

TERMS AND CONDITIONS OF RENT

Way2madeira is a brand that belongs to the Company Way 2 Azores Unipessoal, Lda with headquarters at Caminho da Esperança, nº8, Porto Judeu, 9700-368 Angra do Heroísmo.

It has the following stations (service points) with the following opening hours:

TERCEIRA ISLAND:

WAY2AZORES Store – Angra do Heroísmo – FANAL

Av. TENENTE Coronel José Agostinho

Tel. (+351) 295 628 135

TIMETABLE: 09:00 to 12:00 – 14:00 to 17:00 (every day)

WAY2AZORES Store – In front of Lajes Airport

At Pedreiras – Lajes

Tel. (+351) 295 513 244

Time: 08:00 to 21:00 (every day)

SÃO MIGUEL ISLAND:

Av. João Paulo II, nº 243 – Santa Clara

Ponta Delgada

Tel. (+351) 296 683 437 – (+351) 912 340 762

Time: 07:00 to 21:00 (every day)

MADEIRA ISLAND:

Rua da Ventrecha nº7 – Santa Cruz

Tel. (+351) 291 148 063 – (+351) 910 162 577

TIME: 07:00 to 21:00 (every day)

1) WHOM DO THE TERMS AND CONDITIONS APPLY TO RENT?

The Terms & Conditions apply to You, the person paying the rental and any associated costs (and may also be the driver), as well as any (other) driver that is expressly indicated in the Rental Agreement and, as such, authorized to drive the Vehicle. All persons named in the Rental Agreement are jointly and severally liable for the payment of any amounts due under the same.

The Terms & Conditions constitute an agreement between all drivers and Way2azores.

Acceptance of our Terms & Conditions, or signature of any agreement, will be deemed conclusive proof of acceptance of these Terms & Conditions.

Way2azores may change the Terms & Conditions. We therefore advise you to check our website regularly to check for any changes that may affect your rental.

The Terms & Conditions apply to any booking made by us or through our website, for this reason you should ensure that you are familiar with their content.

Reservations made on the website www.way2azores-rent.pt are conditioned to the acceptance of our Terms & Conditions by the drivers who are part of the reservation or rental contract. If you do not agree with any part of the Terms & Conditions, you must not proceed with your booking. By confirming your booking you accept that you have read, understood and accepted our Terms & Conditions. For any queries you can contact us at the E-mail: reservas@way2azores-rent.pt.

In most cases the requested vehicle will be available. When you decide to rent a vehicle or other product through this website at the suggested price, your order may be accepted within 48 hours after it is shipped (or up to 1 day before arrival, if not sooner). If your request has been accepted, we will send you an email with the booking confirmation (Booking Confirmation). Please note that you will not have any rental agreement at the price offered until your reservation is confirmed and payment has been made. If you have any doubts or questions that you would like to clarify, please contact us.

2) WHO CAN RENT AND WHO CAN DRIVE?

a) Who can rent?

Anyone who: is legally able to sign a contract with Way2azores Unipessoal, Lda., and is prepared to assume responsibility for the Vehicle during the Rental Period.

- Have the means accepted by Way2azores Unipessoal, Lda., (As per table below) to pay for the rental of the Vehicle and any associated costs;



Payment Method Accepted in Store

Money	✓
Debit cards.	✓
Credit cards	✓
Vouchers	✓

- Have valid identification documents. The documents required for Portuguese citizens are: Personal identification (identity card or citizen's card) and driving license. For citizens outside the European Union Passport and driving license.

Payments accepted on the website www.way2azores-rent.pt

MB (Entity and Reference)

Credit card

Paypal

Partial payments made on the website www.way2azores-rent has a fee of € 10.00, this amount is not refunded in case of booking cancellation.

b) Who can drive?

An Authorized Vehicle Driver is any individual who meets all of the following requirements:

is expressly and completely identified in the Rental Agreement or any document attached thereto (which may also be the renter);

Holds a valid driving license and identification (national ID or passport);

Holds a valid driving license for a period of time equal to or greater than 1 year.

Way2azores can authorize the rental of drivers with less than 1 year of license upon payment of a fee of €95.00.

If the driver has less than 1 year of license and is between 18 and 24 years old, he must pay a fee of €95.00 plus a daily fee of €25.00.

If the driver has more than 1 year of license and is between 18 and 24 years old, he must pay a fee of €25.00 per rental day. Anyone who is not expressly mentioned / identified in the Rental Agreement is not authorized to drive the Way2azores Unipessoal, Lda. vehicle. Similarly, any person who does not carry valid identification documents. If you allow an unauthorized person to drive the Vehicle, you are violating the T & Cs and will be liable for any consequences thereof, including the possibility of being liable to Way2azores Unipessoal, Lda., for damage caused by You or the unauthorized person. In such circumstances, neither you nor the unauthorized driver will be covered by any insurance offered or contracted through Way2azores Unipessoal, Lda., except for compulsory liability insurance..

3) WHERE CAN I DRIVE THE RENTAL VEHICLE?

You may drive the Vehicle on the Island of São Miguel, Terceira and Madeira (hereinafter referred to as "the Territory") and / or other islands of the Azores archipelago (with the express authorization of Way 2 Azores Unipessoal, Lda.);

In the Azores and Madeira, you can transport the rented car on the ATLANTICOLINE or PORTO SANTO LINES Ferries, upon payment of a fee of €100.00 plus an additional deposit of €2,500.00 made on the main driver's credit card.

Note that you must comply with the traffic rules and other road regulations of the country where you are driving the Vehicle.

The rented vehicle cannot be driven on secondary roads or dirt roads.

4) WHAT TYPE OF VEHICLE CAN BE RENTED AND FOR WHAT PURPOSE?

4.1- You may rent a passenger car or motorcycle and you must drive them according to your own purpose as follows: The purpose of the passenger cars and motorcycles is to carry a variable number of persons (depending on what is approved in the Document Single Car)

You are hereby informed that Way2azores Unipessoal, Lda., does not cover the goods carried on the Vehicles and cannot be held responsible for any goods or objects You may have forgotten within the Vehicle. Likewise, Way2azores Unipessoal, Lda., is not liable for any lost profits or operating losses incurred during the term of the lease.

4.2 – You can rent an electric vehicle, helping to protect the environment, and reduce your travel costs, as this vehicle is subject to periodic charging whenever the vehicle's battery charge level is at 20% charge. You can charge the car with the normal charger that comes inside the car, being able to charge in a normal 220v socket, with this charge having an approximate duration of 16H00 for an 80% charge. There is the possibility for the customer to use a "GALP" card provided at the offices of Way2azores or way2madeira, with this card costing €15.00 per day, and thus being able to charge the vehicle at all Galp Gas Stations that are equipped with charging stations for electric cars.

5) WHAT ARE MY OBLIGATIONS FOR THE VEHICLE?



