



Terms & Conditions

CIVIL LIABILITY - Included

Mandatory insurance for TURISPRIME's liability. This insurance covers damage caused to third parties by accidents. Third parties also include the occupants.

DAMAGE AND THEFT COVERAGE (CDW) - Included

This coverage partially covers damage caused by accident, collision, overturning, theft and/or fire. If the Customer does not identify a third party guilty of any damage to the car, the same shall be liable for payment of the damages up to the total amount of the mandatory deductible, the value of which varies according to the car. This coverage does not include Standalone Windscreen Cover. In the event of car theft, the police report must be submitted. The CDW does not cover baggage, whether the driver's or that of other occupants of the car. The Customer must submit the duly completed and signed Amicable Accident Report and report to the authorities (where appropriate). The towing service shall be charged to the customer whenever s/he is at fault for the accident, when s/he loses the car keys or when s/he puts the wrong fuel in the vehicle. Where it is established that the customer is negligent (drunk, under the influence of drugs, misuse of the car, etc.), the total value of the damage caused to the car is charged, regardless of the deductible. Under no circumstances shall any damage to the upper and lower parts of the car; loss of car key and/or car documents; fuel changes; towing costs and claims management costs be covered

PERSONAL ACCIDENT INSURANCE (PAI) - Included

Personal Accident Insurance. This grants compensation to the driver and passengers of the car (depending on the maximum capacity indicated in the vehicle registration document) in the event of permanent invalidity or death of EUR 15,000.00 and also includes medical expenses up to EUR 1,500.00.

Terms & Conditions

MANDATORY DEDUCTIBLE

The Customer is financially liable for a mandatory deductible in the event of an accident in which s/he is at fault for the theft, robbery of or damage caused to the TURISPRIME vehicle. The amount varies depending on the hire category.

| Group | Brand/Model | Vehicle Type | Excess |
|-------|---|---------------------|---------|
| A | Vw UP or Similar | Mini | 1 550 € |
| A1 | Fiat 500 or Similar | Mini Elite | 1 550 € |
| C | Vw Polo or Similar | Economy | 1 550 € |
| D | Peugeot 208 HDI or Similar | Economy | 1 550 € |
| D1 | Smart ForFour or Similar | Economy | 1 550 € |
| D2 | Toyota Yaris Hybrid or Similar | Economy | 1 550 € |
| H | Nissan Qashqai or Similar | SUV Compact | 2 050 € |
| H1 | Renault Captur or Similar | SUV Economic | 2 050 € |
| E | Renault Megane or Similar | Compact | 2 050 € |
| E1 | Vw Golf TDI or Similar | Compact | 2 050 € |
| F | Renault Megane SW or Similar | SW/Compact | 2 050 € |
| F1 | Peugeot 308 HDI SW or Similar | SW/Compact | 2 050 € |
| F2 | Volvo V40 Aut. or Similar | Compact | 2 050 € |
| I1 | Mercedes C Station or Similar | SW/Compact | 2 550 € |
| I2 | Volvo XC 60 or Similar | SUV Intermediate | 2 550 € |
| U | Citroen C4 Grand Picasso HDI or Similar | Passanger 5+2 | 3 050 € |
| U1 | Vw Sharan TDI or Similar | Passanger 7 | 3 050 € |
| J | Mercedes Vito or Similar | Minibus Passanger 9 | 3 050 € |

MY SUPER COMFORT - Deductible Exemption

This coverage exempts the driver from liability for payment of any deductible in the event of an accident or theft of the vehicle. The Amicable Accident Report must be completed. In the event of theft of the car, the police report and car keys must be submitted. This coverage shall be void in the event of an accident/theft due to negligence or damage caused to the car by misuse and other causes, as set out in the General Conditions of the Hire Agreement. This coverage includes SWC (Standalone Windscreen Cover), Tyre Damage and Special Road Assistance in the event of damage due to negligence. This product

