

Specific Vehicle Rental Conditions

1. The rates applicable to your booking are as follows. There are other rates subject to different conditions available in our offices and by telephone.
2. Drivers must be at least 21 years old and must have had a driving licence for over 1 year. (In vehicle groups "A / B / Y / Z" drivers of 19 years old are allowed).
3. Drivers under 21 years old must have had a driving licence for between 1 and 2 years and must pay an additional charge of €6 + VAT per day.

All drivers must have had a driving licence for at least 12 months. An International Driving Licence will be required for non-EU citizen customers and their national driving licence.

4. Payment methods are as follows:
 1. VISA ELECTRON debit card, VISA or MasterCard / Maestro credit cards.
 2. Diners Club, American Express and Postepay will not be accepted.
 3. COVECAR reserves the right to allow final rental payment in cash or by bank transfer.
 4. We do accept direct debit as a payment method for businesses. This payment method will be subject to acceptance by COVECAR.
 5. Cards must be issued to the rental policyholder, the main driver or additional driver.

5. Rates include:

1. VAT, Levies and Local Taxes.
2. 350 kilometres per day.
3. Compulsory vehicle insurance with own damage deductible. Insurance covers damages caused by the vehicle and damages to the occupants of the vehicle. The excess amount, which will be charged in the event of damage to the rented vehicle, will be charged to the credit or debit card at the moment the rental contract is signed and will vary depending on the vehicle class as shown in the following tables:

- Standard Car:

Deductible amount	Class
€1500 + VAT	A / A + / B / B + / C
€1,800 + VAT	D / D + / E / E + / F / F + / O, O + / M
€2,000 + VAT	C + / G / G+ / M+
€2,500 + VAT	J / J + / K / K + / L / L +

- Premium Car

Deductible amount	Class
€1,800 + VAT	A ++ / B ++
€2,000 + VAT	C ++ / D ++ / E ++ / F ++
€2,500 + VAT	G ++ / H / H + / H ++
€2,800 + VAT	I / I + / I ++ / J ++ / K ++ / L ++ / M ++

- Industrial vehicle:

Deductible amount	Class
€1500 + VAT	1 / 1 +
€2,000 + VAT	2 / 3 / 6
€2,500 + VAT	4 / 5

- Motorcycles:

Deductible amount	Class
€300 + VAT	Z
€350 + VAT	Y

If customers take out the “SPLUS” additional cover, no amounts will be provisionally charged for excess on their bank cards, and they will be limited to paying €150 as a guarantee deposit.

Taking out “SPLUS” additional cover can be done at the moment of booking your car on-line or when picking up your vehicle, at the customer's choice. COVECAR, S.L. reserves the right to reject or confirm the cover chosen by the customer at the moment the vehicle is picked up, based on the company's internal policies.

The maximum amount of additional charges invoiced to Customers for damages caused to the vehicle will be the applicable deductible for each vehicle class as per the table above.

Customers who have taken out complementary cover are not obliged to deposit the deductible and will not be considered liable in the event of damage unless this is caused due to unauthorised use of the vehicle as per the provisions established in Article 19 of the General Rental Conditions. Customers who do not wish to take out this additional cover must pay the deposit for the amount equivalent to the deductible established in this article.

6. Rates do not include:

1. The charge for an Additional Driver is €25 + VAT per rental and driver. There is no limit to the number of additional drivers.
2. The charge for a Baby Seat is €30 + VAT per rental.
3. The extra charge for returning rental cars to a different office (one-way).
4. There is an additional charge of €50.00 + VAT for picking up vehicles outside office opening times.
5. Extra kilometres: Depending on the type of rental vehicle, there will be a charge between €0.15 + VAT and €0.30 + VAT for each additional kilometre.

7. Cancellation conditions on pre-paid bookings via the COVECAR website:

1. All services must be paid for in advance by credit/debit card (VISA, VISA ELECTRON, MAESTRO or MASTERCARD). Payment via our website will only be permitted using the aforementioned credit or debit cards, which the card holder must show when picking up the rental vehicle at COVECAR. The deposit can only be paid using the credit card provided to COVECAR by the vehicle lessee or the additional driver who is named on and signs the contract. Refund of the deposit, or pre-authorisation payment may be delayed between 1 and 31 days depending on the customer's bank.
2. Any booking cancellations must be performed in writing to the following e-mail address: info@covecar.es. There will be no charge for booking cancellations up to 48 hours before the vehicle pick-up date. No amounts will be refunded on booking cancellations outside this period, except in the case of force majeure (natural disasters, war, terrorist attacks, death or serious illness "hospitalisation or surgery" by the car lessee, his/her parents, brothers or sisters or children), which must be duly accredited in Catalan, Spanish or English.
3. Refund of the amounts paid on bookings will be made within 30 days from cancellation.