When renting a Vehicle from Way2azores Unipessoal, Lda., any Driver must fulfill the following obligations:

- You must return the Vehicle and its keys, accessories and documents to Way2azores Unipessoal, Lda., at the return station indicated on the Rental Agreement, at the time and date of rental indicated on the Rental Agreement (Way2azores Unipessoal, Lda., allows a 30 minute grace period) and as Way2azores Unipessoal, Lda., delivered it at the beginning of the Rental Period. If You do not return the Vehicle on such terms, Way2azores Unipessoal, Lda., May take the measures set forth in clause 11 of these T&C ("What procedures to take when returning the Vehicle").
- You and / or any Driver may not drive the Vehicle outside the Territory. If You and / or any Driver intends to drive you must obtain the prior written consent of Way2azores Unipessoal, Lda., In which case, you must ensure, together with the representative of Way2azores Unipessoal, Lda., it has the proper equipment according to the local rules of the country that any Driver will drive or cross.
- Any Driver must drive, under reasonable conditions, in accordance with the Road Code, applicable laws and traffic regulations, and must ensure that they are familiar with local traffic and driving rules.
- You must ensure that any luggage or property carried in the Vehicle is safe to the extent that it does not cause damage to the Vehicle or risk to any occupant of it.
- You and / or any Driver should never drive while under the influence of alcohol, hallucinogenic drugs, narcotics, barbiturates, other illegal drugs or any substance (legal or illegal) that may affect or impair Your ability to drive and / or of any Driver.
- You and / or any Driver must refuel the Vehicle with the appropriate fuel type. If the Vehicle is supplied with the wrong fuel, it will be responsible for any costs incurred in moving the Vehicle and / or repairing Damage to it, calculated in accordance with the rules described below (see Vehicle Damage) unless demonstrate that the error was attributable to a third party.

Vehicles using "DIESEL" fuel must be fueled with "AD BLUEE", with an approximate consumption of €2.50 per 500km.

- You and / or any Driver may not use the Vehicle or allow it to be used to:

sub-lease, mortgage, pledge, sale or any warranty whatsoever, whether in respect of the Vehicle as a whole or any of its components, as well as the Rental Agreement, keys, documents, tools, or any of its accessories. ; - Carrying excess occupants other than those authorized by the Single Automotive Document; - Carry merchandise with weight, in quantity and / or volume that exceeds that authorized by law and the Single Automobile Document; - carry flammable, dangerous, toxic, harmful and / or radioactive or illegal goods (provided that such exclusion does not prevent you from meeting your lawful daily needs and whose transportation corresponds to normal use of the Vehicle); - sports, off-road, confidence tests, speed tests, competitions or rehearsals, regardless of venue, official or otherwise; - transport live animals. - give driving lessons or "driving together"; - to push or pull another vehicle or trailer - Driving on gravel roads or on roads whose surface, size or condition involves risk to the Vehicle, such as beaches, unsuitable roads, forest paths, mountains, etc., or any unpaved roads. authorized or paved - to commit an intentional infringement; - to be carried on board any type of boat, ship, train, lorry or plane, except with the express consent of Way2azores Unipessoal, Lda. ;

- During Rental, you must take all necessary protective measures to keep the Vehicle in the same condition as it was delivered. In particular, You and / or any Driver should regularly inspect the Vehicle's condition for oil, water and tire pressure.

You may be liable to Way2azores Unipessoal, Lda., for damages resulting from breach of any of the foregoing obligations. Please note that failure to comply with any of the above obligations further implies the ineffectiveness and inapplicability of any limitations or exclusions of liability to which you were entitled under optional insurance or other protection products.

Way2azores is not responsible for damages incurred in private car parks, such as hotel parks, shopping center parks, etc., even if the customer has taken out Basic, Medium, Premium and Total insurance.

6) WHAT ARE THE MOBILITY SERVICES INCLUDED IN MY RENTAL?

The basic rental value includes the following mobility services: Vehicle technical assistance *, Motor vehicle liability insurance, unlimited kilometers. (*) Description of the service in ANNEX 1.

Once the rental contract has started, it can only be changed by extending it. If you do not use the contracted extras or any other service, you are not entitled to a refund of the amounts paid.

7) WHAT ARE THE OTHER MOBILITY SERVICES NOT INCLUDED IN MY RENT?

Way2azores Unipessoal, Lda., offers you several additional mobility services in the following terms:

List of products / services	PT
Baby chair	✓
Additional Driver	✓
Additional rental days	✓
Insurance / other protections	✓
Delivery Service and Vehicle Collection	✓

Outbound Pickup and Delivery	✓
Replenishment Cost	✓
Airport Service	✓

Description of these products and services in ANNEX I

8) INCLUDED IN THE PRICE I PAY?

The information you provide to Way2azores Unipessoal, Lda., at the time of booking (such as the length of your rental, Your age or the age of additional Driver) will have an impact on the price You will pay. Any changes to this information may therefore change that price. The price of Your rental will be whatever is in effect at the time of booking or when you make any subsequent changes to it.

The price you will pay includes the following costs:

- *The daily rental value of the Vehicle over the contracted calendar days, calculated over 24-hour periods (including the above standard mobility services);*
- *The value of any other additional mobility services you wish to hire not included in point 6 of this document;*
- *The applicable tax (VAT);*
- *Other costs associated with Your person.*

By contracting with Way2azores Unipessoal, Lda., You expressly authorize to debit any unpaid amount arising out of Your rental from your means of payment. For this purpose, Your express consent will be given at the Way2azores Unipessoal, Lda., station when you provide the payment method before you pick up the Vehicle.

9) WHAT OTHER COSTS / COSTS CAN I HAVE TO PAY?

- **Security Deposit:** In addition to the rental price (which you paid in advance at the time of booking or will pay at the time of withdrawal), Way2azores Unipessoal, Lda., Requires you to leave a guarantee. That will anyway be refunded if no incidents occur that make it impossible.
- You can find more information about the bond in clause 19 (“Do I have to pay the bond before I can pick up the vehicle?”).

Way2azores Unipessoal, Lda., may also charge you for services or costs you may incur or incur because of incidents that may have occurred during the Rental Period and / or the way you have used the Vehicle.

Services and costs include, but are not limited to:

- Cost of lost or stolen keys;
- “Damage” to the Vehicle (any material damage or vandalism caused to the Vehicle) and / or “Vehicle Theft” (theft and / or attempted theft of the Vehicle itself or its components). Your liability may be limited in accordance with the type of protection you have chosen.
- The following additional specific costs:
 - pickups or returns at airport stations, if applicable
 - Withdrawals or returns at the hotel or local accommodation
 - Picking up the vehicle outside the station’s opening hours costs €35.00.
 - the extension of your rental.

9.1.- INSURANCE AND COVERAGE

Compulsory and third party liability insurance.

Rental rates include Coverage of the Compulsory Automobile Insurance and Liability for damages against third parties arising from the use and circulation of the vehicle.

These coverages are guaranteed and are assumed by the insurance company with which Way2azores Unipessoal, Lda., has contracted the corresponding insurance policy and are subject to its general and particular clauses and applicable law. By signing the rental agreement, the Customer is insured under the policy, the conditions of which are available to him at the various rental stations.

The amount of the deposit varies depending on the category of rented vehicle, establishing the following amounts:

Amount that will be blocked on credit card:

A/B/B0/B1/C/D/D1: 2000 €

C2/C4/C5: 2000 €

CD1/E/E1/E2/E3/E4/E6/F1: 2500€ a 2750€

F/F1: 2500 €

I1/I2/I3/N/N2: 2500€ a 2750€

F3: 3000€

G/G1: 2750€ a 3000€

S/S2: 3000€

E5/G2/G6/H/H1/H10/X: 3000€

T/T1: 2500 €

J/N3: 3500€

This is the amount that the customer has to take responsibility in case of any incidence, unless the damages in the vehicle are higher than the amount indicated, the customer will have to pay the remaining amount until the total value prevails.



