

GENERAL RENTAL INFORMATION

Our rates include:

unlimited mileage (except when indicated differently), Vat, theft and damage penalty reductions, radio, road tax, airport surcharge (for pick ups at airport locations), downtown surcharge (for pick ups at downtown locations), preparation of the vehicle, registration fees.

Our rates do not include:

total elimination of Damage and Theft penalties, one way supplement, fuel, fines, optional clauses (Car Protection Plus, Pai Plus, Super Gold Protection), extras, supplements and anything not expressly included.

IMPORTANT INFORMATION

Driving on unpaved roads is strictly forbidden. The vehicle must be dropped off during offices opening hours. If customer returns the vehicle when our local office is closed, he will be held responsible for any damages occurred to the car during the time between the vehicle has been parked and the opening of our office when our local staff collect it.

The maximum permitted length of a rental is of 21 days after which the customer must return to the pick up office to close the rental agreement and open a new one.

For rentals from 22 days onwards the amounts and the T&C's of the "Monthly" rate apply (please see the relevant info displayed on the website). Specifically for the mileage, the "Monthly" rate states a limit of 3500 kms per month (30 days). A supplement will be charged for the extra mileage (please see the relevant info displayed on the website).

Sicily by Car SH.P.K. is not responsible for anything that may occur in the event of non-compliance with these obligations.

Minimum and maximum age:

To rent the vehicle, the minimum age required is 23 years old and the maximum is 80 years old.

For the rental of vehicle belonging to groups A/A2/B/C/D/S, the minimum driver's age is 21 years provided that the payment of a daily supplement called "young driver" has been applied. The cost of the "young driver" supplement is of € 10,00 (VAT and Apt/Dt surcharges included) to be paid locally. It is possible to rent vehicle belonging to groups A/A2/B/C even though the driver is 19 years old, upon the payment of the young driver fee € 15, 00 (VAT and Apt/Dt surcharges included) per day. The drivers whose minimum age is of 23 years old can rent the vehicles belonging to car groups A/A2/B/C/D/ without paying for the above "young driver" supplement. For vehicles belonging to groups G/J/N1/QW/U the driver must be at least 25 years old. For all car groups, the driver must have held a valid driving license for at least 1 year prior to the rental pick up date and for at least of 3 years for car groups G/J/N1/QW/U.

Required driving license validity + original ID document:

For the rental of vehicles belonging to groups A/A2/B/C/D/S the driver must have held a valid driving license for at least 1 year and 1 day. For the rental of vehicles belonging to all other groups, the driver must have held a valid driving license for at least 3 years. Together with the driving license, the driver must be in possession of an original and **valid Identity card and/or passport**. If even one of the two above requested documents is missing it will not be possible to deliver the booked vehicle.

- the driver must always be in possession of the original driving license;
- the driving license must be valid upon pick up of vehicle and its expiry date must be later than the drop off of vehicle;
- no cancellations and/or erasures must be present on the driving license;
- no amendments and/or adjustments are allowed unless they are certified (with date and stamp) by an appropriate Authority;
- the driving license must report the driver's photo and signature,
- to drive in Albania, all driving licenses issued by countries member of the European Community are valid but the driver must be in possession of a valid passport as well;
- as far as concerns all driving licenses issued by any country not member of the European Community, the driver must be in possession (together with the driving license, of course) of a proper International Driving Permission whose validity is of 1 year so it needs to be in regular course of validity;
- all driving licenses reporting non-latin characters (e.g. arabian, chinese, japanese, cyrillic and so on) are not accepted unless they have been translated by the Embassy or Consulate in latin characters;
- in no cases military driving licenses, temporary driving licenses, copies of driving licenses are accepted.

Insurance:

Our rates are inclusive of a maximum of € 100.000,00 per single accident covering public liability, animals and property.

