

1. GENERAL RENTAL TERMS AND CONDITIONS

ITALY CAR RENT SRL, under the brand **ITALY CAR RENT** (owned by Italy Car Rent S.r.l.), hereinafter referred to as the "Lessor," rents to the "Lessee," hereinafter referred to as the "Customer," the motor vehicle in accordance with this Rental Agreement, which incorporates its terms and conditions, as well as the special information and conditions contained on the front of the contract signed by the Customer. The rights and obligations contained in this Agreement govern the use of the vehicle, which is the property of the Lessor, by the Customer and cannot be transferred to anyone else. The Customer acknowledges that they do not have the right to use the rented vehicle or the provided accessories and therefore cannot dispose of it in any way, even temporarily, any attempt to transfer or sublease the vehicle by anyone on behalf of third parties is null and void. The Lessor grants the Customer the use of the vehicle only under the terms and conditions of this Agreement. Rental payment is possible via Italy Car Rent credit instruments and/or major financial credit cards, subject to authorization from the issuing institution. For certain vehicle groups (Luxury and Van) and/or in specific areas, possession of two credit cards may be required at the discretion of the Lessor. The Lessor is not responsible for any loss or damage to Maestro, prepaid cards, PayPal, revolving cards, debit cards, and all cards issued by non-bank online accounts managed by payment or electronic money institutions (e.g., Revolut, Bunq BV, etc.).

The Customer must be physically in possession of a named credit card (no virtual cards) with the numbers and full name printed, an identity document/passport, and a valid driver's license. For non-EU citizens, the driver's license from the country of residence must be presented together with the passport. These documents must be valid, completely intact, undamaged, legible, and written in Latin characters. For non-EU licenses, even if in Latin characters, it is mandatory to present an international driving permit (Article 135 of the Highway Code). Failure to present an international driving permit during a police check may result in a fine and possible vehicle seizure for 3 months. In such cases, Italy Car Rent reserves the right to charge the Customer for the fine and any related costs for the release of the vehicle. The Customer is obliged to provide a correct and complete residential address and to verify that it has been correctly recorded on the rental contract.

A minimum age of 19 years and a driver's license issued at least 12 months prior are required. For rental periods of 25 working days or more, the Customer is required to pay a security deposit of 19.21 may rent only category A and B vehicles. If even one of the general requirements is missing, the Lessor cannot proceed with the rental, and the Customer has no entitlement to any claims, including reimbursement, indemnity, or compensation, even if prepaid vouchers were provided. In the case of bookings made through a broker, the Lessor reserves the right to recover amounts due from the Customer if the broker does not pay the Lessor the rental amount within 60 days from the contract closure date. The Customer's own insurance policy cannot be used to cover vehicle damage or theft charges. For non-EU licenses, even if in Latin characters, it is mandatory to present an international driving permit (Article 135 of the Highway Code). Failure to present an international driving permit during a police check may result in a fine and possible vehicle seizure for 3 months. In such cases, Italy Car Rent reserves the right to charge the Customer for the fine and any related costs for the release of the vehicle. The Customer is obliged to provide a correct and complete residential address and to verify that it has been correctly recorded on the rental contract.

1.1 VEHICLE DELIVERY AND RETURN

If the Customer arrives more than two hours before the pick-up time indicated on the voucher without prior notification, the vehicle may no longer be available, and no refund will be due.

