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## Voucher pre pago

BB23579463-26012284-D(BB)

### Hertz

Reference number: CN816082518142

Car group R FORD KUGA (or similar)

Category Intermediate  
 Type 4/5 Door  
 Transmission Automatic  
 A/C Yes  
 Rental days 7

Driver Name MR. Douglas Silva

#### Pickup details

Date 01/03/2025  
 Time 08:30  
 Country ITALY  
 Pickup station MILAN CENTRAL RR STN  
 Address MILAN, VIA CAPPELLINI 10,  
 20124, MILAN CENTRAL RR STN,  
 City/Downtown  
 Telephone 02 669 85151

#### Drop-off details

Date 08/03/2025  
 Time 08:30  
 Country ITALY  
 Drop-off station FLORENCE RAILWAY STN  
 Address FLORENCE, VIA ALAMANNI 35E,  
 50123, FLORENCE RAILWAY  
 STN, City/Downtown  
 Telephone 055 2398205

#### Remarks:

Rental days: 7  
 Supplier Identifier: L0422812292  
 Supplier Reference: CN816082518142  
 Ratecode: ITCARBS  
 AccountingNo: 267111329970

### Pre-Booked equipment and Extra fees (to be paid directly to the Car rental company upon pickup):

- No amendment is allowed, for any changes please re-book

### Additional information

Driver needs a valid credit card in order to pick-up the car. Cash and debit card will not be accepted.

**Please note: This Voucher will need to be presented at the car rental desk. This voucher is not a rental agreement and when you pick up the vehicle, you must sign a rental agreement provided by the rental company named on this voucher.**

# Hertz - Product Information

## Rental price includes

- ✓ Collision damage waiver without excess
- ✓ Theft protection without excess
- ✓ Unlimited Mileage
- ✓ VAT
- ✓ Location service charge
- ✓ Super Collision Damage Waiver 34.16 EUR per rental
- ✓ Equipamento de Inverno de acordo com os requisitos locais de destino
- ✓ Vehicle Licence Fee / Road Fund Licence 0.00 EUR per rental
- ✓ Location Service Charge 0.00 EUR per rental
- ! payable locally: Oneway fee 122.00 EUR per rental
- ! payable locally: Other taxes and service charges 22.00 EUR per rental

### Rate Option Disclaimer

The prices given are estimates only and subject to changes without prior notice.

Extras such as child seats, GPS, etc. are on a request basis and are not included in the rental price. They are paid in the local currency at the rental desk according to the supplier.

## Protection and Coverage

### Supplement liability insurance

#### Collision damage waiver without excess

#### Theft protection without excess

You have selected the inclusive product without excess. Please be aware that you may be held responsible for windows, wheels (tyres and rims), undercarriage, rocker panels, roof, interior, hood, keys, dashboard, or antenna, nor does it cover damage caused by driving on unpaved roads or with poor pavement conditions, by refuelling with the wrong type of fuel or damage to and/or loss of vehicle accessories (such as warning triangles, hi-vis vests, child seats, etc.,) or the hirer's own property.

## Liability Insurance

Third party motor insurance is a compulsory insurance that every car in Europe needs in order to be allowed to drive on the road. This insurance is liable for personal injury and property damage that the owner of a car caused with its own vehicle, but this insurance does not cover the damage to the owned vehicle. Third party motor insurance is also compulsory for car rental supplier. The coverage amounts are individually regulated by law but respective discrepancies per country can be high.

### Third Party Insurance

In Europe, the coverage amounts of third party motor insurances differ per country. The included third party motor insurance represents the coverage in your destination country where the car will be picked up.

### Supplementary Liability Insurance

For example the liability coverage amounts for motor insurances in the United States or Latin America or other countries are much lower. Most US States require the rental car company to have third party liability that financially protects those customers. However car rental suppliers who only require to consider compulsory insurances by state may cover only the legal reimbursement with low compensation to the injured party. It is the driver's responsibility to carry insurance to protect against potential liability for injuries to other people and damage to whose vehicles and property. Customers should confirm that their own insurance meets the minimum limit set by the selected car rental supplier. The selected offer may include a Basic Liability Insurance with legally required coverages by country. A Supplementary Liability Insurance might be offered which is subject to be paid locally at the rental desk. Please be aware, that the information provided in this offer do not, and are not intended to, constitute legal advice; instead, all information, and content available on this offer are for general informational purposes only.

## Security Deposit for the car

Estimated deposit amount: 150 EUR

Upon collection of the car a security deposit will be blocked on the driver's credit card. This deposit is determined by supplier considering your selected car category. Please be informed that the value of one tank of fuel and possible traffic fines can be additionally blocked on your credit card. It is recommended to present a credit card with chip, pin code and embossed numbers.