Method of payment + Deposit on customer's credit card

For the rental payment, the driver must be in possession of a valid non-electronic and non-prepaid business credit card, registered under his name upon pick up of vehicle. In case of missing credit card with these requirements, it will not be possible to enter the rental agreement and deliver the vehicle. Moreover, it is necessary that the driver's credit card has enough credit to cover the amount which will be frozen on it as a warranty upon pick up of vehicle. We accept international American Express, Diner's, Visa/Mastercard. No cash deposit or cheques will be accepted. In addition to the rental cost, Sicily by Car SH.p.k. asks a precautionary deposit as a warranty through a pre-authorization on the credit card. The deposit is calculated as follows: rental cost (when not prepaid) + an amount (see the chart below) which depends on the category of the chosen vehicle and the possible purchase of the additional discretionary coverage "Car Protection Plus" or the additional discretionary coverage "Super Gold Protection". The deposit is a warranty for the payment of the rental cost (when not prepaid), as well as possible extra costs deriving from the rental (ex. Damages, fuel). The deposit is never meant as a limitation of the customer's liability.

For more information regarding the deposit, please contact + 355-42223055 / + 355-42230601 / + 355-42230726.

Deposit amount without Car Protection Plus or Super Gold Protection		Deposit amount with Car Protection Plus or Super Gold Protection	
A – A2 – B – C	D – G – J – N1 – QW - S - U	A – A2 – B – C	D – G – J – N1 – QW - S - U
€ 500,00	€ 700,00	€ 300,00	€ 500,00

Fuel and Refueling Charge:

All vehicles are delivered with a full tank of fuel (unleaded gasoline or diesel). Should the vehicle be returned without a full tank of fuel a refueling fee of €10.08+20% VAT+16% Surcharge + €2,00 per litres is applied.

Out of hour fee:

All pick ups within 1 hour after the closing time will generate a charge of € 10.77 +16 % Surcharge + 20% VAT; all pick ups from 1 hour onwards after the closing time will generate a charge of € 17,96 + 16% Surcharge +20% VAT. **All out of hour pick ups and all out of hour drop offs in presence of a desk representative are on request and subject to our confirmation.**

Late returns:

For vehicle drop offs, a maximum tolerance of 59 minutes is allowed after which 1 extra day rental will be charged.

ACCESSORIES

All accessories are optional and must be considered on request and subject to confirmation.

• **SNOW CHAINS: daily charge of € 10,00 (VAT and Apt/Dt surcharges included). Maximum charge € 20,00 (VAT and Apt/Dt surcharges included) per rental;**

• **BABY SEAT – CHILD SEAT – SKI RACKS: daily charge of € 10,00 (VAT and Apt/Dt surcharges included). Maximum charge of € 30,00 per rental;**

• **GPS Navigation System: daily charge of € 10,00 (VAT and Apt/Dt surcharges included).**

It is possible to book the GPS Navigation System through our Reservations Department when sending the reservation of the vehicle.

Customer must leave the GPS to our local office staff and only when the office is OPEN.

IT IS NOT ALLOWED RETURNING THE GPS WHEN THE OFFICE IS CLOSED.

In case of loss and/or damages and/or theft of the GPS Navigation System the client will be liable for a charge of € 227.70 + VAT. In case of loss of the GPS cable and/or loss of GPS bag and/or loss of GPS windshield holder, a penalty of € 45 + VAT will be applied for each lost item.

WI-FI MOBILE:

Wi-Fi Mobile is a pocket wireless router with link capacity on the move via USB wire or via WiFi. It is possible to connect up to 5 devices simultaneously in wireless mode on the whole national territory, up to 21,6 Mbps downstream and up to 5,76 Mbps upstream. Battery life is up to 5 hours and can be recharged via USB cable or car charger. The daily fee is of € 6,00 (apt/dt surcharge + V.A.T. included)

Applicable penalties:

- theft and/or loss and/or damage of the router: € 189.75 + VAT;
- theft and/or loss and/or damage of the SIM device card: € 63.25 + VAT;
- theft and/or loss and /or damage of the USB wire: € 9.20 + VAT;
- theft and/or loss and/or damage of the car charger: € 9.20 + VAT;

DAMAGES – LOSSES - THEFTS

In case of loss and/or damages and/or theft of the vehicle documents, the client will be liable for a charge of € 172.50 plus tax

In case of loss and/or damages and/or theft of the vehicle keys, the client will be liable for a charge of € 278.30 plus tax.