There is the possibility of reducing the value of these collateral and maximum liability to zero with the hiring of extra special coverage. Those clients who do not wish to hire such coverage are required to leave a deposit for the amount of said deposit.

9.2 Basic Protection

a) Insurance against third parties.

b) Basic Protection always includes a deposit for the said damages for which the client is directly responsible, by paying the corresponding deposit or by contracting additional coverage.

Basic Protection will be valid whenever the following conditions WAY2AZORES within twenty-four hours after the accident, the complete data of the other party and possible witnesses, filling out an accident report, in the form of a ' Friendly Accident Statement '-DAA- detailing the registration number, name and address of the other party, the circumstances of the collision, a sketch of the accident, the name of the insurer and, whenever possible, the insurance policy number, everything this signed by the two drivers involved in the accident, or, if you don't have it, the 'Claim Report', which will be facilitated by WAY2AZORES.

b) That the insurance company does not reject the claim, as a result of not driving the vehicle in the physical and mental conditions required by the Highway Code,

C) That the Customer has informed WAY2AZORES about the collision, theft, fire or vandalism produced in the vehicle within twenty-four hours after the same, providing the relevant documentation (accident report, complaint before the authorities, etc.).

This option includes third party insurance, does not include personal damage, any act caused by negligence, theft, vandalism and damage from underneath, windows, headlights, rims, tyres. Personal accident insurance (SPAI) is not included.

Way2azores is not responsible for damages incurred in private car parks, such as hotel parks, shopping center parks, etc., even if the customer has taken out Basic, Medium, Premium and Total insurance.

9.3 Medium Protection

a) Own damage insurance (CDW).

b) The Medium Protection always includes a deposit for the said damages for which the client is directly responsible, by paying the corresponding deposit or by contracting an additional Coverage.

Medium Protection will be valid whenever the following conditions are met:

a) That the Client, in the event of a collision, send WAY2AZORES within twenty-four hours after the accident, the complete data of the other party and possible witnesses, filling out an accident report, in the form of a ' Friendly Accident Statement '-DAA- detailing the registration number, name and address of the other party, the circumstances of the collision, a sketch of the accident, the name of the insurer and, whenever possible, the insurance policy number, everything this signed by the two drivers involved in the accident, or, if you don't have it, the 'Claim Report', which will be facilitated by WAY2AZORES.

b) That the insurance company does not reject the claim, as a result of not driving the vehicle in the physical and mental conditions required by the Highway Code,

C) That the Customer has informed WAY2AZORES about the collision, theft, fire or vandalism produced in the vehicle within twenty-four hours after the same, providing the relevant documentation (accident report, complaint before the authorities, etc.).

This option includes third party insurance, does not include personal damage, any act caused by negligence, theft, vandalism and damage from underneath, windows, headlights, rims, tyres. Personal accident insurance (SPAI) is not included.

Way2azores is not responsible for damages incurred in private car parks, such as hotel parks, shopping center parks, etc., even if the customer has taken out Basic, Medium, Premium and Total insurance.

9.4 Premium Protection or SCDW for reservations made via the website: www.way2madeira-rent.pt.

a) Own damage insurance (CDW) without deductible.

Premium Protection will be valid whenever the following conditions are met:

1) That the Client, in the event of a collision, send to Way2azores Unipessoal, Lda., within one hour after the accident, the complete data of the other party and possible witnesses, filling out an accident report, in the form of a ' Friendly Accident Statement '-DAA- detailing the registration number, name and address of the other party, the circumstances of the collision, a sketch of the accident, the name of the insurer and, whenever possible, the insurance policy number, everything this signed by the two drivers involved in the accident, or, if you don't have it, the 'Claim Report', which will be facilitated by Way2azores Unipessoal, Lda.

2) That the insurance company does not reject the claim, as a result of not driving the vehicle in the physical and mental conditions required by the Highway Code,

3) That the Client has informed Way2azores Unipessoal, Lda., about the collision, theft, fire or vandalism produced in the vehicle within one hour after the same, providing the relevant documentation (accident report, complaint before the authorities, etc.).

This option includes own damage less the value of the deposit given as a guarantee at the time of booking (includes: Collision against other vehicles) does not include any act caused by negligence, theft, vandalism and damage to under, windows, headlights, rims and tires. Personal accident insurance is not included (SPAI).

9.5 Premium Protection or SCDW for reservations made via the website: www.way2madeira-rent.pt.

This option includes Own damage (includes: Collision / Collision against objects / Collision against other Vehicles) es not include any act caused by negligence, theft, vandalism, damage underneath, rims and tires.

Way2azores is not responsible for damages incurred in private car parks, such as hotel parks, shopping center parks, etc., even if the customer has taken out Basic, Medium, Premium and Total insurance.

9.6 If you choose the BASIC or MEDIUM packages, and want to hire the Premium insurance, you will have to activate it by paying an amount that varies according to your category. The customer can choose to activate one of these types of insurance when booking or picking up the vehicle.

BASIS AND MEDIUM PACKAGE LIST

Premium and Total insurance deposits are € 0.00 (no credit card required)

The Premium package with a deposit is € 0.00 (no credit card required)

DEPOSIT		PACKAGE BASIC
A	CITROEN C1	2 000,00 €
B0	FIAT PANDA	2 000,00 €
B1	FIAT PUNTO	2 000,00 €
B4	FIAT 500 HIBRID	2 000,00 €
B3	FIAT PANDA HIBRID	2 000,00 €
C	OPEL CORSA	2 000,00 €
C2	WW POLO	2 000,00 €
C3	CITROEN C3 PURE TECH	2 000,00 €
C4	RENAULT CLIO	2 000,00 €
C5	TOYOTA YARIS	2 000,00 €
C6	OPEL CORSA F	2 000,00 €
CD1	OPEL CORSA DIESEL	2 500,00 €
D	SMART FORTWO AUTOMATICO	2 000,00 €
D1	SMART FORFOUR AUTOMATICO	2 000,00 €
E	MAZDA CX3 DIESEL	2 750,00 €
E1	WW T-CROSS	2 750,00 €
E2	OPEL MOKA	2 750,00 €
E3	OPEL CROSSLAND	2 750,00 €
E4	RENAULT CAPTUR	2 750,00 €
E5	OPEL GRANDLAND	3 000,00 €
E6	NISSAN JUKE	2 750,00 €
F	CITROEN C3 AUOMÁTICO	2 750,00 €
F1	OPEL CORSA AUTOMATICO	2 500,00 €
F2	CITROEN C3 AIRCROSS AUTOMÁTICO	2 750,00 €
F3	MERCEDES BENZ A180 AUTOMÁTICO DIESEL	3 000,00 €
G	OPEL ZAFIRA 7 LUGARES DIESEL	3 000,00 €
G1	OPEL ZAFIRA PREMIUM 7 LUGARES DIESEL	3 000,00 €
G2	CITROEN C4 G PICASSO AUTOMÁTICA DIESEL	3 000,00 €
G3	DACIA JOGGER 7 LUGARES	2 750,00 €
G4	CITROEN GRAND C4 SPACE TOURER	3 000,00 €
G5	CITROEN BERLINGO XL DIESEL	2 500,00 €
G6	WW TIGUAN ALLSPACE 7 LUGARES	3 250,00 €
H	OPEL VIVARO 9 LUGARES DIESEL	3 000,00 €
H1	CITROEN JUMPY COMBI XL DIESEL	3 000,00 €
H10	CITROEN 9 LUGARES AUTOMÁTICA DIESEL	3 000,00 €
I1	OPEL ASTRA GASOLEO	2 750,00 €
I2	OPEL ASTRA GASOLINA	2 500,00 €
I3	FIAT TIPO STATION WAGON	2 750,00 €
J	MERCEDES BENZ C220 AUTOMÁTICO DIESEL	3 500,00 €
L	OPEL INSIGNIA	3 250,00 €
N	FIAT 500 DOLCEVITA CABRIOLET	2 500,00 €
N3	WW T-ROC CABRIOLET AUTOMÁTICO	3 500,00 €
N2	WW T-ROC CABRIOLET	2 750,00 €
S	CITROEN C4 ELETRICO	3 000,00 €
S4	OPEL CORSA ELECTRIC	3 000,00 €
T	CITROEN BERLINGO	2 500,00 €
T1	OPEL COMBO	2 500,00 €
M	SCOOTER 125CC	750,00 €

