



SPECIAL RENTAL CONDITIONS

Rates include

- Unlimited mileage (unless explicitly specified otherwise)
- Airport surcharge, Rail Station surcharge, road Tax
- Third party liability insurance (max coverage: € 25.000.000 / accident)
- Collision Damage Waiver (CDW) – see Excess table
- Fire and Theft Protection (FTP) – see Excess table
- Road assistance (available only in Italy)
- Free shuttle service to/from airport locations (for further information see <http://www.joyrent.it/uffici-noleggio/>)
- Snow chains (from 15th November until 15th April according to “snow chains police order”)
- Preparation of the vehicle
- Registration fees
- VAT

Compensatory Penalty/Excess (maximum amount)

Joyrent Car Group	A/AC/B/C	D/N	MA/NA/O	L
ACRIS Code	NBMR/MTMR/MBMR /EDMR	CDMR/CWMR	IFAR/CWAR/CD AD	SVMR
Damage	€ 1500	€ 1700	€ 1800	€ 2200
Theft/Fire	€ 1800	€ 2000	€ 2200	€ 2500

Rates do not include

- Total elimination of Damage and Theft/Fire penalties (to learn more about our damage policy you can either download the Damages Table from our website or read it in our rental offices)
- Fuel
- Refueling service charge
- 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
- Everything not expressly included.
- **Super Cover protection (SCP):** no excess in case of accident, fire or theft (glass and tyre protection included). Cost varies depending on the rented vehicle (see below table).



It is worth noting that, if the theft/fire occurs in Sicily and Apulia the theft/fire penalty is not integrally eliminated and the customer will still be responsible for the here below non-waivable amounts:

- ✓ 300.00 + VAT+ a full tank of fuel in case of partial/total theft or fire of a vehicle belonging to the following car groups: A; AC; B; C; D; MA; N; NA; O.
- ✓ € 400.00 + VAT+ a full tank of fuel in case of partial/total theft or fire of a vehicle belonging to the following car group: L

SCP / Super cover Protection does not cover:

- Damages to the roof and/or the capote of the vehicle;
 - Mechanical damages caused by the driver;
 - Damages occurred during the maritime transportation of the vehicle;
 - Wrong refueling/damages caused by impure fuel;
 - Frozen Diesel oil;
 - Damages to the underside parts of the vehicle;
 - Damages to the door locks (even when forced);
 - Damages to tapestry, accessories and interiors of the vehicle;
 - Loss of the car papers/keys;
 - Damages caused by vegetation;
 - Theft of car emblems, windscreen wipers, wheel covers or aerials;
 - Missing license plate;
 - Damages caused by negligence and /or carelessness of the driver;
- **Cover Protection (CPR):** no excess in case of accident, fire or theft (glass and tyre protection excluded). In details, the CPR/Cover Protection does not include:
 - Damages to glass and tyre;
 - Damages to the roof and/or the capote of the vehicle;
 - Mechanical damages caused by the driver;
 - Damages occurred during the maritime transportation of the vehicle;
 - Wrong refueling/damages caused by impure fuel;
 - Frozen Diesel oil;
 - Damages to the underside parts of the vehicle;
 - Damages to the door locks (even when forced);
 - Damages to tapestry, accessories and interiors of the vehicle;
 - Loss of the car papers/keys;
 - damages caused by vegetation;
 - Theft of car emblems, wind screen wipers, wheel covers or aerials;



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- Missing license plate;
- Damages caused by negligence and /or carelessness of the driver;

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 - ✓ € 400.00 + VAT+ a full tank of fuel in case of partial/total theft or fire of a vehicle belonging to the following car group: L
- **Glass and Tyre Protection (G&T):** no excess in case of damage to tyre and or glazing of rented vehicle. Cost varies depending on the rented vehicle (see below table).
 - **Personal Accident Insurance (PAI):** personal and accessories accident insurance (Maximum € 77,500).
 - **Integrated Road Assistance (ASI):** road assistance in case of passive/active accident, in addition to the one already included in case of breakdown, mechanical malfunction or technical fault of the rented vehicle (see “Road Assistance” paragraph).
 - Anything not expressly included.

In case of damage, fire or theft an administrative fee of € 50 + VAT will always be applied. Only exceptions are the following:

- Customer signed for the additional Super Cover Protection (SCP), Cover Protection (CPR) or Glass and Tyre Protection (G&T), and the damage(s) are covered by said optional protections;
- The damage caused by the customer is inferior to € 50 (see Damage Table for further information);
- The damage resulted from a right-of-way car accident (documented via CAI and/or co-signed claim).