8. Important information:

1. Customers must show their passport or ID card, their driving licence (non-EU citizens customers must show an International Driving Licence and their national driving licence) and a credit or debit card which must be valid when picking up the vehicle. If the card is not the one used when booking rental, customers must show that card on request by our staff.
2. The booking form must be shown if paying with this card when collecting the vehicle.
3. Returning the vehicle more than 59 minutes late in regard to the contract will entail a charge of an additional day's rental at the standard rate.
4. Rental is not for a specific vehicle (brand, model, colour, equipment, etc.) but is for a vehicle class with similar technical and physical specifications. If no vehicle in the selected group is available, a vehicle in the next class up will be provided.
5. If fines are received on the vehicle during the validity period of this contract, you will be responsible for paying them, and also a charge of €20 + VAT for fine management fees.

6. If a customer returns a vehicle without its documents, an extra charge of €50.00 + VAT will be made for management costs.
 7. COVECER reserves the right to cancel delivery of the vehicle in the event of justified doubts as to the financial and physical capability of the customer, or due to payment default records or serious incidents with COVECER in the past.
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9. These Specific Conditions will prevail over the General Conditions. They are both available on our website: www.covecar.es
 10. Our Privacy Policy is also available on our website: www.covecar.es

General Vehicle Rental Conditions

1.- CONTRACT PURPOSE

The vehicle provided to the customer described in the rental contract will be in perfect working order, with all documents, tyres, tools and accessories and the customer undertakes to ensure they are maintained in this condition and to drive the vehicle in compliance with the Highway Code and the provisions of these General Conditions. Before driving the vehicle away, customers are entitled to request an inspection of the condition of the vehicle in their presence.

2.- CONTRACT DURATION

The duration of this contract is defined on Page 1 herein, where the pick-up and return dates of the vehicle are specified.

Rental days are calculated in 24 hour periods from the exact moment the customer has rented the vehicle until it is returned to COVECAR along with the keys and documents. The courtesy period for returning vehicles will be 59 minutes.

In the event of Checking-in before the end of the rental period, COVECAR will refund the proportional amount of the price set out in the Contract to the customer. This refund will not be applicable in any cases when the contracted rates are pre-paid or parts of packages.

3.- CONTRACT EXTENSION

Customers must return the vehicle on the date and at the time defined in the preceding section. If customers wish to extend the vehicle rental period, they must go to the nearest COVECAR office to sign the extension agreement. Rental contracts cannot be extended by telephone, although they may be extended via e-mail at info@covecar.es.

The amount paid as deposit on vehicle rental may not be used to extend the contract under any circumstances. Therefore, if a rental contract is extended, customers must pay an additional charge for the extension.

If the contract cannot be extended due to non-availability of vehicles or due to any other cause, the customer must return the vehicle on the date, at the place and time agreed.

Depending on the initial contract conditions, a new contract may be necessary for an extension, and from then on the previous contract shall be rendered void.

4.- VEHICLE RETURN CONDITIONS

Customers must return rented vehicles in the same conditions as they were collected, along with all documents, tyres, stickers, tools and accessories, in the place on the date and at the time specified in the rental contract. At the moment of return, customers are entitled to request the condition of the vehicle to be inspected in their presence. This check is subject to the opening hours at the local office.

Customers may not make any modifications to the vehicle, the keys, equipment, tools and/or accessories, nor may they make any modifications to the outer and/or inner appearance of the vehicle. If this is done, customers will be charged for the expenses to return the vehicle to its original condition, without prejudice to claims for damages by COVECAR for refurbishing the vehicle in regard to the time it is rendered unavailable and any other damages caused to COVECAR.

