The following information only refers to locations where Centauro Rent a Car have an office (view locations here)

**GENERAL CONDITIONS OF HIRE**

**1. Our prices include**
- Unlimited mileage
- Applicable local taxes (VAT)
- Compulsory insurance with excess
- Replacement car in case of accident
- No charge for cancellations
- Airport service charge
- Option of paying on arrival
- Emergency Contact service

**2. Our prices do not include**
- Petrol
- Optional Smart Cover
- Optional Extras: charged for the whole rental period

**3. Mandatory insurance**
CENTAURO has insurance coverage from major recognized insurance companies, covering civil liability of the driver(s), for personal and material damages to third parties due to the use of the vehicle.

Said insurance also covers up to a limited amount for personal injuries (death, total and partial disability and health care expenses) to the authorized driver(s). (Valid only for Spain, Portugal and Greece).

The cover limits are, at least, those mandatory from time to time under current applicable law.

For more information, see the Terms and Conditions of the contract.

A deposit of € 1,050 - € 2,100 is required (depending on the type of car) to cover the amount of the excess.

Prices are as follows:

**Spain & Portugal**

<table>
<thead>
<tr>
<th>Vehicle Group</th>
<th>Damage &amp; Theft Excess</th>
<th>Deposit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A, A1, B, D, B2, D2,</td>
<td>1.050 €</td>
<td>1.050 €</td>
</tr>
<tr>
<td>C, C1, C2, E, F1, E1, E2, F2, F3, F4, F5, F6, F7, P1, P2</td>
<td>1.200 €</td>
<td>1.200 €</td>
</tr>
<tr>
<td>G1, G2, G3, G4, P3, H, I</td>
<td>1.500 €</td>
<td>1.500 €</td>
</tr>
</tbody>
</table>

V09/2019
Greece

<table>
<thead>
<tr>
<th>Vehicle Group</th>
<th>Damage &amp; Theft Excess</th>
<th>Deposit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A, A1, B, D, B2, D2,</td>
<td>750 €</td>
<td>750 €</td>
</tr>
<tr>
<td>C, C1, C2, E, F1, E1, E2, F2, F3, F4, F5, F6, F7, P1, P2</td>
<td>950 €</td>
<td>950 €</td>
</tr>
<tr>
<td>G1, G2, G3, G4, P3, H, I</td>
<td>1.500 €</td>
<td>1.500 €</td>
</tr>
</tbody>
</table>

Italy

<table>
<thead>
<tr>
<th>Vehicle Group</th>
<th>Damage Excess</th>
<th>Theft Excess</th>
<th>Deposit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A, A1, B, D, B2, D2,</td>
<td>1.050 €</td>
<td>1.650 €</td>
<td>1.050 €</td>
</tr>
<tr>
<td>C, C1, C2, E, F1, E1, E2, F2, F3, F4, F5, F6, F7, P1, P2</td>
<td>1.200 €</td>
<td>1.800 €</td>
<td>1.200 €</td>
</tr>
<tr>
<td>G1, G2, G3, G4, P3, H, I</td>
<td>1.500 €</td>
<td>2.100 €</td>
<td>1.500 €</td>
</tr>
</tbody>
</table>

In case of accident or damage to the vehicle, the CLIENT will be charged up to the amount of the excess. If the vehicle is stolen, the CLIENT will be charged up to the amount of the theft excess indicated in the previous table.

Also, if the vehicle is involved in an accident during the rental period, an administrative charge of € 50 will apply.

**Avoid the deductible and the deposit by adding our Smart cover to your reservation.**

### 4. The Smart cover includes

For a minimum charge, our Smart cover allows you to travel worry free and not having to pay anything in case of an accident.

It is not necessary to pay any deposit or worry about any excess if you add our Smart cover

**Price of our Smart cover at the Centauro Rent a Car office:**

**Spain**

<table>
<thead>
<tr>
<th>Vehicle Group</th>
<th>Price 1 day</th>
<th>Price 2 days</th>
<th>Price 3-12 days</th>
<th>Total Price 13-21 days</th>
<th>Deposit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A, A1, B, D, B2, D2,</td>
<td>69 €</td>
<td>69 €</td>
<td>23 € / día</td>
<td>276 €</td>
<td>0 €</td>
</tr>
<tr>
<td>C, C1, C2, E, F1, E1, E2, F2, F3, F4, F5, F6, F7, P1, P2</td>
<td>72 €</td>
<td>72 €</td>
<td>24 € / día</td>
<td>288 €</td>
<td>0 €</td>
</tr>
<tr>
<td>G1, G2, G3, G4, P3, H, I</td>
<td>75 €</td>
<td>75 €</td>
<td>25 € / día</td>
<td>300 €</td>
<td>0 €</td>
</tr>
</tbody>
</table>

**Portugal & Greece**

<table>
<thead>
<tr>
<th>Vehicle Group</th>
<th>Price 1 day</th>
<th>Price 2 days</th>
<th>Price 3-12 days</th>
<th>Total Price 13-21 days</th>
<th>Deposit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A, A1, B, D, B2, D2,</td>
<td>63 €</td>
<td>63 €</td>
<td>21 € / día</td>
<td>252 €</td>
<td>0 €</td>
</tr>
<tr>
<td>C, C1, C2, E, F1, E1, E2, F2, F3, F4, F5, F6, F7, P1, P2</td>
<td>66 €</td>
<td>66 €</td>
<td>22 € / día</td>
<td>264 €</td>
<td>0 €</td>
</tr>
<tr>
<td>G1, G2, G3, G4, P3, H, I</td>
<td>69 €</td>
<td>69 €</td>
<td>23 € / día</td>
<td>276 €</td>
<td>0 €</td>
</tr>
</tbody>
</table>
In Italy the theft excess does not apply if you buy the Smart cover, except if you travel to Campania, where the excess is reduced to the amounts in the following table:

<table>
<thead>
<tr>
<th>Vehicle group</th>
<th>Reduced Theft Excess</th>
</tr>
</thead>
<tbody>
<tr>
<td>A, A1, B, D, B2, D2,</td>
<td>200€</td>
</tr>
<tr>
<td>C, C1, C2, E, F1, E1, E2, F2, F3, F4, F5, F6, F7, P1, P2</td>
<td>300€</td>
</tr>
<tr>
<td>G1, G2, G3, G4, P3, H, I</td>
<td>400€</td>
</tr>
</tbody>
</table>

If you do not buy the Smart cover, we will block € 750 - € 1,500 (depending on the car group and office) from your credit or debit card as a guarantee to cover the excess and any potential damage. This block on your card will be refunded at the end of the rental within a period of approximately 10 days.

See Damage price list for Spain, Damage price list for Portugal, Damage price list for Greece Damage price list for Italy.

The Mandatory Insurance and the Smart cover will be valid for all our offices under the following conditions:
In the event of collision or damage to the vehicle, within the next 48 hours you must provide Centauro Rent a Car (whenever possible) a completed accident report (provided inside every vehicle) with full details of the third party and/or a police report, filed complaint or description of the events.

When driving to a different country, the Smart Pack is only valid when purchasing the obligatory Cross Border road assistance cover.

Vehicle Check In & Check Out:
The delivery of the vehicle and its subsequent return will occur after our staff have made a full check, where any damages will be noted on the contract. If required, you can request a vehicle inspection with a member of staff.

5. What is not included by any cover
- Loss of child seats
- Loss/Damage/Theft of keys, aerials, jack, safety triangles and vests, windscreen wipers, petrol cap, luggage covers, or any other fixed or mobile component of the vehicle, as well as the use of fire extinguishers or first aid kits other than in case of an accident with the vehicle.
- Damage to the engine through negligence.
- Theft of the vehicle with keys left in the ignition.
• Fines due to breaking traffic laws and regulations during the hire period are the responsibility of the driver of the vehicle. In the event of a fine being received an administration handling fee of 40€ will be applicable for Spain, Portugal & Greece and 50€ for Italy for each fine processed.
• Refueling with the wrong type of petrol.
• Loss/Damage/Theft of personal belongings.
• Toll usage by THE CLIENT, as well as any amount derived from them (surcharges, penalties, etc.). In addition, THE CLIENT must pay a fee of 40€ administration handling fee for each contract.

6. Booking Conditions

• Number of bookings
Only one booking per person per vehicle is allowed for the same rental conditions (dates, location, vehicle, etc.)

• Rental Period
The rental dates are calculated in 24-hour periods. This is counted from the exact time the vehicle is reserved until the time the vehicle is returned with the key and relevant documents to Centauro Rent a Car. The courtesy period for returning the vehicle is 1 hour 59 minutes.

The Rental contract can never be for a rental period of more than 31 days.

Failure to return the vehicle on the date and time set out in the Contract authorizes Centauro Rent a Car to charge customers for any additional days the vehicle is used after it should have been returned plus a 50€ penalty per day.

• Cancelling or changing your booking
You can easily cancel your booking using the booking manager function on our website at no extra cost.

On our website, you can view your reservation and add or change the extras, include the flight number, or pre-pay the reservation: https://www.centauro.net/en/login/

In order to modify any detail of your reservation, you will need to make a new booking with your new requirements. Please check the availability first before cancelling. If you have already made a prepayment on your initial booking, this amount will be refunded at the time of cancellation.

• Extensions
The vehicle must be returned on the date and time to the office stated on the contract. If you need a vehicle for a longer period, you must make a new booking with the applicable rate and extras for the new dates. In addition, you must go to the Centauro Rent a Car office to sign the corresponding contract. Extensions cannot be done by phone or by any other means including electronic communication.
In the event that a new booking cannot be made because no vehicles are available or for any other reason, then the vehicle must be returned on the agreed date and time to the Centauro Rent a Car office as stated on the contract. You may incur a penalty if the above is not carried out correctly.

- **Collection Time Limit**
  Centauro Rent a Car will only hold the car for a maximum of 12 hours, as long as they correspond to the relevant office opening hours and when previously notified of any delay for whatever reason.

7. **Guaranteed vehicle group**
When you book with Centauro Rent a Car, we guarantee the vehicle group requested not the brand or model shown. If the vehicle group requested is not available, Centauro Rent a Car will provide you with a vehicle belonging to a higher category group for the same price.

8. **“Out of hours” service**
   To pick up your hire car outside our office hours in Alicante (that is from 00:01 to 06:59h) or Malaga (that is from 23:01 to 06:59h), you will need to pay an additional charge of 40€ and you must provide a valid flight number for the arrival. For Malaga, if the return of the vehicle is also outside of the office hours then an additional charge of 40€ is applicable.

9. **In case of Delay**
   **Delayed flights:**
   If you have a confirmed reservation before 23.00 and your flight is delayed, then you must call the corresponding Centauro Rent a Car airport office so that we can ensure your pick up and for the office to remain open. This will have a cost of 40€. This service is available until 02.00 in Seville-Valencia-Murcia-Mallorca-Ibiza-Madrid-Barcelona-Faro-Porto-Lisbon-Madeira-Rome Fiumicino-Rome Ciampino-Milan Malpensa-Bergamo-Catania-Palermo-Olbia-Cagliari-Pisa-Athens-Thessaloniki-Heraklion-Chania. For delayed flights to Alicante and Malaga this service is available throughout the night, there is no hour limitation but it is still imperative to inform the corresponding airport office.

   At all Centauro Rent a Car locations if you are arriving on a flight, it is imperative that we have the correct flight number or we will not be held responsible for non-collection at the airport.

   **Delayed trains:**
   If you have a confirmed reservation before 23.00 and your train is delayed, then you must call the corresponding Centauro Rent a Car office so that we can ensure your pick up and for the office to remain open. This will have a cost of 40€. This service is available until 02.00 at Seville Santa Justa, Malaga Maria Zambrano, Valencia Joaquin Sorolla, Madrid Atocha / Chamartín & Barcelona Sants.

Centauro Rent a Car will only hold the car for a maximum of 12 hours, as long as they correspond to the relevant office opening hours and when previously notified of any delay for whatever reason.
10. Free airport service
Our service when you come to pick up your vehicle at the Centauro Rent a Car counter in the airport terminal is offered free of charge (Alicante), and we waive all airport service charges.

11. Parking
If the car is left outside of the Centauro Rent a Car installations on drop off, customers will be responsible for any costs generated and for any damage to the vehicle due to it being parked outside of the Centauro Rent a Car installations.

12. Express Check In
Avoid possible queues and use the Express Check-In desk at our offices (charge applicable).

13. Child seats
Child seats as well as boosters are manufactured according to European safety standards and are available on request. Prices:

<table>
<thead>
<tr>
<th>Country</th>
<th>Price per day</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spain</td>
<td>8 €</td>
<td>96 €</td>
</tr>
<tr>
<td>Portugal</td>
<td>8 €</td>
<td>96 €</td>
</tr>
<tr>
<td>Greece</td>
<td>8 €</td>
<td>96 €</td>
</tr>
<tr>
<td>Italy</td>
<td>8 €</td>
<td>96 €</td>
</tr>
</tbody>
</table>

Please make sure which kind of seat you require:

- Baby Seat (BS) - 0-13 Kilos
- Child Seat (BP) - 9 a 25 Kilos
- Booster (BG) - 16 a 36 Kilos

For your child’s safety, it is obligatory for children up to 12 years of age or with a height up to 135cms to use an approved safety device corresponding to the height and weight of the child and that this must be placed on the back seat of the car. Please note that whilst we can supply child seats, we cannot fit them for you. This is always your responsibility.

14. Additional drivers
The price for each additional driver is as follows:

<table>
<thead>
<tr>
<th>Country</th>
<th>Price 1 day</th>
<th>Price 2 days</th>
<th>Price 3-12 days</th>
<th>Maximum Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spain</td>
<td>21 €</td>
<td>21 €</td>
<td>7 € / day</td>
<td>84 €</td>
</tr>
<tr>
<td>Portugal</td>
<td>21 €</td>
<td>21 €</td>
<td>7 € / day</td>
<td>84 €</td>
</tr>
<tr>
<td>Greece</td>
<td>21 €</td>
<td>21 €</td>
<td>7 € / day</td>
<td>84 €</td>
</tr>
<tr>
<td>Italy</td>
<td>18 €</td>
<td>18 €</td>
<td>9 € / day</td>
<td>126 €</td>
</tr>
</tbody>
</table>

15. Snow chains
Only available in Madrid/Barcelona airports:

<table>
<thead>
<tr>
<th>Country</th>
<th>Price 1 day</th>
<th>Price 2 days</th>
<th>Price 3-12 days</th>
<th>Maximum Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spain</td>
<td>18 €</td>
<td>18 €</td>
<td>6 € / day</td>
<td>90 €</td>
</tr>
</tbody>
</table>

In Italy, snow chains will be provided free of charge. Only some car group models will have winter tyres.
16. **Via Verde transponder device**

When driving in Portugal many roads are subject to a system of toll collection using an electronic system. All vehicles must have a transponder/via verde device. Non-payment of a toll will incur a fine. The fine is 10 times the toll, with a minimum of 25 euros.

Authorities will check the registrations of all vehicles travelling on roads with electronic toll collection charges, and if you do not pay the tolls within the legal time limit, you will be fined. In order to avoid fines, you can rent your Via Verde device at any Centauro Rent a Car branch in Portugal, for the price of €1.80 (one euro and eighty cents)/ day, subject to the other conditions contained in the LIABILITY AGREEMENT that constitutes an addendum to this CONTRACT.

