



BOOKING TERMS

The terms set forth below apply to rentals booked through the website www.yesyourent.it, the Yes You Rent public Numbers or directly at the rental offices. Some conditions may vary in the case of bookings made through an intermediary or as a result of a corporate agreement; in that case, the respective contractual conditions shall apply.

1. BOOKING

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

2. PAYMENT

The "Online payment on the website www.yesyourent.it" is a purchase proposal that the Customer formulates in favor of Yes You Rent when booking the rental. Upon confirmation of the booking, the Customer undertakes to pay a sum equal to the cost of the booked service. The amount deposited is retained until the rental agreement is signed. The amount paid can be returned no later than 48 hours before the start of the rental. After that deadline it will not be possible to request any refund. At the time of rental, the Customer must present a credit card in his name, named and recognized internationally (Visa, Mastercard, Amex, Union Pay) to block the security deposit, where required.

3. BOOKING CHANGES

The Customer may make changes to the booking without incurring any charges. In the event that the Customer changes significant information in the booking (group booked, pick-up/drop-off date/time, pick-up/drop-off location), the system may not guarantee the availability of the vehicle and/or the rate initially booked and/or prepaid. If, as a result of the changes, the Customer owes an amount higher than what was prepaid, the Customer must cover the difference with a new payment. If the new amount is lower, no refund shall be due and the difference shall be retained as a penalty.

4. BOOKING CANCELLATION

The Customer can change the reservation without any charge against him. In the event that the Customer modifies relevant booking data (booked group, collection/return date/time, collection/return station) the system may not guarantee the availability of the vehicle and/or the initially booked and/or prepaid rate. If, following the changes, the Customer is owed an amount higher than the possibly prepaid amount, the Customer must settle the difference with a new payment. If the balance amount is lower, no refund is due and the difference is retained as a penalty.

5. NO-SHOW

If the Customer does not show up to conclude the rental without having cancelled the booking, a penalty will be charged equal to the entire amount booked and potentially prepaid upon confirmation.

6. LATE AND "OUT-OF-HOURS" RENTALS

The vehicle shall remain available for the Customer up to a maximum of 59 minutes after the scheduled pick-up time and in any case not beyond the closing time of the rental office. In airport and railway offices, if the Customer has indicated the flight/train number in the booking, the vehicle is kept available up to a maximum of 59 minutes after the flight has landed or the train arrived, and in any case no more than 90 minutes after the closing time of the rental office. In the event of vehicle pick-up after the closing time of the rental office, an "Out-of-Hours" fee shall apply, at the cost indicated in the Special Rental Conditions.

7. CUSTOMER ELIGIBILITY AND RENTAL

At the time of the rental, the Customer must have an identification card complete with residence data, a valid driver's license for circulation in Italy and must show a credit or debit card in their name. Customers who do not reside in Italy must have a driver's license that is valid for international use or has been translated by an embassy or equivalent authority, legible in Latin letters. In any event, Yes You Rent reserves the right to decline the rental at its sole discretion if the guarantees offered by the Customer are not considered sufficient.

At the time of signing the contract, the Customer must have completed:

- 21 years old to rent a commercial vehicle
- 18 years old to rent a car

Drivers under the age of 19 and/or with a driving license obtained for less than 12 months are only allowed to rent category A, B, C and E vehicles. Drivers between the ages of 19 and 21 are required to the payment of the mandatory additional service "Young driver 19-21" and it is permitted to rent vehicles belonging to categories A, B, C and E only. Drivers aged between 22 and 24 are required to pay the compulsory additional service "Young driver 22-24" and are not allowed to rent vehicles belonging to categories L,M,N,O,P and Q. Groups L and P require a minimum rental age of 27, without the

payment of any additional service.

In the event that the Customer does not meet the qualification requirements, including in particular:

- does not have a driving license valid for circulation in Italy
- does not have a complete identity document with residence data
- does not have a credit or debit card in his name, name and internationally recognized (Visa, Mastercard, Amex, Union Pay)
- provide a credit card without sufficient credit to cover the rental cost, the cost of any additional services and the security deposit (where required)
- you are under 18 or have booked a car group that is not permitted for your age group at the time of collection - you have held your driving license for less than 12 months and have booked a group other than A, B or C
- refuse to provide data relating to their availability

No refund relating to the reservation will be due to him and any prepaid amount will be retained as a penalty. Any amount prepaid by the customer upon booking confirmation is non-refundable. Therefore, any modification to the rental agreement which results in an amount due that is lower than the prepaid amount does not give the right to any refund.

Any matters not expressly covered in these conditions shall be governed by the General and Special Rental Conditions.