5.- EFFECTS OF FAILING TO RETURN THE RENTED VEHICLE

Returning a rental vehicle on a date and at a time other than those agreed in the Contract will entitle COVECAR to charge an amount for the period from the end of the contract to effective return of the vehicle, as per the Valid General Public rates plus a penalty charge for delay (hereinafter "Overdue") of €6 + VAT per day to be calculated from the 24 hours following expiry of the rental contract until COVECAR recovers the vehicle. COVECAR undertakes to contact customers to manage any *overdue* returns during the first 24 hours. If the vehicle is towed away by a tow truck or is parked in a public car park, all the costs incurred to recover the vehicle will be charged to the customer.

COVECAR reserves the right to take out legal action as and when deemed appropriate in the event of any cars disappearing or that are not returned. The customer will be liable for any legal consequences imposed by the competent authorities.

Unilaterally extending the duration of the Contract will likewise be considered unauthorised use of the vehicle for the purposes of the customer's liability in regard to any damages that could arise.

6.- PAYMENT AND PAYMENT METHOD

6.1 Payments:

Customers hereby undertake to pay COVECAR:

a) The costs of rental, insurance and taxes determined in current rates established by COVECAR (hereinafter the General Rates) which customers have been previously informed of. Application of the initially agreed rates is subject to return of the vehicle in the place, on the date, at the time and in the conditions agreed. The rates may vary according to the season and the offices, and therefore customers will be responsible for checking the rates to be applied before renting a vehicle.

b) Any other items applicable to the customer in accordance with the contractual and commercial conditions offered by COVECAR.

6.2 Payment for inappropriate use by customers:

On returning the vehicle, customers undertake to pay COVECAR the relevant amounts arising from the following items:

a) Charges for “special cleaning” due to costs incurred through extra cleaning services if the vehicle is returned in particularly dirty conditions, to a maximum charge of €150 + VAT, divided into 3 x €50 + VAT modules.

b) Charges for losing the vehicle documents and keys, and/or delivery of a new set of keys to the relevant office if they are lost, broken or if the keys are returned to an office other than where the vehicle is effectively returned, or any other situation rendering the vehicle unavailable for reasons attributable to the customer.

c) Charges for having the vehicle transported in the cases envisaged in the different clauses of this Contract.

d) Charges incurred through loss, deterioration or damage to the wheels, tyres (including punctures and blow-outs), tools, stickers, windows, wing mirrors, accessories, vehicle interior and problems caused by refuelling with the wrong type of fuel.

e) Toll fees, fines, sanctions and legal costs caused by traffic offences or infringement of the laws, regulations and by-laws (including congestion charges or restricted vehicle traffic where applicable), incurred by the customer during this contractual period which have been defrayed by COVECAR.

f) Repair costs for damages to the vehicle in the event of accidents, when any of the following circumstances are met:

- The vehicle was not used according to the established conditions.
- The accident report, either in the “*Accident Statement Form*” (ASF) or the “*Claim Report*” was not completed and sent to COVECAR within 48 hours, or did not state truthful facts.
- The damages are the result of an accident caused because the customer did not properly assess the height of the vehicle.

In all cases, COVECAR will immediately report the charges made and the reasons, providing the customer with a detailed invoice.

The amount charged to the customer for damages caused to the vehicle will be calculated in accordance with the appraisal made by an external appraiser to COVECAR, or when an appraisal cannot be made, will be the amount resulting from an

appraisal by a qualified member of COVECAR'S staff, the existence and the amounts of which customers state they are aware of and agree to.

The foregoing is applicable without prejudice to subsequent payment and settlement once a quote for repairs has been obtained from a workshop or external appraisers to COVECAR.

6.3 Payment Method

The card holder must guarantee that using the card to meet these General Rental Conditions (deposit, withdrawal, etc.) will not be detrimental.

In this regard, customers undertake to find out relevant information from their bank before using their card with COVECAR, who may not be held liable.

Payment for vehicle rental and any supplementary charges will be carried out in the currency chosen by the Customer.

Allowed payment methods are credit or debit card, depending on the vehicle class. COVECAR reserves the right to allow final rental payment in cash or by bank transfer. Allowed cards for payment are VISA, VISA ELECTRON and MasterCard / Maestro.

The credit or debit card used to book the vehicle must be shown when the vehicle is picked up.

7.- INSURANCE AND COVER

7.1 Mandatory insurance and third party liability.

Rental rates include Compulsory Vehicle Insurance and Additional Civil Liability insurance for damages caused to third parties through the use and transit of vehicles.