INSURANCE		TOTAL PACKAGE
A	CITROEN C1	35,00 €
B0	FIAT PANDA	35,00 €
B1	FIAT PUNTO	35,00 €
B4	FIAT 500 HIBRID	35,00 €
B3	FIAT PANDA HIBRID	35,00 €
C	OPEL CORSA	35,00 €
C2	WW POLO	35,00 €
C3	CITROEN C3 PURE TECH	35,00 €
C4	RENAULT CLIO	35,00 €
C5	TOYOTA YARIS	35,00 €
C6	OPEL CORSA 2021	35,00 €
CD1	OPEL CORSA DIESEL	35,00 €
D	SMART FORTWO AUTOMATICO	35,00 €
D1	SMART FORFOUR AUTOMATICO	35,00 €
E	MAZDA CX3 DIESEL	40,00 €
E1	WW T-CROSS	40,00 €
E2	OPEL MOKA	40,00 €
E3	OPEL CROSSLAND	35,00 €
E4	RENAULT CAPTUR	40,00 €
E5	OPEL GRANDLAND	45,00 €
E6	NISSAN JUKE	45,00 €
F	CITROEN C3 AUOMÁTICO	35,00 €
F1	OPEL CORSA AUTOMATICO	30,00 €
F2	CITROEN C3 AIRCROSS AUTOMÁTICO	35,00 €
F3	MERCEDES BENZ A180 AUTOMÁTICO DIESEL	45,00 €
G	OPEL ZAFIRA 7 LUGARES DIESEL	45,00 €
G1	OPEL ZAFIRA PREMIUM 7 LUGARES DIESEL	45,00 €
G2	CITROEN C4 G PICASSO AUTOMÁTICA DIESEL	45,00 €
G3	DACIA JOGGER 7 LUGARES	45,00 €
G4	CITROEN GRAND C4 SPACE TOURER	45,00 €
G5	CITROEN BERLINGO XL DIESEL	45,00 €
G6	WW TIGUAN ALLSPACE 7 LUGARES	50,00 €
H	OPEL VIVARO 9 LUGARES DIESEL	50,00 €
H10	CITROEN JUMPY COMBI XL DIESEL	50,00 €
H10	CITROEN 9 LUGARES AUTOMÁTICA DIESEL	50,00 €
I1	OPEL ASTRA GASOLEO	40,00 €
I2	OPEL ASTRA GASOLINA	40,00 €
I3	FIAT TIPO STATION WAGON	40,00 €
J	MERCEDES BENZ C220 AUTOMÁTICO DIESEL	55,00 €
L	OPEL INSIGNIA	45,00 €
N	FIAT 500 DOLCEVITA CABRIOLET	35,00 €
N3	WW T-ROC CABRIOLET AUTOMÁTICO	45,00 €
N2	WW T-ROC CABRIOLET	45,00 €
S	CITROEN C4 ELETRICO	45,00 €
S4	OPEL CORSA ELECTRIC	45,00 €
T	CITROEN BERLINGO	35,00 €
T1	CITROEN BERLINGO	35,00 €
M	SCOOTER 125CC	25,00 €

9.7 Total Insurance

This option includes Premium Insurance coverage and conditions, plus coverage for damage underneath, isolated glass breakage, does not include isolated damage to rims and tyres.

Way2azores is not responsible for damages incurred in private car parks such as hotel car parks, shopping center parks, etc., even if the customer has contracted Basic, Medium, Premium and Total insurance.

9.8 Glass Break Insurance - 6 € per day (24h)

Insulated glass break insurance covers only insulated breakages, ie breaks that are not derived from a car accident.

9.9 Wheel and Tire Insurance - 10 € per day (24h)

Rims and Tires insurance, in case of damage caused by road debris such as nail or glass, in case of a burst or vandalism, the tire will be replaced. Also, in case of a puncture for no apparent reason, you will get a new tire.

9.10 Keys Insurance - 5 € per day (24h)

Making of key for loss, theft / breakage, breakage or damage as long as the vehicle is unable to move.

9.11 PAI Insurance - 3.50 € per day (24h)

The definition of Accident includes:

- Infections caused directly by Accident covered by warranty.
- Poisoning and personal injury due to unintentional absorption of toxic or corrosive substances.
- Choking caused by unforeseen action of gas or vapors, drowning.
- Burns caused by cold, scalding, heat stroke, as well as starvation or exhaustion following a wreck, forced landing, crash, avalanche and flood.
- Injury resulting from an Act of Terrorism or Sabotage, Attack or Assault that the Insured Person is a victim of, unless proven to be an active participant in the perpetrator or instigator of such Events.

9.12 Under Damage Insurance - 25 € per day (24h)

Under Damage Insurance in case of damage caused by road debris except in the case of careless driving and off-road driving.

TRAFFIC ACCIDENT

An accident occurring on a street, on a road or motorway and, more generally, at any place authorized for the transit of motorized transport involving a driver, passenger, pedestrian or vehicle.

10) WHAT SHOULD I DO WHEN LIFTING THE VEHICLE?

When you pick up the Vehicle from Way2azores Unipessoal, Lda., You will be asked to sign, among others, a section in the Rental Agreement that describes the status of the Vehicle at that time.

If you notice any apparent defect or damage not described in the Rental Agreement, you must ensure that such mention is made in the document and that both you and the representative of Way2azores Unipessoal, Lda., sign such change. If nothing is mentioned, the Vehicle is deemed to have been delivered in the condition referred to in the Rental Agreement and you will be charged for any further Damage that is verified by You and the representative of Way2azores Unipessoal, Lda., when the Vehicle is inspecting both at the time of return.

Picking up the vehicle outside the station's opening hours costs €35.00.

11) WHAT PROCEDURES DO YOU TAKE WHEN RETURNING THE VEHICLE?

- Vehicle return during the opening hours of Way2azores Unipessoal, Lda., stations.