Optional cover protections

Joyrent Group	Car	A/AC/B/C	D/N	MA/NA/O	L
ACRISS Code		NBMR/MTMR/MBMR /EDMR	CDMR/CWMR	IFAR/CWAR/CDAD	SVMR
Optional Protection					
CPR		€ 15	€ 18	€ 21	€ 26



SCP	€ 21	€ 25	€ 29	€ 35
G&T	€ 7	€ 8	€ 9	€ 10
PAI	€ 4	€ 4	€ 4	€ 4
ASI	€ 3	€ 3	€ 3	€ 3

Daily costs are all VAT excluded (max 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 at 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.

Security deposit in special cases

(rentals longer than 20 days)

In case of rentals longer 20 days, a member of the Joyrent staff will perform two different transactions on the customer's card:

1. a proper collection in case of non-prepaid rentals. This transaction will be equal to the cost of the rental.
2. a pre-authorization sufficient to cover any addition cost.

After 20 days of rental, a member of the Joyrent staff will either transform the original pre-authorization into a proper collection (even if partial), or – if the situation requires it (confirmed car accident, extension of the rental, etc.) - request a new pre-authorization.

Minimum security deposit table

Joyrent Group	Car	A/AC/B/C	D/N	MA/NA/O	L
ACRIS Code		NBMR/MTMR/MBMR /EDMR	CDMR/CWMR	IFAR/CWAR/CDAD	SVMR



Security deposit WHITOUT optional cover or with G&T/PAI	€ 600	€ 600	€ 600	€ 1000
Security deposit with CPR/SCP	€ 300	€ 300	€ 300	€ 500

Optional services

- **Additional driver:** € 7 + VAT/ day, maximum applicable 10 days
- **Young Driver (19-20):** € 19 + VAT/ day, maximum applicable 10 days
- **Wi-Fi Router:** with unlimited internet data traffic within Italy is available on request for € 7 + VAT /DAY. Wi-Fi router can connect up to 5 different devices (smartphones, notebooks, netbooks, etc.). For the drop off of the Wi-Fi router in a different location from the pick up one, € 50 + VAT will be charged:

Other applicable penalties are listed in our Damages Table.

- **Out of Hours:** € 50 + VAT for Pick Up / Drop Off before / after working hours. Max one hour and an half. Out of hours Pick Up time has to be confirmed by Joyrent reservation office (see further details about Out of Hours Pick Up time restriction in the “Reservation” section).
- **Baby seat:** is available on request for € 19 + VAT/day, maximum applicable 3 days.
- **Car group upgrade:** 7 € + VAT/day for switching to the immediately superior category.
- **GPS Device:** is available on request for € 9 + VAT/ day, maximum applicable 10 days. For the drop off of the GPS Device in a different location from the pick up one, € 50 + VAT will be charged. 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 € 150 + VAT will be applied. In case of loss of the GPS cable and/or loss of GPS bag and/or loss of GPS windshield holder, the penalty listed in the Damages Table will be applied for each lost item.
- **Refueling fee:** € 20 + VAT (usually vehicles are fueled up on pick up; they should be returned the way they were collected. Any difference in the fuel level will be charged in addition to the refueling service fee).
- **Full Tank Prepaid:** by signing the Fuel Tank Prepaid option customers can return the rented vehicle with any level of fuel without incurring in the refueling fee. The cost of the full tank varies depending on the car group and is constantly updated according to the market price of fuel.
- **Assured Diesel Model:** €2 + VAT/day (max 15 days). By signing for this option a diesel model will be granted to the customer who had booked a car group with both petrol and diesel vehicles.
- **Snow Chains:** €6 + VAT/day (max 7 days). Snow chains, however, remains free of charge from 15th November until 15th April according to “snow chains police order”.
- **Fuel Antifreeze:** €5+ VAT: Fuel additive used mainly in combustion engines. It prevents the fuel exposed to low temperatures from solidifying.



- **Invoice Amendments (after the emission):** €10+VAT per dossier.

*Road Assistance

During the whole rental, as agreed with Joyrent, in case of breakdown, mechanical malfunction or technical fault of the vehicle that doesn't allow you to drive safely, you'll receive, with no additional costs our Aid Service.

If the failure depends on the following reasons the Aid Service won't be provided for free, but additional costs will be added relating to the service received.