You can hire the transponder device for Via Verde for your car from Centauro Rent a Car. This is an electronic device that transmits its identification code, and this then permits Centauro Rent a Car to automatically charge you for your toll road usage and enabling you to travel hassle free in Portugal. (Charge applicable).

If you decline the Via Verde device on arrival and use any of the toll roads then you will be charged for the tolls used and will also incur a 40€ Toll Handling Fee for each fine processed.

A charge of € 100 will be made from the debit or credit card as a deposit to cover possible Via Verde toll charges. This charge on your card will be refunded at the end of the rental within a period of approximately 10 days.

17. **Roadside assistance**

Our prices also include roadside assistance 24/7. *Any towing costs incurred are not included (possible charges will be made to you)* though we do provide, at no additional cost, a replacement car if necessary.

18. **Conditions relating to petrol**

Applicable to Centauro Rent a Car offices:

Full Empty with partial refund option:

This is a fast and easy service where Centauro Rent a Car will hand over the vehicle with the tank full or partially full of fuel and the customer has no need to use all the fuel or top up the tank. Just use the fuel you need, there is no need to look for a close by petrol station. Just leave the car with the tank as empty as you wish and save time, as we do not have to check the fuel level.

- This system includes the return of a sum equivalent to the amount of fuel not consumed, except for a fee of 25€ (twenty-five euros), which is the charge applicable for refuelling the vehicle.
- The value of the fuel varies depending on the capacity of the fuel tank of the vehicle. You will be informed of the exact amount when picking up the vehicle, since the fuel price changes according to the official market rate.
- Payment for petrol will always be charged on collection.
- In the event of an upgrade, you will be charged the fuel tank corresponding to the vehicle that you are given.
**Full to Full Option:**
When you pick your car up, the fuel tank will be full or partly full. You will be charged the cost of the fuel: Before you return your car, please replace the fuel you have used.

If you return your car with less fuel than it had when you picked it up, you will be charged a non-refundable fuel service charge of 25€ (in Spain, Portugal & Greece) 30€ (in Italy) plus any missing fuel.

Fuel charges by group:

**Spain/Portugal/Italy/Greece**

**19. Driving license requirements**
All drivers must have been in possession of a full EU-valid driving license for a minimum of one year. The minimum age of the driver is 19. For drivers between the ages of 19 & 24 years, you can hire the vehicle by including the additional supplement. If you are 75 or over, then you will be required to select an additional supplement. This is an obligatory supplement regardless of the type of insurance contracted.

Only the following are considered valid driving licenses in Spain/Portugal/Greece/Italy:

- Those issued in accordance with current Spanish, Portuguese, Greek & Italian legislation
- Those issued by member states of the European Union in accordance with community regulations
- Those issued by other countries or those of an international nature that are effectively recognized as valid permissions to drive in Spain/Portugal/Greece/Italy.

Consequently, the drivers/payers/customers must be in possession of a valid driving license approved in the country of hire and are directly responsible for the validation and approval of the driving license, exempting Centauro Rent a Car from any responsibility under any circumstance.

**Prices as follows:**

**Young Drivers (between the ages of 19 years to 24 years):**

**Spain, Portugal & Greece**

<table>
<thead>
<tr>
<th>Vehicle Group</th>
<th>Price 1 day</th>
<th>Price 2 days</th>
<th>Price 3-12 days</th>
<th>Maximum Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>A,A1,B,D,B2,D2,C,C1,C2,E,F1,E1,E2,F2,F4,P2</td>
<td>21 €</td>
<td>21 €</td>
<td>7 € / día</td>
<td>84 €</td>
</tr>
<tr>
<td>F6,F7,P1,G1,G2,G3,G4,P3,H,I</td>
<td>27 €</td>
<td>27 €</td>
<td>9 € / día</td>
<td>108 €</td>
</tr>
</tbody>
</table>

**Italy**

<table>
<thead>
<tr>
<th>Vehicle Group</th>
<th>Price 1 day</th>
<th>Price 2 days</th>
<th>Price 3-12 days</th>
<th>Maximum Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>A,A1,B,D,B2,D2,C,C1,C2,E,F1,E1,E2,F2,F4, P2,F6,P1,G1,G2,G3,G4,H,I</td>
<td>26 €</td>
<td>26 €</td>
<td>13 € / día</td>
<td>182 €</td>
</tr>
</tbody>
</table>
Senior Driver (75 years or over):

<table>
<thead>
<tr>
<th>Country</th>
<th>Price 1 day</th>
<th>Price 2 days</th>
<th>Price 3-12 days</th>
<th>Maximum Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spain</td>
<td>15 €</td>
<td>15 €</td>
<td>5 € / día</td>
<td>70 €</td>
</tr>
<tr>
<td>Portugal</td>
<td>15 €</td>
<td>15 €</td>
<td>5 € / día</td>
<td>70 €</td>
</tr>
<tr>
<td>Greece</td>
<td>15 €</td>
<td>15 €</td>
<td>5 € / día</td>
<td>70 €</td>
</tr>
<tr>
<td>Italy</td>
<td>15 €</td>
<td>15 €</td>
<td>5 € / día</td>
<td>70 €</td>
</tr>
</tbody>
</table>

20. Payment

Payment options:

- **Pre-payment by credit or debit card.** To take advantage of a discount, make your payment online when making your reservation via our secure webpage (at Centauro Rent a Car locations) using your Visa / Visa Electron or MasterCard credit or debit card. (*) If you have prepaid on the web for your vehicle, you must use the same credit or debit card (Visa / Visa Electron or Mastercard) when picking up the car.
- **Payment on arrival.** Payment can be made when collecting the vehicle. With this option NO discount is applicable.

* Once the reservation has been completed, if you wish to change your mind and pre-pay, there will be no discount applied to the price.

Payment is at the point of arrival, on collection of your vehicle, or through our secure web page, with Visa (credit or debit) or MasterCard (credit or debit) cards.

In Portugal, a charge of € 100 will be made from the credit or debit card as a deposit to cover possible Via Verde toll charges, see section 16 for more information. This charge on your card will be refunded at the end of the rental within a period of approximately 10 days.

Credit/Debit cards must be nominative. We do not accept prepaid cards, American Express, Maestro or Diners Club.

We do accept cash for payment of the car hire along with a credit card (NOT DEBIT) to charge the deposit as a guarantee, except in Italy or Greece where cash is not accepted.

**Cardholder:**

The holder of the card must present it together with their voucher when they come to pick up the vehicle. The booking must be made in the main driver’s name and if the cardholder and the main driver are not the same person then the cardholder will be added and charged as an additional driver.

Our Online payment platform is totally secure (you can see our secure payment certificates on our webpage).

21. Mileage Restrictions

There is no mileage limitation
22. Cross Border Cover

From Mainland Spain/Portugal: vehicles can be taken outside of Spain/Portugal to Andorra/France/Portugal/Spain only.

From Italy: vehicles can be taken outside of Italy to France/Monaco/Switzerland/Austria/San Marino only. Vehicles cannot be taken from Mainland Italy to any islands.

Obligatory Cross Border road assistance cover:

<table>
<thead>
<tr>
<th>Country</th>
<th>Price 1 day</th>
<th>Price 2 days</th>
<th>Price 3-12 days</th>
<th>Maximum Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spain</td>
<td>27 €</td>
<td>27 €</td>
<td>9 € / día</td>
<td>90 €</td>
</tr>
<tr>
<td>Portugal</td>
<td>27 €</td>
<td>27 €</td>
<td>9 € / día</td>
<td>90 €</td>
</tr>
<tr>
<td>Italy</td>
<td>27 €</td>
<td>27 €</td>
<td>9 € / día</td>
<td>90 €</td>
</tr>
</tbody>
</table>

From Greece: it is not permitted to drive outside the country.

Vehicles collected at any of our locations cannot be taken on any ferry to/between/from any islands or countries.

23. Inter-branch hiring

You may return the vehicle to any of Centauro Rent a Car own offices, provided that you advise us of this on making your booking. If the system blocks a booking between different destinations, that means bookings are not permitted between the branches requested.

Prices vary depending on which branch is used for picking up and which for dropping off.

It is not available in groups B2,D2,G2,G3,G4,P1,P2,P3,P4, H or I.

In Portugal, this service is also not permitted for groups F6, F7.

See Price list here

24. Documentation required on collection of the vehicle

Please remember that on picking up the vehicle you must have with you: your passport or identity card, your driving license, credit card and Centauro Rent a Car booking number.

25. Data protection

Our web-site has security measures in place to protect against the loss, misuse or alteration of the information we have under our control. Centauro Rent a Car does not sell or rent confidential information to third parties. For more information, please go to our Privacy Policy on our web page.

26. Prices and taxes

The prices shown on this page are valid subject to error or omission. They are subject to change without notice.

Prices include VAT and IGIC (General Indirect Tax of the Canary Islands)

27. Discount coupon:

Conditions:

- Offers are valid for the period specified in each promotion
- Discounts applicable only for the rental amount (extras not included)
Subject to availability of vehicles.
Cannot be combined with other discounts.

Only applicable to Centauro Rent a Car destinations: [view locations here]
GENERAL TERMS AND CONDITIONS FOR SELF-DRIVE HIRE CARS FOR SPAIN

1. PARTIES AND GENERAL OBLIGATIONS
CENTAURO, acting in the capacity of lessor, shall rent to THE CUSTOMER (meaning both the main driver and the person responsible of payment) established as lessee the vehicle described in this Contract (or the vehicle which may be handed over as a replacement, where necessary), subject to the terms, conditions and rates established in the CENTAURO Commercial Conditions herein -and/or in any annex to this document- and the CUSTOMER undertakes to comply, expressly acknowledging having read and accepted the conditions established in this Contract, and having not stated any doubts or disagreements with the content.

The CUSTOMER is expressly warned that CENTAURO may not comply with the demands made for the provision of the services offered, in those cases in which it is duly justified that the applicant has failed to comply with the terms and conditions of the contracts entered into previously. CENTAURO, both in cases of non-payment of the services provided and in those cases in which there has been an undue prolongation of the contracted services without the corresponding knowledge or authorization by CENTAURO, and all this in accordance with current consumer legislations which does not affect you statutory rights.

In order to objectively minimise the risks arising from driving motor vehicles, the following persons cannot be included as drivers in the contract entered into for the hire car:

1.-) Persons aged below nineteen (19).

Notwithstanding the foregoing and in accordance with existing rates published by this company, THE CUSTOMER is expressly advised that drivers who are, when taking out this Contract, aged between 19 and 24 years old, must pay the specified additional “young driver” charge, whereas those aged above 75 years old must pay the corresponding additional “senior driver” charge.

2.-) Persons with a driving licence valid for less than one (1) year, that is not valid, or is not approved in the country of hire (the CUSTOMER is directly responsible for the validation and approval of the driving license, exempting Centauro Rent a Car from any responsibility under any circumstance.

3.-) Persons who do not show the original driving licence document when entering into this Contract.

4.-) Persons with a driving licence carrying legal and/or criminal charges.

5.-) Persons who, when taking out the Contract, have an evident physical or mental incapacity, meaning they are not in a suitable condition for driving.

THE CUSTOMER expressly undertakes to not allow any person to drive the vehicle other than those persons appearing as drivers in the Contract executed for this purpose, and shall be held liable for any damage to the vehicle or third parties in such a case.

For Spain & Portugal:
Likewise, and in order to prevent potential risks caused by boat crossings or in any other form of transport necessary in these cases, THE CUSTOMER expressly agrees not to travel with the hired vehicle to the Autonomous cities of Ceuta and Melilla, the Canary Islands, or from the
peninsula to the Balearic Islands or between any of the Balearic Islands other than the island where the vehicle was handed over.

Nor may THE CUSTOMER travel outside Spain with the hired vehicle, unless his/her intention to do so has been stated in the CENTAURO office when hiring the vehicle, in which case THE CUSTOMER must take out the existing road assistance service authorising travel to the territories of Andorra, France or Portugal, the only countries where circulation shall be allowed under such circumstances.

For Italy:
Likewise, and in order to prevent potential risks caused by boat crossings or in any other form of transport necessary in these cases, THE CUSTOMER expressly agrees not to travel with the hired vehicle to any island, other than the island where the vehicle was handed over. Nor can THE CUSTOMER travel with the hired vehicle outside of the national territory (with an additional charge, travel is only permitted to France/Monaco/Switzerland/Austria/San Marino)

For Greece:
Cross border is not permitted
Vehicles collected at any of our locations cannot be taken on any ferry to/between/from any islands or countries.

Breach of any of the obligations assumed by each party herein shall authorise the other party to require compliance thereof, or terminate the Contract, and to take the appropriate measures to recover the vehicle (in the event of breach by the lessee), or to have the amounts paid returned (for breach by the lessor), notwithstanding the opportunity to make claims for damages which may have occurred as a result of said breach.

This self-drive hire car contract is executed so THE CUSTOMER may have the vehicle for personal use, expressly assuming the civil, administrative and even criminal liability that may arise from its improper use, or the committing of any type of administrative or criminal offence which potentially takes place with the vehicle.

CENTAURO has the option of renting mobile Wi-Fi (Mi-Fi, tablets), devices as a car hire supplement. In this case, THE CUSTOMER is directly responsible for use of the equipment supplied; both personal use and third party/children use, and CENTAURO shall not be held liable before third parties for their use of the Mi-Fi.

In particular, the CUSTOMER will be responsible for the information or personal data that is entered in the device, being responsible for its elimination at the time of the return and exempting CENTAURO from any responsibility over them.

If THE CUSTOMER commits any type of action that may give rise to civil liability of any kind that CENTAURO must face, or which may constitute an administrative or criminal offence, CENTAURO shall be entitled to claim damages not only for the amount of the compensation or penalties faced, but also for the total sum of the damages caused as a consequence of not being able to use the vehicle described in this rental contract.
Notwithstanding the foregoing, THE CUSTOMER is expressly advised of the consequences that may arise for CENTAURO from the application of Law 4/2014, of 20 June, on land transport and sustainable mobility on the Balearic Islands, whereby THE CUSTOMER expressly states that he/she will not use or permit the use of the hire car to perform the occasional public transport of passengers without the required authorisation or qualifying licence. If the vehicle described in this Contract is reported by members of the state security forces, or any other authority empowered for this purpose, for undertaking the aforementioned practice, CENTAURO expressly reserves the right to exercise, before THE CUSTOMER, all necessary actions in any jurisdiction, and specifically to start the corresponding criminal proceedings for the alleged offence of fraud.

