko). If the Customer, in the event of an accident and/or theft and/or fire and/or breakdown of the vehicle, requires the replacement, the Lessor reserves the right not to grant such a request in the event that it is possible to also assume that the accident and/or theft and/or fire and/or breakdown of the vehicle is attributable to the unreliability of the customer. It is understood that, in any case, the Lessor has full discretion in proceeding with the contract, the lessor has the right to not give back the payment of the rental fee for the remaining contractual period. In addition, JOPARKING SRL reserves the right not to rent the cars to customers who have booked through the site with booking already confirmed

if, when signing the contract, he does not consider, according to his unquestionable discretion, the customer suitable for the rental contract under the general terms and conditions.

**Road Assistance:**

The subscription of this optional cover at the time of the conclusion of the rental contract exempts the customer from the obligation to pay the amount of the towing, in case of accidental detention or subsequent damage to as long as the need for the towing itself is not caused by an event due to malice or negligence. The aforementioned "Road Assistance" clause does not in any case eliminate the responsibility for the in the event of fuel freezing, incorrect/impure refuelling, loss of keys or forgetfulness of the same inside the vehicle.

The "Road Assistance" clause has the following costs:

- € 2.05 + I.V.A. per day, for all car groups up to a maximum of 20 days;
- for monthly rentals € 35.00 plus I.V.A. for all car groups. Any extensions they will be calculated based on the monthly fee divided by the rental days used;

**Road Assistance plus:**

This clause is a joint insurance clause.

**MINI KASKO\* + ROAD ASSISTANCE PLUS\*\*:** also covers damage to tires, glassware, car glasses and underside.

**SUPER KASKO\* + ROAD ASSISTANCE PLUS\*\*:** covers mechanical parts, locks and upholstery and interiors.

The aforementioned "Road Assistance" clause does not in any case eliminate the responsibility for the in the event of fuel freezing, incorrect/impure refuelling, loss of keys or forgetfulness of the same inside the vehicle.

The "Road Assistance" clause has the following costs:

- € 4.10 + I.V.A. per day, for all car groups up to a maximum of 20 days;
- for monthly rentals € 70.00 plus I.V.A. for all car groups. Any extensions they will be calculated based on the monthly fee divided by the rental days used;

**CAR CLEANING:**

The vehicle is delivered in perfect clean condition and it has to return in the same conditions.

GROUPS	DAILY COST + VAT
A/B/C/D/E/I/J/N	€ 12,30 + VAT
F/G/L/U/S/	€ 24,60 + VAT

GROUPS	DAILY COST + VAT
A/B/C/D/E/I/J/N	€ 49,18 + VAT
F/G/L/U/S/	€ 70,00 + VAT

**Complaints:**

Any complaints must be received by our main office within 10 days after the completion of the rental agreement.

**Exclusive relevant court:**

For any dispute arising out of the rental agreement, the parties agree that it will be competent the Forum of Palermo. The rental contract is governed by Italian law, therefore, for any dispute relating to it, only Italian law are applied before any Forum and Authority.

**Conditions and rates subject to change without prior notice.****ONLINE PAYMENT CONDITIONS**

The following conditions apply for online payment. For anything not expressly indicated, the above general information apply.

**CREDIT CARD:**

Customer must pay the amount of the rental by credit card upon completion of the reservation authorising JOPARKING to the charge of the amount reported on the prepaid voucher. Upon pick up of vehicle, customer must be in possession of a valid, non-electronic and non-prepaid credit card with embossed numbers and registered under his name. It should be pointed out that at the time of collection of the car, the Customer is obliged to leave a deposit credit card – determined in relation to the category of the vehicle purchase of The Super Kasko or Gold Kasko – as shown above in the paragraph "method of payment + Deposit on the customer's credit card". Therefore, it is necessary that the credit card has enough money availability to cover the amount which will be frozen upon entering the rental agreement. If the customer is not in possession of a valid credit card (or if it has not enough availability for the deposit amount to be frozen) or in case of missing identity card/passport or valid driving license, then a maximum penalty will apply as follows:

- € 250.00 for A/B/C/D/E/I/J/N groups;
- € 500.00 for F/G/L/U/S/Z groups.

**Cancellations:**

To cancel the reservation, customer must contact our call center by e-mail without any penalty provided that the reservation is cancelled up to 72 hours prior to the start of the rental, then a maximum penalty will apply as follows:

- € 250.00 for A/B/C/D/E/I/J/N groups;
- € 500.00 for F/G/L/U/S/Z groups.

**AMENDMENTS**

No amendments to the reservation can be made.

**Extra charges:**

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 non-collection (NO SHOW) of the car booked within 2 hours from the time provided by the booking, the car may no longer be available (unless the Customer has communicated any delay at the rental start office even in the presence of the flight number and its address telephone). In the case of NO SHOW, the Customer will not be 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:**

Any extensions of prepaid rentals online will be calculated according to the official rate " T a r i f f a Web " (the rate published on the company website for online bookings paid at the desk.) If, in particular circumstances, the web rate paid to the desk is not published on the site as it is not available, the rate for prepaid rentals will apply online. 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. JOPARKING is not responsible for anything that may occur in the event of non-compliance with these obligations.

**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.

**Refund requests:**

All refund requests must be made by sending an email. As far as is not expressly specified, the general rental conditions set out in the rental agreement and the aforementioned rental information.