

## USEFUL INFORMATION

- 1) Before driving the rented vehicle and then upon return of the same, carefully check the condition of the vehicle: any damage present and not shown on the rental agreement will be charged to you according to the terms and conditions set out in the agreement of rental and in the general rental conditions.
- 2) In the event of significant fines, we recommend that you pay the fine directly before the end of the rental, delivering a copy of the report and the payment receipt to the station. Failing that or in the event of ascertained sanctions in the absence of an immediate dispute, Rent Me will arrange to receive the fine and take steps to ensure that the fine is notified to you. For these cases there is an additional charge as indicated in the rental agreement.
- 3) In the event that the vehicle is not in a condition to continue driving safely following a breakdown or accident, we recommend that you contact Rent Me assistance only, active 24 hours a day, at the number +39 3757421133: only in this way will you be able to use the service of assistance and rescue included in the rental cost.
- 4) In the event of total or partial theft of the vehicle, or loss of the vehicle keys, you should file a report within 24 hours of the event and send it to Rent Me. The original of the report must be delivered to the station Rent Me. In default, the limitations/exclusions of liability that may have been signed will not be operational.
- 5) The circulation of Rent Me vehicles is allowed only in the Italian territory.
- 6) If you want the invoice deriving from the rental to be made out to a natural or legal person other than the lessee, you must promptly notify the billing address and the tax code of the account holder to the counter staff at the time of qualification (check-out) .

## RENTAL TERMS AND CONDITIONS

Premise

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Attachment 1 – Terms and conditions for assistance

## Annex 2 – Insurance, Options and “Protection Packages”

### Premise

Thank you for choosing Rent Me! Rent Me di Sanchez Sanya registered in the Palermo Company Register, VAT no. 07184790827 with operational headquarters in Palermo via Mariano Stabile civ. 23. Under these General Terms and Conditions of Rental assume the following obligations:

Rent a Vehicle (Motorcycle or car) to you (i.e. the person who signs the Rental Agreement and indicated therein in the “Driver/Driver” field, and to any other “payer” subject who assumes jointly with the Driver/Driver all the economic responsibilities deriving from the rental, indicated in the rental agreement in the “Billing Details” field) for the period of time specified in the Rental Agreement (the “Rental Period”) plus any accessories that you wish to rent and that will be indicated in the Rental Agreement; provide certain mobility services included in all rental rates and offer you other services available at additional costs.

The contractual relationship between you and Rent Me is governed by the following documents:

- 1.The Rental Agreement and, if applicable, the specific conditions indicated therein (the document that will be delivered to you upon collection of the vehicle);
- 2.The booking confirmation email (if your rental was booked online on the Rent Me website);
- 3.These T&Cs, including its annexes, which also apply to the aforementioned documents;
- 4.The Rent Me booking conditions;
- 5.The Rent Me price list.

In case of contradictions between the aforementioned documents, the one listed first will prevail over the next.

### 1 – Who do the rental terms and conditions apply to?

These T&Cs apply to you (and therefore the person who signs the Rental Agreement and indicated therein in the “Driver/Driver” field), to any other “payer” subject (indicated in the rental agreement in the “Invoicing Details”

field / Billing Details”), as well as to any (other) Driver who is expressly indicated in the Rental Agreement, and therefore is authorized to drive the Vehicle, who (drivers and payer) assume jointly with the Driver/Driver all liability economics deriving from the rental. In the event that you allow an unauthorized person to drive the Vehicle, this is considered as a violation of these T&Cs and you will be held responsible for all the consequences that may derive from this, including being liable to Rent Me for damages caused by you or an unauthorized third party. In such circumstances, you and the unauthorized Driver may not be covered by insurance and in any case the limitations/exclusions of liability provided for by the Options and by any Rent Me Protection Packages subscribed will cease (only the compulsory insurance for civil liability will remain effective).

2 – Who can rent and who can drive? Who can rent?

Any natural person:

- 1.legally capable of signing a contract with Rent Me and that by accepting these T&Cs they assume their responsibilities for the entire rental period;
  - 2.that he has a valid means of payment accepted by the Rent Me company;
- In particular in Italy, the payment methods accepted by Rent Me are:

PAYMENT METHODS CREDIT		
Cash	Up to € <b>5.000</b>	However, a credit/debit card is required for the deposit
Credit cards	American Express	It must bear the bearer’s name and surname on the front. No Revolving – No Prepaid
Credit cards	Visa – Mastercard JCB- Diners	Issued exclusively by banking circuits and bearing the bearer’s name and surname on the front. No Postepay – No Revolving – No Prepaid
Credit cards	Airplus	

Carte Electron	Visa – Mastercard	Issued exclusively by banking circuits and only upon prepaid online booking
Debit cards	Visa – Mastercard JCB- Diners	Issued exclusively by banking circuits and bearing the name and surname of the bearer on the front – No Postepay – No Revolving – No Prepaid
Debit cards	American Express	It must bear the bearer’s name and surname on the front

\* ATTENTION: the credit cards required to rent a car are specified in the Rent Me Price List.

1. providing valid identification documents accepted by the Rent Me company, as indicated in the table below:

In particular in Italy, the documents required by Rent Me are:

REQUESTED DOCUMENTS	
Driving license	I would need A1, A2, A, B
Identity card	*
Passport	**
Utility bill	***
Tax code/health card	****

\* Mandatory for Italian and EU citizens who rent in Italy;

\*\* Mandatory for non-EU foreigners who rent in Italy;

\*\*\* Where the release of the cash guarantee deposit is foreseen and agreed, the last payment made on a user account registered to the driver/driver is required. All documents must be valid and legible. Documents not in Latin characters must be accompanied by a sworn translation;

\*\*\*\* Mandatory for citizens residing in Italy who rent in Italy.

Who can drive? (the “Driver”)

An authorized Driver of a Vehicle can be any natural person who meets the following requirements:

- is expressly mentioned and fully identified in the Rental Agreement (it can also be the person who pays for the rental);
- is in possession of a valid driving license and identity document;

3 – Where can I drive the vehicle?

You will be able to drive our motorcycles and motor vehicles only and exclusively within the Italian territory.

In the absence of the latter, a penalty will be charged and this is considered as a violation of these T&Cs and you will be held responsible for all the consequences that may derive from this, including responding to Rent Me for the damages caused by you or by an unauthorized third person. In such circumstances, you and the unauthorized Driver may not be covered by insurance and in any case the limitations/exclusions of liability provided for by the Options and any Rent Me Protection Packages subscribed will no longer apply.

4 – What type of vehicle can be rented and for what purpose?

It is possible to rent a motorcycle or a car to use it in accordance with its intended use, i.e.:

- Motor vehicles and cars are intended for the transport of a variable number of people (depending on what is indicated on the registration certificate). We inform you that Rent Me does not insure the goods or merchandise carried on board the Vehicles and does not assume any responsibility in this regard. Therefore, Rent Me cannot be held responsible for any damage, direct or indirect, that may arise from the loss of such goods.

5 – What is the rental agreement and what information does it contain?

What is the Rental Letter?

The Rental Agreement is the contractual document that summarizes the particular conditions applicable to your rental, including the characteristics of the rented vehicle, its state of use at the time of rental, the times and places of the start and end agreed for its rental, services, including accessories

included and the economic conditions applicable therein. The rental letter must be signed by you, also using graphometric methods, in order to be able to rent any vehicle from us. By signing the rental agreement you expressly accept the application of these T&Cs to your rental.

What information does it contain?