2. VEHICLE USE BY THE LESSEE

CENTAURO expressly states that the vehicle handed over has passed all the mechanical inspections and internal controls undertaken, and is in the general condition recorded in the sheet signed by THE CUSTOMER for this purpose, and has all the necessary documentation, tools and accessories, and all its tyres (including the spare) are in good condition with no punctures. THE CUSTOMER expressly agrees to:

- Keep it in good condition.
- Respect the Highway Code applicable to each territory, pursuant to the specifications of use for the type of vehicle in question. In particular, the parties expressly agree that the performance of any behaviour representing a traffic offence shall be considered a fundamental breach of the obligations assumed herein, which may lead to the Contract being terminated and claims being made for the corresponding compensation for damages caused, including those corresponding to administrative, management and procedural charges caused by the intervention of CENTAURO in the sanctions proceedings, or judicial proceedings initiated as a consequence of such behaviour.
- For rentals where the vehicle is handed over in the Palma de Mallorca office, and driven around the area of Calvià in order to comply with the express provisions set forth in Municipal Ordinance on Circulation, display, in the place provided for this purpose, the documentation corresponding to the hire contract entered into, provided by CENTAURO. This will also be applicable to other municipalities that incorporate this obligation.
- Not to carry out activities for the purpose of subleasing the vehicle, nor to transport persons or goods, or undertake activities for the purpose of subleasing the vehicle, which break the Law or existing legal provisions or whose number (weight, quantity and/or volume) exceed the limits specified by the vehicle manufacturer or the law.
- Not to drive under the influence or alcoholic beverages, drugs, other narcotic substances or with physical capacities impaired by fatigue, illness or any other circumstance which makes driving unadvisable.
- Not to use the vehicle to push or tow another vehicle(s), trailers or rolling/non-rolling objects.
- Not to take part in competitions or sports races, whether official or unofficial.
- Not to use or carry out resistance tests for materials, accessories or automobile products not provided and/or authorised by CENTAURO.
• Not to transport objects or goods whose transportation is prohibited or subject to administrative authorization or to transport flammable, dangerous, radioactive, toxic and/or harmful goods.
• Not to provide as a security, pledge, sell, rent, assign, mortgage, loan or even change or modify any part of the vehicle, including the documents, keys, tools and accessories, or the vehicle itself.
• Lock the vehicle correctly, in a suitable, appropriate and safe place when it is not being used, and keep its documentation inside the vehicle.
• Immediately halt the vehicle in the event of the slightest external or explicit (indicators) suggestion of the existence of a technical failure. In such cases, THE CUSTOMER must contact the nearest CENTAURO office, or the designated (by CENTAURO) Assistance Company as soon as possible, rejecting the payment of any charges that may arise from the use of other assistance companies, except in cases of the utmost urgency.
• Not drive with the hire car in unpassable areas or unpaved roads which are not suitable for circulation, as these may damage the lower part of the bodywork and/or cause other kinds of damage.
• Follow the specific instructions and pay the corresponding charges on tolls roads.

3. RETURNING THE VEHICLE
The vehicle shall be returned in the same condition it was handed over in, and with the same documents, accessories and equipment, in the place, on the date and at the time agreed as the end of the rental contract period. THE CUSTOMER expressly assumes the legal consequences arising from the changes made to the hire car which have not been expressly authorised by CENTAURO. Failure to return the vehicle on the date and time set out in the Contract authorizes Centauro Rent a Car to charge customers for any additional days the vehicle is used after it should have been returned plus a 50€ penalty per day.

Under no circumstances shall the rental contract be considered tacitly extended due to the fact that THE CUSTOMER does not return the vehicle in question upon the agreed date for ending the Contract, requiring the express, written authorisation of CENTAURO for such extension (by THE CUSTOMER making a new reservation which is subject to availability and by paying the corresponding rate).

THE CUSTOMER shall be liable for any damage caused to the vehicle after the rental contract validity period has ended and before the vehicle is returned, while CENTAURO may claim any corresponding compensation for the damages caused.

CENTAURO may also start the appropriate legal proceedings to enforce compliance of the provisions expressly agreed between the parties, including commencing the corresponding criminal proceedings for the potential crime of illegal appropriation whereby the state security forces are requested to detain the vehicle.

4. RENTAL FEES
Pursuant to this hire contract, THE CUSTOMER shall be required to pay:
• Charges arising from vehicle hire and taxes and fees for the replacement value for loss of documents, accessories and/or tools.
• In cases where, following the return of the vehicle, additional cleaning is required due to the car being dirty beyond the level expected from normal vehicle use, an additional charge of €100 shall apply, against evidence of the cost of the service provided.

• Where THE CUSTOMER changes the conditions agreed in the Contract, either because he/she requests to return the vehicle after the end of the rental period in a different place to that initially agreed, or because THE CUSTOMER allows the vehicle to be driven by a person not initially included as an additional driver, he/she shall be required to pay the current rate for each case covered.

• If, following the termination of the hire car contract, a positive balance remains in favour of THE CUSTOMER, CENTAURO will immediately pay the resulting amount via the same payment method originally used by THE CUSTOMER, but shall not be liable for any delays caused due to processes to be carried out by the banking or credit institutions.

• If THE CUSTOMER requests assistance, he/she must pay the towing costs, or any other expense incurred by said assistance, except in cases where the assistance is required as a result of a technical failure in the vehicle and through assistance companies designated for this purpose by CENTAURO.

• For rentals where the vehicle is handed over in Barcelona or Madrid, the customer must pay €0.15 for each kilometre exceeding the following set limits based on the number of hire days: 400 kilometres per day for 1-3 day rentals; 300 kilometres per day for 4-6 day rentals; 150 kilometres per day for 7-20 day rentals; and 100 kilometres per day for rentals of 21 days or more.

• Tolls, fines, parking charges, penalties and legal expenses for fines committed during the rental period and in accordance to the applicable regulations (including expenses for congestion fees or limitation of traffic) incurred by THE CLIENT during the rental period of the contract, although they may have been paid by CENTAURO; as well as any legal expenses related to the rented vehicle during the rental period.

5. POSSIBLE ADDITIONAL CHARGES
In the event THE CUSTOMER fails to comply with the obligations assumed herein, he/she must pay an amount established and/or arising from the general terms and conditions. CENTAURO is expressly authorised by THE CUSTOMER to make the corresponding charges to the credit card provided for this purpose, after providing information about the reason the charge is being made and justification of the amount.

Specifically, THE CUSTOMER is expressly required to accept the charges arising from damages caused as a consequence of his/her breach of the obligations laid down herein, on the occasion of the following concepts:

• Compensation for any damages/losses caused to the vehicle, coverage of which is not justified and/or insured by THE CUSTOMER along with the vehicle immobilisation costs, whose amount shall result from applying the current rate type as well as an accident administration fee

• Compensation equal to the amount paid by CENTAURO for fines, and the administrative management expenditure and legal fees arising (for each procedure) from traffic
offences or breaches of the law by any authorised driver, including the penalties related
to late payment by the lessee.

- Compensation equal to the amount of the damages caused by negligence of THE
  CUSTOMER, which expressly includes the loss of keys, mistakes when refuelling and the
  absence of internal elements in the hire care.
- Compensation equivalent to the amount paid by CENTAURO for tolls used by THE
  CLIENT, as well as any amount derived from them (surcharges, penalties, etc.). In
  addition, THE CLIENT must pay a fee of 40€ in handling costs for each contract.

6. REGULATIONS FOR DAMAGES DERIVED FROM VEHICLE USAGE

6.1 Damages to THIRD PARTIES

Pursuant to current law, CENTAURO maintains, at all times, active insurance contracts with first
rate companies which cover civil liability or liability of drivers of rental cars for personal and
material damages caused to third parties related to the use of the aforementioned vehicles.

Insurance of vehicles of the CENTAURO fleet will be contracted with any of the following
companies: Generali, Mutua Madrileña, Groupama Mapfre, Reale, Zurich, Helvetia and Axa,
which all provide nationwide coverage.

The framework of this insurance policy also includes, within certain limits, personal damage
(death, total and partial disability, healthcare costs) suffered by the authorized driver (only valid
for Spain, Portugal & Greece)

Upon signing this contract, the authorized drivers are deemed covered by this insurance.

The limitations of liability covered by this insurance policy are, at least, those which are, at any
time, necessarily anticipated according to current legislation.

Notwithstanding the rights of the damaged third party, the CLIENT is informed that this policy
includes a deductible for all damages which can be claimed by CENTAURO, with the amount
indicated in the Commercial Conditions. In addition, the CLIENT is informed of the right of the
insurance company to claim damages from the CLIENT for any damages not covered by the
insurance policy.

THE CLIENT may consult the general conditions of the insurance policy at any time.

6.2 Damages TO THE VEHICLE

CENTAURO shall hold the CLIENT liable for the correct preservation and utilization of the vehicle
by him/herself, authorized drivers and other occupants of the aforementioned vehicle.

Notwithstanding the above, and that which will be set out further in this document, CENTAURO
offers the CLIENT rental of the vehicle under two modalities.

The responsibility assumed by THE CUSTOMER against CENTAURO for the damages caused to
the vehicle will be established at the time of contracting by virtue of the Damage Amount List
indicated in the rental Commercial Conditions.

A) Default modality: Limited Exemption of liability (Collision Damage Waiver or CDW) + Limited
exemption of liability due to theft of the vehicle (Theft Protection or TP)
Under this modality, CENTAURO partially exempts the CLIENT of liability for damages caused to the vehicle.

Under these conditions, CENTAURO will only hold the CLIENT liable for the maximum amount expressly stated in the contract under the section DEDUCTIBLE for damages caused to the vehicle (determined in accordance to the list referenced in the Commercial Conditions). In addition to this, if the vehicle is involved in an accident during the rental period, an accident administration fee of €50 will be applied.

In any event, for limitation of liability to take effect, declaration of damages will be necessary, and in this case, the presentation of the corresponding accident report outlining all details relevant to the reported accident or disaster (details of vehicles and/or people involved, as well as a description of the events and damages that occurred).

In addition, under this modality, CENTAURO partially exempts the CLIENT of liability for damages caused by theft of the vehicle or its parts or components, excluding the amount expressly stipulated in the contract under the section DEDUCTIBLE, which must be provided by the CLIENT.

In any event, for limitation of liability to take effect, the keys to the rented vehicle must be returned upon reporting the event to CENTAURO, as well as a copy of the criminal complaint which was presented to the relevant authorities.

As specified in the Commercial Conditions of this contract, rental of the vehicle under this modality implies the obligation of the CLIENT to pay a deposit in order to guarantee payment of said liabilities.

Notwithstanding the aforementioned, it is expressly stated to the CLIENT that limited exemption from liability does not include damages caused in any of the following circumstances, in which case CENTAURO may claim payment of the full amount:

- Damages caused to tires, whether they are caused by impact or by excessive weight on the rented vehicle.
- Damages caused to the doors locks or cylinder locks, as well as to the windows of the rented vehicle.
- Damages caused due to theft of the wheels, parts of the inferior portion of the vehicle, roof, double headed spanners, cylinder locks, seats or windows of the rented vehicle.
- Damages or loss caused to the interior, exterior and mechanical parts and elements of the vehicle, in the event that the rented vehicle was stolen or that an attempt was made to steal it.

B) Optional Modality: Complete exemption of liability (SMART rate)

Under this modality, and notwithstanding the aforementioned, CENTAURO completely exempts the CLIENT, in exchange for the payment of additional fees for the rental of the vehicle as specified in the Commercial Conditions of this contract, of liability for damages caused to the vehicle or caused due to its theft, for which the CLIENT would be liable under the aforementioned modality “CDW + TP”.

The CLIENT may not opt for this contract modality after having signed a contract for rental.

C) Damages not covered by either contract modality
Irrespective of the contract modality chosen by the CLIENT, the latter will be liable to CENTAURO, for full payment of costs (including loss of profit derived from inability to rent the vehicle) for damages caused due to any of the following circumstances:

- Damages due to accidents caused by a serious breach of traffic law, or the commission of conduct, which constitutes a crime against road traffic safety.
- Damages caused by driving under the influence of alcohol or drugs.
- Damages caused to the rented vehicle due to accidents caused by inappropriate driving or grossly negligent conduct on the part of the CLIENT or by authorized drivers, as proven in judicial proceedings.
- Damages caused to key copies returned to the renter, for the opening of the vehicle, and to the upholstery.
- Damages caused due to climatic events, as well as related expenditures derived from the same (except force majeure events).
- Damages to the vehicle outside of pick up country if the Cross Border road assistance cover has not been purchased.
- Road assistance in case of fuel freezing.
- Damage/loss of child seats.
- Damage/loss/theft of keys, hydraulic jack, safety triangles, jackets, wipers, petrol caps, loading shelf or any other fixed or mobile component(s) of the vehicle, as well as the use of fire extinguishers or first aid kits other than in case of an accident with the vehicle.
- Damage to the engine due to negligence.
- Damages to the engine due to inadequate refueling of the vehicle.
- Theft of the vehicle with the keys still in the ignition.
- Fines due to breaking traffic laws and regulations during the hire period are the responsibility of the driver of the vehicle. In the event of a fine being received an administration handling fee of 40€ will be applicable for Spain, Portugal & Greece and 50€ for Italy for each fine processed. (This amount will be charged regardless of the outcome of the administrative process of the infraction).
- Toll usage by THE CLIENT, as well as any amount derived from them (surcharges, penalties, etc.). In addition, THE CLIENT must pay a fee of 40 € in handling fees for each contract (this amount will be charged regardless of the course of the official processing of the infringement).

**6.3 Damages to THE CLIENT’S PROPERTY**

The damage, loss or theft of any goods which are the property of the CLIENT found in the vehicle are completely and exclusively at their expense, and are not covered by any insurance policy, nor under either of the contract modalities specified in the above section. CENTAURO assumes no responsibility for the custody or delivery of property owned by the CLIENT and left in the vehicle after the end of the rental.

**7. ACCIDENTS**

THE CUSTOMER agrees to immediately notify CENTAURO of any accident and send any notifications related to said accident, and to fully cooperate with both CENTAURO and the Insurance Company in the investigation and defence of any claims and proceedings.
In any case, at the time of the accident, THE CUSTOMER:

- Shall obtain full details from the other party, and all the circumstances surrounding the accident.
- If the amicable execution of the corresponding accident report is not possible, THE CUSTOMER shall notify the authorities where blame exists on behalf of the other party.

The Client undertakes to be truthful in all statements and explanations, oral and written, made with respect to the circumstances in which the damages took place. The Client shall be liable to Centauro and its insurer for any damages that may arise from false, erroneous or biased statements or explanations. Centauro reserves the right not to accept the statements or explanations of the client.

8. REPAIRS, LUBRICATION, OILS AND FUELS.

THE CUSTOMER must check liquid levels every 1,000 kilometres and replace them if necessary. Liquid replacement costs (excluding those resulting from negligence), shall be paid after submission of the corresponding supporting documents (receipts) for the service performed. The cost of repairs arising from damages and/or breakdowns, carried out in the expressly agreed garages/workshops, shall be borne by CENTAURO, provided the conditions established herein are met. If repairs must be made in garages/workshops not agreed with CENTAURO, its express approval shall be required, and the cost of the repairs shall be returned to THE CUSTOMER upon submission of the supporting documents (receipts) for the services provided, and the amount these total.

THE CUSTOMER must refuel the vehicle with the suitable type of fuel, and shall bear the cost of this.

CENTAURO shall return the amount handed over as deposit to guarantee the fuel payment handed over with the hire car, when expressly established in the type of hire care conditions chosen by the customer. In cases where the type of hire car contract has established the charge under “refuelling service”, CENTAURO will return the amount corresponding to the percentage of fuel not consumed based on the amount shown in the existing volume indicator in the reservoir, except the additional charge of €25 for “refuelling service”, which it is expressly authorised to make, for the cost incurred from sending its employees to perform said refuelling operations.

