

BOOKING TERMS AND CONDITIONS

The following conditions apply to rentals booked through the website www.locauto-rent.com, the Locauto call center, the APP or directly to the rental offices. Some conditions may vary in the case of a booking made through an intermediary or following a corporate agreement: in this case the specific contractual conditions prevail.

1. BOOKING

The amount booked includes what is expressly indicated in the summary confirmed at the end of the booking process and by e-mail. Any additional costs for supplements, accessories required at the time of rental or other sums chargeable to the Customer in accordance with the General and Special Rental Conditions are excluded. The category of the booked vehicle is guaranteed at the time of booking, but not a specific model. By confirming the booking, the Customer acknowledges having read and accepted these conditions.

2. PRE-PAYMENT

The "Prepayment" is an irrevocable purchase proposal that the Customer makes in favor of Locauto when booking the rental. Upon confirmation of the booking, the Customer who has chosen the "Prepayment" option undertakes to pay a guarantee equal to the cost of the service booked. The deposited sum is retained, in the price account, upon signing the rental contract. The amount due on confirmation of the booking can be paid by credit card or debit card. At the time of rental, the Customer must present a credit or debit card in his name, registered and internationally recognized (Visa, Mastercard, Amex, Union Pay) for the blocking of the security deposit, where required. For groups L and T the debit card is not accepted and a credit card is required.

3. BOOKING MODIFICATIONS

The Customer can modify the booking without any charge. In the event that the Customer changes relevant booking data (group booked, pick-up / drop-off date / time, pick-up / drop-off location) the system may not guarantee the availability of the vehicle and / or the rate initially booked and / or prepaid. If, as a result of the changes, an amount higher than the prepaid amount is due, the Customer must pay the difference with a new payment. If the balance amount is lower, no refund is due and the difference is retained as a penalty.

4. BOOKING CANCELLATION

The Customer can cancel the reservation before the date / time of collection of the vehicle with no additional charges up to 48 hours before the collection of the vehicle. If the cancellation occurs in the 48 hours preceding the vehicle pick-up, the Customer is required to pay a penalty of € 50 or, in case of prepaid amount less than 50 €, the total prepaid amount. In the event of prepayment, the Customer can obtain a refund of the prepaid amount, net of any penalty, by submitting a request to Locauto through the dedicated channels and tools.

5. NO-SHOW

If the Customer does not show up for collecting the vehicle without having canceled the booking, a penalty equal to the entire amount booked and possibly prepaid will be charged.

6. DELAYS AND OUT-OF-HOURS POLICY

The vehicle is kept available to the Customer up to a maximum of 59 minutes after the scheduled pick-up time and in any case no later than the rental office closing time. In airport and railway offices, where the Customer has indicated the flight / train number in the booking, the vehicle is kept available up to a maximum of 59 minutes after the flight has landed or the train arrives and in any case no later than 90 minutes after the rental office closing time. In case of vehicle pick-up after the closing time of the rental office, an "After Hours" fee applies - at the cost indicated in the Special Rental Conditions.

7. CUSTOMER ELIGIBILITY REQUIREMENTS

At the time of rental, the Customer must show an ID card or passport complete with the residence data, a driving license valid for circulation in Italy and must present a credit or debit card in his name. Customers not resident in Italy must have a valid driving license for international use or translated by an embassy or equivalent and legible authority in Latin characters. In any case, Locauto reserves the right at its sole discretion to decline the rental if the driving license held by the Customer imposes requirements and limits that make the Customer unfit to drive the rented vehicle and/or the guarantees offered by the Customer are not considered sufficient.

At the time of signing the contract, the customer must be aged:

- 21 years to rent a van
- 18 years to rent a car

If Customer is not eligible for the rental - particularly he does not fit the following requirements:

- doesn't own a driving license valid for driving in Italy



- doesn't own an ID document complete with residence details
- doesn't own a traditional credit card headed in his name, nominative and internationally recognised (Visa, Mastercard, Amex, Union Pay)
- provide a credit card without sufficient plafond to cover the rental cost, the cost of any additional services and the security deposit (when required)
- is less than 18 or has booked a car group not compliant with the age policy
- has been holding a driving license for less than one year and has booked a car group different from BY and CY
- refuses to provide information about its availability address

No refund will be due and the amount possibly prepaid will be retained as a penalty. The amount prepaid at the moment of the booking - except as indicated at the point 4 - is not refundable. As a result, any changes to the rental agreement resulting in an amount due less than what prepaid, doesn't entitle Customer to any refund. **For what is not included in in this document, General and Special Rental Conditions apply.** In the event of any disputes arising from differences between Italian and English version of the present Bookings Terms and Conditions, the Italian version will prevail: the English version represents a mere translation.