In case of loss and/or damages and/or theft of the vehicle registration plates, the client will be billed for the sum of € 442.75 plus VAT.

In case of loss and/or damages and/or theft of the GPS Navigation System the client will be liable for a charge of € 227.70 plus VAT.

In case of loss of the GPS cable and/or loss of GPS bag and/or loss of GPS windshield holder, a penalty of € 51.75 plus VAT will be applied for each lost item.

One way rentals fee:

For the drop off of vehicle in a location different from the pick up one will be charged the extra cost of € 50,29 + 16% apt/dt surcharge +VAT.

Extra drivers:

For each additional driver, a supplement of € 6,00 (VAT and Apt/Dt surcharges included) per rental day. A maximum of 2 drivers (including the main driver) is allowed per rental.

Oil and Maintenance:

Any expenses for engine oil will be reimbursed upon delivery of a regular receipt made out to Sicily by Car Sh.p.k. No other types of expenses will be reimbursed without prior authorization from our desk staff.

Type of vehicle:

Although Auto Europa –Sicily By Car SH.p.k. endeavors to deliver the vehicle requested by the client, a specific car model cannot always be guaranteed. In the case that the booked car group is not available, another vehicle of a higher category will be delivered without any extra charge.

PARTS OF THE VEHICLE NOT COVERED

Regardless of whether customer signs for the Car Protection Plus clause and/or for the Pai Plus clause, the following is NEVER covered: upholstery and internal parts of the vehicle in general, damages to all mechanical parts, locks, damages caused by vegetation, damages caused by act of vandalism, damages occurred further to violation of the Street Code, damages caused by dangerous and/or negligent driving and/or malpractice, triangle, high visibility security waistcoat, safety kit, tyres inflation kit, registration plates, keys, car papers, GPS.

Fines

All fines issued further to a violation of the Street Code, if not paid, Client will be charged on client's credit card at the end of the rental period. An amount of € 10,00 + VAT will be also charged as handling fee for each traffic fine notification.

No Show:

In case client does not pick the vehicle up within 2 hours from the original pick up time reported on the reservation, the vehicle may no longer be available at his arrival unless he has communicated, when booking, the arrival flight number and a working and regularly contactable mobile phone

24 Hours Assistance in Albania

In case of accident client must contact our 24 hours Assistance to the following number 35542223055. The tow truck service will be organized directly by our local staff.

In case of any damage caused by negligence and or carelessness of the driver, including wrong refueling, frozen fuel etc. the Customer will be charged for the tow truck service expense.

Road Assistance outside the territory of Albania is never included and Client will be responsible to pay for all the costs to recover the car including the Tow truck expenses.

Cross border policy / Cross border fee:

Cross – border rentals are permitted within Croatia, Grecia, Macedonia, Bosnia Erzegovina, Montenegro and Kosovo.

A prior written authorization is required. In this case client must request the authorization to Sicily By Car 3 working days prior the pickup date.

A “CROSS BORDER FEE” of € 40,00 (VAT and Apt/Dt surcharges included) per rental will be applied and client will be responsible to purchase the “green card” which covers the rented vehicle with basic insurance as long as it remains outside of Albania.

Road Assistance or car replacement while driving abroad is not available.

It is strictly forbidden to drive the vehicles in a country other than the above listed.

In case of theft and/or accident and/or damage of any kind occurred in the above mentioned non-authorised countries , the driver will be held totally responsible for any event even if he has undersigned the Car Protection Plus and/or Pai Plus or Super Gold Protection clauses and is obliged to hand out a written and detailed report regarding the event anyway.