9. JURISDICTION AND APPLICABLE LAW

This Contract shall be governed by Spanish law and, for cases where the customer is deemed a consumer or user, any discrepancy regarding this shall subject the customer, where reaching an amicable agreement absolving him/her is not possible, to the jurisdiction corresponding to the place where the obligation is to be performed, with this considered to be the place the rental began. All of the foregoing is in accordance with the expressly established provisions laid down in existing consumer protection laws.

If the party contracting the service is not deemed a consumer, the parties expressly agree to submit to the jurisdiction of the municipality where the CENTAURO registered address is situated.
The client is informed that they have at their disposal the Customer Service & Claim forms of CENTAURO, as well as information on entities of alternative resolution of consumer litigation on the web: https://www.centauro.net/en/help-center/contacting-centauro/

Notwithstanding the foregoing, and pursuant to the provisions expressly agreed in Article 38 of the Spanish Law 16/1987, of 30 July, on Land Transport Regulations, CENTAURO expressly states its wish against the settlement of any dispute arising from contracting hire car services through the Transport Arbitration Court.

10. HANDLING PERSONAL DATA.

Entity responsible for processing data CENTAURO RENT A CAR, S.L.U. (“CENTAURO”).

Address: País Valencia 9 Ave block A, Local 4, 03509 Finestrat, Alicante. Email: dpo@centauro.net Contact phone: (+34) 966 360 360.

I. Main purposes of data handling:
Regarding the execution of the contractual relationship: Process your application as a client to be able to manage the commercial relationship as well as your needs. Manage, maintain and ensure fulfilment with the contractual or pre-contractual relationship that binds us. Regarding a legal obligation: For the fulfilment of any legal obligation or regulation, we shall be able to share your data with public, regulatory or governmental body authorities. Regarding the legitimate interest of Centauro: Centauro commercial activities, by any means, to offer you products and/or services similar to those acquired. Perform customer satisfaction and analysis of your needs to tailor our offers to your profile. Record your voice and/or your image to maintain the quality of the service, and if necessary, manage claims and other procedures. Share your data with insurance companies for roadside assistance in case of accidents or traffic incidents. Share your data with companies of Centauro and its group (Grupo Mutua Madrileña), particularly, MUTUA MADRILEÑA AUTOMOVILISTA, S.S.P.F.; AUTOCLUB MUTUA MADRILEÑA, S.L.U.; MUTUAMAD INNOVACIÓN, S.L.U.; SILDO SCAN SPAIN, S.L.; CENTAURO RENT A CAR, S.L.U.; NORDIC BUS, S.L.U.; CENTAURO RENT A CAR ITALY, S.r.L.; CENTAURO RENT A CAR, L.D.A.; NORDICWHEELS, L.D.A.; CENTAURO RENT A CAR GREECE, SINGLE MEMBER S.A.; and others, with the purpose of providing on-site services of self-driven car rentals requested by the customer, and complementary services, as well as for the centralization of administrative and computer processes. Regarding your consent: Analyse your needs by consulting our own sources or external sources as well as our advertising partners to show relevant and segmented advertising according to your preferences.

II. Recipients of your data:
Public, regulatory, governmental and regional authorities. Insurance companies for roadside assistance in case of incidents or traffic accidents, companies of the Centauro Group for the correct provision of services and for advertising purposes, as well as third-party collaborating companies of Centauro.

III. Data protection rights:
You can exercise your rights of access, rectification, deletion, limitation or opposition to the processing of data, portability of data, and to not be the subject of automated decisions, as detailed in the “Additional Information”.

IV: Additional information:
You can view the detailed additional information about our Privacy Policy for customers on our web page: https://www.centauro.net. As indicated previously, to share the best offers of products and services that Centauro puts at your disposal and to better tailor them to your interests, we need you to provide your consent: □ Yes
GENERAL TERMS AND CONDITIONS OF SELF-DRIVE HIRE CARS FOR PORTUGAL

1. PARTIES AND GENERAL OBLIGATIONS

CENTAURO, acting in the capacity of lessor, shall rent to THE CUSTOMER (meaning both the main driver and the person responsible of payment) established as lessee the vehicle described in this Contract (or the vehicle which may be handed over as a replacement, where necessary), subject to the terms, conditions and rates established in the CENTAURO Commercial Conditions herein -and/or in any annex to this document - and the CUSTOMER undertakes to comply, expressly acknowledging having read and accepted the conditions established in this Contract, and having not stated any doubts or disagreements with the content.

The CUSTOMER is expressly warned that CENTAURO may not comply with the demands made for the provision of the services offered, in those cases in which it is duly justified that the applicant has failed to comply with the terms and conditions of the contracts entered into previously. CENTAURO, both in cases of non-payment of the services provided and in those cases in which there has been an undue prolongation of the contracted services without the corresponding knowledge or authorization by CENTAURO, and all this in accordance with current consumer legislations which does not affect your statutory rights.

With the aim to minimize risks resulting from driving a motor vehicle, the following class of drivers may not be included in the agreement to be concluded, as follows:

1. Persons aged below nineteen (19).

Without prejudice to the foregoing, and in accordance with the rates currently in force and published by this company, the CUSTOMER is expressly advised that drivers who, at the time of the conclusion of the agreement, are between the ages of 19 and 24 years of age must pay an extra fee known as a “young driver” fee while those drivers whose age is above 75 years of age must pay a corresponding fee, called the “senior driver” fee.

2. Persons with a driving license valid for less than one (1) year, that is not valid, or is not approved in the country of hire (the CUSTOMER is directly responsible for the validation and approval of the driving license, exempting Centauro Rent a Car from any responsibility under any circumstance.

3) Anyone who does not present original documentation (e.g. driver’s license) at the time of the conclusion of this present document.

4) Anyone who has a driving license-related issue, including legal expenses and/or criminal prosecution.

5) Anyone who, at the time of the contract, has a physical or mental impairment, which may indicate the inability to properly operate the vehicle.

The CUSTOMER agrees not to permit anyone not named as a driver in the agreement to operate or drive the vehicle, and to that effect, be held liable for any damage or loss caused to the vehicle or to third parties in the event that the CUSTOMER infringes upon the conditions mentioned.

For Spain & Portugal:
Likewise, and in order to prevent potential risks caused by boat crossings or in any other form of transport necessary in these cases, THE CUSTOMER expressly agrees not to travel with the
hired vehicle to the Autonomous cities of Ceuta and Melilla, the Canary Islands, or from the peninsula to the Balearic Islands or between any of the Balearic Islands other than the island where the vehicle was handed over.

Additionally, the CUSTOMER may not operate the leased vehicle outside of national borders, unless the CUSTOMER indicated their intention to do so during the contracting of services at the offices of CENTAURO. In which case, the CUSTOMER must take out the existing road assistance authorising travel to the territories of Andorra, France or Spain, the only countries where circulation shall be allowed under such circumstances.

The breach of any obligation expressly assumed by either party to this agreement, shall entitle the other to demand compliance with the obligations set forth herein or, in the alternative, termination of the same, as well as authorizing the other party to adopt necessary measures to recover the vehicle (in case of default by the lessee) or the return of the sums paid (in the case of non-compliance on the part of the lessor, without prejudice to the possibility of claiming damages and losses that may have originated as a result of such breach.

This driverless vehicle leasing agreement is drawn up so that the CUSTOMER may use and dispose of the same for their particular use, with the assumption of civil liability, administrative offence, including any and all criminal penalties, which may arise from the use or misuse of the same or following any kind of administrative or criminal offence that could be carried out with the vehicle.

CENTAURO is pleased to provide the CUSTOMER with the opportunity to lease mobile wi-fi devices (MiFi/Tablet) as an add-on to the leased vehicle. In such cases, the CUSTOMER shall be directly responsible for the use of such devices, which they themselves, or those under their care or charge, or any third parties which the CUSTOMER may supply such equipment to, ensuring to indemnify CENTAURO of any liability in regard to third party use of MiFi/Tablet devices.

In particular, the CUSTOMER will be responsible for the information or personal data that is entered in the device, being responsible for its elimination at the time of the return and exempting CENTAURO from any responsibility over them.

The undertaking of any kind of action which may result in any type of liability as a result or cause of the CUSTOMER’S actions, for which CENTAURO may have to answer for, or which may constitute an administrative or criminal offence, shall grant CENTAURO the authorization to claim not only the value of the indemnities or penalties for which it may need to answer for, but also the sum of which equals an amount equal to damages and losses incurred as a result of the total economic loss and use of the vehicle, which is the subject of this leasing agreement.

2. USE OF THE VEHICLE BY THE LESSEE

CENTAURO expressly states that the vehicle delivered has been approved for use during the conducting of mechanical repairs and internal checks carried out, and found to be in the general condition stated on the sheet signed by the CUSTOMER for that given purpose, and having all necessary documentation, suitable tools and accessories, as well as all tyres, (including spare) in good, working condition, without any serious defects.
The CUSTOMER expressly undertakes to:

- Keep the vehicle in good, working condition.
- Respect the Highway Code applicable to each territory, pursuant to the specifications of use for the type of vehicle in question. In particular, the parties expressly agree that the performance of any behaviour representing a traffic offence shall be considered a fundamental breach of the obligations assumed herein, which may lead to the Contract being terminated and claims being made for the corresponding compensation for damages caused, including those corresponding to administrative, management and procedural charges caused by the intervention of CENTAURO in the sanctions proceedings, or judicial proceedings initiated as a consequence of such behaviour. Not to transport people or goods or to carry out any activities with the purpose of subleasing the vehicle in breach of the law or legal provisions in force, or the number of which (i.e. weight, quantity and/or volume) exceeds the limits specified by the vehicle's manufacturer or prescribed by law.
- Not to carry out activities for the purpose of subleasing the vehicle, nor to transport persons or goods, or undertake activities for the purpose of subleasing the vehicle, which break the Law or existing legal provisions or whose number (weight, quantity and/or volume) exceed the limits specified by the vehicle manufacturer or the law.
- Not to drive under the influence of alcohol, drugs and other narcotic substances, or with diminished physical abilities due to fatigue, illness or any other circumstance contrary to the safe operation of the vehicle.
- Not to use the vehicle to push or tow other vehicles, trailers, running objects, or otherwise.
- Not to participate in any type of competitions or sports racing, whether official held or otherwise.
- Not to use or conduct stress tests of materials, accessories or other vehicle products which are not covered and / or authorized by CENTAURO.
- Not to transport objects or goods whose transportation is prohibited or subject to administrative authorization or to transport flammable, dangerous, radioactive, toxic and/or harmful goods.
- Not to carry or transport flammable, hazardous, radioactive, toxic and / or harmful goods.
- Not to give as a guarantee, pledge, sell, rent, lease, mortgage, loan or even modify any part of the vehicle - including documentation, keys, tools and accessories - including the vehicle itself.
- Lock the vehicle, park it in a proper location, suitable and safe when not in use and to maintain all documentation inside the vehicle at all times.
- Immediately stop the vehicle at the slightest hint of any external or specific indication of any malfunction (via indicators) that may highlight the existence of a technical failure. In such cases, the CUSTOMER should contact the nearest designated CENTAURO office or service center, waiving any claims of costs that may be due to the use of a different roadside assistance company, except in cases requiring an urgent or emergency response.
• Not to drive the leased vehicle in areas that are not passable or on unpaved roads not fit for vehicular traffic, in order to prevent damage to the underbody and/or other types of damage.
• Follow the specific instructions and pay the corresponding charges on tolls roads.

3. RETURN OF VEHICLE
The vehicle shall be returned in the same condition it was handed over in, and with the same documents, accessories and equipment, in the place, on the date and at the time agreed as the end of the rental contract period. THE CUSTOMER expressly assumes the legal consequences arising from the changes made to the hire car which have not been expressly authorized by CENTAURO. Failure to return the vehicle on the date and time set out in the Contract authorizes Centauro Rent a Car to charge customers for any additional days the vehicle is used after it should have been returned plus a 50€ penalty per day.

Under no circumstances shall the rental contract be considered tacitly extended due to the fact that THE CUSTOMER does not return the vehicle in question upon the agreed date for ending the Contract, requiring the express, written authorization of CENTAURO for such extension (by THE CUSTOMER making a new reservation which is subject to availability and by paying the corresponding rate).

Damages caused to the vehicle are subject to applying the constant values in the ‘Damage Price List’, made for each specific damage, taking the average market prices offered by several repair shops as the base.

The Client expressly states that it has read and accepted the conditions established in the aforementioned ‘Damage Price List’, which is available for consultation on our website.

Moreover, CENTAURO may initiate administrative and/or judicial proceedings relevant to the enforcement of the agreement between the parties, including initiation of criminal proceedings for possible breach of trust, in order to urge state security forces to proceed with the seizure and detention of the vehicle.

4. LEASING FEES
Under this leasing agreement, the CUSTOMER will be required to pay
• Derived rates are based on the cost for the leasing of the vehicle, taxes and fees, and the value for the replacement of any documents, accessories, and/or tools.
• In cases where the vehicle is returned in a condition beyond normal wear and tear (e.g. dirty vehicle, used outside of normal application) the CUSTOMER will be charged an additional fee for the cleaning of the vehicle, for a maximum value of 100 €, given the prior justification of the value of the service provided.
• In the event that the CUSTOMER modifies the conditions agreed to, either because the CUSTOMER is requesting to deliver the vehicle after the leasing period to a place distinct from the one initially chosen, or as a result of allowing a person not initially included as an additional driver, the CUSTOMER will be required to pay the fees currently in force for each of the cases referred to above.
In cases where CENTAURO discovers that there is a post-agreement amount owed to the CUSTOMER, after the settlement of fees and costs for the provision of services, the amount due in favor of the CUSTOMER will be promptly reimbursed using the same method of payment used by the CUSTOMER (e.g. credit/debit card). Please note: CENTAURO is not responsible for any delays in the processing of reimbursement fees as a result of operations carried out by the banking or credit company handling the transaction.

If the CUSTOMER requests roadside assistance, the CUSTOMER will be responsible for any expenses related to towing or any additional costs that may arise from this transaction, except in cases in which the roadside assistance provided to the CUSTOMER comes as a result of a technical failure, and the service is carried out by a company designated by CENTAURO for these specific purposes.

If a customer uses the toll roads, and has not acquired the electronic transponder device with Centauro Rent a Car, the Customer must pay for any charges involved. Non-payment of a toll will incur a fine. The administrative fine is 10 times the toll, with a minimum charge of 25€ for each procedure.

Tolls, fines, parking charges, penalties and legal expenses for fines committed during the rental period and in accordance to the applicable regulations (including expenses for congestion fees or limitation of traffic) incurred by THE CLIENT during the rental period of the contract, although they may have been paid by CENTAURO; as well as any legal expenses related to the rented vehicle during the rental period.

5. POTENTIAL ADDITIONAL FEES.

In the case of non-compliance with the obligations undertaken in this agreement, on the part of the CUSTOMER, the same will have to pay the sum amount established and/or arising out of the general conditions of the agreement, authorizing CENTAURO to charge related fees to the credit card provided by the CUSTOMER, with reason given to the CUSTOMER for their collection and justification of the amount to be charged.