The rental letter, in the A4 format version, contains the following fields/information:

- 1.a) Header: Information on any rental
- 2.b) Personal Data/Personal data: Personal data of the Driver(s)/Driver(s) and of the payer, also for billing purposes;
- 3.c) Rate Details: i) name of the product attributable to the rate applicable to your rental; debits/charges or the items that make up the rental rate; kilometers included; any accessories or services that have been included in your rental because you have requested them.
- 4.d) Rental Cost Estimate/Rental Price Estimate: Includes the estimated cost of the rental, indication of any prepaid amounts and the means of payment used.
- 5.e) Possible Extras / Possible Charges: A detail of some possible charges that could be applied during or at the end of the rental such as:
  - the amount of any applicable penalties (eg for failure to refuel, failure to return accessories, loss of keys, etc.);
  - the amount of Redundancies/Excess applicable to your rental based on the liability limitation options you purchased.
  - date and time of start and end of the rental, the model, license plate and other information relating to the rented vehicle;
  - Customer subscription/ Client acceptance box: Report your declaration that you have received and read the Rental Terms and Conditions and the Privacy Policy. Report the consent formulas for the processing of personal data that must/can be expressed and signed by you, as well as your signature for approval of the Rental Terms and Conditions, also pursuant to art. 1341 and 1342 of the civil code as applicable;
  - credit card holder signature/Cardholder acceptance box: Reports the signature by the payer, where different from the customer, for acceptance of

the Rental Terms and Conditions, also pursuant to articles 1341-1342 of the Italian Civil Code, as applicable.

- Additional info: It may contain some additional information/conditions, such as for example the quantification of the penalties applicable to you in the event of violations of the highway code (see article 11);
- Exit/Pick Up: containing information relating to the state of use of the vehicle at the time of collection;
- Outgoing damage/ Existing damage: contains the specification of the damage present on the vehicle at the time of delivery to the customer and relative signature by the customer for acceptance.
- Box Redelivery/Return Details: to be used as a return report, it contains the information relating to the state of use of the vehicle at the time of return and, in particular:
  - field for noting the fuel level, date and time and mileage of the vehicle at the time of return, to be filled in by the Rent me employee;
  - Description of damages/Damage description contains your declaration relating to any accidents, or the absence of accidents, with third parties, which occurred during the rental and relative your subscription.

#### 6 – What are my obligations towards the vehicle?

When renting a vehicle from Rent Me, you and each driver must comply with the following obligations:

- Provide correct information on your personal details, your age, your residential address and on your possession of the requirements established by law and by these T&Cs for enabling to drive;
- Return the Vehicle to Rent Me, its keys, accessories and documentation as shown in the Rental Agreement, at the deadline and date/time indicated therein (Rent Me allows a tolerance of 29 minutes), in compliance with the agreed distance and in the same state in which Rent Me supplied the Vehicle at the beginning of the Rental period.

If the customer does not notify Rent Me and exceeds the tolerance time of 29 minutes, he will be charged for one day of rental and a penalty of €50.



If the customer is interested, he can purchase the optional product called "Late Check-in" which allows the customer to take advantage of a longer grace period than the standard rental, up to 120 minutes after the scheduled check-in time, for the return of the vehicle.

The cost of the service is indicated in the Rent Me price list under "Late check-in".

In the event that the Vehicle is not returned within the terms established above, even if extended through the purchase of the optional Late Check-in product, Rent Me will charge:

(i) An amount equal to one day of rental increased by € 50.00 as a penalty, for each day of delayed delivery, it being understood that Rent Me will be able to acknowledge the expiry of the contractual term, or, in any case, declare terminated, pursuant to and by effect of art. 1456 cc the rental for your serious breach and, in both cases, to regain material possession of the vehicle in any way, even against your will and you will be required to reimburse Rent me for the expenses incurred, as well as for all damages suffered and to be suffered as a result of non-delivery.

(ii) for any damage to the Vehicle up to the amount of the damage liability agreed at the start of the rental as shown on the Rental Agreement.

- You and/or any Driver must never drive the vehicle outside the Italian Territory.
- You and/or any Driver must drive the Vehicle in compliance with the regulations on the circulation of vehicles applicable in the Italian territory.
- You must ensure that any baggage or goods carried in the Vehicle are securely stowed and closed in order to avoid causing damage to the Vehicle or risks to the passengers transported.
- You and/or any Driver are required to keep the Vehicle in custody using the utmost diligence and in any case to ensure that it is closed and protected by activating the anti-theft system each time the Vehicle is parked or left unattended.
- You and/or any Driver must never drive the Vehicle under the influence of alcohol, hallucinogenic substances, narcotics, barbiturates, other illegal drugs

or any other substance (both legal and illegal) that is capable of impairing your ability driving or the driving ability of any Driver.

- You or/or any Driver is required to refuel the Vehicle with the correct type of fuel. If the Vehicle is refueled with an inappropriate type of fuel, You will be liable for any costs necessary to transfer the Vehicle and/or to repair the damage caused to it, calculated according to the rules described in the following section (Damage to the Vehicle), unless you prove that the error is attributable to an identified third party.

- You and/or any Driver shall not use the Vehicle or permit the use of the Vehicle for the purpose of: o renting, mortgaging, pledging, selling or in any event seize not only the Vehicle or parts thereof but also the Rental Agreement , keys, documentation, equipment, instrumentation and/or any accessory of the Vehicle; o carry paid and/or chartered passengers; o carry a higher number of people than that indicated in the vehicle registration document; o transport flammable material and/or toxic, harmful dangerous material and/or radioactive objects or those products prohibited by the law applicable from time to time, it being understood that such exclusions do not prevent you from satisfying those normal needs of daily life which do not violate the law and which do not exceed the normal use of the vehicle; or to transport objects having a weight, quantity and/or volume that exceeds that authorized by the Vehicle Circulation Card; o compete, circulate off-road, do regularity races, speed tests, or to take part in rallies, competitions or races, or tests, wherever they are carried out, whether official or not; o transport live animals (except for pets and/or pets, without prejudice to the obligation to remove any residues and to return the vehicle in clean and hygienic conditions compliant with the provisions of these T&Cs); o give driving lessons and coaching; or push or tow another vehicle or trailer; o driving the vehicle on dirt roads or roads whose size or surface could pose risks for the motor vehicle, such as in the case of beaches, unsuitable paths, forest roads or mountain paths, etc. which are not roads open to traffic or paved, except in the case of prior written authorization from Rent Me; or commit any intentional wrongful conduct; o To transport it on board boats, ships, trains (except in the case of scheduled connections to the Italian islands), trailers or airplanes without the prior written authorization of Rent Me; o In areas not open to traffic in ports, airports, airfields, and analogous or similar places or in any case not freely accessible to traffic or, again, in refineries and chemical plants or oil installations,

- You and/or any Driver are required to take all necessary measures to keep the vehicle in the same state in which it was delivered to you, except for

deterioration due to use. In particular, you and each driver are required to check the condition of the vehicle with reference to oil and water levels, tire pressure.

You are liable to Rent Me for any prejudicial consequence deriving from any breach of the obligations indicated above and, in general, from your negligence in using the vehicle. We inform you that failure to comply with the conditions indicated above constitutes a serious breach and, therefore, Rent Me reserves the right to declare terminated, pursuant to and by effect of art. 1456 of the Civil Code. Furthermore, failure to comply with the conditions indicated above may result in the loss of the limitations/exclusions of liability provided for by the Rent Me Options and Protection Packages that may have been subscribed.

7 – What mobility services are included in the rental?

The “basic” rental includes the following mobility services:

MOBILITY SERVICES	
Medical assistance	Not included
Vehicle Technical Assistance**	Included
Vehicle cleaning	Included
Compulsory RC Auto insurance	Included
Base Damage Option*	Included
Basic Theft Option*	Included
Unlimited mileage***	Includ

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\* They are not insurance products, for further details refer to Annex 2, Insurance, Options and Rent Me Protection Packages.

\*\* In the event of breakdowns caused by the Customer, additional costs may be applied as per the Rent Me Price List in force at the time (see Annex 1 – Assistance Terms and Conditions).

\*\*\* Not applicable on long term rentals.

8 – What are the optional mobility services that I can request for my rental?