Check Out sheet:

The customer is obliged to check carefully the conditions of the vehicle before leaving the parking area. Should the client notice any difference regarding the conditions of the vehicle upon signing the rental agreement, he must immediately inform the desk staff. The customer will not be able to complain about any difference on the conditions of the vehicle he will notice after signing the rental agreement and the Check Out sheet and after the delivery of the vehicle as he will be deemed the only responsible about them. Any complaint arising for such matters will not be accepted.

It is absolutely forbidden driving on unpaved roads. Customer is totally responsible for any damages occurred to the vehicle due to driving on unpaved roads, even in case of subscription of Car Protection Plus and/or Pai Plus or Super Gold Protection.

Pets on board:

No pets on board of the rented vehicle are accepted, except guide dogs.

CUSTOMER'S RESPONSIBILITY IN CASE OF DAMAGES AND THEFT OF THE RENTED VEHICLE

MAXIMUM CHARGES (TLW/CDW PENALTIES)

DAMAGE PENALTY

in case of damages occurred to the vehicle, customer will be responsible for the here below CDW penalty up to the maximum charge, determined considering the category of the rented vehicle.

Should the vehicle be damaged, clients are liable for a penalty € 500,00 + VAT for car group A / A2 / B / C and € 700,00 + VAT for car group D / G / J / N1 / QW/S / U

THEFT PENALTY

in case of theft/fire, customer will be responsible for the here below TLW penalty up to the maximum charge, determined considering the category of the rented vehicle.

Should the vehicle be partially and/or totally stolen, clients are liable for a penalty € 500,00 + VAT for car group A / A2 / B / C and € 700,00 + VAT for car group D / G / J / N1 / QW/S / U

The penalties for theft/fire and/or damage are considered per single event.

The Customer undertakes to indemnify the Lessor for any damage, for any reason occurred to the vehicle, unless he can prove that the damage happened for reasons not attributable to the Customer himself.

The rental agreement contains specific information about the rules regarding the responsibility in using the vehicle. Among these pieces of information, it is particularly important the compliance to the rules about the correct and diligent use of the rented vehicle (such as avoiding to drive the vehicle on unpaved roads and sticking to the usual rules of attention and maintenance) as well as the compliance to the traffic rules. In case of any default or breach of such rules, the customer will be deemed the only responsible for any damage occurred, even if Car Protection Plus and/or Pai Plus or Super Gold Protection have been subscribed. In the light of this, for further details, all customers are kindly invited to go through the current General Conditions carefully. We also remind that, in addition to the circumstance clearly stated by law, the reduction / reduction of liability will be not effective in case of malice or gross negligence.

**SUPPLEMENT FOR THE ELIMINATION /
REDUCTION OF DAMAGE AND THEFT/FIRE PENALTIES**

CAR PROTECTION PLUS CLAUSE -

Car Groups	Daily cost
A/A2/B/C	€ 12,00 (VAT and Apt/Dt surcharges included)
D / G / J /N1 / QW/S / U	€ 17,00 (VAT and Apt/Dt surcharges included)

The customer who wishes to travel without any troubles can eliminate the penalties for damage and/or theft/fire undersigning the Car Protection Plus clause, including it upon booking (please see the special box of the “applicable supplements” in the quotation step).

The Car Protection Plus clause, which is not an insurance, includes:

- total elimination of the damage penalty;

The Car Protection Plus clause, which is not an insurance, does not include:

- Loss and/or damages and/or theft of the car keys. In such cases, client will be charged for a supplement of € 278.30 + VAT;
- Loss and/or damages and/or theft of the registration plates (or even just one of them). In such cases, client will be charged for a supplement of € 442.75 + VAT;
- Damages to the vehicle deriving from violation of the Traffic Regulation Code.