In particular, the CUSTOMER expressly agrees to accept the charges resulting from damages caused as a result of infringement of the obligations set forth in this agreement, due to of the following reasons:

- Compensation for any damage/loss caused to the vehicle and for which coverage is not justified and/or contracted by the CUSTOMER together with the costs accrued for the detention of the vehicle whose value results from applying the rate in force as well as an accident administration fee.
- Compensation equal to the amount paid by CENTAURO in fines, and the administrative management expenditure and legal fees arising (for each procedure) from traffic offences or breaches of the law by any authorized driver, including the penalties related to late payment by the lessee.
- Compensation equal to the amount of damages caused as a result of the CUSTOMER’S negligence, among which include the loss of keys, Error in refueling and the absence of parts and / or internal elements of the leased vehicle, Other damages better identified on our ‘Damage price list’ which is available for consultation on our website.
• Compensation equivalent to the amount paid by CENTAURO for tolls used by THE CLIENT, as well as any amount derived from them (surcharges, penalties, etc.). In addition, THE CLIENT must pay a fee of 40€ in handling costs for each contract.

6. REGULATIONS FOR DAMAGES DERIVED FROM VEHICLE USAGE

6.1 Damages to THIRD PARTIES

Pursuant to current law, CENTAURO maintains, at all times, active insurance contracts with first rate companies which cover civil liability or liability of drivers of rental cars for personal and material damages caused to third parties related to the use of the aforementioned vehicles.

Insurance of vehicles of the CENTAURO fleet will be contracted with any of the following companies: Generali, Mutua Madrileña, Groupama Mapfre, Reale, Zurich, Helvetia and Axa, which all provide nationwide coverage.

The framework of this insurance policy also includes, within certain limits, personal damage (death, total and partial disability, healthcare costs) suffered by the authorized driver (only valid for Spain, Portugal & Greece).

Upon signing this contract, the authorized drivers are deemed covered by this insurance.

The limitations of liability covered by this insurance policy are, at least, those which are, at any time, necessarily anticipated according to current legislation.

Notwithstanding the rights of the damaged third party, the CLIENT is informed that this policy includes a deductible for all damages which can be claimed by CENTAURO, with the amount indicated in the Commercial Conditions. In addition, the CLIENT is informed of the right of the insurance company to claim damages from the CLIENT for any damages not covered by the insurance policy.

THE CLIENT may consult the general conditions of the insurance policy at any time.

6.2 Damages TO THE VEHICLE

CENTAURO shall hold the CLIENT liable for the correct preservation and utilization of the vehicle by him/herself, authorized drivers and other occupants of the aforementioned vehicle.

Notwithstanding the above, and that which will be set out further in this document, CENTAURO offers the CLIENT rental of the vehicle under two modalities.

The responsibility assumed by THE CUSTOMER against CENTAURO for the damages caused to the vehicle will be established at the time of contracting by virtue of the Damage Amount List indicated in the rental Commercial Conditions.

A) Default modality: Limited Exemption of liability (Collision Damage Waiver or CDW) + Limited exemption of liability due to theft of the vehicle (Theft Protection or TP)

Under this modality, CENTAURO partially exempts the CLIENT of liability for damages caused to the vehicle.

Under these conditions, CENTAURO will only hold the CLIENT liable for the maximum amount expressly stated in the contract under the section DEDUCTIBLE for damages caused to the vehicle (determined in accordance to the list referenced in the Commercial Conditions). In
addition to this, if the vehicle is involved in an accident during the rental period, an accident administration fee of €50 will be applied.

In any event, for limitation of liability to take effect, declaration of damages will be necessary, and in this case, the presentation of the corresponding accident report outlining all details relevant to the reported accident or disaster (details of vehicles and/or people involved, as well as a description of the events and damages that occurred).

In addition, under this modality, CENTAURO partially exempts the CLIENT of liability for damages caused by theft of the vehicle or its parts or components, excluding the amount expressly stipulated in the contract under the section DEDUCTIBLE, which must be provided by the CLIENT.

In any event, for limitation of liability to take effect, the keys to the rented vehicle must be returned upon reporting the event to CENTAURO, as well as a copy of the criminal complaint which was presented to the relevant authorities.

As specified in the Commercial Conditions of this contract, rental of the vehicle under this modality implies the obligation of the CLIENT to pay a deposit in order to guarantee payment of said liabilities.

Notwithstanding the aforementioned, it is expressly stated to the CLIENT that limited exemption from liability does not include damages caused in any of the following circumstances, in which case CENTAURO may claim payment of the full amount:

- Damages caused to tires, whether they are caused by impact or by excessive weight on the rented vehicle.
- Damages caused to the doors locks or cylinder locks, as well as to the windows of the rented vehicle.
- Damages caused due to theft of the wheels, parts of the inferior portion of the vehicle, roof, double headed spanners, cylinder locks, seats or windows of the rented vehicle.
- Damages or loss caused to the interior, exterior and mechanical parts and elements of the vehicle, in the event that the rented vehicle was stolen or that an attempt was made to steal it.

**B) Optional Modality: Complete exemption of liability (SMART rate)**

Under this modality, and notwithstanding the aforementioned, CENTAURO completely exempts the CLIENT, in exchange for the payment of additional fees for the rental of the vehicle as specified in the Commercial Conditions of this contract, of liability for damages caused to the vehicle or caused due to its theft, for which the CLIENT would be liable under the aforementioned modality “CDW + TP”.

The CLIENT may not opt for this contract modality after having signed a contract for rental.

**C) Damages not covered by either contract modality**

Irrespective of the contract modality chosen by the CLIENT, the latter will be liable to CENTAURO, for full payment of costs (including loss of profit derived from inability to rent the vehicle) for damages caused due to any of the following circumstances:

- Damages due to accidents caused by a serious breach of traffic law, or the commission of conduct which constitutes a crime against road traffic safety.
- Damages caused by driving under the influence of alcohol or drugs.
• Damages caused to the rented vehicle due to accidents caused by inappropriate driving or grossly negligent conduct on the part of the CLIENT or by authorized drivers, as proven in judicial proceedings.
• Damages caused to key copies returned to the renter, for the opening of the vehicle, and to the upholstery.
• Damages caused due to climatic events, as well as related expenditures derived from the same (except force majeure events).
• Damages to the vehicle outside of pick up country if the Cross Border road assistance cover has not been purchased.
• Road assistance in case of fuel freezing.
• Damage/loss of child seats.
• Damage/loss/theft of keys, hydraulic jack, safety triangles, jackets, wipers, petrol caps, loading shelf or any other fixed or mobile component(s) of the vehicle, as well as the use of fire extinguishers or first aid kits other than in case of an accident with the vehicle.
• Damage to the engine due to negligence.
• Damages to the engine due to inadequate refueling of the vehicle.
• Theft of the vehicle with the keys still in the ignition.
• Fines due to breaking traffic laws and regulations during the hire period are the responsibility of the driver of the vehicle. In the event of a fine being received an administration handling fee of 40€ will be applicable for Spain, Portugal & Greece and 50€ for Italy for each fine processed (this amount will be charged regardless of the outcome of the administrative process of the infraction).
• Toll usage by THE CLIENT, as well as any amount derived from them (surcharges, penalties, etc.). In addition, THE CLIENT must pay a fee of 40 € in handling fees for each contract (this amount will be charged regardless of the course of the official processing of the infringement).

6.3 Damages to THE CLIENT’S PROPERTY
The damage, loss or theft of any goods which are the property of the CLIENT found in the vehicle are completely and exclusively at their expense, and are not covered by any insurance policy, nor under either of the contract modalities specified in the above section. CENTAURO assumes no responsibility for the custody or delivery of property owned by the CLIENT and left in the vehicle after the end of the rental.

7. ACCIDENTS
The CUSTOMER agrees to immediately inform CENTAURO of any accident, and to transmit all notifications in regard to any claim, as well as to fully cooperate with the investigation, and work with CENTAURO as well as the Insurance Company, and to defend against any claim and procedure.

In any event, at the time of the accident or other loss, the CUSTOMER will:

• Will obtain all pertinent information from the opposing party, including all circumstances regarding the accident.
• In the event of conflicting accounts of the event, and the parties are not able to come to an amicable conclusion on the facts, the CUSTOMER shall immediately notify authorities if the other party is at fault.
The Client undertakes to be truthful in all statements and explanations, oral and written, made with respect to the circumstances in which the damages took place. The Client shall be liable to Centauro and its insurer for any damages that may arise from false, erroneous or biased statements or explanations. Centauro reserves the right not to accept the statements or explanations of the client.

8. REPAIRS, LUBRICANTS, OILS AND FUELS.
CUSTOMER must check all fluid levels every 1000 km and replace them if necessary. The costs for replacement of fluids (except those that occur due to negligence), will be reimbursed after the submission of corresponding receipts that prove proof of purchase. The repairs resulting from damages and/or malfunctions will be carried out in workshops that CENTAURO designates to for these purposes, and will borne all charges for the costs of the repairs, subject to the parties’ compliance with conditions imposed in this agreement. If it is necessary to use workshops not agreed to by CENTAURO, the CUSTOMER must receive prior authorization to do so, and the cost of the repair performed will be reimbursed to the CUSTOMER subsequent to the submission of receipts which detail all repair services rendered and their respective costs.

The CUSTOMER must refuel the vehicle with the type of fuel suitable for the same, whose costs will be borne by the CUSTOMER.

CENTAURO will refund the sum delivered in escrow to secure the payment of fuel that is delivered with the leased vehicle when such is expressly stated under the terms and conditions of the agreement as selected by the CUSTOMER. In cases where a "refueling service fee", has been added to the agreement, CENTAURO will return the corresponding sum owed in proportion to the amount of fuel not consumed, based on the existing volume indicated by the vehicle's indicator, except the additional sum of 25 € for the cost of providing the "refueling service", which is authorized in order to cover the costs for carrying out refueling operations.

9. JURISDICTION AND APPLICABLE LAW
This agreement shall be governed by Portuguese law and, unless nullified by legal provisions to the contrary, to resolve any disputes arising from this agreement, the court for the District of Lisbon will be the court of competent jurisdiction.

The client is informed that they have at their disposal the Customer Service & Claim forms of CENTAURO, as well as information on entities of alternative resolution of consumer litigation on the web: https://www.centauro.net/en/help-center/contacting-centauro/

Notwithstanding the foregoing, and pursuant to the provisions expressly agreed in Article 38 of the Spanish Law 16/1987, of 30 July, on Land Transport Regulations, CENTAURO expressly states its wish against the settlement of any dispute arising from contracting hire car services through the Transport Arbitration Court.

10. CONSUMER DISPUTES
In the case of a consumer dispute, defined under the terms of the provision in Law No. 144/2015 of September 8, the consumer can appeal to the competent alternative consumer dispute body.
Regardless of the provisions in the legislation, articles of association and regulations to which the alternative consumer dispute bodies are bound, they shall be deemed to have competence to settle customer disputes for the sale and purchase of the good or service provision, or alternatively, a specialized alternative consumer dispute body shall have competence, if it exists in the sector in question.

If there is no alternative dispute resolution body where the contract was concluded, or those that exist are not considered competent because of the contract value, the consumer may appeal to the Lisbon Consumer Conflicts Centre, in Lisbon, with email address: cniacc@unl.pt, and available online: www.arbitragemdeconsumo.org.

11. HANDLING PERSONAL DATA.

Responsible for processing: CENTAURO RENT A CAR, LDA. (“CENTAURO”). Address for the purpose of exercising the right to protection of personal data: Av. Engenheiro Duarte Pacheco, no. 19 3rd floor 1070-100 Lisbon, Portugal. E-mail: dpo@centauro.net. Contact: (+351) 308 810 777. I. Main purposes of processing: Based on the need to fulfil the contract: Process your registration as a customer to manage the business relationship and your needs as a Centauro customer. | Manage, maintain and ensure the fulfilment of the contractual or pre-contractual relationship that exists between the parties. Based on complying with a legal obligation: To comply with any legal, regulatory or similar obligation, we may pass on your data to public authorities, regulators or government or court bodies. Based on Centauro’s legitimate interest: Centauro may carry out business campaigns or communications, by any means, to offer you products and/or services similar to those you have previously hired. | Carry out customer satisfaction surveys and analysis of your needs to match our offers with your profile. | Record your voice and/or image to maintain quality of service and, if necessary, manage complaints and other procedures. | Communicate your non-confidential data to insurers for travel assistance in case of accidents or traffic incidents. | Communicate your data to Centauro and its group (Grupo Mutua Madrileña), particularly, MUTUA MADRILEÑA AUTOMOVILISTA, S.S.P.F.; AUTOCLUB MUTUA MADRILEÑA, S.L.U.; MUTUAMAD INNOVACIÓN, S.L.U.; SILDOSCAN SPAIN, S.L.; CENTAURO RENT A CAR, S.L.U.; NORDIC BUS, S.L.U.; CENTAURO RENT A CAR ITALY, S.r.L.; CENTAURO RENT A CAR, L.D.A.; NORDICWHEELS, L.D.A.; CENTAURO RENT A CAR GREECE, SINGLE MEMBER S.A.; and others, so that we may locally provide vehicle hire services requested by customers and complementary services, and also to centralize administrative and IT processes. | Communicate and/or reply to notifications from any public or private authorities regarding administrative proceedings for motoring offences or to identify drivers who fail to pay toll fees. | Based on your consent: Analyse your needs by consulting internal and external sources, as well as our advertising partners to present relevant and targeted advertising according to your preferences. II. Data Recipients. Public authorities, regulators or governmental or court bodies. | Toll-road operators and/or police authorities. | Insurance companies to provide travel assistance in case of traffic incidents or accidents, companies within the Centauro Group to provide suitable local services for vehicle hire requested by customers and complementary services, as well as to centralize administrative and IT processes and for publicity purposes, and also to partner companies that have presented sufficient data protection guarantees to Centauro. | Communicate and/or reply to notifications from any public or private authorities regarding administrative proceedings for motoring offences or to identify drivers who fail to pay toll fees. III. Rights to the protection of personal data. You may exercise your rights to access, rectify, delete, limit
or oppose data processing, data portability and the right not to be subject to automated decisions, if applicable, as detailed in “Additional Information”. IV. Additional information. You can consult detailed additional information about our Privacy Policy for Customers on our website https://www.centauro.net. As previously indicated, to inform you about the best offers for products and services that Centauro can provide to you and that best match your interests, we need you to give us your consent: I expressly agree that Centauro can create a profile based on my consumption habits using internal and external information, as well as communicate my data to its advertising partners to offer me special offers on products or services suitable for my needs: □ Yes
GENERAL TERMS AND CONDITIONS FOR SELF-DRIVE HIRE CARS IN ITALY

1. GENERAL OBLIGATIONS

CENTAURO, acting in the capacity of lessor, shall rent to THE CUSTOMER (meaning both the main driver and the person responsible of payment) established as lessee the vehicle described in this Contract (or the vehicle which may be handed over as a replacement, where necessary), subject to the terms, conditions and rates established in the CENTAURO Commercial Conditions herein -and/or in any annex to this document - and the CUSTOMER undertakes to comply, expressly acknowledging having read and accepted the conditions established in this Contract, and having not stated any doubts or disagreements with the content.