Rent Me offers you the following numerous additional services, which can be purchased by you upon request against payment of a specific fee:

ADDITIONAL SERVICES	
Baby seat	Available on request
Additional driver	*
Rental extension	*
Additional Options and Packages*	*
Collection and return of the Vehicle out of hours	**

\* Options are not insurance products, for more details refer to Annex 2, Insurance, Options and Rent Me Protection Packages.

\*\* On request,;

Reflective Jacket: You are informed by Rent Me about the risks you personally encounter, as well as for your own safety, also for the sanctions provided for by the Highway Code in case of violation of the obligation to wear the jacket, which will already be on board the Vehicle. All customers will be charged a supplement in the event of failure to return the jacket at the end of the rental according to what is reported on the Rent Me Price List in force

pro tempore available in the “Terms and Conditions” section of the website and at our station in rental.

#### 8.1 Specific terms of use of the ancillary product “Seggiolino per bambini” (so-called “Baby seat)

Where requested by the Customer, a child seat, duly approved, together with an anti-abandonment device, is provided for hire for the specific fee communicated in advance to the Customer and shown on the Rental Agreement and limited to the duration indicated therein. By signing the Rental Agreement, the Client declares to have examined the child seat and the anti-abandonment device and to have verified that they are suitable for the agreed use and, in particular, to have personally verified, in the presence of the Rent Me employee that the seat is in perfect condition, that the seat fastening and retention system shows no signs of wear or damage and is in perfect working order and that the anti-abandonment device complies with current legislation and is fully functional.

It should be noted that the child seat and the anti-abandonment device must be fitted to the rented vehicle directly by the Customer, without the help of Rent Me staff.

On this point, consequently, by signing the Rental Agreement, the Customer declares to exempt and release Rent Me di Sanchez Sanya from any type of liability for any type of damage that may possibly arise to himself, third parties or the minor transported to edge of the seat, due to incorrect use and/or incorrect assembly of the same and/or the anti-abandonment device.

In the event of loss/theft/damage of the child seat and/or the anti-abandonment device, Rent Me reserves the right to charge the Customer the costs as quantified in the pro tempore price list in force.

#### 9 – Am I provided with winter equipment?

You are informed by Rent Me about the risks you personally encounter, as well as for your own safety, also for the sanctions foreseen in case of violation

of the obligation to circulate with winter equipment on board, in particular in the period between November 15th and on April 15 of each year.

Snow chains: Rent Me vehicles are supplied with snow chains only upon request and upon payment of an additional fee to the rental cost. It is the customer's right to request the rental both during the booking process and, if available, when picking up the rented vehicle.

Failure to comply with the ordinances on the use of winter equipment will result in the ineffectiveness of the limitations/exclusions of liability for damages present in the Liability Limitation Options and in the Protection Packages that may have been subscribed.

10 – What is included in the rental price?

The information you provide to Rent Me at the time of booking (such as the length of the rental or your age or the age of any additional Drivers) will have an impact on the cost of your rental. Any change to the information could therefore also lead to a change in the rental cost. The price of your rental will be the price applicable at the time of rental or at the time of any changes subsequent to the booking.

The price you will pay includes the following costs:

- the daily price for the rental of the Vehicle for the agreed number of calendar days of the rental (this already includes the mobility services referred to in Article 7, all detailed in the Rental Agreement in any case);
- any additional mobility service that you choose to add at your expense, if and as resulting from the Rental Agreement;
- value added tax (VAT);
- any other costs connected to your person (for example: in relation to your age in case of applicability of the Young Driver supplement). You expressly allow Rent Me to charge you with the payment method of your choice for any unpaid rental costs. In the event of a prepaid rental, you agree that the fees for the additional services, i.e. those not included in the prepaid rental amount, may be requested in immediate payment and invoiced directly by the station

11 – What are the additional costs/charges that I could be required to pay?

•the warehouse. In addition to the cost of the rental (which you may have prepaid at the time of booking or which you will pay when you pick up or return the vehicle), Rent Me requires that you provide Rent Me with a security deposit. This guarantee is required

through a pre-authorization on your credit card. If you have made a reservation with a remote means of communication (e.g. website, mobile app), the existence and amount of the deposit are also indicated in the confirmation e-mail that was sent to you following your vehicle reservation. To find out the amount of the deposit and for any further information in this regard, please refer to the following paragraph "Do I have to pay a deposit before picking up the vehicle?" or contact the Rent Me station directly where you will collect your vehicle.

•Rent Me may also charge you additional amounts connected to the various events that may occur in case of accidents that occur during the Rental Period and/or in relation to how you used the Vehicle. The amount of these charges is listed in the Rent Me Price List attached to the confirmation email (if you have made an online reservation) and available in the "Terms and Conditions" section of the website and at our rental station. These charges include, without claiming to be exhaustive, the Penalty for the violation of the rules governing the circulation of vehicles. In the event of non-fulfilment of the contractual obligation assumed by you pursuant to art. 6, to comply with the rules on the movement of vehicles, o The fee for the extraordinary cleaning service of the Vehicle which is returned in conditions of cleanliness incompatible with normal use or in any case which requires non-ordinary cleaning operations; o the penalty for not returning the keys or the remote control of the Vehicle; o the charges relating to the fees for the administrative management of the procedures for damages, theft, even partial and fire, and the amount of the related prejudices suffered by Rent Me for which you are legally responsible (please refer to Annex 2 Insurance , Options and Rent Me Protection Packages); or the fuel used in the Rental Period. o the penalty for not returning the keys or the remote control of the Vehicle; o the charges relating to the fees for the administrative management of the procedures for damages, theft, even partial and fire, and the amount of the related prejudices suffered by Rent Me for which you are legally responsible (please refer to Annex 2 Insurance , Options and Rent Me Protection Packages); or the fuel used in the Rental Period. o the penalty for not returning the keys or the remote control of the Vehicle; o the charges relating to the fees for the administrative management of the procedures for damages, theft, even partial and fire, and the amount of the related prejudices

suffered by Rent Me for which you are legally responsible (please refer to Annex 2 Insurance , Options and Rent Me Protection Packages); or the fuel used in the Rental Period. Rent Me Protection Options and Packages); or the fuel used in the Rental Period. Rent Me Protection Options and Packages); or the fuel used in the Rental Period.

The following additional costs resulting from the extension of the duration of your rental. In all cases where the Rental Period exceeds thirty days and you have, as an individual Driver, the continuous and exclusive availability of the Vehicle for a period exceeding thirty days, you will be required to carry out, in the manner and within the terms required by the legislation in force at the time, the formalities for updating the national register of motor vehicles pursuant to articles 94, paragraph 4 bis, of the Highway Code and 247 bis of Presidential Decree no. 495/1992 bearing any costs and charges, also promptly providing Rent Me, where requested by the latter, with a copy of the documentation proving the fulfillment of the legal obligations. In case of non-compliance with the provisions of art. 94 paragraph 4 bis, of the Highway Code and 247 bis of Presidential Decree n. 495/1992, or in any case of the above provisions, you will be required to indemnify and guarantee Rent Me from any possible prejudicial consequence.

12 – What should I pay attention to when picking up and returning the vehicle?

#### 1. Withdraw

(i) When picking up the Vehicle at the Rent Me station of your choice, you will be asked to sign, among other things, in the Rental Agreement which describes the conditions of the Vehicle at that particular moment, or accept them on the device electronic for the completion of the rental. Should you detect a visible defect or damage that is not already described on the Rental Letter, you must report the damage to the Rent Me staff present at the station for it to be noted on the Rent Me computer system and a new Letter will be issued. Of Rental. If you do not request the annotation and issue of a new Rental Letter reporting any damage and visible defects, it will be understood that the Vehicle was in the conditions indicated in the Rental Letter and, therefore,



Rent Me may charge you, for the provisions of art. 1588 of the Civil Code, any new damage detected upon return of the Vehicle for which you are legally responsible.