It is NEVER possible to eliminate the responsibility regarding damages to tapestry, accessories and interiors of the vehicle, to mechanical parts, damages to the door locks, damages caused by vegetation, damages caused by acts of vandalism, damages caused by negligence and /or carelessness of the driver and/or violation of the traffic code, safety kit, triangle, high-visibility waistcoat. The damages caused by acts of vandalism are covered only in case customer has signed for both the Car Protection Plus and the Pai Plus clauses or in case of subscription of the Super Gold Protection clause. In such case, however, customer is still obliged to hand out, upon drop off of vehicle, a regular report issued by the Authorities otherwise he will be charged for those damages anyway.

In case of theft of the vehicle, with subsequent finding, in case of damages or missing parts, the Client will still be liable to the Lessor within the TLW penalty limit.

PAI PLUS CLAUSE

The cost of PAI Plus clause is of **€ 8,00** (VAT and Apt/Dt surcharges included) for car group A/A2/B/C per day and **€ 10,00** (VAT and Apt/Dt surcharges included) for car group D/G/J/S/N1/QW/U and states the coverage for driver's personal accident as per the limit here below reported:

a)

Warranty UP TO 65 YEARS	Amount in €	Franchise - Duration	
Death or permanent disability	€ 100.000,00	Not applicable	
RSC (reimbursement of care expenses)	Up to € 1.000,00	Franchise	€ 50,00
IR (hospitalization indemnity)	Up to € 5.000,00	Franchise Duration	Maximum for 4 weeks. Anyway up to € 5.000,00

Included in the here above maximum rate:	Sub-limit
Reimbursement of travel expenses of the insured party for his sanitary return	Up to € 7.000,00
Reimbursement of expenses for the transportation of the insured party's corpse	€ 3.000,00
MAXIMUM COMPENSATION	€ 100.000,00

b)

Warranty from 66 years to 75 years	Amount in €	Franchise - Duration	
Death or permanent disability	€ 50.000,00	Not applicable	
RSC (reimbursement of care expenses)	Up to € 1.000,00	Franchise	€ 50,00
IR (hospitalization indemnity)	Up to € 5.000,00	Franchise Duration	Maximum for 4 weeks. Anyway up to € 5.000,00

Included in the here above maximum rate:	Sub-limit
Reimbursement of travel expenses of the insured party for his sanitary return	Up to € 7.000,00
Reimbursement of expenses for the transportation of the insured party's corpse	€ 3.000,00
MAXIMUM COMPENSATION	€ 50.000,00

The PAI Plus clause also includes:

- windshield and all glasswork;
- the wheels;
- the roof;

- the underside parts of the vehicle.

SUPER GOLD PROTECTION CLAUSE

Prices are shown as follows for the Super Gold Protection clause:

Super Gold Protection (DAILY PRICES)								
CAR GROUP	1 Day	2 Days	3 Days	4 Days	5 Days	6 Days	7 Days	8/26 Days
A	€ 17,00	€ 34,00	€ 51,00	€ 68,00	€ 85,00	€ 102,00	€ 119,00	€ 17,00
A2	€ 17,00	€ 34,00	€ 51,00	€ 68,00	€ 85,00	€ 102,00	€ 119,00	€ 17,00
B	€ 17,00	€ 34,00	€ 51,00	€ 68,00	€ 85,00	€ 102,00	€ 119,00	€ 17,00
C	€ 17,00	€ 34,00	€ 51,00	€ 68,00	€ 85,00	€ 102,00	€ 119,00	€ 17,00
D	€ 25,00	€ 50,00	€ 75,00	€ 100,00	€ 125,00	€ 150,00	€ 175,00	€ 25,00
G	€ 25,00	€ 50,00	€ 75,00	€ 100,00	€ 125,00	€ 150,00	€ 175,00	€ 25,00
J	€ 25,00	€ 50,00	€ 75,00	€ 100,00	€ 125,00	€ 150,00	€ 175,00	€ 25,00
N1	€ 25,00	€ 50,00	€ 75,00	€ 100,00	€ 125,00	€ 150,00	€ 175,00	€ 25,00
QW	€ 25,00	€ 50,00	€ 75,00	€ 100,00	€ 125,00	€ 150,00	€ 175,00	€ 25,00
S	€ 25,00	€ 50,00	€ 75,00	€ 100,00	€ 125,00	€ 150,00	€ 175,00	€ 25,00
U	€ 25,00	€ 50,00	€ 75,00	€ 100,00	€ 125,00	€ 150,00	€ 175,00	€ 25,00
VAT + APT/DT surcharged included								