THE CUSTOMER is expressly advised that CENTAURO cannot respond to claims for the provision of the services offered in cases where it is duly justified that the claimant has breached the terms and conditions of the contracts previously entered into with CENTAURO, both in cases of non-payment for the services provided and in cases where there has been an unreasonable extension of the hired services without the corresponding authorisation from CENTAURO; all of the foregoing in accordance with the recourses expressly included in existing consumer protection law which may be applicable.

In order to objectively minimise the risks arising from driving motor vehicles, the following persons cannot be included as drivers in the contract entered into for the hire car:

1.-) Persons aged below nineteen (19).
Notwithstanding the foregoing and in accordance with existing rates published by this company, THE CUSTOMER is expressly advised that drivers who are, when taking out this Contract, aged between 19 and 24 years old, must pay the specified additional “young driver” charge, whereas those aged above 75 years old must pay the corresponding additional “senior driver” charge.

2.-) Persons with a driving licence valid for less than one (1) year, that is not valid, or is not approved in the country of hire (the CUSTOMER is directly responsible for the validation and approval of the driving license, exempting Centauro Rent a Car from any responsibility under any circumstance.

3.-) Persons who do not show the original driving licence document when entering into this Contract.

4.-) Persons with a driving licence carrying legal and/or criminal charges.

5.-) Persons who, when taking out the Contract, have an evident physical or mental incapacity, meaning they are not in a suitable condition for driving.

THE CUSTOMER, who is liable for any damages caused to the vehicle or third parties, agrees to ensure that no other person other than those that are listed as the drivers in the Contract, drive the vehicle.

Likewise, and in order to prevent potential risks caused by boat crossings or in any other form of transport necessary in these cases, THE CUSTOMER expressly agrees not to travel with the vehicle on an island other than the island where the vehicle was handed over and to not travel with it by ferry.

Nor may THE CUSTOMER travel outside Italy with the hired vehicle, unless his/her intention to do so has been stated in the CENTAURO office when hiring the vehicle, in which case THE CUSTOMER must take out the existing road assistance authorising travel to the territories of
France, Monaco, Switzerland, Austria and San Marino (the only countries where circulation shall be allowed under such circumstances).

Breach of any of the obligations expressly assumed by each party herein shall authorise the other party to require compliance thereof, or terminate the Contract, and to take the appropriate measures to recover the vehicle (in the event of breach by the CUSTOMER), or to have the amounts paid returned (for breach by CENTAURO), notwithstanding the opportunity to make claims for damages which may have occurred as a result of said breach.

THE CUSTOMER expressly assumes the civil, administrative and even criminal liability that may arise from its improper use, or the committing of any type of administrative or criminal offence which potentially takes place with the vehicle. The vehicle may not be used for commercial purposes, for sports or amateur competitions or for test drives.

CENTAURO has the option of renting mobile Wi-Fi (Mi-Fi/Tablet) devices as a car hire supplement. In this case, THE CUSTOMER is directly responsible for use of the equipment supplied; both personal use and third party/children use, and CENTAURO shall not be held liable before third parties for their use of the Mi-Fi/Tablet.

In particular, the CUSTOMER will be responsible for the information or personal data that is you entered in the device, being responsible for its elimination at the time of the return and exempting CENTAURO from any responsibility over them.

If THE CUSTOMER commits any type of action that may give rise to civil liability of any kind that CENTAURO must face, or which may constitute civil liability, administrative or criminal offence, CENTAURO shall be entitled to claim damages not only for the amount of the compensation or penalties faced, but also for the total sum of the damages caused as a consequence of non-use the vehicle described in this rental contract.

The CUSTOMER expressly declares that it shall not use nor shall it allow for the use of the hired vehicle to provide occasional public transportation for passengers without the required authorisations and licences. If the vehicle described in this Contract is reported by members of the state security forces, or any other authority empowered for this purpose, for undertaking the aforementioned practice, CENTAURO expressly reserves the right to exercise, before THE CUSTOMER, all necessary actions in any jurisdiction.

2. USE OF THE VEHICLE BY THE CUSTOMER

CENTAURO expressly declares that the vehicle delivered is suitable for travel with the necessary safety equipment and the relative documentation so that the vehicle may circulate. The equipment and accessories, and all tyres (including a spare) are in good condition and are not punctured.

Upon delivery, the CUSTOMER is required to verify that the vehicle conditions are compliant with that found in the report and to report any insignificant damages.

THE CUSTOMER expressly agrees to:

- Maintain the vehicle, accessories and documentation present in good conditions.
- Respect the Highway Code applicable to each territory, pursuant to the specifications of use for the type of vehicle in question. In particular, the parties expressly agree that the performance of any behaviour representing a traffic offence shall be considered a
fundamental breach of the obligations assumed herein, which may lead to the Contract being terminated and claims being made for the corresponding compensation for damages caused, including those corresponding to administrative, management and procedural charges caused by the intervention of CENTAURO in the sanctions proceedings, or judicial proceedings initiated as a consequence of such behaviour.

- Not to carry out activities for the purpose of subleasing the vehicle, nor to transport persons or goods, or undertake activities for the purpose of subleasing the vehicle, which break the Law or existing legal provisions or whose number (weight, quantity and/or volume) exceed the limits specified by the vehicle manufacturer or the law.
- Not to drive under the influence or alcoholic beverages, drugs, other narcotic substances or with physical capacities impaired by fatigue, illness or any other circumstance which makes driving unadvisable.
- Not to use the vehicle to push or tow another vehicle(s), trailers or rolling/non-rolling objects.
- Not to take part in competitions or sports races, whether official or unofficial.
- Not to use or carry out resistance tests for materials, accessories or automobile products not provided and/or authorised by CENTAURO.
- Not to transport objects or goods whose transportation is prohibited or subject to administrative authorization or to transport flammable, dangerous, radioactive, toxic and/or harmful goods.
- Not to provide as a security, pledge, sell, rent, assign, mortgage, loan or even change or modify any part of the vehicle, including the documents, keys, tools and accessories, or the vehicle itself.
- Lock the vehicle, in a suitable, appropriate and safe place when it is not being used, and keep its documentation inside the vehicle.
- Immediately halt the vehicle in the event of the slightest external or explicit (indicators) suggestion of the existence of a technical failure. In such cases, the CUSTOMER must contact the nearest CENTAURO office, or the designated by CENTAURO Assistance Company as soon as possible, avoiding any contacts, requesting services or paying other assistance companies, except in cases of the utmost urgency.
- Not drive with the hire car in unpassable areas or unpaved roads that are not suitable for circulation, as these may damage the lower part of the bodywork and/or cause other kinds of damage.
- Follow the specific instructions and pay the corresponding charges on tolls roads

3. RETURNING THE VEHICLE

The vehicle shall be returned in the same condition it was handed over in, and with the same documents, accessories and equipment, in the place, on the date and at the time agreed as the end of the rental contract period. THE CUSTOMER expressly assumes the legal consequences arising from the changes made to the hire car which have not been expressly authorised by CENTAURO. Failure to return the vehicle on the date and time set out in the Contract authorizes Centauro Rent a Car to charge customers for any additional days the vehicle is used after it should have been returned plus a 50€ penalty per day.
Under no circumstances shall the rental contract be considered tacitly extended due to the fact that THE CUSTOMER does not return the vehicle in question upon the agreed date for ending the Contract, requiring the express, written authorisation of CENTAURO for such extension (by THE CUSTOMER making a new reservation which is subject to availability and by paying the corresponding rate).

CENTAURO may also start the appropriate legal proceedings to enforce compliance of the provisions expressly agreed between the parties, including commencing the corresponding criminal proceedings for the potential crime.

4. RENTAL FEES

In execution of this Contract, the CUSTOMER is required to pay:

- the rate for the rental of the vehicle, in addition to taxes and accessories, as well as any damage caused to the vehicle and/or its internal equipment.
- In cases where, following the return of the vehicle, additional cleaning is required due to the excessive dirtiness of the car, an additional charge of €100 against evidence of the cost of the service provided.
- Where THE CUSTOMER unilaterally changes the conditions agreed in the Contract, by way of example, returning the vehicle after the end of the rental period in a different place to that initially agreed or allowing the vehicle to be driven by a person not initially included as an additional driver, the current rate for each case covered.
- In the case where THE CUSTOMER requests assistance, the towing costs, or any other expense incurred by said assistance, except in cases where the assistance is required as a result of a technical failure in the vehicle and through assistance companies designated for this purpose by CENTAURO.
- If, following the termination of the hire car contract, a positive accounting balance remains in favour of THE CUSTOMER, CENTAURO will immediately pay the resulting amount via the same payment method originally used by THE CUSTOMER, but shall not be liable for any delays caused due to processes to be carried out by the banking or credit institutions.
- Tolls, fines, parking charges, penalties and legal expenses for fines committed during the rental period and in accordance to the applicable regulations (including expenses for congestion fees or limitation of traffic) incurred by THE CLIENT during the rental period of the contract, although they may have been paid by CENTAURO; as well as any legal expenses related to the rented vehicle during the rental period

5. POSSIBLE ADDITIONAL CHARGES.

In the event that the CUSTOMER does not fulfil the obligations assumed here, he must pay a sum defined in accordance with this Contract. CENTAURO is expressly authorised to make the corresponding charges to the credit card provided for this purpose, after providing information about the reason the charge is being made and justification of the amount.

In particular, CENTAURO may charge the CUSTOMER, depending on the case, the expenses related to:
• ANY damage or losses caused to the vehicle, coverage of which is not justified and/or insured by THE CUSTOMER along with the vehicle immobilisation costs, whose amount results from applying the current rate type.
• The cost paid by CENTAURO for fines, and the administrative management expenditure and legal fees arising (for each procedure) from traffic offences or breaches of the law by any authorised driver, including the penalties related to late payment by the lessee.
• Damage caused by the CUSTOMER’S negligence, which expressly include loss of keys, refuelling errors, loss of accessories and/or instruments inside the vehicle.
• Compensation equivalent to the amount paid by CENTAURO for tolls used by THE CLIENT, as well as any amount derived from them (surcharges, penalties, etc.). In addition, THE CLIENT must pay a fee of 40€ in handling costs for each contract.

6. REGULATIONS FOR DAMAGES DERIVED FROM VEHICLE USAGE

6.1 Damages to THIRD PARTIES
Pursuant to current law, CENTAURO maintains, at all times, active insurance contracts with first rate companies which cover civil liability or liability of drivers of rental cars for personal and material damages caused to third parties related to the use of the aforementioned vehicles.

Insurance of vehicles of the CENTAURO fleet will be contracted with any of the following companies: Generali, Mutua Madrileña, Groupama Mapfre, Reale, Zurich, Helvetia and Axa, which all provide nationwide coverage.

The framework of this insurance policy also includes, within certain limits, personal damage (death, total and partial disability, healthcare costs) suffered by the authorized driver (only valid for Spain, Portugal & Greece)

Upon signing this contract, the authorized drivers are deemed covered by this insurance.

The limitations of liability covered by this insurance policy are, at least, those which are, at any time, necessarily anticipated according to current legislation.

Notwithstanding the rights of the damaged third party, the CLIENT is informed that this policy includes a deductible for all damages which can be claimed by CENTAURO, with the amount indicated in the Commercial Conditions. In addition, the CLIENT is informed of the right of the insurance company to claim damages from the CLIENT for any damages not covered by the insurance policy.

THE CLIENT may consult the general conditions of the insurance policy at any time.

6.2 Damages TO THE VEHICLE
CENTAURO shall hold the CLIENT liable for the correct preservation and utilization of the vehicle by him/herself, authorized drivers and other occupants of the aforementioned vehicle.

Notwithstanding the above, and that which will be set out further in this document, CENTAURO offers the CLIENT rental of the vehicle under two modalities.

The responsibility assumed by THE CUSTOMER against CENTAURO for the damages caused to the vehicle will be established at the time of contracting by virtue of the Damage Amount List indicated in the rental Commercial Conditions.
A) Default modality: Limited Exemption of liability (Collision Damage Waiver or CDW) + Limited exemption of liability due to theft of the vehicle (Theft Protection or TP)

Under this modality, CENTAURO partially exempts the CLIENT of liability for damages caused to the vehicle.

Under these conditions, CENTAURO will only hold the CLIENT liable for the maximum amount expressly stated in the contract under the section DEDUCTIBLE for damages caused to the vehicle (determined in accordance to the list referenced in the Commercial Conditions). In addition to this, if the vehicle is involved in an accident during the rental period, an accident administration fee of €50 will be applied.

In any event, for limitation of liability to take effect, declaration of damages will be necessary, and in this case, the presentation of the corresponding accident report outlining all details relevant to the reported accident or disaster (details of vehicles and/or people involved, as well as a description of the events and damages that occurred).

In addition, under this modality, CENTAURO partially exempts the CLIENT of liability for damages caused by theft of the vehicle or its parts or components, excluding the amount expressly stipulated in the contract under the section DEDUCTIBLE, which must be provided by the CLIENT.

In any event, for limitation of liability to take effect, the keys to the rented vehicle must be returned upon reporting the event to CENTAURO, as well as a copy of the criminal complaint which was presented to the relevant authorities.

As specified in the Commercial Conditions of this contract, rental of the vehicle under this modality implies the obligation of the CLIENT to pay a deposit in order to guarantee payment of said liabilities.

Notwithstanding the aforementioned, it is expressly stated to the CLIENT that limited exemption from liability does not include damages caused in any of the following circumstances, in which case CENTAURO may claim payment of the full amount:

- Damages caused to tires, whether they are caused by impact or by excessive weight on the rented vehicle.
- Damages caused to the doors locks or cylinder locks, as well as to the windows of the rented vehicle.
- Damages caused due to theft of the wheels, parts of the inferior portion of the vehicle, roof, double headed spanners, cylinder locks, seats or windows of the rented vehicle.
- Damages or loss caused to the interior, exterior and mechanical parts and elements of the vehicle, in the event that the rented vehicle was stolen or that an attempt was made to steal it.

B) Optional Modality: Complete exemption of liability (SMART rate)

Under this modality, and notwithstanding the aforementioned, CENTAURO completely exempts the CLIENT, in exchange for the payment of additional fees for the rental of the vehicle as specified in the Commercial Conditions of this contract, of liability for damages caused to the vehicle or caused due to its theft, for which the CLIENT would be liable under the aforementioned modality “CDW + TP”.