**(ii) When you do not arrive at the agreed pick-up time, the rental company may assume that you will not be coming and after a certain period you will be marked as a no-show. This means that the booking will be canceled without a refund and the vehicle could therefore also be rented to someone else.**

#### 1. Return

(i) Return of the Vehicle during the opening hours of the rental offices.

You must return the Vehicle to the Rent Me station on the day and at the time indicated in the Rental Agreement. The Rental Period will end when you return the Vehicle to the Rent Me station and return the Vehicle keys to the Rent Me representative. In case of return after the scheduled time, you will be called to pay a penalty of € 50 + VAT, and the one day of rental + VAT will be charged. In the event of early return of the Vehicle with respect to what is indicated in the Rental Agreement, no refund is foreseen. When returning the Vehicle to Rent Me, you must inspect the Vehicle together with the Rent Me representative and countersign the damage report at the end of the rental. Rent Me will provide you with a written statement that the vehicle has been duly returned (for example by completing and signing the "check in" section of the Rental Agreement").

1.ii) "Out of Hours" Service Rent Me recommends carrying out the vehicle return operations during the opening hours of the rental offices. In any case, to meet any specific needs of its customers, Rent Me provides the "Out of Hours" service. If you decide to use the "Out of Hours" service,. For these situations, we have devised a different procedure from the one indicated above to allow the out-of-hours service at the best possible conditions. In particular, in the event of out-of-hours delivery, an additional fixed cost will be attributed to you as per the price list. Rent Me reminds you to park the vehicle in suitable areas so as to avoid obstructing traffic or possible violations of the Highway Code. As the Vehicle will only be inspected when the office is open, we recommend that you take photos of the Vehicle in order to keep evidence of the state of the same when you left it. The photos in question must be taken when the vehicle is already parked in the final stall, where it will be left

until the rental office reopens, and must bear a certain date and time. Once the Vehicle has been inspected by our staff, we will send you a communication stating that the Vehicle has been duly returned. where it will be left until the rental office reopens and must bear a certain date and time. Once the Vehicle has been inspected by our staff, we will send you a communication stating that the Vehicle has been duly returned. where it will be left until the rental office reopens and must bear a certain date and time. Once the Vehicle has been inspected by our staff, we will send you a communication stating that the Vehicle has been duly returned.

iii) Return of the vehicle in your absence during the opening hours of the rental offices. If you are not able and/or refuse to inspect the Vehicle together with the Rent Me representative, Rent Me is authorized to proceed with the inspection of the Vehicle without you. occurred during your rental. In this case, the same procedure provided for in art. 12, lett. b ii).

1.iv) Delayed return of the vehicle In the event that the Vehicle is not returned on the return date set out in the Rental Agreement, after a period of 24 hours without any indication of the delay in return being given, Rent Me may take note of the expiry of the contract or, in any case, declare the same terminated pursuant to and by effect of art. 1456 of the Civil Code and consider the Vehicle as an object of embezzlement and may report the circumstance to the competent local police authorities. Rent Me will have the right to take legal action to obtain the immediate return of the Vehicle. Any ancillary services and limitations of liability (e.g. Protection Packages) will not apply.

as well as with reference to any violation of the provisions of art. 94 paragraph 4 bis of the Highway Code and art. 247 bis of Presidential Decree no. 495/1992.

Common provisions In all the above cases, upon return of the vehicle, you are obliged to issue a declaration regarding any claims in the appropriate box on the Rental Agreement, or on the appropriate form available at the Rent Me rental offices. occurred during the rental, or that no accidents occurred during the rental, being able to attach all the necessary documentation in support of one's reasons, it being understood that, in the event of false declarations, or

failure to declare resulting in a claim for compensation by third parties, Rent Me reserves the right to apply a contractual penalty for the amount indicated in the current pro tempore Rent Me Price List. Finally, Rent ME is not responsible for the deterioration, damage and/or theft of objects left inside the vehicle upon return. Without prejudice to the foregoing, Rent Me, in the event of the discovery of goods inside the vehicle to be returned, undertakes to notify the Customer and to keep them available to the latter for 30 days following the end of the rental, after which the same will be considered abandoned.

### 13 – Damage to the vehicle

You will be held responsible for any damage found upon return of the Vehicle and not reported as pre-existing on the Rental Agreement pursuant to art. 1588 of the civil code, remaining required to demonstrate that the harmful event is not a consequence of his conduct, even if omissive, and that he has kept the vehicle with the utmost diligence, taking into account the circumstances. In this sense, it is understood that any signing of any limitation/exclusion of liability cannot give rise to any reversal of the burden of proof.

In the event of damage, you will be required to pay the sums defined below.

1. Damage found upon return of the Vehicle and in your presence Where, at the time of return of the Vehicle, during the inspection carried out by the Rent Me agent in your presence, damage is found, the presence of which you acknowledge by signing of the return report, Rent Me will immediately provide an estimate of the repair costs that may be charged to you. To contain the time for quantifying the damages (and limit the possible technical downtime of the Vehicle) the quantification of the damages will be carried out on a flat-rate basis on the basis of the Rent Me damage valuation grid, which can be found in the “Terms and Conditions” section of the website web and at the rental office. In some cases, and in particular for some types of light damage, the Vehicle may not be repaired immediately, in these cases in quantifying the damage (even if carried out using the grid) we will not take into account the Vehicle Downtime. If it will be possible to quantify the amount of the damage at the rental station, we will charge it to your credit card (or to the different

payment method you used for the rental) already upon returning the Vehicle at the end of the rental. If you intend to dispute the damage or its quantification and charge by refusing to sign the vehicle return report, Rent Me will apply the procedure described below (see art. 13, ii). If it will be possible to quantify the amount of the damage at the rental station, we will charge it to your credit card (or to the different payment method you used for the rental) already upon returning the Vehicle at the end of the rental. If you intend to dispute the damage or its quantification and charge by refusing to sign the vehicle return report, Rent Me will apply the procedure described below (see art. 13, ii). If it will be possible to quantify the amount of the damage at the rental station, we will charge it to your credit card (or to the different payment method you used for the rental) already upon returning the Vehicle at the end of the rental. If you intend to dispute the damage or its quantification and charge by refusing to sign the vehicle return report, Rent Me will apply the procedure described below (see art. 13, ii).

2. Damage detected in the event of return after hours and/or in any case without your presence. This procedure applies:

- if the damage is not included in the Rent Me damage assessment grid;
- in the event of claims involving third parties;
- in the event of damages quantified using the Rent Me damage assessment grid and contested by you;
- if the damages are quantified by our agents or by the repairers without your presence (e.g. in case of return of the Vehicle after hours, hidden damages, etc.).

In such cases, our company will appoint a third party who will evaluate the amount of the damage taking into consideration the discounted prices charged to us by the manufacturers, or by our repairers. We will take care of communicating the amount of the damage at a later time, together with the following documents:

- vehicle return report;
- photos of the damage;
- the damage repair estimate, which may vary as a result of the nature of the damage and which will also include the technical stop (if applicable);

– the amount of the consideration for the management of the claim file. You will have the right to dispute the damages and their quantification within 14 days of sending the aforementioned communication (by e-mail or letter), according to the methods indicated in the following art. 24. In the absence of a dispute within the aforementioned term, Rent Me reserves the right to charge your credit card (or the different payment method you used for the rental) the amount of the damages and the consideration for the management of the file of left. In the case of rentals to parties other than consumers, together with the above communication, Rent Me will send the relative debit invoice. Any disputes can be usefully explained by these customers within the peremptory term of 14 days from the sending of the communication, under penalty of forfeiture (by e-mail or letter), according to the methods indicated in the following art. 24.

iii) Normal wear.

The following are considered normal wear and tear of the Vehicle:

- small scratches on the paint caused by a small stone;
- dent on metal or plastic surfaces, without damage to the paint, with a diameter of less than 20 mm (motovehicles 5 mm)
- scratch with paint nick, less than 20 mm long, on painted surfaces or alloy wheels.