At the time of signing the rental agreement, the Customer is required to pay a security deposit, the amount of which is specified in the rental contract and presented to the Customer for review prior to signing. This amount will be refunded to the Customer upon return of the vehicle, provided that it is intact and complete with all parts and accessories. If the rental exceeds 21 days, the Lessor has the right to renew the pre-authorization on the credit card before it expires. For any damage to the vehicle, its parts, or accessories—resulting from an accident, whether or not it involves a collision with other vehicles, as well as theft, fire (total or partial), or hidden damage—the Lessor is authorized to deduct the charges from the Customer's security deposit. The Lessor is not responsible for the security deposit being charged even if the rental is less than 21 days. The security deposit blocked on the Customer's credit card will be released after verifying that there are no additional charges to be applied (such as damages, missing fuel, refueling service, extra rental days, technical downtime, etc.) following the vehicle's return. The processing time for the refund to the Customer's account is approximately 20 working days and depends on interbank services, not the Lessor. However, the Customer remains responsible for hidden damages (mechanical damage to the engine and other parts such as suspension, shock absorbers, and those specified in Article 5.2 of this agreement) identified within 72 hours after the vehicle is returned. In such cases, after the initial notification of the damage, the Lessor reserves the right to communicate the cost of the damage to the Customer once the estimate has been received from the authorized company. The rental may have a maximum duration of 29 days (short-term rental). Once this period has expired, if the Customer wishes to continue the rental, they must return the vehicle covered by the contract and sign a new rental agreement with the assignment of another vehicle and a new security deposit. Failure to comply with this obligation may be considered unauthorized retention of the vehicle and reported to the competent authorities in accordance with the law (see our reference: Article 7.2).

1.1.1 VEHICLE DELIVERY BY THE LESSOR

The Lessor delivers to the Customer a vehicle in good condition, complete with all onboard equipment, including both legal and operational documents (emergency triangle, tools, high-visibility vest, spare wheel or space-saver or inflation kit, insurance certificate and a sticker, Green Card insurance, as well as the Lessor's identification of the check-out/in form, and the vehicle registration document, which, in accordance with current legal provisions, is available as a certified copy inside the vehicle). The vehicle delivered may not be identical to the vehicle booked (brand, model, color, equipment, etc.) but will belong to a group of vehicles with similar technical specifications and size. The condition of the vehicle will be recorded in the contract under "Vehicle Delivery" or in the attached "Check-out/in" form. It is the Customer's responsibility to verify the vehicle's condition upon pick-up and to return the vehicle in the same state.

If the Customer does not want to report any pre-existing damages to our staff before driving off (using photographs and/or videos taken within the Lessor's parking area) and to request their addition to the check-out form, so that these damages are not attributed to the Customer upon return. During the rental, if the Customer needs to perform minor maintenance on the rented vehicle, such as topping up oil, AD Blue, or other small maintenance operations, these must be requested in writing via the email address indicated in the contract and subsequently authorized. Pre-authorized expenses will be reimbursed to the Customer only upon submission of an invoice made out to: Italy Car Rent S.r.l. - VAT number IT0460000077A - C.A.P. 00144 - VIA SESTO CANTONE, 10 - 00187 ROMA. Reimbursement for expenses incurred for tire repair and/or replacement will only be made upon submission of an invoice made out to Italy Car Rent S.r.l. and only if the KCDW (Collision Damage Waiver), ITALY CAR ZERO STRESS, or SKPLUS (Super Kasko Plus) insurance coverages have been purchased. In case of a breakdown, only if the Customer has purchased the "Italy Car Zero Stress" ancillary insurance, tax expenses will be reimbursed up to a maximum of €200, subject to authorization from the central office and submission of an invoice made out to Italy Car Rent S.r.l.

1.1.2 VEHICLE REDelivery BY THE RENTER

The Customer agrees to return the vehicle in the same condition as it was rented, with all onboard documents and accessories, at the location, date, and time specified in this Contract. Upon return, the Lessor will inspect the vehicle after the Customer has handed over the keys, unless the Customer requests that the vehicle be inspected in their presence. In that case, the Customer must wait for our staff to be available to perform the inspection.