The CLIENT may not opt for this contract modality after having signed a contract for rental.
C) **Damages not covered by either contract modality**

Irrespective of the contract modality chosen by the CLIENT, the latter will be liable to CENTAURO, for full payment of costs (including loss of profit derived from inability to rent the vehicle) for damages caused due to any of the following circumstances:

- Damages due to accidents caused by a serious breach of traffic law, or the commission of conduct which constitutes a crime against road traffic safety.
- Damages caused by driving under the influence of alcohol or drugs.
- Damages caused to the rented vehicle due to accidents caused by inappropriate driving or grossly negligent conduct on the part of the CLIENT or by authorized drivers, as proven in judicial proceedings.
- Damages caused to key copies returned to the renter, for the opening of the vehicle, and to the upholstery.
- Damages caused due to climatic events, as well as related expenditures derived from the same (except force majeure events).
- Damages to the vehicle outside of pick up country if the Cross Border road assistance cover has not been purchased.
- Road assistance in case of fuel freezing.
- Damage/loss of child seats.
- Damage/loss/theft of keys, hydraulic jack, safety triangles, jackets, wipers, petrol caps, loading shelf or any other fixed or mobile component(s) of the vehicle, as well as the use of fire extinguishers or first aid kits other than in case of an accident with the vehicle.
- Damage to the engine due to negligence.
- Damages to the engine due to inadequate refueling of the vehicle.
- Theft of the vehicle with the keys still in the ignition.
- Fines due to breaking traffic laws and regulations during the hire period are the responsibility of the driver of the vehicle. In the event of a fine being received an administration handling fee of 40€ will be applicable for Spain, Portugal & Greece and 50€ for Italy for each fine processed (this amount will be charged regardless of the outcome of the administrative process of the infraction).
- Toll usage by THE CLIENT, as well as any amount derived from them (surcharges, penalties, etc.). In addition, THE CLIENT must pay a fee of 40 € in handling fees for each contract (this amount will be charged regardless of the course of the official processing of the infringement).

**6.3 Damages to THE CLIENT'S PROPERTY**

The damage, loss or theft of any goods which are the property of the CLIENT found in the vehicle are completely and exclusively at their expense, and are not covered by any insurance policy, nor under either of the contract modalities specified in the above section. CENTAURO assumes no responsibility for the custody or delivery of property owned by the CLIENT and left in the vehicle after the end of the rental.

**7. ACCIDENTS**

THE CUSTOMER is required to notify CENTAURO within, and not later than, 48 hours if the vehicle is involved in a traffic accident or has been damaged, even if no third parties are involved.
In any case, at the time of the accident, THE CUSTOMER:

- Shall obtain full details from the other party, and all the circumstances surrounding the accident.
- If the amicable execution of the corresponding accident report is not possible, THE CUSTOMER shall warn the competent authorities where blame exists on behalf of the other party.

The Client undertakes to be truthful in all statements and explanations, oral and written, made with respect to the circumstances in which the damages took place. The Client shall be liable to Centauro and its insurer for any damages that may arise from false, erroneous or biased statements or explanations. Centauro reserves the right not to accept the statements or explanations of the client.

8. REPAIRS, LUBRICATION, OILS AND FUELS.

THE CUSTOMER must check liquid levels every 1,000 kilometres and replace them if necessary. Liquid replacement costs (excluding those resulting from negligence), shall be paid after submission of the corresponding supporting documents (receipts) for the service performed. The cost of repairs arising from damages and/or breakdowns, carried out in the expressly agreed garages/workshops, shall be borne by CENTAURO, provided the conditions established herein are met. If repairs must be made in garages/workshops not agreed with CENTAURO, CENTAURO’S approval shall be requested, and the cost of the repairs shall be refunded to the CUSTOMER upon submission of the supporting documents (receipts) for the services provided, and the amount these total.

THE CUSTOMER must refuel the vehicle with the suitable type of fuel, and shall bear the cost of this.

CENTAURO shall return the amount delivered to the CUSTOMER as a deposit to guarantee the fuel payment at the same time as the return of the hire car, when expressly established in the type of hire care conditions chosen by the customer. In cases where the type of hire car contract has established the charge under “refuelling service”, CENTAURO will return the amount corresponding to the percentage of fuel not consumed based on the amount shown in the existing volume indicator in the reservoir, except the additional charge of €30 for “refuelling service.”

9. JURISDICTION AND APPLICABLE LAW

This Contract is governed by Italian law.

If the CUSTOMER is deemed to be a consumer, any disputes will be under the exclusive jurisdiction of the consumer's court.

If the party acquiring the service is not a consumer, the parties expressly agree to file the dispute with the Court with exclusive jurisdiction in the place where CENTAURO is based.

The client is informed that they have at their disposal the Customer Service & Claim forms of CENTAURO, as well as information on entities of alternative resolution of consumer litigation on the web: https://www.centauro.net/en/help-center/contacting-centauro/
Notwithstanding the foregoing, and pursuant to the provisions expressly agreed in Article 38 of the Spanish Law 16/1987, of 30 July, on Land Transport Regulations, CENTAURO expressly states its wish against the settlement of any dispute arising from contracting hire car services through the Transport Arbitration Court.

10. HANDLING PERSONAL DATA.

Data controller. CENTAURO RENT A CAR, S.r.L. ("CENTAURO"). Address: Trento (TN), Trento (TN), Via Benedetto Giovanelli 37. E-mail: dpo@centauro.net. Telephone: (+39) 0683 662 959. I. Purposes of processing personal data. Based on the execution of the contractual relationship: Elaborate the customer’s request, so as to manage the business relationship and meet their needs. Manage the fulfilment of the mutually binding contractual or pre-contractual obligations between the client and Centauro: Provide, on-site, rental services for vehicles without a driver and additional services. Based on a legal obligation. Comply with any legal obligations or regulations. Based on the legitimate interest of Centauro. Carry out promotional activities through any means, with the aim of offering products and/or services similar to those covered by the contract. Check the customer satisfaction levels and the analysis of their needs, to adapt the various offers to their profile. Record the customer’s voice and/or image, to maintain the quality of the service and, if necessary, deal with complaints and other procedures. Based on the customer consent. To study the client’s needs by consulting internal and external sources, as well as advertising partners, so as to send relevant and segmented advertising, according to their preferences. II. Recipients of personal data. Public authorities, regulatory authorities and local authorities. Insurance companies, for roadside assistance in the event of car accidents or traffic accidents. Centauro and its group (Grupo Mutua Madrileña), particularly MUTUA MADRILEÑA AUTOMOVILISTA, S.S.P.F.; AUTOCLUB MUTUA MADRILEÑA, S.L.U.; MUTUAMAD INNOVACIÓN, S.L.U.; SILDOSCAN SPAIN, S.L.; CENTAURO RENT A CAR, S.L.U.; NORDIC BUS, S.L.U.; CENTAURO RENT A CAR ITALY, S.r.L.; CENTAURO RENT A CAR, L.D.A.; NORDICWHEELS, L.D.A.; CENTAURO RENT A CAR GREECE, SINGLE MEMBER S.A.; for the correct execution of rental services and centralization of computerized administrative procedures, as well as third-party companies that operate in collaboration with Centauro. III. Customer rights regarding the protection of personal data. With reference to personal data processed for the purposes indicated above, the customer has the possibility to exercise the rights of access, rectification, deletion, limitation and opposition to the processing of data, data portability and can choose not to be subjected to automated decisions, as specified in the "Further information" section. IV. Further information. You can consult in detail any further information on the processing of personal data by Centauro on the website: https://www.centauro.net According to what has been described, in order to transmit the best offers on the products and services that Centauro is able to offer, most of which respond to customer interests, it is necessary to give consent as follows: I consent for Centauro to create a profile of my behaviour as a consumer through internal and external information and to communicate my data to its advertising partners, in order to send me special offers on products or services, tailored to my needs □ Yes
GENERAL TERMS AND CONDITIONS FOR SELF-DRIVE HIRE CARS FOR GREECE

1. PARTIES AND GENERAL OBLIGATIONS
CENTAURO, acting in the capacity of lessor, shall rent to THE CUSTOMER (meaning both the main driver and the person responsible of payment) established as lessee the vehicle described in this Contract (or the vehicle which may be handed over as a replacement, where necessary), subject to the terms, conditions and rates established in the CENTAURO Commercial Conditions herein -and/or in any annex to this document - and the CUSTOMER undertakes to comply, expressly acknowledging having read and accepted the conditions established in this Contract, and having not stated any doubts or disagreements with the content.

The CUSTOMER is expressly warned that CENTAURO may not comply with the demands made for the provision of the services offered, in those cases in which it is duly justified that the applicant has failed to comply with the terms and conditions of the contracts entered into previously with CENTAURO, both in cases of non-payment of the services provided and in those cases in which there has been an undue prolongation of the contracted services without the corresponding knowledge or authorization by CENTAURO, and all this in accordance with current consumer legislations which does not affect you statutory rights.

In order to objectively minimise the risks arising from driving motor vehicles, the following persons cannot be included as drivers in the contract entered into for the hire car:

1.-) Persons aged below nineteen (19).
Notwithstanding the foregoing and in accordance with existing rates published by this company, THE CUSTOMER is expressly advised that drivers who are, when taking out this Contract, aged between 19 and 24 years old, must pay the specified additional “young driver” charge, whereas those aged above 75 years old must pay the corresponding additional “senior driver” charge.

2.-) Persons with a driving licence valid for less than one (1) year, that is not valid, or is not approved in the country of hire (the CUSTOMER is directly responsible for the validation and approval of the driving license, exempting Centauro Rent a Car from any responsibility under any circumstance.

3.-) Persons who do not show the original driving licence document when entering into this Contract.

4.-) Persons with a driving licence carrying criminal and/or other legal charges.

5.-) Persons who, when taking out the Contract, have an evident physical or mental incapacity, meaning they are not in a suitable condition for driving.
THE CUSTOMER expressly undertakes to not allow any person to drive the vehicle other than those persons appearing as drivers in the Contract executed for this purpose, and shall be held liable for any damage to the vehicle or third parties in such a case.

For Greece:

Cross border is not permitted. Vehicles collected at any of our locations cannot be taken on any ferry, boat crossings or in any other form of transport necessary in these cases to/between/from any islands or countries.
Breach of any of the obligations assumed by each party herein shall authorise the other party to require compliance thereof, or terminate the Contract, and to take the appropriate measures to recover the vehicle (in the event of breach by the lessee), or to have the amounts paid returned (for breach by the lessor), notwithstanding the opportunity to make claims for damages which may have occurred as a result of said breach.

This self-drive hire car contract is executed so THE CUSTOMER may have the vehicle for personal use, expressly assuming the civil, administrative and even criminal liability that may arise from its improper use, or the committing of any type of administrative or criminal offence which potentially takes place with the vehicle.

CENTAURO has the option of renting mobile Wi-Fi (Mi-Fi, tablets), devices as a car hire supplement. In this case, THE CUSTOMER is directly responsible for use of the equipment supplied; both personal use and third party/children use, and CENTAURO shall not be held liable before third parties for their use of the Mi-Fi.

In particular, the CUSTOMER will be responsible for the information or personal data that is entered in the device, being responsible for its elimination at the time of the return and exempting CENTAURO from any responsibility over them.

If THE CUSTOMER commits any type of action that may give rise to civil liability of any kind that CENTAURO must face, or which may constitute an administrative or criminal offence, CENTAURO shall be entitled to claim damages not only for the amount of the compensation or penalties faced, but also for the total sum of the damages caused as a consequence of not being able to use the vehicle described in this rental contract.

Notwithstanding the foregoing, THE CUSTOMER expressly states that he/she will not use or permit the use of the hire car to perform the occasional public transport of passengers or private transportation initiatives (e.g. peer-to-peer ridesharing, taxi cab related, etc.). If the vehicle described in this Contract is reported by members of the state security forces, or any other authority empowered for this purpose, for undertaking the aforementioned practice, CENTAURO expressly reserves the right to exercise, before THE CUSTOMER, all necessary actions in any jurisdiction, and specifically to start the corresponding criminal proceedings for the alleged offence.

2. VEHICLE USE BY THE LESSEE

CENTAURO expressly states that the vehicle handed over has passed all the mechanical inspections and internal controls undertaken, and is in the general condition recorded in the sheet signed by THE CUSTOMER for this purpose, and has all the necessary documentation, tools and accessories, and all its tyres (including the spare) are in good condition with no punctures. THE CUSTOMER expressly agrees to:

- Keep it in good condition.
- Respect the Highway Code applicable to each territory, pursuant to the specifications of use for the type of vehicle in question. In particular, the parties expressly agree that the performance of any behaviour representing a traffic offence shall be considered a fundamental breach of the obligations assumed herein, which may lead to the Contract
being terminated and claims being made for the corresponding compensation for damages caused, including those corresponding to administrative, management and procedural charges caused by the intervention of CENTAURO in the sanctions proceedings, or judicial proceedings initiated as a consequence of such behaviour.

- For rentals where the vehicle is handed over in the Palma de Mallorca office, and driven around the area of Calvia in order to comply with the express provisions set forth in Municipal Ordinance on Circulation, display, in the place provided for this purpose, the documentation corresponding to the hire contract entered into, provided by CENTAURO. This will also be applicable to other municipalities that incorporate this obligation.
- Not to carry out activities for the purpose of subleasing the vehicle, nor to transport persons or goods, or undertake activities for the purpose of subleasing the vehicle, which break the Law or existing legal provisions or whose number (weight, quantity and/or volume) exceed the limits specified by the vehicle manufacturer or the law.
- Not to drive under the influence or alcoholic beverages, drugs, other narcotic substances or with physical capacities impaired by fatigue, illness or any other circumstance which makes driving unadvisable.
- Not to use the vehicle to push or tow another vehicle(s), trailers or rolling/non-rolling objects.
- Not to take part in competitions or sports races, whether official or unofficial.
- Not to use or carry out resistance tests for materials, accessories or automobile products not provided and/or authorised by CENTAURO.
- Not to transport objects or goods whose transportation is prohibited or subject to administrative authorization or to transport flammable, dangerous, radioactive, toxic and/or harmful goods.
- Not to provide as a security, pledge, sell, rent, assign, mortgage, loan or even change or modify any part of the vehicle, including the documents, keys, tools and accessories, or the vehicle itself.
- Lock the vehicle correctly, in a suitable, appropriate and safe place when it is not being used, and keep its documentation inside the vehicle.
- Immediately halt the vehicle in the event of the slightest external or explicit (indicators) suggestion of the existence of a technical failure. In such cases, THE CUSTOMER must contact the nearest CENTAURO office, or the designated (by CENTAURO) Assistance Company as soon as possible, rejecting the payment of any charges that may arise from the use of other assistance companies, except in cases of the utmost urgency.
- Not drive with the hire car in unpassable areas or unpaved roads which are not suitable for circulation, as these may damage the lower part of the bodywork and/or cause other kinds of damage.
- Follow the specific instructions and pay the corresponding charges on tolls roads.

3. RETURNING THE VEHICLE
The vehicle shall be returned in the same condition it was handed over in, and with the same documents, accessories and equipment, in the place, on the date and at the time agreed as the end of the rental contract period. THE CUSTOMER expressly assumes the legal consequences
arising from the changes made to the hire car which have not been expressly authorised by CENTAURO. Failure to return the vehicle on the date and time set out in the Contract authorizes Centauro Rent a Car to charge customers for any additional days the vehicle is used after it should have been returned plus a 50€ penalty per day.

Under no circumstances shall the rental contract be considered tacitly extended due to the fact that THE CUSTOMER does not return the vehicle in question upon the agreed date for ending the Contract, requiring the express, written authorisation of CENTAURO for such extension (by THE CUSTOMER making a new reservation which is subject to availability and by paying the corresponding rate).

THE CUSTOMER shall be liable for any damage caused to the vehicle after the rental contract validity period has ended and before the vehicle is returned, while CENTAURO may claim any corresponding compensation for the damages caused.

CENTAURO may also start the appropriate legal proceedings to enforce compliance of the provisions expressly agreed between the parties, including commencing the corresponding criminal proceedings for the potential crime of illegal appropriation whereby the state security forces are requested to detain the vehicle.