You must return the Vehicle to Way2azores Unipessoal, Lda., at the date and time stated on the Rental Agreement. The Rental Period ends when you return the Vehicle to Way2azores Unipessoal, Lda., station and hand over its Vehicle key and documents to a Way2azores Unipessoal, Lda., representative. If you return the Vehicle before the date mentioned in the Rental Agreement, You will not be entitled to any refund. When returning the Vehicle you should inspect it together with the representative of Way2azores Unipessoal, Lda., Way2azores Unipessoal, Lda., will not be responsible for any goods or objects you may have forgotten in the Vehicle.

- Return of the vehicle outside the opening hours of Way2azores Unipessoal, Lda., stations, ("After hours")

Way2azores Unipessoal, Lda., recommends that the vehicle be returned during the opening hours of the stations. However, in order to meet the specific needs of its customers, Way2azores Unipessoal, Lda., offers, in certain stations, the additional "out of hours" service. If you subscribe to this service "after hours", you accept that the report confirming the condition of the vehicle is prepared by the representative of Way2azores Unipessoal Lda., without your presence and after the keys have been delivered. At stations offering "after hours" service, the Vehicle return procedure described above (11a) has been adapted so that they provide this service under the best possible conditions. In particular, you must declare any incident and / or damage affecting the condition of the Vehicle on the



document delivered to you at the time you lift the Vehicle. This document must be left on the Vehicle or returned, together with the keys, in the “drop off box”, depending on the systems available and the information you receive from Way2azores Unipessoal, Lda., please note that Your Rental Agreement does not end when you hand over the keys: the Vehicle will be parked at the location where you leave it until the opening time of Way2azores Unipessoal, Lda., station which will inspect the Vehicle and terminate your Rental Agreement. . For this reason, Way2azores Unipessoal, Lda., recommends that you park the Vehicle in an area designated for this purpose and in such a way that the Vehicle does not cause danger to others or disturb traffic, in accordance with the Road Code. You must also leave Vehicle documents in the glove compartment. After the inspection has been carried out and in the absence of any Damage, Way2azores Unipessoal, Lda., will send you the Vehicle Return Statement. Way2azores Unipessoal, Lda., will not be responsible for any goods or objects that may have been forgotten in the Vehicle.

- Return of the vehicle without your presence and during the opening hours of Way2azores Unipessoal, Lda., stations In the event that it is not possible and you refuse to inspect the Vehicle together with the representative of Way2azores Unipessoal, Lda., The latter is authorized to inspect the Vehicle without your presence and to record your refusal of the contradictory.

In this situation the same procedure as in 11 (b) applies.

Way2azores can accept the return outside the opening hours of the Way2azores Station, paying a fee that can vary between €20.00 and €35.00. In this case, the customer is obliged to make a deposit on a credit card, which may vary depending on the group of the rented vehicle, between €1500.00 and €2750.00. The vehicle, keys and documents must be left in a place to be agreed. The return of the deposit left is returned to you after checking the vehicle.

The vehicle must be returned clean, with the same cleaning conditions that were given to you when the rental started. Way2azores may charge a vehicle cleaning fee when returning the vehicle. Reservations made with the “BASIC” and “MEDIUM” packages have not included the cleaning fee. Reservations made with the “PREMIUM” package have included the cleaning fee.

Returning the vehicle outside the Way2azores station without authorization from Way2azores services incurs an administrative fee of €120.00.

- **Vehicle Return Delay**

In the event that the Vehicle is not returned on the date mentioned in the Rental Agreement and if within 24 hours there is no information justifying the delayed return, Way2azores Unipessoal Lda., reserves the right to:

- Consider that you have unlawfully appropriated the Vehicle and report it to the appropriate local authorities.
- Charge the rental amount for each day you stay with the Vehicle beyond the expiration date of the rental, plus compensation equivalent to twice the amount payable unless you demonstrate that you no longer own the Vehicle or that failure to repay it was in fact not attributable to it.
- Claim from Him all damages and losses suffered, as well as the fines, fines or other sanctions or penalties that fall on the Vehicle as a result of proceedings initiated by public authorities in order to identify the offender or to clarify other circumstances related to the vehicle. non-compliance or with the criminal offense.
- Initiate the necessary legal proceedings to claim the immediate return of the Vehicle.

Please note that in this case any protections, optional insurance and additional services you have contracted will have no effect.

12) VEHICLE DAMAGE

If the Vehicle is not returned in the same condition as it was delivered, you will have to pay the amounts mentioned below.

1. a) Damages identified at the time of return of the Vehicle and in His presence

In the event of Damage identified within the inspection performed in Your presence and Way2azores Unipessoal, Lda., representative upon return of the Vehicle and of which you became aware when you signed the Vehicle Return Declaration and the post-rental damage report , aa Way2azores Unipessoal, Lda., will provide you with an assessment of the repair costs that may be charged to you.

Repair costs vary depending on the nature of the damage:

- o “Minor Damage” (minor and non-substantial damage to the Vehicle without affecting its return to the Landlord and without affecting its mobility under the Road Code, such as without limitation: minor scratches or minor impacts on the windscreen) are charged according to the recommended price list by Way2azores Unipessoal, Lda., available at any station from Way2azores Unipessoal, Lda..

Any other damages not included in the above list and / or other more serious damages (substantial damages that prevent the return of the vehicle and require its temporary restoration for repair, such as without limitation: body damage) will be evaluated by an expert. independent and charged according to its report or the budgeted cost of an independent repairer.

In the event of contesting the Damage and / or billing it by refusing to sign the Vehicle Return Statement, Way2azores Unipessoal, Lda., will apply the following procedure (12b).

b) Damages identified in case of return at night time with or without his presence

In the event that Damage is identified as part of the Vehicle inspection by the Way2azores Unipessoal Lda., representative without your presence, Way2azores Unipessoal, Lda., will send you the following documents:

- Vehicle Return Declaration with description of the identified Damages;
- Photographs of damage;
- An estimate (budget) of the repair costs, which will depend on the nature of the damage (see above art. 12a) §2), the vehicle's immobilization costs and the administrative costs for managing the damage process.

You can contest identified Damages and billing within (14) fourteen calendar days of submission of documents, by email to reservas@way2azores.com, or by letter to the address of one of our stations.

If you do not object within 14 days, Way2azores Unipessoal, Lda., reserves the right to charge you for these costs.

c) Common rules

Please note that depending on the Damage suffered by the Vehicle and the type of protection you have subscribed to Way2azores Unipessoal, Lda., may or may not be charged for the full amount of the repair cost.

In any event, You may contest the Damage and / or billing thereof under the terms referred to in subparagraph (b), without prejudice to your being able to always claim the competent courts (see clause 23) What happens in the event of a dispute related to my rental ")

13) WHAT SHOULD I DO ABOUT MAINTENANCE OF THE VEHICLE?

During Your rental you must take all necessary protective measures to keep the Vehicle in the same condition as it was delivered to you.

You must be aware of any warning signs of the Vehicle dashboard lights and take the necessary protective measures.

The Vehicle is supplied to you with the tires, in number and under conditions that meet the requirements of traffic laws. In the event of any damage, other than normal wear and tear, latent defect or force majeure, it shall be replaced immediately, bearing all costs, with a tire of the same size, type and brand.

Any modification or mechanical intervention to the Vehicle is prohibited without the prior written permission of Way2azores Unipessoal, Lda., if you violate this standard, you will be charged the costs of replacing the Vehicle in the same condition as it was delivered to you and will be liable to Way2azores Unipessoal, Lda., for any damages arising from breach of any of the above maintenance obligations.