If the Customer does not want to check the condition of the rented vehicle in the presence of our staff, they accept that such inspection may be carried out later by our personnel, even in their absence, and agree to the results. Failure to sign the portion of the contract entitled "Vehicle Return" or the attached Check-out/in form will be considered as acceptance of the vehicle inspection performed by our staff. The vehicle must be returned to the Lessor's office indicated in the contract, during normal business hours of the relevant station and within our parking area or at a location designated by our personnel. If the Customer returns the vehicle outside office hours, they are responsible for rental charges until the vehicle is taken back by our staff. Any damages found on the vehicle will be the exclusive responsibility of the Customer. If the vehicle is released or collected at a different location than agreed, the Customer will pay €3.00 per km for the vehicle's recovery. The distance used to determine the charge will be from the rental station or location where the vehicle was rented to the place where it is located. If it is not possible to park the vehicle in the area assigned to the Lessor, the Customer must still return the keys to our rental office or the location indicated by our staff, and provide precise directions to the vehicle's location, especially if the Lessor and the Customer have agreed on vehicle return or recovery at a location different from a Lessor rental station. The Customer will remain responsible for the vehicle until it is retrieved by the Lessor. If the Customer parks the vehicle in a paid parking area upon return, the cost of the parking fee and any recovery expenses will be charged to the Customer. The Customer agrees that the Lessor is authorized to charge a reasonable additional fee if the vehicle requires more than ordinary maintenance to restore it to its pre-rental condition, such as an extra wash (€30) in the case of excessive dirt. Any service or accessory requested by the Customer as an extra beyond the rental of the vehicle, for example but not limited to: snow chains, baby seat, additional driver, delivery and pick-up, outside office hours) will incur an extra charge according to current rates. In case of early return of the vehicle by the Customer, compared to the date established in the contract (for reasons not attributable to the Lessor), no refund will be given for unused days or services. If, at the time of signing the contract, the Customer decides to cancel the rental for personal reasons, no refund will be issued for amounts already paid or pre-authorized.

1.1.3 DELAYED CHARGE AGREEMENT

In accordance with international financial network regulations (credit card companies), regarding the assignment of liability, all expenses not known at the time of vehicle return but identified after the vehicle has been returned will be charged to the Customer. Acceptance of the Delayed Charge is expressly indicated in the rental contract and signed by the Customer. The following types of expenses fall under the Delayed Charge: fines, parking fees, highway tolls, fuel refills, refueling tax, extra rental days, vehicle damage, and loss and/or damage and/or theft of all vehicle accessories, keys, and/or license plates.

2. AUTHORIZED DRIVER AND ADDITIONAL DRIVER

Both the Customer and any driver authorized to operate the rented vehicle must comply with the identification and qualification requirements set by the Lessor. In the event of a request to change the name of the Customer from that indicated on the voucher, a fee of €30 will be charged.

Only the vehicle may be rented to a third party by the Customer, who must be approved by the Lessor and added to the Contract. The Customer agrees not to drive or use the vehicle and not to allow or tolerate others driving or using it for any purpose other than those specified in Section 3.

Even if one of the ancillary insurance coverages referred to in Article 4 has been purchased, if damages occur due to unauthorized driving, the Customer will be held responsible for the full amount of the damage to the vehicle, with the waiver of any deductibles and other liability limitations, as well as for any other expenses incurred by the Lessor, including but not limited to fines, administrative fines, judicial deposit fees, tax and recovery costs, and costs for the return of the vehicle. In the absence of damage, if the vehicle is driven by an unauthorized person, the Customer will be charged, as a penalty clause (Art. 1382 of the Civil Code), an amount equal to the daily cost of an additional driver for the number of rental days.

3. CUSTOMER OBLIGATIONS AND RIGHTS

The Customer must drive the vehicle only under the conditions specified in Section 5.5 and in the preceding Section 2, and must always use the vehicle responsibly. If the Customer fails to comply

with these conditions, they will be liable for the full value of all losses and costs incurred by the Lessor in the event of damage or theft of the vehicle, loss of its parts or accessories, lost rental income, towing costs, or storage fees, and will be charged for the value of the damage pursuant to Article 1588 of the Italian Civil Code.

In addition, if any of the previously described situations occur, any damage resulting from technical downtime will also be charged, the amount of which will be determined according to the official rates in force and will correspond to the time required for repairs and sourcing replacement parts.

The Customer must ensure that the vehicle, ensuring it is locked, sheltered, and parked in a safe place when not in use, and must activate all security devices provided with the vehicle. No one may service or repair the vehicle without the Lessor's authorization.