Terms & Conditions

does not cover damage to the upper and lower parts of cars; loss of the car keys and/or car documents; and fuel changes;

| Group | Brand/Model | Veichle Type | MY SUPER COMFORT (MY COMFORT + TYRES+ RSN) | |
|-------|---|---------------------|--|--------|
| | | | Price per Day | Min |
| A | Vw UP or Similar | Mini | 22,5 € | 67,5 € |
| A1 | Fiat 500 or Similar | Mini Elite | 22,5 € | 67,5 € |
| C | Vw Polo or Similar | Economy | 22,5 € | 67,5 € |
| D | Peugeot 208 HDI or Similar | Economy | 22,5 € | 67,5 € |
| D1 | Smart ForFour or Similar | Economy | 22,5 € | 67,5 € |
| D2 | Toyota Yaris Hybrid or Similar | Economy | 22,5 € | 67,5 € |
| H | Nissan Qashqai or Similar | SUV Compact | 25,0 € | 75,0 € |
| H1 | Renault Captur or Similar | SUV Economic | 25,0 € | 75,0 € |
| E | Renault Megane or Similar | Compact | 25,0 € | 75,0 € |
| E1 | Vw Golf TDI or Similar | Compact | 25,0 € | 75,0 € |
| F | Renault Megane SW or Similar | SW/Compact | 25,0 € | 75,0 € |
| F1 | Peugeot 308 HDI SW or Similar | SW/Compact | 25,0 € | 75,0 € |
| F2 | Volvo V40 Aut. or Similar | Compact | 30,0 € | 90,0 € |
| I1 | Mercedes C Station or Similar | SW/Compact | 30,0 € | 90,0 € |
| I2 | Volvo XC 60 or Similar | SUV Intermediate | 30,0 € | 90,0 € |
| U | Citroen C4 Grand Picasso HDI or Similar | Passanger 5+2 | 30,0 € | 90,0 € |
| U1 | Vw Sharan TDI or Similar | Passanger 7 | 30,0 € | 90,0 € |
| J | Mercedes Vito or Similar | Minibus Passanger 9 | 30,0 € | 90,0 € |

MY COMFORT - Deductible Exemption

This coverage exempts the driver from liability for payment of any deductible in the event of an accident or theft of the vehicle. The Amicable Accident Report must be completed. In the event of theft of the car, the police report and car keys must be submitted. This coverage shall be void in the event of an accident/theft due to negligence or damage caused to the car by misuse and other causes, as set out in the General Conditions of the Hire Agreement. This coverage includes SWC (Standalone Windscreen Cover) and Tyre Damage. This product does not cover damage to the upper and lower parts of cars; loss of the car keys and/or car documents; and fuel changes;

Terms & Conditions

| Group | Brand/Model | Veichle Type | MY COMFORT (SCDW + WDW + TYRES) | |
|-------|---|---------------------|----------------------------------|--------|
| | | | Price per Day | Min |
| A | Vw UP or Similar | Mini | 20,0 € | 60,0 € |
| A1 | Fiat 500 or Similar | Mini Elite | 20,0 € | 60,0 € |
| C | Vw Polo or Similar | Economy | 20,0 € | 60,0 € |
| D | Peugeot 208 HDI or Similar | Economy | 20,0 € | 60,0 € |
| D1 | Smart ForFour or Similar | Economy | 20,0 € | 60,0 € |
| D2 | Toyota Yaris Hybrid or Similar | Economy | 20,0 € | 60,0 € |
| H | Nissan Qashqai or Similar | SUV Compact | 22,5 € | 67,5 € |
| H1 | Renault Captur or Similar | SUV Economic | 22,5 € | 67,5 € |
| E | Renault Megane or Similar | Compact | 22,5 € | 67,5 € |
| E1 | Vw Golf TDI or Similar | Compact | 22,5 € | 67,5 € |
| F | Renault Megane SW or Similar | SW/Compact | 22,5 € | 67,5 € |
| F1 | Peugeot 308 HDI SW or Similar | SW/Compact | 22,5 € | 67,5 € |
| F2 | Volvo V40 Aut. or Similar | Compact | 27,5 € | 82,5 € |
| I1 | Mercedes C Station or Similar | SW/Compact | 27,5 € | 82,5 € |
| I2 | Volvo XC 60 or Similar | SUV Intermediate | 27,5 € | 82,5 € |
| U | Citroen C4 Grand Picasso HDI or Similar | Passanger 5+2 | 27,5 € | 82,5 € |
| U1 | Vw Sharan TDI or Similar | Passanger 7 | 27,5 € | 82,5 € |
| J | Mercedes Vito or Similar | Minibus Passanger 9 | 27,5 € | 82,5 € |