As a result of the “Super Gold Protection”, the customer benefits from the same limitations of liability and coverages deriving from the subscription of both “Car Protection Plus” and “Pai Plus”. Moreover, he/she is exempted from the obligation to refund all the damages occurred to the mechanical parts of the vehicle (except for damages caused by wrong/unclean refueling or freezing fuel) and to the car keys (damages/loss).

Damages caused by vegetation:

Customer will be liable for any damages caused to the vehicle due to vegetation, even if has subscribed the Car Protection Plus and/or Pai Plus or Super Gold Protection clauses, as this can be considered his negligence to drive the car in the countryside or in places where the vegetation can cause scratches and damages to the vehicle.

New damages on the vehicle

If new damages not pre-existing upon pick up are found when checking the vehicle in (drop off), these are quantified sticking to the SBC Damages Table and to the criteria explained on the relevant

Explanatory Sheet (both can be consulted on the website www.sicilybycar.al and are handed out as a hard copy to the Customer when entering the rental agreement. All damages not reported on the SBC Damages Table will be quantified by appropriate damage report issued on the basis of the Car Manufacturers' pricelist.

In case of damage or theft (total or partial) occurred to the rented vehicle, client will be liable to pay for an inclusive amount of € 51.75 plus VAT as handling fee.

Procedure in case of accident:

5 In case of accident, the Renter is obliged to:

- a) immediately contact and/or inform the police authorities via the contact details provided by the Lessor;
 - b) to not move and/or displace the vehicle from the venue of accident for whatsoever reason and in any case before the arrival of police road patrol officers and/or until the preparation of accident report;
 - c) inform the Lessor immediately by phone, email or fax regarding the accident;
 - d) request and obtain a copy of the police road patrol accident report and send it to the Lessor's the rental station within 24 hours from the accident providing information about the third party involved, specifying names, addresses and telephone numbers of eye-witnesses, license plate number of all vehicles involved, the information relating to insurance and ownership of the mentioned vehicles based on the Accident Report compiled by the Road Police Authorities and Accidents Expert;
 - e) supply to the Lessor any other useful information;
 - f) follow Lessor's instructions concerning the safeguard and/or repair of the vehicle. In case the Renter does not furnish a complete Police Accident Report, signed by police road patrol officers or authorities and any third party involved he will be held responsible for all damages to the vehicle regardless of the limit of the clause penalty billed upon pick up of vehicle and regardless of the subscription of the "Car Protection Plus" and/or "Pai Plus" and/or "Super Gold Protection" clauses. In case the fault for the accident is potentially not the Renter's, the Lessor will charge him, by way of precaution, for an amount sticking to the SBC "Damages Table" or by specific damage report for those damages not displayed there, awaiting the payment of the damages by the third party's Insurance Company. Moreover, the Renter is obliged to inform the desk staff of the pick-up office about any possible damage (even if of a small extent and regardless of how this has occurred) and to leave a detailed written report. If this is not done, the Renter will not be freed from the contract obligation even if he has subscribed the "Car Protection Plus", and/or "Pai Plus" and/or "Super Gold Protection" clauses. Furthermore, the Renter will be charged for all damages caused to the vehicle as well as the technical non-use. In particular, for the damages displayed on the SBC "Damages Table", the technical non-use is one of the items constituting the fixed amount there reported while for the damages not displayed on the above table the renter will be charged for a sum as technical non-use stated as per the official rate, equal to the amount due if the rental had been extended for a period of time necessary to carry out the repair and to retrieve the spare parts.
- in case of a damage not included in the SBC "Damages Table", once it has been identified jointly with the Customer, the drop off location freezes, by way of caution, an amount on his credit card without charging it and waiting for the damage is quantified by an appropriate damage report. Once the damage report has been issued, Customer will be sent a communication with the documents showing the damage and the relevant quantification. As 5 days have gone by after this communication, the amount quantified by the damage expert will be charged;