The Lessor is not responsible to the Customer, authorized drivers, or transported third parties for the loss, theft, or damage of personal belongings left in the vehicle during or after the rental period. The Lessor is also not liable for direct or indirect damage to persons or property of the Customer, authorized drivers, or third parties resulting from accidents caused by manufacturing defects.

Any item left in the vehicle at the time of its return are considered abandoned, and the Lessor is not required to store or return them. The Lessor is not responsible in the event of death or personal injury resulting from acts or omissions, or for any other liability not imposed by law.

4. ADDITIONAL INSURANCE COVERAGES

4.1 Rental rates include basic insurance coverage (RCA—Basic) with a deductible for damage (CDW) and theft (TP) ranging from €1,500 to €3,000 depending on the vehicle category. Therefore, liability for the loss of the vehicle, its parts, or accessories is not covered by the rental or total fee. It is limited to the non-waivable compensation penalty, whose maximum amount is €1,500/€3,000, and which may vary depending on commercial agreements made at the start of the rental and the category of the delivered vehicle. **4.2** It is possible to eliminate any type of deductible for damage or theft (partial or total), partial or total fire, vandalism, lock damage, vegetation damage, tires, glass, roof, wheel rims, hubcaps, and lights by purchasing one of the following two products:

Super Kasko Plus (SKPLUS) insurance, which includes damage and theft coverage, or **Italy Car Rent** insurance, which includes damage and theft coverage, and the Lessor's roadside assistance, and PAI coverage. Alternatively, it is possible to eliminate only the damage deductible or only the theft deductible with KCDW (Collision Damage Waiver) or KTDW (Theft Damage Waiver) insurance, which can be purchased exclusively at the rental desk. **4.3** All types of insurance may have limitations and exclusions as indicated in Sections 5, 5.7, 4.4, and 4.5. **4.4** It is not possible to eliminate the customer's liability in case of loss or damage to keys (including water damage), safety vest, warning triangle, incorrect refueling, license plate loss or damage, vehicle interior parts, and use of the vehicle for purposes not intended by the Lessor. **4.5** In the event of damage, the costs will be charged even if SKPLUS, ICRZ, KCDW, or KTDW are purchased, including costs related to technical downtime, roadside assistance, and vehicle recovery, where necessary.

4.5 In the case of mechanical damage (including that caused by incorrect refueling, road accidents including single-vehicle accidents, or improper use of the vehicle), whether or not any of the additional insurance coverages (KCDW, SKPLUS, ICRZ) have been purchased, the customer is responsible for the value of the damages in addition to the deductible specified in Article 4.1, 4.6, to drive Italy Car Rent in the following countries: Switzerland, Austria, and the United Kingdom. It is mandatory to purchase the "Cross-border" supplement at the rental desk at the time of vehicle collection. This allows the application of deductible reduction/elimination services (except in cases indicated in Sections 4.4 and 4.5) and roadside assistance in case of breakdown in EU countries. If the customer travels abroad without notifying the rental agency and without purchasing the Cross-border supplement, roadside assistance and insurance services (Super Kasko Plus, Italy Car Zero Stress, KCDW, and KTDW) will no longer be valid, and the customer will remain fully liable for all damages incurred during the rental, including in the event of accidents, damage, theft, technical downtime, and any recovery costs. If the Customer informs the Lessor of the intention to travel abroad but refuses to purchase the Cross-border supplement, the Lessor will not proceed with the rental.

5. DAMAGE AND LOSS OF VEHICLE KEYS OR LICENSE PLATE

In the event of loss or damage to the keys, even if left inside the vehicle, the Customer shall be responsible for covering all costs incurred for unlocking and retrieving the keys, in addition to the cost of the key itself, plus the amount, according to the official rates in force, corresponding to the time required for repairs and the procurement of spare parts (loss of use due to technical downtime). The cost of the damage assessment shall remain the sole responsibility of the Customer. Similarly, in the event of loss, theft, or serious damage to the license plate, which requires the vehicle to be re-registered, the associated cost shall be entirely borne by the Customer, regardless of the deductible or any additional insurance coverage purchased. In this case as well, any technical downtime required to complete the administrative procedures shall be charged to the Customer according to the applicable rates.