14) WHAT SHOULD I DO IN CASE OF ACCIDENT, MECHANICAL FAILURE OR THEFT OF THE VEHICLE?

In the event of a mechanical breakdown, which prevents you from continuing to drive and/or forces you to stop to prevent the damage from worsening, you must call the telephone numbers Ilha de São Miguel: (+351) 296 683 437, Ilha Terceira: (+351) 295 513 244, Madeira Island: (+351) 291148 063, so that Way2azores can activate the assistance service. The terms of this assistance are described in Annex I of these T&Cs.

In the event of an accident, you must immediately (i) notify Way2azores, Unipessoal Lda. and call the local law enforcement authorities and (ii) complete the Friendly Auto Accident Declaration.

In these cases, you should contact the assistance service at the following numbers: São Miguel Island: (+351) 296 683 437, Terceira Island: (+351) 295 513 244, Madeira Island: (+351) 291148 063.

In case of theft or accident of the Vehicle, you must send to Way2azores, Unipessoal Lda. a copy of the report of the same to the police authorities within one hour, together with the keys and documents of the Vehicle, in case they have not been stolen.

15) WHEN SHOULD I RECEIVE MY INVOICE AND PAY FOR RENT?

You will receive your invoice once all the elements of your rental are defined. The total amount will be paid or you will be charged in one go or in different stages, depending on the situation.

- As a general rule, the confirmation of the rental passes through the prepayment of Your rental (in your reservation made online, via call center or at a Way2azores Unipessoal, Lda.), Which will include the daily value of the rental of the Vehicle and accessories for the Period as well as any additional mobility services. The agreed amount will be charged to your payment method and you will receive an invoice or receipt for this prepayment. Finally, the prepaid amount will be mentioned in the final invoice and deducted from the total amount that may still be paid.
- If, for any reason, you can not confirm your rental by prepayment at the time of booking, the amount of the deposit, the rental costs of the Vehicle and the accessories, any additional services or drivers or any coverages you decide subscribe, will be broken down in the Rental Contract and accepted by you before signing the contract and lifting the vehicle. The final and overall costs of your rental will be charged and billed at the time of delivery of the Vehicle at the beginning of the Rental Period.

Any additional fees or costs will be charged when returning the Vehicle (if they can be calculated at the time). If you have incurred in extra costs, such as fines or caused Vehicle Damage identified without Your presence, Way2azores Unipessoal, Lda., will charge you, together with the respective administrative costs (for the management of the fines and fines processes and the damage management process) later when they become aware of them.

In this case, you will have fourteen (14) days from the date of the sending of the billing notification, to contest and, or justify not be responsible for the management costs, you can do so through email to reservas@aguiaturazores.com. If you do not contest within the mentioned period, you will be charged the amount of said administrative costs.

The invoice will be sent electronically to the email address you have provided us for this purpose. If you do not want to receive the invoice electronically, you can choose to receive it on paper.

In the event that the payment date indicated on the invoice expires, you expressly agree that:

- This implies the immediate and integral expiration of all invoices to be paid and the termination of the Rental Agreement, and
- Way2azores Unipessoal, Lda., will have the right to immediately demand the return of the Vehicle and,
- You will have to pay default interest at the statutory rate.

In the event that the Rental Agreement is signed under a Commercial Agreement, the respective company shall be jointly and severally liable for payment of the invoice.

16) WHAT IF I WANT TO CANCEL OR CHANGE MY RESERVATION?

a) Changes

Reservations made with Basic and Medium packages cannot be changed.

Reservations made with the Premium and Total packages can be changed at least 72 hours before the rental is scheduled to start, as long as you notify Way 2 Azores, Unipessoal Lda. by E-Mail sent to reservas@way2azores.pt. No reservation can be changed less than 72 hours in advance.

Please note that if you change your booking, new rental prices may apply and you should always use the same communication channel that you used when you first booked the vehicle.

The changes have a cost of € 15,00€, referring to alteration expenses.

Changes to the vehicle "Group" have a cost of €100.00.

b) Cancellation

Reservations made on the website www.way2madeira-rent.pt, on the website www.way2azores-rent.pt or on the websites of Brokers with whom there is a commercial agreement, become "NO SHOW" 02H00 (120 minutes) after the date mentioned in your booking confirmation.

Reservations made for rentals with less than 72 hours between the date of confirmation of the reservation and the date of the rental, in case of cancellation, you are not entitled to a refund of the amount paid.

Reservations can be canceled if they include the cancellation fee, or if the cancellation fee is purchased in extras and included in the reservation.

The "BASIC" and "MEDIUM" packages are non-refundable for changes or cancellations. "PREMIUM" packages have included the refund rate, which can be canceled 72 hours before the start of the reservation.

Cancellations must be requested up to 72 hours before the booking date, by sending a request to the email reservas@way2azores.pt. If your cancellation request was not made 72 hours in advance, the cancellation is not entitled to a refund of the amount previously paid.

The amount returned will be equal to the amount paid, minus bank charges, which may vary from bank to bank and minus € 21.55 + VAT, for return charges.

If you do not proceed with the cancellation request, or if you do not pick up the Vehicle, the prepayment amount will not be refunded.

Reservations/contracts made on the website: www.way2azores-rent.pt, and partially paid have a fee of 10.00€, this fee in case of cancellation is not refunded to the customer.

Reservations after becoming a contract can no longer be canceled. If the vehicle is returned before the date marked on the reservation, you are not entitled to a refund of the amount paid for the fare, extras and insurance.

No refunds will be applied for unused rental days.

You cannot cancel your reservation if the rental has already started.

You cannot cancel or change the insurance, extras and fees included in your reservation after the reservation has been entered into a contract.

It may not be possible to cancel or change extras less than 72 hours before the start of the rental.

Way2azores Unipessoal, Lda., may for reasons of Force Majeure refuse service to any customer and may cancel a reservation without refund or with partial refund, or delay a refund at any time for the following reasons: whenever necessary to comply with any law, government regulation or directive or order; or due to circumstances beyond the control of Way2azores Unipessoal, Lda., including acts of God, abnormal weather conditions, outbreaks, epidemics, strikes, civil unrest, embargoes, war and other force majeure events.

Reservations cannot be canceled in the following cases:

- You didn't pick up the car at the agreed time and dates.
- You did not provide the necessary documentation to rent the vehicle.
- You have not provided a credit card in the name of the main driver with sufficient funds available.
- If you were on the WAY2AZORES Rent-a-car blacklist, in this case you will not receive a refund of the amount paid, even if you have purchased Cancellation Protection.

The process of handling cancellations by Way2azores services will take a maximum period of 15 days after receipt of your cancellation request made to the E-mail: reservas@way2azores.pt.

Refunds for cancellations have a maximum period of 15 days from the date of receipt of the cancellation request.

If you have not prepaid your reservation:

Reservations are only confirmed with payment, and you can choose to pay 50% or 100% of the reservation amount, with the rest of the rental to be paid when you pick up the vehicle.

You can change or cancel your reservation, free of charge, as long as you notify Way2azores, unipessoal Lda. with at least 72 hours before the rental is due to start.