More information on damages considered normal wear and tear and examples of them are available at the rental station. Damages having the aforementioned characteristics, if detected upon return of the vehicle, will not result in any charge against you. Common provisions. Please note that depending on the type of damage suffered by the Vehicle and the type of Limitation Option or Protection Packages that you may have taken out with Rent Me, you may be charged the full cost or less of such damages. You hereby agree to charge all amounts that will be due, directly and indirectly, by virtue of the rental, even after the invoicing of the consideration for the same, on the credit card used to guarantee the payment of the pecuniary obligations deriving from these T&Cs and from the Rental Agreement. If you wish to

submit a complaint regarding damage to the vehicle, their quantification or billing, please send a pec to the following address **sanya.sanchez@pec.it**

14 – What is expected of me regarding vehicle maintenance?

Rent Me undertakes, in the terms of the art. 1575 cc, to carry out regular maintenance of the vehicle, to deliver it to you in a good state of maintenance and to guarantee its peaceful enjoyment during the Rental. During your rental, you must in any case keep the Vehicle in the same state in which it was delivered to you.

You must pay attention to any warning lights on the Vehicle and take the necessary protective actions. Any modification or mechanical intervention to the Vehicle is prohibited without the prior written authorization of Rent Me. Failing that, all expenses incurred by you will remain at your sole expense and, moreover, you will be charged for all the charges necessary to restore the Vehicle to its original conditions .

You will be liable to Rent Me for any prejudicial consequences arising from the breach of the above maintenance obligations. In any case, Rent Me's liability towards you, the driver and members of their respective families is excluded, for damages of any kind, including economic damage suffered by the same to people and/or property, deriving (directly or indirectly) from a malfunction of the vehicle if caused by manufacturing defects, even if it causes road accidents.

15 – What should I do in the event of an accident or mechanical breakdown of the vehicle?

In the event of a mechanical breakdown or accident which prevents you from continuing your journey and/or obliges you to stop the Vehicle to avoid a breakdown, you will be provided with an assistance service, included in the price of your rental. The conditions of assistance are indicated in Annex 1 to these T&Cs. In the event of an accident or theft of the vehicle, as soon as you become aware of it or at the latest within 24 hours from when it is materially possible for you, you must:

1.inform the Rent Me office where the rental began (and/or the assistance service) and the local police authorities,

2.send Rent Me the duly completed claim form.

16 – When will I receive the invoice and pay for the rental or will I be able to get a refund?

The final invoice will be issued once all elements of your rental have been calculated and in any case no later than the day following the return of the Vehicle. You will pay or be charged the total amount in a single tranche or in several tranches depending on the situation. In the case of a multi-month rental, a periodic invoice will be issued for the amounts accrued in the reference period on the basis of these T&Cs and the special conditions established in the Rental Agreement.

If you book a Vehicle online via the website or you may decide to pay in advance for what you have booked, for example, the daily rental cost of the Vehicle and accessories for the Rental Period and for each additional mobility service. After you have issued the prepaid booking request, if this is successful, you will be charged for the agreed cost, and the invoice will be issued relating to the payment made. At the end of the rental, this invoice will be reversed and a final one will be reissued, including any other charges that may accrue from the rental (e.g. for fuel, accessories, etc.). The fact that you have prepaid will be specified in the final invoice and the payment deducted from the total (yet) to be paid.

If you do not decide to pay in advance, the sum to be left on deposit together with the rental cost of the Vehicle and any accessory, any further service, Additional Driver, Option of limitation of liability or Protection Packages that you decide to purchase will be charged at the Rent Me rental station when you pick up the Vehicle and before you leave the station with the Vehicle. The relative cost will be indicated in the Rental Agreement and will be agreed with you before signing the contract.

Any additional fees or charges will be charged to you upon return of the Vehicle (if possible calculate these costs on the spot). If you have generated

extra costs, such as fines or unpaid tolls, or have caused damage to the vehicle, Rent me will charge you for these costs, together with all related administrative costs, or penalties (e.g. fee for administrative management of damage , penalty for fines, etc.), in the following days, once it becomes known after the end of the Rental Period. These costs will be communicated to you by Rent Me (via e-mail or ordinary mail) and you will have the right to contest them within 14 days following the sending of this communication. Once this period has elapsed and no objections have been received from you, you will be charged for these charges.

For customers residing in Italy, the final invoice, containing all the costs charged, will be issued through the Exchange Service (SDI), in compliance with the 2018 Budget law which introduced the obligation of electronic invoicing. You can view the original invoice directly in the Web area of the Revenue Agency. A copy can be sent to the customer as a "courtesy copy", without any tax value, if he provides the data for sending by e-mail.

For customers not resident in Italy, the final invoice, containing all the costs charged, will be sent electronically if the customer has provided all the data for sending by email

It should be noted that it is the customer's responsibility to verify that all the data communicated for the issue of the invoice are correct and up-to-date. If the date on which the payment becomes due, indicated in the invoice, has expired and you are not a Consumer (as defined by the applicable laws), you will be charged default interest at a rate equal to the main interest rate applied by the European Central Bank for refinancing operations increased by 5 percentage points, as well as any other cost for credit recovery. You expressly agree that in the event of your refusal to pay any amount on the due date, or failure to pay in full:

- o All invoices issued by Rent Me for the rental will be immediately payable and you will lose any right provided for in the Letter of Rental;
- o Rent me will have the right to terminate the rental



pursuant to and by effect of art. 1456 of the civil code and ask for the immediate return of the vehicle.

After having paid the rental in advance, it is possible to obtain a refund by sending a written request sent via e-mail ( [amministrazione@rentme-noleggio.it](mailto:amministrazione@rentme-noleggio.it) ), in the amount of 90% if the communication is received one week before the date fixed rental date, 50% if the communication is received 72 hours before the fixed rental date, there is no refund for communications received 24 hours before the fixed rental date/time.

17 – What should I do in case of rental extension?

In case you want to extend the rental period indicated on your rental agreement, you should follow the procedure below:

- Request authorization by telephone from the Rental Office where the rental began;
- Go to the Rent me station to have the Rental Letter reissued containing the changed particular conditions of the Rental
- Pay the rental as well as any additional costs.

Extension requests involving the availability of the same vehicle for periods longer than 30 days are not accepted. In any case Rent Me, according to availability and subject to the return of the Vehicle and closure of the rental, Rent Me may offer you the stipulation of a new rental contract for another Vehicle (or of the same, subject to checking the state of maintenance of the same and testing on Street).

If you do not follow the procedure indicated above and keep the Vehicle with you, the provisions of the paragraph on returning the Vehicle will apply.

18 – In which cases can Rent Me ask me to return the vehicle during the rental?

Rent Me reserves the right, during the rental period, to request the return of the Vehicle to provide for its replacement (e.g. in case it has to carry out ordinary maintenance on the Vehicle, or if the Vehicle has reached a seniority/mileage such as not to meet Rent Me fleet standards). In this case,

Rent Me will contact you to agree on the methods of returning and replacing the vehicle.

Furthermore, also in addition to the other hypotheses of early termination provided for in these T&Cs, RentMe reserves the right to terminate the rental in advance, and request the return of the Vehicle, pursuant to art. 1456 of the Civil Code, upon simple communication by email, registered letter with return receipt, fax or telegram:

1. in the event of non-payment, on the due date, of any amount owed by you under the rental,
  2. in the event of your refusal or failure to respond to the request to return the vehicle for replacement,
  - in case of violation of even just one of the obligations pursuant to art. 6,
    1. upon the loss, for any reason, of a valid method of payment for the rental (e.g. credit card expiry, etc.),
- 19 – What are the fuel/energy rules?

Please carefully check the applicable rules for each rental you make. For more details on the options available, you can contact the counter staff when picking up the Vehicle.

All vehicles are delivered with a full tank of fuel/energy.