5.1 DAMAGE DUE TO VANDALISM

The Customer is responsible for any damage resulting from vandalism, except in cases where they have purchased the optional SKPLUS, ICRZ, or KCDW coverage, provided that a formal report has been filed with the authorities. Failure to present such a report will result in the customer being charged for the full value of the damage, including any loss of use (downtime) costs, even if the aforementioned optional coverages have been purchased.

5.2 MECHANICAL DAMAGE – UNDERBODY – INTERIOR PARTS AND INCORRECT FUEL

In the event of damage to mechanical parts, the underbody, or interior components (including upholstery), as well as in cases where fuel unsuitable for the vehicle's engine is used, the customer shall be held responsible for all damages and any costs incurred for vehicle recovery within 72 hours after the vehicle is returned. In the event of damage to the underbody, interior parts, or upholstery, to cover these expenses, even beyond the amount of the deductible and up to the full value of the damage, even if they have purchased optional coverages SKPLUS, ICRZ, or KCDW. While awaiting the diagnosis from the authorized workshop, the Rental Company may request an additional security deposit.

5.3 WILLFUL MISCONDUCT, NEGLIGENCE, OR GROSS NEGLIGENCE

In the event of damage to the vehicle or its parts due to intentional misconduct, negligence, or gross negligence by the customer, or if liability is established on the part of the customer under the vehicle use conditions set forth in this Agreement, any insurance coverage (SKPLUS, ICRZ, KCDW, KTDW) shall be null and void. The customer shall compensate the Lessor for the full amount of the damages incurred, in addition to the deductible and up to the full value, including any loss-of-use (downtime) costs.

5.4 ABNORMAL AND/OR IMPROPER USE OF THE RENTED VEHICLE

If the Customer is found liable for improper use of the vehicle under the conditions set forth in this Agreement, even in the case of having purchased additional insurance coverage (SKPLUS, ICRZ, KCDW, KTDW), the customer shall compensate the Lessor for the full amount of the damages incurred, including any amount beyond the deductible and up to the full value, in addition to any loss-of-use (downtime) costs.

5.5 VEHICLE USE

The use of the vehicle is **prohibited** in the following cases:

- 5.5.1** To transport passengers for a fee or for sub-rental. **5.5.2** To transport goods for a fee (except vans designated for such use). **5.5.3** To tow or push other vehicles, trailers, or any other objects.
- 5.5.4** Off-road, on unpaved roads, or on roads unsuitable for the vehicle. **5.5.5** When overloaded or with improperly secured loads. **5.5.6** To transport any item or substance that, due to its condition or odor, may damage the vehicle and/or delay its possibility of rental. **5.5.7** To participate in races, trials, competitions, or similar events. **5.5.8** In violation of the Highway Code or other regulations.
- 5.5.9** For any illegal purpose. **5.5.10** To drive in prohibited areas. **5.5.11** For driving lessons.
- 5.5.12** In violation of driving requirements. **5.5.13** The Customer is authorized to drive only within Italy; driving in foreign countries requires specific authorization from the Lessor and the purchase of the Cross-Border supplement. **5.5.14** If the vehicle is driven in unauthorized countries, the Customer assumes full responsibility and will be charged for any costs arising from vehicle recovery, damages, theft, and required storage, as specified in point 4.5.
- 5.5.15** Improper use of the vehicle voids any purchased SKPLUS, ICRZ, KCDW, and KTDW insurance coverage. **5.5.16** Smoking inside the vehicle cabin is prohibited. The Customer will be held responsible for any burn damage to the upholstery (costs to be assessed). In case of smoke odor or excessive dirt inside the vehicle, a fixed cleaning fee of €60 will be charged.
- 5.5.17** Driving the vehicle while intoxicated, unconscious, or under the influence of alcohol and/or drugs and/or substances that impair psychophysical conditions, in violation of the Highway Code, is prohibited.