Note: Way2azores Unipessoal, Lda., Can cancel confirmed and paid reservations as long as the customer has a history of non-compliance with other reservations, due to the lack of availability of the chosen vehicle, or due to an error in calculating the website regarding the amounts charged, being the amount paid was returned.

17) WHAT SHOULD I DO IF I WANT TO EXTEND MY RENTAL AGREEMENT?

In the event that you wish to extend the Rental Period provided for in your Rental Agreement, you must perform the following steps:

- Contact the Way2azores Unipessoal, Lda., for vehicle return;
- Go to the closest Way2azores, Unipessoal, Lda., station that is indicated to you;
- Carry out an inspection of the Vehicle together with the representative Way2azores Unipessoal, Lda.;
- Sign an addition to the Contract or a new Rental Contract, whichever applies to it;
- In case you want to change the conditions of your rental, in addition to signing a new Rental Contract, you must pay for the previous rental and the associated costs.

If you do not comply with the above mentioned steps and stay with the Vehicle, the provisions of clause 11 d): "Delay in returning the Vehicle" apply.



18) WHAT IS FUEL POLICY?

When making the rental contract it is necessary to leave the amount of 120,00€ to guarantee that the vehicle will be returned with the same fuel tank that was delivered to you. This guarantee can be left in cash or in a credit authorization on your credit card.

All vehicles must be returned with the same level of fuel in the tank as when the vehicle was delivered/pick-up.

Upon return of the Vehicle, the following situations may occur:

In the event that you don't return the Vehicle with the same fuel level identified at the time of delivery of the Vehicle, an administrative fee of 50.00€ will be charged, plus 120.00€ for the refueling service.

18-A) PURCHASE OF FUEL TANK

When collecting the vehicle, you have the possibility to pay the price of a full fuel tank. This cost will depend on the vehicle category.

In this case, you can return the vehicle, regardless of the fuel level you currently have. WAY2AZORES will not charge you any additional amount, but will not reimburse you for unused fuel.

18-B) EZFUEL

For Rental Contracts with a distance of less than 150 km, it is mandatory to present the proof of vehicle supply receipt.

19) DO I HAVE TO PAY A DEPOSIT BEFORE LIFTING THE VEHICLE?

When you lift the Vehicle, you grant a credit card authorization for a bond. The deposit is intended to cover additional rental costs.

In any case, the amount of the deposit is specified in the confirmation email that was sent to you at the time of your reservation and in the Rental Agreement. If no additional rental costs are identified, the deposit will be refunded within the agreed time frame between you and your bank. The deposit must be made by the driver, duly identified in the Rental Agreement and must present the same credit card as indicated at the time of booking.

You can purchase a deposit waiver for €25.00 per day. By paying the deposit waiver you are exempt from presenting a credit card, but you are responsible for any damages that may occur during the period of your rental contract.

20) CAN I PAY MY RENTAL WITH A FOREIGN CREDIT CARD?

If you are a foreign renter, holder of a credit card visa or MasterCard (in a currency other than the Euro) you can take advantage of the currency exchange rate for your card when paying for your rental.

If for any technical reason, Way2azores Unipessoal, Lda., can not provide this service or if you, a VISA or MasterCard card holder choose to pay in Euros, the conversion to the currency of the card will be made according to the conditions of your Bank.

21) WHAT WAY2AZORES POLICY TO PROTECT MY PERSONAL DATA?

Way2azores Unipessoal, Lda., may use any personal information you have provided to Way2azores Unipessoal, Lda., Including the data of any Authorized Driver, for the purpose of providing rental services, namely to verify identity, to collect values , monitor fraud and manage any situations before, during and after the Rental Period at Way2azores Unipessoal, Lda.. may provide your personal data contained in the Rental Agreement, and details of the performance of the obligations covered by this Rental Agreement, to third parties , such as police authorities, credit recovery agencies (including lawyers) and any other relevant organization. In case of non-compliance due to non-payment, Way2azores Unipessoal Lda., may also, and if you specifically consents to it at the end of the present T & C's, communicate your personal information to the ARAC - , for the purposes of insertion into its non-compliant client file and which in turn may be accessible to any of its members to assist them in deciding whether to accept it from you or any driver identified with a customer. Please note that the conclusion of the Rental Agreement is not dependent on your consent to use, in any way, in non-complying customer databases and your communication to ARAC, of the personal data provided under this contract. Our privacy policy is available at www.way2azores-rent.pt.

Way2azores Unipessoal, Lda., collects and processes data for the purpose of providing you with vehicle rental services and for marketing purposes such as promotions and for the purposes of the customer loyalty program. You will be informed of any personal information that must be collected by Way2azores Unipessoal, Lda., at the station or online, by indicating an asterisk. The recipients of this data will be only the companies that integrate the Group Way2azores Unipessoal, Lda., as well as its franchisees. Some of the recipients of the collected data may be located in countries where the legislation on personal data does not confer a level of protection equivalent to the standards of Portuguese law and the National Data Protection Commission (CNPD). Nevertheless, the transfer of personal data to a country with an insufficient level of protection will only be done in the case of renting a Vehicle at Way2azores Unipessoal, Lda., located in a country outside the European Union, as required to execute its Rental Contract , in the current law 58/2019.

In these terms you will have the right to access, rectify and delete any data concerning you. You may exercise this right by accessing reservas@aguaturazores.com.

We inform that in order to prevent associated risks, Way2azores Unipessoal, Lda., may decline the rental of Vehicles to people who do not offer guarantees of compliance with the contract. We also inform you that your personal data may be notified to the police authorities of your request in case of breach of the Highway Code and / or the commission of any crime committed during your rental. By accepting the present T & Cs, you expressly acknowledge that you have given your explicit consent to the aforementioned privacy policy.

22) WHAT HAPPENS IN CASE OF A LITIGATION RELATED TO MY RENTAL?

•Applicable law

In the event of a dispute between You and Way2azores Unipessoal, Lda., concerning your rental, the applicable law shall be that of the country of collection of the Vehicle. For example, if you are a Portuguese citizen and have raised your vehicle in Portugal, the applicable law will be Portuguese.

• Customer services DL 144/2015

Regardless of where you entered into the Rental Agreement, you may choose to contact Customer Service in your country of residence. Your Customer Support team will contact the country of the lease on your behalf and will attempt to resolve your issue. You can contact the Customer Service for reclamacoes@way2azores.pt.

National Litigation: In case you are resident in Portugal and the rental has also occurred in Portugal, it is advised that you have at your disposal any of the following alternative dispute resolution entities:

Center of Arbitration of Consumer Conflicts of Lisbon

<http://www.centroarbitragemlisboa.pt/>

Center of Arbitration of Conflicts of Consumption of the Valley of the Ave / Arbitral Tribunal

<http://www.triave.pt/>

CIAB - Consumer Information, Mediation and Arbitration Center (Consumer Arbitration Court)

<http://www.ciab.pt/pt/>

CNIACC - National Center for Consumer Conflict Information and Arbitration

<http://www.arbitragemdeconsumo.org/>

Center of Arbitration of Conflicts of Consumption of the District of Coimbra

<http://www.centrodearbitragemdecoimbra.com>

Information Center, Mediation and Arbitration of Consumer Conflicts of the Algarve

<http://www.consumoalgarve.pt>

Porto Consumption and Arbitration Information Center

ANNEX I

SERVICE OF THE VEHICLE TECHNICAL ASSISTANCE



During the Rental Period, you benefit, without extra costs, from a 24-hour assistance service associated with the use of the Vehicle.