- Wrong refueling
- Fuel depletion
- Brake or loss of car keys
- Tire puncture
- Car battery off
- Frozen Fuel

For receiving the Aid Service, you are asked to contact the phone number on your agreement holder and follow the instructions given. It may be required to pay the costs for some services. You'll be refunded upon proper payment receipts submission. Refund request and all the documents related have to be send through website (www.joyrent.it) or through email (customercare@joyrent.it).

Method of payment

Accordingly 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, Diners, AMEX.
- Debit, electron, prepaid and Pagobancomat cards are accepted (see following details)*
- Cash and bank checks are not accepted

A valid card must be submitted as a guarantee for any additional costs arising from the rental.

The owner of the 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 card.

In case of prepaid reservations, if the plafond of the renter's credit card is not sufficient for the security deposit to be charged, or if any other circumstance prevents the said deposit to be charged, the pick-up of the vehicle won't be allowed and no refund will be granted to the renter.



* For customers who opt for the Debit Card Procedure, the amount due at the beginning of the rental is generally equal to the sum of the following elements:

- the cost of the rental
- the Super Cover Protection (SCP) + PAI
- a security deposit (dependent on the car group).

T.O. clients, in addition to what they have already paid to their broker, they must purchase:

- the Super Cover Protection (SCP) + PAI
- a security deposit (dependent on the car group)
 - A, AC, B, C, D, MA, N, NA, O € 300,00
 - L € 500,00

However, the delivery of the Vehicle is valued by the desk clerk's unquestionable judgment.

Minimum and maximum length of rental

Minimum length of rental is 1 day (24 hours), starting from the pick-up time of the vehicle. If a rental is shorter than 24 hours will be considered a 1 day rentals nonetheless. Maximum length of rental is 30 days. After 30 rental days, a new rental agreement will be requested and issued.

Driving License and age requirements

The following are all 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;
- the driving license must be issued at least 1 year prior the pick-up date of the vehicle.
- no cancellation and/or erasure must be present on the driving license;
- no amendment and/or adjustment is 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 for the driving licenses issued by countries 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;
 - 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;
 - temporary driving licenses issued by the police station, valid at the time of pick-up of the vehicle with driver photograph attached and approved by the police officer, are accepted.
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- **Driver Minimum Age:** 21 years old, with no additional costs, in order to drive vehicles of all car groups, except for the L car group, 25 years old. However, upon the payment of the Young driver fee, 19-20 years old customers can drive vehicles of the following car groups: A/AC/B/C.
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- **Driver Maximum Age:** 79 years old (included)

Driving Restrictions

- **Vehicles may be driven** within European Union, United Kingdom, Switzerland, Lichtenstein, Vatican City, San Marino, Andorra, Principality of Monaco
- **Vehicles cannot be driven** in Estonia, Latvia, Lithuania and in all the countries outside of the European Union

Fines, Highway Tolls And Parking Tickets Payment

All fines issued further to a violation of the traffic rules and/or missing payment of highways and/or parking tickets issued during the rental period will be notified to the customer. Moreover, € 50 + VAT will be charge on the customer's credit card as management fees for each fine and/or missing toll and/or parking ticket.

For any further information please contact our Fine Dept. at multe@joyrent.it or joyrent.multe@pec.it

One Way rentals

For the drop off of vehicle in a different location from the pick up one, € 69 + VAT will be charged if both locations are within Italy Mainland or within the same island. If the pick-up location is within Italy Mainland and the drop-off location is within an island (or vice-versa) € 500 + VAT will be charged.



Reservations

All reservations can be amended and cancelled not later than 24 hours before the pick up date with no additional costs. **A grace period of 2 hours after the Pick-up time is allowed. Joyrent staff, however, won't wait for the customer after the office closing time (plus one hour and a half, in case of reservations with the "out of hour" supplement included).** If no one shows up at the location, if the reservation is cancelled after the aforementioned deadline (24 hours before the pick up date) or if – for any reason – the security deposit can't be carried out, a penalty of € 50 will be charged on the credit card used during the reservation. If the total cost of the rental is less than €50, a fee equal to the cost of the rental will be charged.

Airport locations: In case of delay on flight arrival time (if the flight number and airline were provided in the reservation) Joyrent will wait the customer for Pick Up until the new estimated flight arrival time + 45 minutes. Joyrent staff, however, won't wait for the customer after the office closing time (plus one hour and a half, 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.