- At the time of collection you will find the vehicle with full fuel.
- You may return the Vehicle with any remaining fuel level. Considering that the cost of the service is calculated on a lump sum basis, Rent Me will not reimburse you for the fuel that you have not used, but will charge you a lump sum penalty as per the Rent Me price list, for having delivered the vehicle without full fuel.

Rent Me will provide you with a vehicle with a full tank of fuel.

- You undertake to return the vehicle with a full tank of fuel
- The tank is considered full if the indicator is positioned on the maximum level (8/8). If the Customer delivers the vehicle and the vehicle tank is not full at the time of return, you will be charged a flat-rate penalty, as specified in the price list.

## 19.2 Electrically Powered Vehicles

In case of rental of an electrically powered Vehicle, the same will be delivered to you with fully charged batteries and you undertake to return the same at the end of the rental with a residual energy charge of no less than 30% of the total. In the event of non-fulfillment of the above obligation, Rent me reserves the right to apply penalties in the amount indicated in the Price List. In any case, the electric vehicles will be delivered to the Customer together with the charging cables. The Customer undertakes to keep and return the charging cables together with the vehicle, and acknowledges that in the event of damage, loss, non-return and/or theft, Rent me reserves the right to apply penalties in the amount indicated in the price list. .

20 – Do I have to pay a deposit before picking up the vehicle?

When picking up the Vehicle, you must present a Credit Card in your name and grant your authorization to use the Credit Card as a deposit. The Deposit has the function of guaranteeing the payment of any additional costs deriving from the rental. The security deposit varies according to the choice of additional packages.

If you have not prepaid your rental, then the rental price will be reserved on your credit card. In this case, the total amount reserved on the credit card will be: rental price, plus any additional optional products purchased at the rental desk.

In any case, the exact amount of the Deposit is specified on the Rental Agreement and on the confirmation email sent to you at the time of booking. The amount booked as a deposit will be released at the end of the rental if there are no further amounts to be paid.

Considering that the Deposit has the function of guaranteeing the payment of any additional charges (e.g. damage and/or loss and/or theft of the vehicle, fuel missing upon return, extra rental days, etc.), the amount of the deposit is calculated on the basis of the share of liability, applicable to your rental, considering the applicable limitations of liability, any Protection Packages purchased at the time of booking

21 – Can I pay for the rental with a foreign credit card?

- If you are a foreign person in possession of a Visa or MasterCard credit card (with an underlying currency other than the Euro) you will be able to benefit from the discounts in the conversion into the reference currency at the time of payment for your rental. The Rent Me representative who will offer you this service will be able to enter your answer in the system, the Rental Agreement will specify the selection of this option. In case of operation of this service, Rent me will take care of the currency conversion using a conversion rate based on the Reuters index, applying a commission of 3.25%. If you wish to change this option, you can do so with a specific declaration when returning the Vehicle to the Rent Me counter; in the latter case, your final invoice will bear the Euro as the currency. So far as,

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22 – Are the vehicles equipped and connected with geolocation devices?

Rent Me may use electronic devices on vehicles for the following purposes:

- Rental management (delivery, recovery, maintenance, invoicing, etc.);
- Prevent and prosecute any fraud or other crimes related to the use of the vehicle;
- Verify and ensure compliance with the obligations assumed by the customer with the signing of the rental agreement (for example, if the vehicle is returned after the agreed term, or if the vehicle has been driven beyond the territorial limit foreseen);
- Detect, verify and manage any accidents and/or damage to the Vehicle;
- Track vehicle movements and protect your fleet (for example in the event of accidents to reconstruct the dynamics). This information may be used both during and at the end of the rental, within the limits established. For further details on the use of such data, please consult the dedicated privacy policy, published on our website. Under no circumstances is the customer authorized to disconnect and/or remove the device from the vehicle. In the event of even temporary voluntary disconnection and/or theft, loss or misplacement of the geolocation device, even partial, Rent me will have the right
- to apply the penalties for an amount equal to what is indicated in the price list published on our website and attached to the booking confirmation e-mail. Furthermore, in such cases, the limitations of liability will not apply and the Customer will be liable for the entire amount suffered by Rent Me in the event of damage to the vehicle.

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23 – How are my personal data processed?

(Information pursuant to Article 13 of EU Regulation 679/2016)

- The data you provide us with when booking (e.g. name and surname, address, contacts, driving license data, payment data, tax data for invoicing) and the data relating to your rental (e.g. dates and pick-up stations/ vehicle delivery, type, license plate and condition of the vehicle), are processed by
- Rent Me di Sanchez Sanya registered in the Palermo Company Register, VAT no. 07000780820, with operational headquarters in Palermo via Mariano Stabile civ. 23.
- To find out about the characteristics of the processing of your data, read the specific Privacy Policy on the website.
- Rent Me will process your data for:
  - 1.manage your reservation and fulfill the rental agreement concluded with you, including related services (e.g. customer assistance) and any extra services requested (e.g. winter equipment on board, additional driver, etc.), as well as exercising the related rights (e.g. management of fines or claims and attribution of related responsibilities);
  - 2.fulfill the related legal obligations (e.g. in tax, insurance, anti-terrorism matters);
  - 3.protect company assets (vehicle fleet) and the safety of drivers in the event of an accident through the use of a multifunction satellite device with geolocation function of the rented vehicle;
  - 4.know your preferences and rental habits, in order to personalize/improve our commercial offer and services;
  - 5.contact you, also with personalized communications (e.g. newsletter, e-mail, sms, traditional mail, posts, messages or communications of initiatives on social networks, etc.) and update you on services, offers, Rent Me initiatives or let you participate in surveys market;
- If you do not intend to provide your consent, you can still proceed with the rental and use the services offered by us. Your consent is freely revocable. The processing of the data necessary to manage your rental and related services will take place for the time necessary for the management of the contractual relationship (and exercise of the related rights in the event of accidents), as well as subsequently in fulfillment of the related legal obligations (eg. tax, accounting), after which the data will be deleted or made anonymous. The details of your rentals will be kept for a maximum of 12 months, for the purpose of analyzing your preferences and rental habits, or 24 months to contact you with promotional initiatives, after which they will be deleted or made anonymous.

•You can also always oppose the processing of your data carried out, in particular, for marketing purposes or analysis of your preferences; you can also oppose, for reasons connected to your particular situation, to the processing of personal data concerning you carried out for the pursuit of the legitimate interest of the Data Controller. You can also lodge a complaint with the Guarantor for the protection of personal data ([www.garanteprivacy.it](http://www.garanteprivacy.it)) or with the Guarantor authority of the country in which you usually reside, work or of the place where the alleged violation occurred. The Data Protection Officer appointed by Rent Me can be contacted at the email address [amministrazione@rentme-noleggio.it](mailto:amministrazione@rentme-noleggio.it)

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24 – Is there a code of conduct applicable to the car rental industry?

•Leaseurope has published a code of conduct for the car rental industry. You can obtain a copy at the following address: [leaseeurope.org](http://leaseeurope.org).

•25 – Who owns the vehicle?

Depending on availability, you may be given a Vehicle belonging to the Rent Me Fleet, which includes Vehicles owned by Rent Me di Sanchez Sanya, or in your legal availability (e.g. because it was acquired under financial or operational leasing, or under Rental long-term with third-party companies, etc.)

Attachment 1 – Terms and conditions for assistance

1. Roadside Assistance Service

For the duration of the Rental Period as agreed with Rent Me, you will be able to benefit at no additional cost from an assistance service in the event of a breakdown or technical downtime of the rented Vehicle which does not allow you to continue driving safely.

In the event that the breakdown or technical downtime of the rented vehicle is caused by:

- use of incorrect fuel;
- running out of fuel;
- breakage and/or loss of keys;
- puncture and/or damage to tyres;
- battery depletion attributable to you.