### Excess and Deposit In Italy

Travelers to Southern Italy may have an effect on the excess amount of your theft protection. Please note that the estimated deposit amount blocked at pick-up may change accordingly. If you are planning to travel to south Italy, we recommend you to refer to the rental terms of your selected car rental supplier or to request more information at pick-up.

## MEANS OF PAYMENT

At pick-up a valid credit card in main driver's name is required as a guarantee. It is recommended to present a credit card with chip, pin code and embossed numbers and it must be valid at least 3 months after the drop-off date of the rented car

### Most welcomed payment types

Visa or Mastercard

### Some suppliers may not accept

American Express, Union Pay, Visa Premier or Diners/ Discover Club, Carte Bleue (Dual Cards), Debit Cards

### Most Declined Payment Types

Prepaid Debit Cards, Prepaid Credit Cards, Virtual Credit Cards (Apple Pay, Corporatepay and Comparable), and Cash

### Premium, Luxury, Elite and higher categories

For cars in Premium, Luxury, Elite and higher categories, two credit cards in the same driver's name are required for all rentals. The credit cards must not be from the same issuer but the required deposit amount must be available on only one of the cards.

### Please Note

If the main driver does not provide a valid credit card or does not have sufficient funds, the rental company reserves the right to charge additional fees or refuse to release the vehicle. In this case, your reservation will be charged in accordance with the agreed no-show policy.

## Driver

Minimum age: 25

Maximum age: 80

A young driver surcharge generally applies to drivers up to the age of 30 years. The applicable young driver surcharge and age policy may differ depending on your selected car category and country. Only drivers over 30 years old may rent superior car categories, such as Full Size or Premium/Luxury cars. This mandatory surcharge (as a guideline between EUR 5 - EUR 35 per day) is not included in the rental price and is paid in local currency at rental desk.

A senior driver surcharge or extra insurance applies to drivers over the age of 70 years. When applicable senior driver surcharges or extra insurances are obligatory and mostly payable at the time of pick up in the local currency. Senior driver age rules are different and depend on the dedicated terms of the respective car rental company and location. We strongly recommend you check the individual supplier's requirements as additional documents may be also required. In some locations, for instance, senior drivers must provide a medical certificate to confirm that they are medically fit to drive.

## Compulsory Documentation

Suppliers usually request compulsory documents and they further request a valid credit card with enough funds at time of pick up. Compulsory documents are determined by the supplier and are subject to vary per destination. In worst cases supplier decline the handover of the rental car because of insufficient documentation or the failure to provide a valid credit card with enough credits. In such a scenario your reservation will be treated as a 'No Show' and the cancellation policy according to your relevant rental terms of your reservation will be applied.

### Compulsory documents for domestic rentals within or Latin America

Suppliers in Latin America usually accept a valid Passport rather than an ID card. Please be aware in case you fail to bring the respective and compulsory documents suppliers will decline the handover of the reserved and prepaid rent a car.

### Compulsory documents for domestic rentals or within EU

Suppliers in France or UK, are used to apply an actual utility bill which represents the customers residential address together with the valid passport . In Italy customers must obligatory bring their Fiscal Code and the ID card. Please be aware in case you fail to bring the respective and compulsory documents suppliers will decline the handover of the reserved and prepaid rent a car.

### Compulsory documents for pick up at a glance

At time of pick-up, the following physical documentation issued in the main driver´s name must be presented at the rental desk referring to the suppliers reservation confirmation reference number

- Voucher where applicable
- Valid Passport/or ID card (For domestic rentals ID card may be mandatory)
- Valid Driving License
- Valid Credit Card with PIN CODE in the same name as the driver license
- Fiscal Code (applicable for Italian customers with destination Italy)
- Local renters may also require a round-trip ticket or require a verification process which may include verifying personal information by providing at least 2 documents showing proof of residency. Please check with the supplier before Pick Up

## Driving License

When picking up the car, all drivers need to present valid driver's license typically held for at least one year with no major endorsements. Driver needs to provide physical driving license, digital or electronic format is not accepted. The required years of driving experience may vary according to the car category, country or car rental supplier.

### Driving License Requirements domestic rentals

When renting a vehicle, some suppliers additionally require an extra form of identification (e.g. utility bill or bank statement), especially in the UK, France, or Italy. This extra identification should be less than three months old and must confirm your last name, first name, and address as indicated during the reservation process.

### International Rentals Requirements

International rentals may have different requirements. We strongly advise you to check individual country or car rental supplier requirements as you may be asked to provide additional documentation or/and an international driving license. If an International Driving License is required, you will need to present both your international driver's license and your domestic license for pick-up. For holders of a UK driving license please visit DVLA for an update on recent changes to the paper counterpart effective from 8th June 2015. When renting in the United States the legal terms for 12-17 passenger van rentals may differ as per rental destination. Please check the local requirements for driving license policy.