5.6 DAMAGE TO LOCKS

The Customer is responsible for any damage caused to the locks, except in cases where the Customer has purchased the SKPLUS, ICRZ, or KCDW additional insurance coverage. In any case, the Customer must provide the Lessor with an official report filed with the authorities; otherwise, the full cost of the damage will be charged, including any loss of use (downtime), even if the aforementioned additional insurance coverage has been purchased.

5.7 DAMAGES FROM WEATHER EVENTS

The Customer is responsible for any damage to the vehicle caused by weather events. By purchasing the SKPLUS, ICRZ, or KCDW insurance policies, only damage to the vehicle bodywork will be covered. **5.8** SUPER KASKO PLUS FOR WEATHER EVENTS. The customer is responsible for each damage resulting from weather events. Super Kasko Plus, Italy Car Zero insurances, KCDW, when subscribed, will only cover damages to the bodywork.

6. CHARGES AND ADDITIONAL EXPENSES

The charges indicated in the Agreement include the basic rental fee (including unlimited mileage, VAT, vehicle taxes, airport taxes, and mandatory basic insurance with deductible). The basic rental fee is charged for a minimum of one rental day (a 24-hour period starting from the date and time the vehicle is delivered to the Customer). A maximum grace period of 59 minutes is allowed; beyond this, an extra day will be charged. The rental rate is also subject to the rate indicated in the Rental Agreement.

The rented vehicle is normally provided with a full fuel tank or fully charged battery. If the Customer returns the vehicle with less fuel than provided at pickup, the missing amount will be charged at €2.80 per liter for fuel and €1.00 + VAT for each percentage point of battery charge missing in electric vehicles. Charges may also apply for any optional extras and additional services (additional driver, baby seat, snow chains, out-of-hours service, €60 for vehicle pickup after 23:00, max waiting 1 hour, extra insurance, one-way rentals). All charges related to damage to the vehicle also include a loss-of-use (downtime) cost, which is calculated according to the official rates in force. In the event of damage, the time required to carry out repairs and obtain replacement parts. Damages will be assessed based on a technical estimate by a qualified technician, using vehicle damage estimation software with price lists and labor times updated and approved by ANIA (National Association of Insurance Companies), or alternatively using the Italy Car Rent "Damage Table", which sets prices based on manufacturer lists and includes labor, consumables, and waste disposal costs. The Damage Table is included in the check-in/out form and is available for consultation by the Customer. In case of vehicle replacement, if deductibles are applicable to the Customer and the extent of the damage is not yet known, a

new security deposit may be required. The same may also be requested if the extent of mechanical damage not covered by purchased additional insurance cannot be determined.

7. THEFT – FIRE – ACCIDENTS

The Customer must, whenever possible, immediately report any loss or theft of the vehicle to the competent authorities and to the Lessor within 24 hours of the event or its discovery.

If the Customer requires a replacement vehicle, a new contract must be signed, and a security deposit must be blocked on a nominative credit card to cover the deductibles, without the possibility of purchasing additional insurance coverage. The Lessor may also exercise the right not to continue the contract or to draw up a new one if the event involves an accident, theft, fire, or vehicle seizure, considering this a valid reason to terminate the rental agreement. In the above cases, if either the Customer or the Lessor decides not to continue the rental by signing a new contract, the Customer will not be entitled to any refund for unused rental days. In the case of the application of a theft deductible, in the absence of additional insurance coverage, even if the vehicle is later recovered, the amount of the deductible will be retained as compensation for the company's lost earnings. In the event of death, personal injury, or damage to third-party property caused by the use of the vehicle in violation of any of the terms and conditions of this Agreement by the Customer or any authorized driver, or in case of fault, the Customer agrees to reimburse the Lessor for all amounts that the Lessor is required to pay for the insurance companies.