4. RENTAL FEES

Pursuant to this hire contract, THE CUSTOMER shall be required to pay:

- Charges arising from vehicle hire and taxes and fees for the replacement value for loss of documents, accessories and/or tools.
- In cases where, following the return of the vehicle, additional cleaning is required due to the car being dirty beyond the level expected from normal vehicle use, an additional charge of €100 shall apply, against evidence of the cost of the service provided.
- Where THE CUSTOMER changes the conditions agreed in the Contract, either because he/she requests to return the vehicle after the end of the rental period in a different place to that initially agreed, or because THE CUSTOMER allows the vehicle to be driven by a person not initially included as an additional driver, he/she shall be required to pay the current rate for each case covered.
- If, following the termination of the hire car contract, a positive balance remains in favour of THE CUSTOMER, CENTAURO will immediately pay the resulting amount via the same payment method originally used by THE CUSTOMER, but shall not be liable for any delays caused due to processes to be carried out by the banking or credit institutions.
- If THE CUSTOMER requests assistance, he/she must pay the towing costs, or any other expense incurred by said assistance, except in cases where the assistance is required as a result of a technical failure in the vehicle and through assistance companies designated for this purpose by CENTAURO.
- Tolls, fines, parking charges, penalties and legal expenses for fines committed during the rental period and in accordance to the applicable regulations (including expenses for congestion fees or limitation of traffic) incurred by THE CLIENT during the rental period of the contract, although they may have been paid by CENTAURO; as well as any legal expenses related to the rented vehicle during the rental period.
5. POSSIBLE ADDITIONAL CHARGES

In the event THE CUSTOMER fails to comply with the obligations assumed herein, he/she must pay an amount established and/or arising from the general terms and conditions. CENTAURO is expressly authorised by THE CUSTOMER to make the corresponding charges to the credit card provided for this purpose, after providing information about the reason the charge is being made and justification of the amount.

Specifically, THE CUSTOMER is expressly required to accept the charges arising from damages caused as a consequence of his/her breach of the obligations laid down herein, on the occasion of the following concepts:

- Compensation for any damages/losses caused to the vehicle, coverage of which is not justified and/or insured by THE CUSTOMER along with the vehicle immobilisation costs, whose amount shall result from applying the current rate type as well as an accident administration fee.
- Compensation equal to the amount paid by CENTAURO for fines, and the administrative management expenditure and legal fees arising from traffic offences or breaches of the law by any authorised driver (for each fine received), including the penalties related to late payment by the lessee.
- Compensation equal to the amount of the damages caused by negligence of THE CUSTOMER, which expressly includes the loss of keys, mistakes when refuelling and the absence of internal elements in the hire car.
- Compensation equivalent to the amount paid by CENTAURO for tolls used by THE CLIENT, as well as any amount derived from them (surcharges, penalties, etc.). In addition, THE CLIENT must pay a fee of 40€ in handling costs for each contract.

6. REGULATIONS FOR DAMAGES DERIVED FROM VEHICLE USAGE

6.1 Damages to THIRD PARTIES

Pursuant to current law, CENTAURO maintains, at all times, active insurance contracts with first rate companies which cover civil liability or liability of drivers of rental cars for personal and material damages caused to third parties related to the use of the aforementioned vehicles.

Insurance of vehicles of the CENTAURO fleet will be contracted with any of the following companies: Generali, Mutua Madrileña, Groupama Mapfre, Reale, Zurich, Helvetia, Axa and others, which all provide nationwide coverage.

The framework of this insurance policy also includes, within certain limits, personal damage (death, total and partial disability, healthcare costs) suffered by the authorized driver (only valid for Spain, Portugal & Greece).

Upon signing this contract, the authorized drivers are deemed covered by this insurance.

The limitations of liability covered by this insurance policy are, at least, those which are, at any time, necessarily anticipated according to current legislation.
Notwithstanding the rights of the damaged third party, the CLIENT is informed that this policy includes a deductible for all damages which can be claimed by CENTAURO, with the amount indicated in the Commercial Conditions. In addition, the CLIENT is informed of the right of the insurance company to claim damages from the CLIENT for any damages not covered by the insurance policy.

THE CLIENT may consult the general conditions of the insurance policy at any time.

6.2 Damages TO THE VEHICLE

CENTAURO shall hold the CLIENT liable for the correct preservation and utilization of the vehicle by him/herself, authorized drivers and other occupants of the aforementioned vehicle. Notwithstanding the above, and that which will be set out further in this document, CENTAURO offers the CLIENT rental of the vehicle under two modalities.

The responsibility assumed by THE CUSTOMER against CENTAURO for the damages caused to the vehicle will be established at the time of contracting by virtue of the Damage Amount List indicated in the rental Commercial Conditions.

A) Default modality: Limited Exemption of liability (Collision Damage Waiver or CDW) + Limited exemption of liability due to theft of the vehicle (Theft Protection or TP)

Under this modality, CENTAURO partially exempts the CLIENT of liability for damages caused to the vehicle.

Under these conditions, CENTAURO will only hold the CLIENT liable for the maximum amount expressly stated in the contract under the section DEDUCTIBLE for damages caused to the vehicle (determined in accordance to the list referenced in the Commercial Conditions). In addition to this, if the vehicle is involved in an accident during the rental period, an accident administration fee of €50 will be applied.

In any event, for limitation of liability to take effect, declaration of damages will be necessary, and in this case, the presentation of the corresponding accident report outlining all details relevant to the reported accident or disaster (details of vehicles and/or people involved, as well as a description of the events and damages that occurred).

In addition, under this modality, CENTAURO partially exempts the CLIENT of liability for damages caused by theft of the vehicle or its parts or components, excluding the amount expressly stipulated in the contract under the section DEDUCTIBLE, which must be provided by the CLIENT.

In any event, for limitation of liability to take effect, the keys to the rented vehicle must be returned upon reporting the event to CENTAURO, as well as a copy of the criminal complaint which was presented to the relevant authorities.

As specified in the Commercial Conditions of this contract, rental of the vehicle under this modality implies the obligation of the CLIENT to pay a deposit in order to guarantee payment of said liabilities.

Notwithstanding the aforementioned, it is expressly stated to the CLIENT that limited exemption from liability does not include damages caused in any of the following circumstances, in which case CENTAURO may claim payment of the full amount:
• Damages caused to tires, whether they are caused by impact or by excessive weight on the rented vehicle.
• Damages caused to the doors locks or cylinder locks, as well as to the windows of the rented vehicle.
• Damages caused due to theft of the wheels, parts of the inferior portion of the vehicle, roof, double headed spanners, cylinder locks, seats or windows of the rented vehicle.
• Damages or loss caused to the interior, exterior and mechanical parts and elements of the vehicle, in the event that the rented vehicle was stolen or that an attempt was made to steal it.

B) Optional Modality: Complete exemption of liability (SMART rate)

Under this modality, and notwithstanding the aforementioned, CENTAURO completely exempts the CLIENT, in exchange for the payment of additional fees for the rental of the vehicle as specified in the Commercial Conditions of this contract, of liability for damages caused to the vehicle or caused due to its theft, for which the CLIENT would be liable under the aforementioned modality “CDW + TP”.

The CLIENT may not opt for this contract modality after having signed a contract for rental.

C) Damages not covered by either contract modality

Irrespective of the contract modality chosen by the CLIENT, the latter will be liable to CENTAURO, for full payment of costs (including loss of profit derived from inability to rent the vehicle) for damages caused due to any of the following circumstances:

• Damages due to accidents caused by a serious breach of traffic law, or the commission of conduct which constitutes a crime against road traffic safety.
• Damages caused by driving under the influence of alcohol or drugs.
• Damages caused to the rented vehicle due to accidents caused by inappropriate driving or grossly negligent conduct on the part of the CLIENT or by authorized drivers, as proven in judicial proceedings.
• Damages caused to key copies returned to the renter, for the opening of the vehicle, and to the upholstery.
• Damages caused due to climatic events, as well as related expenditures derived from the same (except force majeure events).
• Damages to the vehicle outside of pick up country if the Cross Border road assistance cover has not been purchased.
• Road assistance in case of fuel freezing.
• Damage/loss of child seats.
• Damage/loss/theft of keys, hydraulic jack, safety triangles, jackets, wipers, petrol caps, loading shelf or any other fixed or mobile component(s) of the vehicle, as well as the use of fire extinguishers or first aid kits other than in case of an accident with the vehicle.
• Damage to the engine due to negligence.
• Damages to the engine due to inadequate refueling of the vehicle.
• Theft of the vehicle with the keys still in the ignition.
• Fines due to traffic violations or breach of law during the rental period are the responsibility of the driver of the vehicle. In the event of receiving a fine, the amount of 40€ will be charged as a fine in Spain, Greece and Portugal, 50€ in Italy for each fine received (this amount will be charged regardless of the outcome of the administrative process of the infraction).
• Toll usage by THE CLIENT, as well as any amount derived from them (surcharges, penalties, etc.). In addition, THE CLIENT must pay a fee of 40 € in handling fees for each contract (this amount will be charged regardless of the course of the official processing of the infringement).

6.3 Damages to THE CLIENT’S PROPERTY
The damage, loss or theft of any goods which are the property of the CLIENT found in the vehicle are completely and exclusively at their expense, and are not covered by any insurance policy, nor under either of the contract modalities specified in the above section. CENTAURO assumes no responsibility for the custody or delivery of property owned by the CLIENT and left in the vehicle after the end of the rental.

7. ACCIDENTS
THE CUSTOMER agrees to immediately notify CENTAURO of any accident and send any notifications related to said accident, and to fully cooperate with both CENTAURO and the Insurance Company in the investigation and defence of any claims and proceedings.
In any case, at the time of the accident, THE CUSTOMER:
• Shall obtain full details from the other party, and all the circumstances surrounding the accident.
• If the amicable execution of the corresponding accident report is not possible, THE CUSTOMER shall notify the authorities where blame exists on behalf of the other party.

The Client undertakes to be truthful in all statements and explanations, oral and written, made with respect to the circumstances in which the damages took place. The Client shall be liable to Centauro and its insurer for any damages that may arise from false, erroneous or biased statements or explanations. Centauro reserves the right not to accept the statements or explanations of the client.

8. REPAIRS, LUBRICATION, OILS AND FUELS.
THE CUSTOMER must check liquid levels every 1,000 kilometres and replace them if necessary. Liquid replacement costs (excluding those resulting from negligence), shall be paid after submission of the corresponding supporting documents (receipts) for the service performed. The cost of repairs arising from damages and/or breakdowns, carried out in the expressly agreed garages/workshops, shall be borne by CENTAURO, provided the conditions established herein are met. If repairs must be made in garages/workshops not agreed with CENTAURO, its express approval shall be required, and the cost of the repairs shall be returned to THE CUSTOMER upon submission of the supporting documents (receipts) for the services provided, and the amount these total.

THE CUSTOMER must refuel the vehicle with the suitable type of fuel, and shall bear the cost of this.
CENTAURO shall return the amount handed over as deposit to guarantee the fuel payment handed over with the hire car, when expressly established in the type of hire care conditions chosen by the customer. In cases where the type of hire car contract has established the charge under “refuelling service”, CENTAURO will return the amount corresponding to the percentage
of fuel not consumed based on the amount shown in the existing volume indicator in the reservoir, except the additional charge of €25 for “refuelling service”, which it is expressly authorised to make, for the cost incurred from sending its employees to perform said refuelling operations.

9. JURISDICTION AND APPLICABLE LAW
This Contract shall be governed by Greek law and, for cases where the customer is deemed a consumer or user, any discrepancy regarding this shall subject the customer, where reaching an amicable agreement absolving him/her is not possible, to the jurisdiction corresponding to the place where the obligation is to be performed, with this considered to be the place the rental began. All of the foregoing will be always in accordance with the expressly established provisions laid down in existing consumer protection laws.

If the party contracting the service is not deemed a consumer, the parties expressly agree to submit to the jurisdiction of the municipality where the CENTAURO registered address is situated.

The client is informed that they have at their disposal the Customer Service & Claim forms of CENTAURO, as well as information on entities of alternative resolution of consumer litigation on the web: https://www.centauro.net/en/help-center/contacting-centauro/

Notwithstanding the foregoing, and pursuant to the provisions expressly agreed in Article 38 of the Spanish Law 16/1987, of 30 July, on Land Transport Regulations, CENTAURO expressly states its wish against the settlement of any dispute in Spain arising from contracting hire car services through the Transport Arbitration Court.

10. HANDLING PERSONAL DATA.

Entity responsible for processing data CENTAURO RENT A CAR GREECE SINGLE MEMBER S.A. (“CENTAURO”). Address: 268, Kifissias Avenue, Halandri, Attica, Greece. Email: dpo@centauro.net. I. Main purposes of data handling: Regarding the execution of the contractual relationship: Process your application as a client to be able to manage the commercial relationship as well as your needs. Manage, maintain and ensure fulfilment with the contractual or pre-contractual relationship that binds us. Regarding a legal obligation: For the fulfilment of any legal obligation or regulation, we shall be able to share your data with public, regulatory or governmental body authorities. Regarding the legitimate interest of Centauro: Centauro commercial activities, by any means, to offer you products and/or services similar to those acquired. Perform customer satisfaction and analysis of your needs to tailor our offers to your profile. Record your voice and/or your image to maintain the quality of the service, and if necessary, manage claims and other procedures. Share your data with insurance companies for roadside assistance in case of accidents or traffic incidents. Share your data with companies of Centauro and its group (Grupo Mutua Madrileña), particularly MUTUA MADRILEÑA AUTOMOVILISTA, S.S.P.F.; AUTOCUB MUTUA MADRILEÑA, S.L.U.; MUTUAMAD INNOVACIÓN, S.L.U.; SILDOSCAN SPAIN, S.L.; CENTAURO RENT A CAR, S.L.U.; NORDIC BUS, S.L.U.; CENTAURO RENT A CAR ITALY, S.r.L.; CENTAURO RENT A CAR, L.D.A.; NORDICWHEELS, L.D.A.; CENTAURO RENT A CAR GREECE, SINGLE MEMBER S.A.; and others, with the purpose of providing on-site services of self-driven car rentals requested by the customer, and complementary services, as well as for the centralization of administrative and computer processes. Regarding your consent:
Analyse your needs by consulting our own sources or external sources as well as our advertising partners to show relevant and segmented advertising according to your preferences. **II. Recipients of your data:** Public, regulatory, governmental and regional authorities. Insurance companies for roadside assistance in case of incidents or traffic accidents, companies of the Centauro Group for the correct provision of services and for advertising purposes, as well as third-party collaborating companies of Centauro. **III. Data protection rights:** You can exercise your rights of access, rectification, deletion, limitation or opposition to the processing of data, portability of data, and to not be the subject of automated decisions, as detailed in the "Additional Information". **IV: Additional information:** You can view the detailed additional information about our Privacy Policy for customers on our web page: https://www.centauro.net. As indicated previously, to share the best offers of products and services that Centauro puts at your disposal and to better tailor them to your interests, we need you to provide your consent: I allow Centauro to carry out a profile of my consumer behaviour through internal and external information, as well as to share my data with its advertising partners in order to offer me special offers on products or services tailored to my needs. □ Yes