The assistance service will not be provided by Rent Me free of charge but additional costs may be applied, as quantified in the current pro tempore Rent Me Price List .

The Roadside Assistance service includes:

- Organization and payment of the costs for towing a vehicle which, even following an accident, is broken and cannot be repaired on site;
- (NB: in the event of a replacement, your Rental with Rent Me will continue to run until the last rental day originally agreed);
- Transportation of the driver and passengers (up to the maximum number of people indicated in the vehicle registration document) to a rental station where it will be possible to replace the vehicle;
- if a replacement Rent Me vehicle cannot be found, the alternative payment of:

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- transport by taxi from the place of detention to the place of destination up to a maximum of 50.00 euros.

- transport by train from the place of detention to the place of destination or at the Rent Me station of expected return up to a total maximum (regardless of the number of passengers transported) of Euro 300.00 VAT

\* To take advantage of the Assistance service, you must call the number +39 3757421133 shown on the vehicle key ring, and follow the instructions that will be provided by the operations centre, which may also ask you to advance the cost of some services which will then be reimbursed. upon presentation of the relevant supporting documents. The refund request, together with the supporting documents, must be sent to the address that will be provided by the Operations Center or, alternatively via pec to the address [sanya.sanchez@pec.it](mailto:sanya.sanchez@pec.it)

In case of purchase of the optional "Road Assistance" package, in case of need the tow truck within the province of Palermo will be paid for by the Rent Me company, if the vehicle is found outside the province of Palermo, the customer will be required to pay only the km outside the Province, at the rate of € 2.50 per kilometre.

The aforementioned insurance products, liability limitation options and "Protection Packages" are designed to limit or exclude your liability in the event that, during the rental of one of our vehicles, one of the events

indicated should occur. In the event that these products/options are inoperative, you will be held personally liable, in accordance with the provisions of the applicable laws (and in particular in Italy by art. 1588 of the Civil Code) and your Rental Agreement, for the economic consequences that may derive from: Damage from circulation of vehicles by which we mean the bodily injury or death of other people and/or damage to their property that occur due to an accident or other harmful event caused by driving the vehicle during its rental . Damage to third party property could include, for example, damage to buildings and their contents, machinery or personal effects. This type of liability also includes damages from work interruption resulting from injury or death suffered by third parties, or from damage to their property. Damage or theft of the Vehicle, the Vehicle itself could suffer damage, also as a result of an accident, fire or attempted theft and, for this reason, could require repairs, or could suffer damage so serious that it capable of being repaired and, if so, should be scrapped; or, again, it could be stolen and never found again. We also inform you of the fact that, the same) are not covered by this insurance

#### Definitions

- Your rental and/or your reservation are subject exclusively to the Booking Terms and Conditions, to the applicable Rental Terms and Conditions of which this document constitutes an attachment (being in any case an integral and substantial part thereof), and to the particular conditions indicated on the Letter of rental. The following words or expressions will have the following meanings in this document:
- Improper Use means improper use of the rented Vehicle when it does not comply with applicable road traffic regulations and/or is contrary to the provisions contained in the Rental Terms and Conditions and/or, in any case, does not comply with the level of diligence that would be expected of a prudent and responsible driver.
- Claim Report means a signed, detailed and complete declaration (which also includes any other relevant document) which reports all the facts of an accident or other harmful event as they occurred (for example, the dynamics of the occurrence of the event, the nature of the damage to the Vehicle, the place where the accident occurred, the dates and circumstances, as well as the details and addresses of possible witnesses), to be completed using the appropriate form, where available on the Vehicle.



- Physical Damage means any personal injury sustained by a person, which is caused as a direct result of an accident; they do not constitute bodily harm, self-inflicted injury or injury resulting from illness or disease. List value means the value of a vehicle at the time of the accident as resulting from our accounts or that of the actual owner.
- Applicable Rental Terms and Conditions mean the contractual provisions that you will be asked to accept in writing in the Rental Agreement and which establish the rights and obligations assumed by us and by you for the entire duration of the rental. These conditions are made available to you at the time of booking and together with the booking confirmation (in the case of booked rentals) or, in any case, at the time of rental. Letter of Rental is the document that summarizes the characteristics of the services included in your rental, including the characteristics of the rented vehicle, its state of use at the time of rental, the times and places of the beginning and end agreed for your rental. The rental agreement must be signed by you, also electronically, before being able to rent any vehicle from us.
- Fermo del Veicolo describes the unavailability of the vehicle and, therefore, the impossibility for us to rent it to another customer, as it was damaged during your rental and for this reason in need of repairs.
- Passenger means any person other than the driver who, free of charge, is transported or travels inside or on board the Vehicle. A Passenger is considered a Third Party under the mandatory motor liability insurance. Options (Damage/Theft) in this document indicate the contractual provisions under which your liability for damages to us resulting from any damage to a vehicle or the loss of the same.
- Protection Packages , in this document indicate the cumulative packages available to purchase the Medium and Premium Damage/Theft Additional Options in a single package.
- Third Party means any party involved in an accident who is not the driver of the Vehicle. For the avoidance of doubt, it is specified that a Passenger is also considered a Third Party. Compulsory civil liability insurance for land vehicles for damage from vehicle circulation means the so-called Motor TPL Insurance, i.e. the insurance product that guarantees the driver of the vehicle protection against claims for compensation for damages brought by Third Parties following damage to their property or personal injury or death sustained by them as a result of an accident.
- Vehicle means the vehicle you rent from us.
- You / yours means the person who signs the Rental Agreement and indicated therein in the "Driver/Driver" field, and any other "payer" subject who

assumes jointly with the Driver/Driver all economic responsibilities deriving from the rental, indicated in the Rental Letter in the field "Dett. Invoicing / Billing Details", as well as, each Driver authorized to drive the rented Vehicle.

- Compulsory civil liability insurance for land vehicles for damage from vehicle traffic (RC Auto)

- Rent Me rental services, is required by law to include a motor liability insurance policy (or equivalent). We have selected our insurance coverage among the best offers on the market from the leading insurance companies and it is automatically included in our rental services. Consequently, during the rental, you will be insured, under the conditions and up to the policy limits, not lower than those imposed by current legislation, for liability for damage caused by the circulation of the Vehicle. A prospectus explaining the conditions of the motor liability insurance policy applicable to the vehicle is available at the rental desk.

1.What events am I insured against?

- You will be insured for civil liability in accordance with the law, for any of the following events that may arise from an accident attributable to you:

- bodily injury or death suffered by Third Parties;

- pecuniary damages suffered by Third Parties, including loss of earnings and costs resulting from such damages.

1.What is not included in the policy?

- Compulsory motor liability insurance does not cover:

- bodily injury or death that you (or the driver at the time of the accident) may suffer; or

- any damage to your goods and personal effects or loss of the same; or

- any damage caused to the Vehicle.

1.In the event of an accident caused by me, how much is my economic exposure for civil liability towards Third Parties?

- Provided that you have not violated any regulatory provision (including road traffic regulations) and that you were not making Improper Use of the Vehicle,

you will benefit from insurance coverage with a ceiling at least equal to the minimum amount established by the applicable law of the Country, for civil liability towards Third Parties deriving from an accident caused by

you. However, in the event that you fail to comply with the aforementioned laws or regulations, then, given that our insurance company will fulfill its obligations towards third parties, as provided for by the insurance policy for civil liability for land vehicles, the Company itself could take action against you to recover, in whole or in part,

1.How to report an accident?

- In the event of events involving Third Parties, you are obliged to inform us of the accident within 24 hours of the time of occurrence. In this regard, it is important that you do everything possible to correctly fill in and sign a Claim Report, which provides all relevant information on the claim as well as on the Third Party. It is also important that you request the intervention of the nearest public safety authority. This will provide us with what is necessary to protect ourselves against the claims of Third Parties (should you be responsible for the accident) or to obtain compensation for damages from Third Parties (if the accident is attributable to them).