7.1 THEFT / FIRE

In the event of total or partial theft, or total or partial fire of the vehicle, the Customer must provide the Lessor with the original theft/fire report filed with the competent authorities, along with a signed statement describing the incident, within 24 hours of the reported event or its discovery. If the Lessor receives the original report along with the vehicle keys within 24 hours, the Contract will be closed as of the date of the theft/report. If 24 hours pass without receipt of the report and the vehicle keys, the Contract will remain open, and the days will be charged to the Customer until the original report and keys are delivered. If the original report and keys are not provided within 72 hours of the theft or fire, the Lessor will be charged a compensation equal to the commercial value of the vehicle (Eurotax Yellow) at the time of the theft, if the original theft report and keys are not delivered within 72 hours of the reported theft, the Lessor will file a formal complaint for embezzlement with the competent judicial authorities.

7.2 MISAPPROPRIATION

Misappropriation (Art. 646 of the Italian Penal Code) will be considered to occur if the Customer fails to return the vehicle on the date established in the contract without first requesting an extension of the rental period from the rental company for additional days (up to a maximum of 29 days from the start of the rental), subject to successful payment of the rental cost for the additional days requested. In such a case, as compensation for actual damages, loss of profit, and any additional costs, the Customer will be required to pay the commercial value of the vehicle under the contract, the cost of the unused rental days, and any recovery expenses for the vehicle. If the vehicle is subsequently recovered, as a penalty clause (for compensation of actual damages, loss of profit, and costs), the Customer will be required to pay the commercial value of the vehicle.

7.3 ACCIDENT

The Customer must report any road accident, single-vehicle accident, or damage within 24 hours of the incident or its discovery. In such cases, the Customer must not make any claims or accept any waivers related to the incident; the Customer must, under penalty of losing the coverage and deductible limits, obtain the license plate number of the other vehicle involved and, where possible, the name, nationality, and address of the person involved, including witnesses, as well as any other information useful for the management of the claim. The Customer agrees to cooperate with the Lessor and the relevant insurance company in any investigation or subsequent legal proceedings. Claims will also be evaluated based on Articles 5.3, 5.4, and 5.5 of these contractual terms and conditions.

7.3.1 PROCEDURE IN CASE OF ACCIDENT

In the event of an accident, the Customer must:

- A)** Immediately inform the Lessor via email, certified email, WhatsApp, or other means of communication, providing within 24 hours a detailed report completed on the form attached to the vehicle documents. **B)** Complete the amicable accident report (CAI) in all its parts, sign it, and, in case of agreement, have the other party sign it as well, noting the names, addresses, and phone numbers of all parties and witnesses, the license plate numbers of all other vehicles involved, and the insurance and ownership details of those vehicles. **C)** Provide the Lessor with any other useful information for the management of the claim. The Lessor reserves the custody and/or repairs of the vehicle. If the Customer fails to comply with these points, they will be held responsible for the full value of the damage to the vehicle, in addition to the technical downtime required for its repair, with the loss of coverage and deductible limits.

7.3.2 POTENTIAL ACTIVE ACCIDENT

The Customer does not admit the amicable accident report form (CAI) fully completed and signed by the other party—or, where this is not possible, does not at least fulfill the reporting obligation as described above along with any authority report if available, and/or fails to comply with the other formalities indicated above—the Customer remains responsible for the full value of all damages caused to the vehicle. This responsibility applies regardless of any penalty limit, the deductible, or liability limits arising from purchased optional coverages (SKPLUS, ICRZ, or KCDW).

In the case of a potentially active claim, the Lessor will provisionally charge the Customer an amount corresponding to the technical estimate, pending payment of damages by the insurance company. This precautionary charge can be avoided by subscribing to the optional coverages SKPLUS, ICRZ, or KCDW, except in the cases of exclusions listed in Articles 5.2 to 5.5. Insurance claim handling fees of €100 remain the responsibility of the Customer (non-refundable).