### Domestic Driving Licence, issue in non-Latin Characters

If your domestic driving license is issued in non-Latin characters (e.g. Arabic, Chinese, Cyrillic...etc.), you will need to present an International Driving Permit in addition to your domestic driving license. Please remember that you must carry both documents also when driving your rental car. If the International Driver's Permits cannot be issued by your home Country (e.g. drivers from People's Republic of China), you may be allowed to present your domestic driving license accompanied by a Notarised Translation instead. We strongly recommend verifying the international driving license regulations applicable for your Country of pick-up, or to contact your Embassy for more information. Please keep in mind, however, that while a certain Country's regulations may not require an International Driver's Permit, some car rental suppliers located in that Country may require to present the International Driver's Permit anyway.

### Driving Licence Requirements for destination Japan

The drivers age must be at least 18. Please be advised that only drivers with driving licences from the IDP countries listed in 1949 Geneva convention are acceptable. International Driving permissions which are issued in the countries Belgium, Estonia, France, Germany, Monaco, Slovenia, Switzerland, Taiwan are only accepted in combination with a translation of the driver's license issued from Japan Automobile Federation (JAF), more information is available here: <http://www.jaf.or.jp/e/translation/with.htm>. Chinese driving licenses are not accepted in Japan at all also not in combination with official translations.

## Cancellation Policy

Cancellation is free of charge until 28 Feb 2025 08:30. A cancellation fee of 50 EUR will be charged from 28 Feb 2025 08:30 until 01 Mar 2025 08:30. A no show fee of 50 EUR will be charged.

## Fuel Information

Full to Full: Pick up and drop off with a full tank. If the car is not returned with a full tank, suppliers will charge fuel plus refueling charges.

## Winter Equipment or Fittings

Under certain weather conditions winter or four season tires (mud and snow rated tires) and/ or snow chains are recommended or mandatory in certain destinations, for instance mountains or mountainous regions within the winter season (usually between November and April). Additional surcharges may apply and are payable in the local currency at the rental desk. Please check the local requirements for your journey.

## Rental Location Details

**Pick-Up: MILAN CENTRAL RR STN**  
**VIA CAPPELLINI 10**  
**20124 MILAN**  
**Telephone: 02 669 85151**

**Drop-Off: FLORENCE RAILWAY STN**  
**VIA ALAMANNI 35E**  
**50123 FLORENCE**  
**Telephone: 055 2398205**

## Opening Hours

### Pick-Up Station

Monday	08:00 - 20:00
Tuesday	08:00 - 20:00
Wednesday	08:00 - 20:00
Thursday	08:00 - 20:00
Friday	08:00 - 20:00
Saturday	08:00 - 18:00
Sunday	08:00 - 18:00

Your pick up day

### Drop-Off Station

Monday	08:00 - 18:00
Tuesday	08:00 - 18:00
Wednesday	08:00 - 18:00
Thursday	08:00 - 18:00
Friday	08:00 - 18:00
Saturday	08:00 - 14:00
Sunday	08:00 - 14:00

Your drop off day

## Grace Period

Suppliers offer a grace period of two hours between the booked pick up time and the actual time the vehicle is picked up. After this period has lapsed, a "no show" fee may apply. Keep in mind that the grace period is not applicable outside the opening hours of the local station. If you are likely to be late, we advise that you contact the local car rental branch directly. When returning your rental, suppliers typically offer a grace period of 29 minutes between the agreed drop off time and the actual time the vehicle is returned to the car rental branch. After this period has lapsed, an additional rental day may be charged.

## After Hour Fee

Please note: Pick ups or drop offs outside of general opening hours maybe subject to an out of hours fee, payable locally at the rental desk.

## Cross Border Travel

Cross-border travel is not usually permitted. Cross-border may or may not be available if you intend to drive to different islands within the same country or outside the country/state (for example, US/CAN). Charges may apply if available. It is **MANDATORY** to notify the rental agent of your plan to cross borders **PRIOR TO THE PICK-UP DAY** (it is usually recommended to do this at least 48 hours in advance). Please include the name of the country, state, or island you would like to visit. In this manner, the rental agent will confirm whether the car you have reserved is appropriate and fully insured for any potential cross-border travel.

## **ON THE SPOT ASSISTANCE**

### **We are happy to assist you**

**In cases you need our support when you arrive at your pick-up location or during the rental please contact the following emergency telephone numbers:**

### **Emergency Telephone numbers**

**Your telephone number for English (UK): +442038850130**

**Your telephone number for English (US): 01-855 47 85 048**

**Your telephone number for Spanish: +34871180639**

**Your telephone number for German: +493031197084**

**Your telephone number for French: +33186657629**

**Your telephone number for Italian : +390282956923**

### **Service times**

**Our customer service team is happy to help you 24/7 in English. For German and Spanish, the serviced language will be English outside of our office hours after 18h CET.**