- To avoid possible errors or forfeitures, at the end of each rental, our staff will ask you for a declaration regarding any accidents that occurred during the rental, or that no accidents occurred during the rental, possibly attaching all the necessary documentation to support your reasons , it being understood that, in the event of false declarations, or failure to declare which results in a claim for compensation by third parties, Rent Me reserves the right to apply a contractual penalty, the amount of which is indicated in the current pro tempore Rent Me Price List available in the section "Terms and Conditions" of the website or at your rental station.

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## 2.Options & Protection Packages

- Our Options limit or exclude your economic exposure for the damage caused to the vehicle or the loss of the same, in the period in which it is rented to you. Our Damage and Theft Options are not insurance policies but liability limitation clauses (within the limits permitted by article 1229 of the Civil Code) and are not provided by insurance companies.

- 1 Damage options

- Our Damage Options limit or exclude your economic exposure for damage caused to the Vehicle during the period in which it is rented to you. Our "Basic Damage" option is included in the rental rate and, therefore, provided that you have complied with the traffic regulations, the applicable Rental Terms and Conditions and have not engaged in any Improper Use of the Vehicle, you will not be liable for damages exceeding the amount of the Damage. If you wish, you can reduce the damage or exclude it altogether by increasing the "Damage Basic" option (already included in the rental cost) by purchasing the appropriate additional options called "Medium" or "Premium" respectively. The exact amount of the corresponding liability threshold that remains with you, for each vehicle category they are illustrated in the Rent Me Price List and on the Rental Agreement. The above Options do not include loss or theft of, or damage to, any property or personal effects (including luggage or other

property) that has been stored or kept in or carried on or in the Vehicle by you or any passenger.

1. What does this option protect me from?

• The "Basic" option limits your civil liability within a certain amount of damages, once this is exceeded you will be charged the deductibles specified in attachment 2, in case of purchase of the "Medium" option, in case of theft/damage /fire, the deductibles are lowered by excluding part of your liability, in the case of purchase of the "Premium" option), your responsibilities are reduced to a minimum and the deductibles are specified in attachment 2 with reference to:

1. What is excluded from the option?

Our fee for the administrative management of the claim for damages (the amount of which is indicated in the current pro tempore Rent Me Price List available in the "Terms and Conditions" section of the website or at the rental station). Loss or damage caused to items owned by you or belonging to Third Parties which have been transported or kept on or in the Vehicle during the rental period.

Damage caused to the vehicle interior. In addition, regardless of the Protection Packages purchased, you will be financially responsible for the entire amount of the damage according to the terms established by law (and in particular, in Italy, by art. 1588 of the civil code), if the damage is caused :

- from malicious actions of the Driver;
- by an explosion or fire inside or towards the Vehicle, caused by the transport of dangerous goods (dangerous goods means any product or substance which, due to its nature and/or main characteristics, is reasonably considered dangerous and which, if not transported with adequate attention and care, can cause damage to the vehicle, and to third parties who are at a reasonable distance from the vehicle);
- from total or partial theft of the Vehicle or from acts of vandalism while the Vehicle has been left unattended.
- by your negligence (understood as behavior that falls below the standard of a person of average judgment in similar circumstances) or that of your passengers (for example, in the event of failure to assess the height of the Vehicle);
- by your negligence in the event that the keys are lost or stolen or in any case in the event of failure to return them;

•In the event of a violation of vehicle traffic regulations, or of the applicable Rental Terms and Conditions, or in the event of Improper Use of the Vehicle.

1.What is the amount of my economic exposure?

In the event that the Vehicle is damaged during your rental, you pay according to the deductibles of the Protection Packages purchased under the Damages heading of attachment 2, as indicated in the Rental Agreement.

## 2.2 Theft Options (Theft and Fire)

Our Theft Options limit or exclude your economic exposure for the loss of the Vehicle if it has been stolen or damaged following an attempted theft or fire. Our "Basic" Option is included in the rental rate and, therefore, liable according to the deductibles mentioned in Annex 2 under the item Theft.

If you wish, you can reduce the deductibles by purchasing the Protection Packages or exclude them altogether by purchasing the additional Options called "Medium" or "Premium" respectively. The exact amount of the corresponding liability threshold that remains your responsibility, for each category of Vehicle are illustrated in Annex 2 pro tempore in force, available in the "Terms and Conditions" section of the website or at our rental stations. Theft protection packages do not include loss or theft of, or damage to, any property or personal effects (including luggage or other property) which may have been deposited or kept in or carried on or in the Vehicle by you or any passenger.

1.What am I protected from?

Our Protection Packages limit your liability Theft applicable for the following expenses arising from:

- charges (including recovery costs) for the repair of the Vehicle (if it is recovered) or the list value if the Vehicle is lost as a result of theft or fire;
- our loss arising from the Vehicle being Down while it is being repaired and/or scrapped;

in the case of:

- the Vehicle and/or any of its accessories (understood as any additional component that is installed inside or on the Vehicle and which is such as to

modify its details) is stolen following a break-in or damaged following a partial fire;

- there is an attempted theft of the Vehicle and any accessories;
- the Vehicle suffers any type of vandalism while it is parked or while it is being used or driven.

1.What is excluded from the Protection Packages?

Our fees for the management of the car theft file (the amount of which is indicated in the current pro tempore Rent Me Price List available in the “Terms and Conditions” section of the website or at your rental station)

Protection packages do not work if:

- the Vehicle is stolen, burned or damaged due to your fault or negligence or more specifically (but without limitation), following the abandonment of the keys inside the Vehicle, or in the event that you are unable to use the system correctly anti-theft, or you do not return the keys to us, or in the event that you left the Vehicle unlocked when you were not using it, or in the event of a flame igniting/use of incandescent objects inside the passenger compartment;
- the Vehicle is stolen or burned or misappropriated by persons you have placed in possession of the Vehicle;
- Your personal and/or work-related property or possessions and any other property carried in or on the Vehicle are stolen or damaged.

1.What do I have to do to benefit from the Theft Options?

It is necessary to purchase the options if you want to benefit from a reduction of liability in the case of the “Medium” option

- comply with the Rental Terms and Conditions as they apply to the theft or partial theft of the Vehicle;
- notify the police of any accident or incident immediately or as soon as possible and provide us, within 24 hours of discovery of the theft or attempted theft, with your signed statement that the Vehicle was stolen, the original report of theft lodged at the Judicial Authority and the vehicle keys including those of the anti-theft system if the vehicle was equipped with them;
- Notify the rental station of the theft.
- These are the minimum requirements.

1.What is the amount of my economic exposure?

- If, during the rental, the Vehicle is stolen or damaged in an attempted theft or due to vandalism and you have not complied with the conditions stipulated for

<b>PRICE LIST</b>	
Helmet	2,49
Trunk	4,10
Rise	2,49
Child seat	5,00
Catene Neve	10,00
Roadside	5,00
Driver accident	5,00
Additional driver	10,00
Late check-in 120min.	10,00
Home delivery****	from 25,00
Pick up at home****	from 25,00
Out of Hours Delivery - 1 hour	40,98
Pick up after hours - 1 hour	40,98
Additional day	daily rate
<b>PENALTIES AND CHARGES</b>	
Delivery delay over 1h*	50,00
Missing fuel**	20,00
Practical opening of claims	50,00
Processing sanctions amm.	50,00
Loss or damage of keys	250,00
Failure to return helmet	75,00
Failure to return top-cases	250,00
Failure to reshape chain/disc lock	75,00
Failure to return documents	20,00
Failure to return seat	100,00
Tow truck	150,00
Vehicle stop - 1 day	25,00
Extraordinary cleaning	variable
Non-refundable increase	50,00
* the daily rental rate is applied in addition to the penalty	
** the cost of the missing fuel at the current rate plus 20% is applied in addition to the penalty	
*** price to be agreed with Rent Me staff	
all prices are excluding VAT, in Italy applies VAT to 22%	