7.3.3 SELF-CAUSED ACCIDENT

In the event of a self-caused accident resulting in damage to the vehicle, the appropriate form (CAI) must be completed and signed within 48 hours of the event. If no declaration regarding the events is submitted and/or no communication is provided about the origin of the damage caused to the vehicle, the Customer remains responsible for the full value of all damages caused to the vehicle (in addition to the deductible and up to the total amount of the damage) as well as for the technical downtime, i.e., an amount determined according to the official rates in force, equal to the cost that would have been incurred if the rental had continued for the period necessary for repairs and the procurement of replacement parts. This applies regardless of any penalty limit or the subscription of SKPLUS, ICRZ, or KCDW damage clauses). **COMPLAINTS** If any of the stipulations of this CONTRACT is held invalid, illegal, unenforceable (entirely or partially), that stipulation or a part of it will be excluded from this CONTRACT, but the remaining part of it will continue to be valid and effective. No change may be made to the conditions above, without the agreement of Italy Car Rent S.r.l. representative. Any possible complaint to subject to the LESSOR must be sent in writing within and no later than 20 days after the end of the rent, to the following email address: customercare@italycarrent.com.

8. FINES, TOLLS, AND TRAFFIC VIOLATIONS

The Customer remains responsible for any fines, tolls, and traffic violations (Highway Code). For further details, please refer to Annex A, signed directly by the Customer.

9. COMPLAINTS

If any provision of this Agreement is deemed invalid, unlawful, or unenforceable (in whole or in part), the entire agreement shall nevertheless remain valid and enforceable, except for the part of this Agreement, while the remainder of the Agreement shall remain fully valid and effective. No modifications may be made to these terms and conditions without the consent of Italy Car Rent S.r.l. Any complaint to be submitted to the Lessor must be sent in writing no later than 60 days from the end of the rental period to the following email address: customercare@italycarrent.com. After this period, no complaints will be considered, and they will be archived.

10. LOCALIZATION

By signing the RENTAL CONTRACT, the Renter or any other subject instructed by him, authorizes expressly and unconditionally, to monitor at distance the correct use and working of the rented vehicle, through satellite alarm systems.

11. ITALIAN TRANSLATION FOR THE INTERPRETATION OF THE CONTRACT

Italian translation of general conditions of this CONTRACT will prevail, in case of any dispute because of differences, on English translation. Italian translation expresses the exact will of both parties.

12. LAW AND JURISDICTION

This CONTRACT is governed by Italian law. The LESSOR and the RENTER undertake each other to try to solve any possible dispute in an amicable way. Otherwise, the LESSOR and the RENTER agree right now that any dispute will be subject to Italian jurisdiction. The competent authority is the Court of Palermo.

13. PRIVACY POLICY FOR CUSTOMERS

Customer's personal data are treated by Italy Car Rent S.r.l. in accordance with Regulation GDPR 2016/679 for which there is a separate attachment.

14. "ORGANISATION, MANAGEMENT AND CONTROL MODEL PURSUANT TO LEGISLATIVE DEGREE 231/2001 AND ETHICS"

Italy Car Rent has adopted an Organisation, Management and Control Model pursuant to Legislative Decree 231/2001 as well as a Code of Ethics which sets out the principles with which it conforms in the management of its business. The aforementioned documents can be consulted at the following link: <https://www.italycarrent.com/en/compliance/>. The Customer declares to acknowledge and share the values set out in the Italy Car Rent Code of Ethics, to know the regulations referred to in the Legislative Decree 231/2001 also declaring to agree with the aforementioned values by committing to behave that conforms them. Even partial failure to comply with these obligations may constitute a serious breach of contract and legitimizes the activation of remedies contracts required by law". The Company reserves the right to exclude or limit access to the rental service in the event of inappropriate customer behavior, violations of contractual terms, illegal activities, non-payments, or attempted fraud. Such decisions will be made following a thorough assessment by authorized personnel and will not be determined by automated processes.

15. APPROVAL OF CLAUSES PURSUANT TO ARTS. 1341 AND 1342 OF THE ITALIAN CIVIL CODE, AS PER THE CONTRACTUAL TERMS

With reference to the above-mentioned contract, pursuant to Articles 1341 and 1342 of the Italian Civil Code, the Company, through its legal representative, DECLARES that the Customer acknowledges and confirms having carefully reviewed and evaluated in its entirety the document containing the Rental Terms and Conditions. Therefore, by signing below, the Customer expressly declares, pursuant to and in accordance with the law, to approve all the clauses contained in Articles 1 to 14 of the aforementioned Terms and Conditions.