These covers are guaranteed and assumed by the insurer underwriting COVECAR'S insurance policy and are subject to the general and specific clauses of the said policy and the law.

7.2 Basic Cover

CDW:

This insurance protects your liability in the event of damage caused on the vehicle in case of collision or accident when driving, for amounts over and above the established excess in the following combined cases:

- The cost of damages caused to the vehicle or repairs to it, or the book value in the event of a write-off.

- Discontinued profits due to the unavailability of the vehicle during the time it is being repaired and/or during the write-off period.
- Administrative costs we incur through managing collision or accident claims in the following circumstances:
 - Collision against a stationary or moving object.
 - The vehicle was vandalised while being driven or used.
 - Damaged or punctured windows, lamps, wing mirrors or tyres during a collision or accident.

TP

This insurance protects your liability in the event of damage and loss caused on the vehicle in case of attempted theft or acts of vandalism over and above the amount of the excess in the following combined cases:

- The cost of the damages or repairs to the vehicle (if it is recovered) or the book value of the vehicle if it is not recovered.
- Discontinued profits through being unable to use and rent out the vehicle during repair and/or processing write-off.
- The administrative costs we incur, where relevant, for managing claims stemming from theft or attempted theft of the vehicle, or acts of vandalism.

In circumstances of:

- Theft of the vehicle and its accessories as a result of force (these accessories can be any additional component fitted to the vehicle improving its specifications).
- Attempted theft of the vehicle and/or its accessories.
- Any act of vandalism to the vehicle when it is parked and not being used by you.
- Breakage of windows, lamps, wing mirrors or damage to or removal of tyres as a result of any of the events described in the three preceding points.

PAI

With this insurance you will be able to claim the economic costs of any of the following consequences stemming from death or injury caused in a road traffic accident or collision when driving the rented vehicle:

- Compensation in a lump sum payment to the amount established in the specific policy of the rented vehicle.

- In the event of death (or declared death).
- In the event of full or partial disability as a result of the collision or road traffic accident.
- Medical costs for the amount established in the specific policy of the rented vehicle, required as a result of a collision or road traffic accident.

CL

If you have taken out this insurance product you will be protected against economic liability for damages caused to the windscreen and any rear or side windows.

CN

This insurance protects against punctures and damage to tyres on the vehicle, unless the damage is caused by negligent use.

Protection packages

PLUS

This reduces payment liability for damages caused by collision, theft or attempted theft of the vehicle.

It also includes personal accident protection covering the driver and occupants in the event of an accident involving the vehicle.

SPLUS

In addition to the advantages of PLUS cover, SPLUS or SUPER PLUS cover also includes rental without deductibles on the damages caused to the vehicle in the event of collision with other vehicles or stationary or moving objects, theft or attempted theft of the vehicle.

SPLUSCOMPLET

SPLUSCOMPLET or SUPER PLUS COMPLETE cover includes all the advantages of SPLUS cover and also covers damages to windows and lamps and tyres.

8.- CUSTOMERS' OBLIGATIONS IN THE EVENT OF ACCIDENTS AND OTHER CIRCUMSTANCES

In the event of an accident, customers must:

- a) Obtain and submit to COVECAR within forty-eight hours after the occurrence of the incident, full details of the other party and possible witnesses, completing an accident report, in the form of a '*Declaration Friendly Accident*' -DAA - detailing the registration, name and address of the other party, the circumstances of the collision, a sketch of the accident, the name of the insurer and, where possible, the policy number of the insurance, all of this signed by the two drivers involved in the accident, or, in the case of not having it, the '*Report of Loss*', which will be facilitated by COVECAR.
- b) Immediately report the event to the authorities if the fault by the other party should be investigated or if any persons are injured.
- c) Not abandon the rented vehicle without taking appropriate measures to protect it.

In cases of vandalism, theft or disappearance of the vehicle, the customer must immediately report this to COVECAR and to the authorities. A copy of the report must be sent to COVECAR as soon as possible.

9.- UNAUTHORISED USE

Customers must use the vehicle diligently, in accordance with the vehicle's features, respecting the current highway code and in all cases avoiding any situations that could cause damage to the vehicle or third parties.

Likewise, customers must not allow any other person to drive the vehicle who has not been authorised in this contract, and will be directly liable for any damages caused to the vehicle or third parties in these cases.