Please note that in case of damage caused by Si and / or any driver or due to the use of wrong fuel or the loss / damage caused to the keys of the Vehicle, as well as in case of bore or tire damage, you must pay the following costs:

- Lost or broken keys: EUR 500;
 - Wrong fuel, albeit without causing mechanical or engine damage: EUR 500, including towing (plus missing fuel);
 - Hole and / or damage that destroys only the tire: EUR 170 + administrative fee of EUR 30 per claim.
 - Towing and / or servicing expenses inside or outside the Country due to misuse of the vehicle will be the RENTER's responsibility.
-
- Assistance Fee –75.00 € 1 to 10km, 125.00 € 11 to 20km, 175.00 € 21 to 30km, 225.00 € 31 to 40km, 250.00 € 41 to 50km, 300.00 € 51 to 60km , 350,00 € 61 to 70km, 400,00 € 71 to 80km, 450,00 € 81 to 90km, 500,00 € 91 to 100km.

Baby chair - 6.85 € PER DAY

Additional Driver - 5.00 € PER DAY

Delivery and collection service Vehicle - 25 €

Delivery and Collection after hours - 25 €

This service includes:

- Vehicle Breakdown;
- Shipping and payment of towing costs of a vehicle that has not been involved in an accident or has failed and can not be repaired on the spot;
- Find a replacement vehicle within a 50 km radius if the Vehicle can not be repaired on the spot (NB: the Rental Contract remains in effect until the last day of the original agreed rental),
- Transportation of the beneficiaries to the rental station where the replacement can be made;
- If no replacement vehicle is identified:

This service for the Vehicle excludes:

- Any incidents or damages caused by taking part in sporting events, rallies or any other type of competition;



DANOS E LIMPEZA | DAMAGE & CLEANNING

Carroçaria <i>On the carriage</i>	Risco <i>Scratch</i>		Amolgadela <i>Dent</i>		Partido <i>Break</i>
	Superficial <i>Surface</i>	Profundo <i>Ground Coat</i>	Sem Pintura <i>No Paint Work</i>	Com pintura <i>Paint Work</i>	
Parachoques <i>Bumper</i>	Min. 165€	Min. 295€	Min. 395€	Min. 795€	Min. 1150€
Capôt <i>Engine Bonet</i>	Min. 165€	Min. 295€	Min. 395€	Min. 795€	Min. 1450€
Guarda Lamas <i>Palner/Fender</i>	Min. 165€	Min. 295€	Min. 395€	Min. 795€	Min. 1150€
Portas/ Mala <i>Doors/ Tail gate</i>	Min. 165€	Min. 295€	Min. 395€	Min. 795€	Min. 1150€
Tejadilho <i>Roof</i>	Min. 165€	Min. 295€	Min. 395€	Min. 795€	Min. 1150€
Embaladeira / Plásticos Laterais <i>Wing & Door Sill / Side plastics</i>	Min. 140€	Min. 295€	Min. 395€	Min. 795€	Min. 1150€
Farolins <i>Light indicators</i>	-	-	-	-	Min. 750€
Jantes,Tampões, Pneus/ <i>Wheel & Tires</i>	Pneu rasgado <i>Tire ripped</i>	Jante Riscada <i>Scratch at rim</i>	Jantes empen. <i>Rim crashed</i>	Subst. Pneu <i>Tire replacement</i>	
	Minimo 195€ Maximo 395€	Min. 190€	Min. 750€	Minimo 195€ Maximo 395€	
Retrovisores <i>Outside Mirror</i>	Risco / <i>Scratch</i>	Vidro Partido <i>Glass broken</i>	Completo <i>Complete</i>	Falta / <i>Missing</i>	
	Min. 160€	Min. 250€	Min. 600€	Min. 750€	
	Reparação pico <i>Repair rock fall</i>	Estalado Partido <i>Rip or Crash</i>			
Pára-brisas <i>Windshield</i>	Min. 950€	Min. 1550€			
Vidro traseiro <i>Rear Window</i>	Min. 950€	Min. 1550€			
Vidros laterais <i>Side Windows</i>	Min. 550€	Min. 1250 €			
Retirar publicidade <i>Decal Removal</i>	Peça / <i>Piece</i>	Completa / <i>Full (>3pc)</i>			
	100€	400€			

Interior <i>On the interior</i>	Rasgado <i>Rip</i>	Queimado <i>Burn Hole</i>	Solto <i>Not fixed</i>	Falta <i>Missing</i>	Danificado <i>Break</i>
Bancos e Tapetes <i>Seats & Carpets</i>	Máx. 1.000€	Máx. 1.250€	-	Máx. 1.500 €	Máx. 1.500€
Painel de Controlo <i>Adjustment panel</i>	Máx. 1.500€	Máx. 1.500€	Máx. 1.500€	Máx. 1.500 €	Máx. 1.500€
Tampa da Mala <i>Cargo holding cover</i>	Máx. 550€	Máx. 550 €	-	Máx. 500€	Máx. 550€
Chapeleira <i>Rear luggage cover</i>	Máx. 1.100€	Máx. 1.100€	-	Máx. 1.100€	Máx. 1.100€
Consola Central <i>Middle armrest</i>	Máx. 1.500€	Máx. 1.500€	Máx. 750 €	Máx. 1.500€	Máx. 1.500€
Sistema de Navegação <i>Navigation system</i>	-	-	-	Máx. 3.000€	Máx. 3.000€
Dispositivo GPS <i>GPS Device</i>	-	-	-	150€	150€
Colete Refletor <i>High Visibility Vest</i>	-	-	-	35€	35€
Troca de Combustível <i>Fuel Change</i>	-	-	-	-	750€
Kit Enchimento Pneus <i>Tire Repair Kit</i>	-	-	-	250€	250€
Triângulo <i>Warning Triangle</i>	-	-	-	85€	85€
Documentos <i>Documentation</i>	-	-	-	200€	200€
Antena <i>Car Antena</i>	-	-	-	55€	55€
Chave Viatura <i>Car Key</i>	-	-	-	650€	650€
Cartão/ Com. GPS <i>GPS card/ remote control</i>	-	-	-	250€	250€

Limpeza <i>Cleaning</i>	Simples <i>Standard</i>	Completa <i>Full</i>	Estofos 5 lug. <i>Upholstery 5 pl</i>	Estofos 7/9 lug. <i>Upholstery 7/9 pl</i>	Higienização <i>Higienization</i>
	25€	120€	175€	225€	150€

Assistencia em viagem <i>Travel assistance</i>	1 a 10 KM	11 a 20 KM	21 a 30 KM	31 a 40 KM	41 a 50 KM	51 a 60 KM	61 a 70 KM	71 a 80 KM	81 a 90 KM	91 a 100 KM
	75€	125€	175€	225€	250€	300€	350€	400€	450€	500€

Imobilização de viatura <i>Preços por dia</i>	Grupo A-B-C-D	Grupo E-F-G-D	Grupo H-I	Grupo J-L	Grupo N	Grupo S	Grupo T
	75€	125€	150€	195€	175€	125€	75€

Aos preços apresentados acresce IVA à taxa legal em vigor - Tarifa pode ser alterada sem aviso prévio - VAT is added to the prices shown at the legal rate in force.