SWC – STANDALONE WINDSCREEN COVER

This coverage exempts the driver from liability for the replacement of damaged glass (with the exception of rear-view mirrors and lights).

Price: EUR 2 per day

FUEL POLICY AND SECURITY DEPOSIT

All hires will be made on a fuel-full basis. All hires are subject to a security deposit in the form of an authorisation on a credit card recognised by TURISPRIME. The value of this deposit is based on the capacity of the fuel tank and the unit value per litre for the hired vehicle category. Cash, standard cheques, debit cards (without a CVV code) or other means are not accepted as a security deposit. This deposit is returned to the customer at the end of the hire.

FULL-EMPTY FUEL

All hires will be made on a fuel-full basis. The Customer may, however, choose to purchase the deposit and to return the car with an empty tank. The value of this deposit is based on the capacity of the fuel tank and the unit value per litre for the hired vehicle category. Exempts the customer from the Fuel Deposit requirement.

Terms & Conditions

REFUELLING FEE

If the deposit is not certified, TURISPRIME will charge the amount for the refuelling service plus the missing fuel calculated on the basis of the fuel tank capacity and the unit value per litre for the hired vehicle category.

Refuelling fee price: EUR 25 per hire.

VEHICLE REGISTRATION FEE - Included

AIRPORT SERVICE FEE - Included

NO SHOW FEE (NSHOW)

No show penalty for the driver, if the Customer does not cancel the reservation at least 2 hours in advance of the collection time by the same means as s/he made the reservation.

Price: EUR 80 per hire.

HANDOVER AND COLLECTION

Vehicles shall be returned or handed over at the original reservation locations. Handovers and collections at different locations are subject to payment. The city limits refer to the city of the car rental station. There is an additional service charge outside the station's limits (within a 30-km radius).

Inside City - EUR 15 Outside City add - 0.45 EUR per km

OUTSIDE BUSINESS HOURS

Service performed outside normal business hours of the station. The business hours of the stations shall be 8 a.m. to 8 p.m. 7 days a week.

Price: EUR 30 per hire

ONE WAY FEE/RETURN FEE

Vehicles should be returned to the original rental stations. An extra service fee is charged for returns to other stations.

Price: EUR 125 per hire (LI01-OP02 / OP02-LI01 / LI01-FA03 / FA03-LI01)

Price: EUR 175 per hire (FA03-OP02 / OP02-FA03)

Terms & Conditions

PTA

For an additional fee, TURISPRIME will be able to provide a mobile navigation system with Wi-Fi and calls included. This service should be requested when the reservation is made and is subject to confirmation of availability.

Price: EUR 12 per day (GPS + WI-FI)

Price: EUR 15 per day (GPS + WI-FI + Calls)

BABY SEAT

For an additional fee, TURISPRIME will provide baby seats. This service should be requested when the reservation is made and is subject to confirmation of availability.

Price: EUR 8 per day

CHILD SEAT

For an additional fee, TURISPRIME will provide child seats. This service should be requested when the reservation is made and is subject to confirmation of availability.

Price: EUR 6 per day

ADDITIONAL DRIVER

This fee shall be charged whenever there is more than one driver.