- Customer can dispute the damage and/or its quantification. In such cases, Sicily by Car – Auto Europa takes Customer’s reasons and gives feedback for them. If Customer’s dispute is met, no charge will be made or a refund will be made if the damage has already been charged. If Customer’s dispute is received within 5 days after the communication sent to him and containing the charge notice, the file will be temporarily kept in stand-by and no charge will be made until all checks have been completed.

Complaints:

Any complaints must be received by our main office within 20 days after the completion of the rental agreement.

Exclusive relevant Court:

This agreement is compiled and will be interpreted based on the Civil Code of Republic of Albania and legal acts at it’s disposal. The parties will seek to resolve the disputes that arise between them, in relation to this agreement with good understanding. Otherwise, they may address the district court of Tirana.

Notice! Rates and conditions subject to change without prior notice.

CONDITIONS FOR THE ON LINE PAYMENT

For the on-line payment the following conditions are valid. For anything not expressly indicated, the above general information apply.

CREDIT CARD:

Customer must pay the amount of the rental by credit card upon completion of the reservation authorizing ***Sicily By Car-Autoeuropa sh.p.k.*** to the charge of the amount reported on the prepaid voucher. Upon pick up of vehicle, customer must be in possession of a valid, non-electronic and non-prepaid credit card with embossed numbers and registered under his name. In case this is missing, the rental agreement will not be entered and the vehicle not delivered.

It is important to highlight that upon car pick up, the Customer is obliged to leave a precautionary deposit through his credit card. The deposit is determined considering the category of the chosen vehicle and the possible purchase of the additional discretionary coverage “Car Protection Plus” or the additional discretionary coverage “Super Gold Protection”. (see the charts above in the paragraph “Method of payment + Deposit on customer’s credit card”).

Therefore, it is necessary that the credit card has enough money availability to cover the amount which will be frozen upon entering the rental agreement. If the customer is not in possession of a valid credit

card or if it has not enough availability for the deposit amount to be frozen, then a maximum penalty will apply as follows:

- € 200,00 for car groups **A, A2, B, C, D, S**;
- € 500,00 for car groups **U, G, J, N1, QW**;

To be refunded for any amount in excess other than the above penalty, customer must send his request by e-mail at sbc@sicilybycar.al

CANCELLATIONS:

To cancel the reservation, customer must contact our call center either by phone +35542223055 / +35542233682 and by e-mail at sbc@sicilybycar.al without any penalty provided that the reservation is cancelled up to 72 hours prior to the start of the rental, then a maximum penalty will apply as follows:

- € 200,00 for car groups **A, A2, B, C, D, M1, S**;
- € 500,00 for car groups **U, G, J, N1, QW**;

To be refunded for any amount in excess other than the above penalty, customer will have to send his request by e-mail at sbc@sicilybycar.al.

AMENDMENTS:

No amendments to the reservation can be made.

CHARGES OF EXTRAS:

All charges relevant to extras and/or supplements signed for upon pick up of vehicle or occurred during the rental will be applied on the credit card left by customer as a warranty.

NO SHOW:

In case of no show of the vehicle within 2 hours after the pickup time reported on the reservation, the vehicle may no longer be available at the desk, unless he has informed the pickup location staff in advance about any delay even if he has added the arrival flight number and a contact number. In case of no show customer is not entitled to any refund.

EXTENSION OF RENTALS:

All extensions of prepaid rentals will be charged locally at our "Special Web" official rate.

DAYS NOT USED:

Days not used are not refundable as the rate meant for the prepaid reservations is lower than the one meant for all reservations to be paid locally upon pick up of vehicle.

REQUEST OF REFUND:

Any requests of refund must be made by e-mail at sbc@sicilybycar.al.

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