Any breaches of the provisions established in these paragraphs will be considered unauthorised use.

Customers will be fully liable for any damages caused inside and outside the vehicle due to any unauthorised use, in which case they will be obliged to pay the costs in accordance with the established provisions.

Unauthorised use includes, but is not limited to the following:

- a) Pushing or towing any other vehicle without using devices endorsed by COVECAR.
- b) Driving in places not suitable for public transport such as beaches, racing circuits, forestry tracks, off-road tracks, etc.
- c) Driving on unsurfaced tracks or surfaced roads with severe deficiencies that could cause damage to the underside of the vehicle.
- d) Driving in restricted areas, specifically including runways and other roadways associated with aeronautics and/or the military.
- e) Negligent action failing to observe warning signs on the dashboard of the rented vehicle, which customers state they are familiar with when signing this contract.
- f) Transporting hazardous, inflammable and/or harmful substances either for the vehicle or its occupants.
- g) Sub-renting out the vehicle without prior authorisation in writing from COVECAR.
- h) Using the vehicle for any unlawful activities.
- i) Transporting more persons or luggage than authorised for the vehicle.
- j) Any manipulation of any kind of the speedometer or malfunction thereof must be immediately reported to COVECAR.
- k) Transporting luggage or any other item on the vehicle roof without using a suitable device, unless previously authorised to do so in writing by COVECAR.

i) Leaving objects susceptible to being stolen visible in the vehicle, leading to subsequent damage.

m) Dirtying the inside of the vehicle more than what could be considered normal through ordinary, careful use.

n) Driving when tired, ill or under the effects of alcohol, medication or drugs.

o) Reckless driving.

p) Using the vehicle for driving practice activities under any circumstances and/or teaching special driving skills.

q) Failing to respect the highway code.

r) An person who has not been authorised to drive the vehicle in the contract, whether as customer and/or additional driver.

s) Driving the vehicle outside the Iberian peninsula unless specifically authorised to do so in writing by COVECAR, and the ADDITIONAL BOARDING COVER is taken out and paid for.

t) Using the vehicle after the rental period has expired.

u) For all purposes, your are informed that for safety reasons part of our vehicle fleet has been fitted with GPS Trackers. The company will only access location details in the event of a system disconnection or inhibitor alarm, and/or if the vehicle is not returned. Customers state to know and accept this circumstance, and must not interrupt or prevent proper operation thereof.

Any unauthorised use of vehicles by customers will entitle COVECAR to terminate this Rental Contract in advance due to culpable breach hereof, and will file claims for damages, as and when appropriate.

10.- DRIVING LICENCE.

Customers must be holders of a valid driving licence, with the Customer being directly responsible for the validity and endorsement of the driving licence, thus exempting COVECAR from any liability. Customers must have had their driving licence for at least one year. The minimum age for renting vehicles is 19 years old. Likewise, customers must have had their driving licence for at least one year, regardless of their age. There is an additional charge for customers aged between 19 and 21 years old which you will be duly informed about during the booking process.

An International Driving Licence will be required for non-EU citizens customers and their national driving licence.

11.- THEFT AND LOSS OF PERSONAL BELONGINGS

COVECAR is not responsible for any belongings that are stolen, left behind in the vehicle or lost in it.

12.- DEPOSIT

In all cases customers must pay a deposit on the rented vehicle. If customers take out the optional supplementary cover, the deposit will be €150. If they do not take out this service, they must leave a deposit when they collect the vehicle. The amount of deposits is defined in Article 5 of the Specific Rental Conditions.

The deposit (charged to debit or credit card) will be refunded when the Customer returns the vehicle once COVECAR have checked the condition of the vehicle and compliance with the Contract. The deposit will be refunded at the latest 30 days after returning the vehicle.

The deposit may be partially or fully withheld if there has been a breach of contract, until any penalties or amounts payable by the Customer have been covered.

13.- CERTIFIED CHILD RESTRAINT SYSTEMS

Travelling with children under three years of age, or older children who are not 135 cm tall, must be reported to COVECAR so that we can provide you with an appropriate certified child restraint system in accordance with the weight and height of the child or person who will use it. This will be charged for in advance in the rental charge. We will not fit the device in the vehicle. Customers will be responsible for fitting the child restraint device in the vehicle.