Price: EUR 7 per day/driver

MINIMUM AGE (MinA)

The TURISPRIME vehicle customer is required to hold a valid driving licence as defined below:

- 19 years and must have been a licensed driver for 1 year - For ages between 19 and 24 years (inclusive), My Super Comfort must be subscribed;

MAXIMUM AGE (MaxA)

The TURISPRIME vehicle customer is required to hold a valid driving licence as defined below:

- For ages over 70 years (inclusive), My Super Comfort must be subscribed;

GRACE PERIOD

TURISPRIME will grant a grace period of 2 hours from the time the hire started, after which a further day's hire will be charged.

Terms & Conditions

CLAIMS AND FINES MANAGEMENT PROCESS FEE (FEES)

The amount to be charged when an accident occurs where the TURISPRIME customer is responsible for the accident. During the car hire period, the customer shall be fully liable for all fines and/or penalties for infringements of the rules of the road, parking and tolls, and for all consequences and liabilities arising therefrom. TURISPRIME will charge an extra fee for the administrative work where the customer incurs any fines and/or penalties during the rental period, without prejudice to the amount to be paid for such fines and/or penalties. TURISPRIME will provide the customer, upon request, with a copy of any notification received concerning traffic, parking and/or toll infringements.

Price: EUR 40 per hire.

LOSS OF DOCUMENTS

The car must be returned with all documents as delivered

Price: EUR 80 per hire.

VIA VERDE (TOLL ROAD) DEVICE HIRE

All TURISPRIME vehicles are equipped with an electronic toll device.

This service guarantees you the most convenient solution as it allows you to automatically pay all the charges due for passing the electronic toll barrier on road infrastructure, motorways and bridges as a user of a vehicle from the TURISPRIME fleet in Portugal. You may join when you collect the car. A valid credit card is required and authorisation under the 'General Hire Conditions', an integral part of the hire Agreement. Tolls incurred will be paid when the car is returned. Tolls used and not collected will be charged, at no additional cost, to the customer's credit card, no later than 60 days after the return of the car.

A valid credit card is required.

If the customer does not wish to join, the payment of toll charges is solely his/her responsibility. Payment and administrative costs will be made as from 48 hours after the use of the toll and/or the SCUT (virtual toll), and the payment must be made no later than 5 working days after the use at a post office (CTT).

Non-payment shall be subject to the penalties provided for by law.

Service price: EUR 1.89 per day at a maximum of EUR 18.90 per hire.

HIRE EXTENSION

If the customer wishes to extend the hire agreement, s/he should, before the end of the hire, contact a TURISPRIME rental station to verify the availability of the car and the other hire conditions.

A new hire agreement will be issued and signed after acceptance.

WASHING

The hire car must be handed over in the same state of cleanliness as it was when it was collected. If the car is returned dirty, a cleaning and/or washing fee of EUR 100 shall be applied.



Terms & Conditions

FOREIGN TRAVEL

Only journeys to Spain will be allowed and the appropriate authorisation from TURISPRIME will be required;

Price: EUR 35 per hire

TRAVEL ASSISTANCE

24 hours' travel assistance is provided, as long as the driver is not negligent and has acquired protection in this respect. Depending on the circumstances, TURISPRIME reserves the right not to provide any replacement vehicle;

Price: EUR 2 per day

MY RELAX

Combines Special Travel Assistance and Via Verde Device Hire services into a single product

Price: EUR 3.50 per day

MY SUPER RELAX

Combines Special Travel Assistance and Via Verde Device Hire and SWC (Standalone Windscreen Cover) Protection services into a single product

Price: EUR 6.50 per day

IMPORTANT INFORMATION

Flight Information: be sure to mention the flight number. If you do not and your flight is delayed until the station is closed, your reservation will be cancelled.

All reservations are subject to confirmation from TURISPRIME

After the hire agreement has started, no amount (hire price and add-ons) will be refunded even if the car is returned before the prescribed period.

Claims may be submitted within a maximum of 30 days after the hire has started.

The loss or damage to the key and/or any documentation relating to the car is the customer's sole responsibility