



## **1. Vehicle Use**

**1.1** The RENTER undertakes to use and drive the Vehicle in accordance with the basic driving and traffic rules, and according to the use specifications for the type of Vehicle. **1.2** The RENTER undertakes not to use the Vehicle and/or allow the Vehicle to be used in the following cases: driving on unauthorized or unpaved roads or for which the condition might suppose a risk of damage to the Vehicle; paid passenger transport; pushing or towing any vehicle or any other object, whether or not rolling; driving the Vehicle under the effects of alcohol, drugs or any other narcotic substances; transport of passengers at a number in excess of the authorized one; transport of live animals (with the exception of pets and/or domestic animals, subject to the prior authorization of PATOCAR). **1.3** Only the person or persons identified and accepted by PATOCAR in the rental agreement shall be authorized to drive the Vehicle, provided that this person or persons are aged above 23 years old and are holders of a valid driving license that has been in force for at least one (1) year, issued by a competent authority and accepted by the Argentine authorities. **1.4** The RENTER undertakes to keep the Vehicle locked when it is not being used and to keep the vehicle documents inside. **1.5** The RENTER shall not assign, rent, mortgage, sale or otherwise pledge: the Vehicle, rental agreement, keys, documents, equipment, tools and/or accessories of the Vehicle and/or any part or piece thereof; nor treat the foregoing in a manner which could damage PATOCAR. **1.6** Should the rented Vehicle be driven outside the country without PATOCAR's express written authorization, the RENTER shall have to pay a charge of \$ 15,000 (Fifteen thousand Pesos) and PATOCAR shall be entitled to file any applicable legal action. **1.7** The damages that PATOCAR might suffer as a result of the RENTER's non-compliance with the conditions set forth in this article and/or a different use as the one agreed upon, authorize PATOCAR to take back the Vehicle from the RENTER and to invoice and collect from it any amounts payable under article (4) of these General Conditions. **1.8** In routes and highways, it is mandatory to drive with the low beam headlights on during the 24 hours of the day.

## **2. Vehicle Condition**

**2.1** Both when the Vehicle is handed over and when it is returned, PATOCAR and the RENTER shall include in the rental agreement any damage visible on the Vehicle. At the time of Vehicle handover, any minor damage not repaired should be reflected on the Rental Agreement with the corresponding signatures of PATOCAR and the RENTER. When the Vehicle is returned, any new damage to the Vehicle shall be identified, and in such case it shall be expressly included in the rental agreement, and shall be approved and signed by the RENTER or; when applicable, the RENTER shall validate the new damage on the vehicle's return through the signature of the rental agreement. Any damage verified by PATOCAR after the return shall be borne by the RENTER. The new damage shall be charged to the RENTER in accordance with the provisions set forth in article 4 of these General Conditions. The repair cost shall be billed directly by PATOCAR to the RENTER and shall include the items defined in article 4 of these General Conditions. The RENTER shall pay this cost to PATOCAR in accordance with the provisions set forth in article 4.2 of these General Conditions. **2.2** Except for those possible minor damages that might have been reflected in the rental agreement as described in Article 2.1, PATOCAR delivers the Vehicle to the RENTER in good



apparent working order, in good external condition, and clean, having approved the internal controls of PATOCAR; with two warning triangles, a fire extinguisher, all its tires (including the spare) in good condition and without punctures. In the case of any deterioration and/or damage to any of the tires (due to any reason other than normal wear and tear, faulty fitting, or a manufacturing defect), the RENTER undertakes to replace them immediately, at its own cost, with other identical tires of the same brand and model. **2.3** The RENTER shall not vary any technical characteristic of the Vehicle, keys, equipment, tools and/or accessories of the Vehicle, nor make any modification to the external and/or internal appearance (except with PATOCAR's express written authorization). Should this article be breached, the RENTER shall bear the costs of restoring the Vehicle to its original condition, and shall pay a sum as indemnification for the immobilization of the Vehicle, which shall be calculated in accordance with the criterion established in article 4.1 (b) of these General Conditions.

### **3. Rental Price, Term and Extension**

**3.1** The rental price is that set forth in the rental agreement and is established according to the Applicable Rate (as regards services, taxes, and insurance and/or optional exemptions) and the price agreed upon with the RENTER at the time of the rental, in accordance with the selected rate. **3.2** The rental price includes the cost of mandatory car insurance and the civil liability supplement with their applicable taxes. This price does not include the price of the optional exemptions and insurance regulated respectively in article 6, 7 and 8 of these General Terms which, where applicable, must be expressly underwritten by the RENTER. In such a case, the prices charged to the RENTER for such items shall be added to the aggregate rental price. **3.3** The term of the rent shall be that agreed upon in the agreement, and shall be invoiced on a 24-hour period basis, starting from the time at which this agreement is entered into. There is a 120-minute grace period; once it has expired, an extra renting day shall be invoiced according to the price set forth in the Applicable Rate. **3.4** Under no circumstances shall the amount guaranteed or paid at the beginning of the renting period be used for an extension thereof. If the RENTER wishes to keep the Vehicle for a longer period of time than that initially agreed upon, the RENTER undertakes to obtain the prior express authorization of PATOCAR and to immediately pay the additional deposit for said extension. The price that will be applied to the rental extension period will be the price set forth in the Applicable Rate. **3.5** The RENTER undertakes to return the Vehicle to PATOCAR on the date and time and at the place agreed upon in the rental agreement. The return of the Vehicle at a place different from that initially agreed upon may imply additional charges, in accordance with the Applicable Rate. The service shall only be considered completed once the Vehicle and its keys have been handed over to PATOCAR. In the event of an accident that hinders the used of the rented Vehicle by the RENTER, PATOCAR reserves the right to hand over another Vehicle in replacement thereof. The days unused as a result of the accident of the Vehicle shall not be reimbursed.



## 4. Payments

**4.1 The RENTER undertakes to pay to PATOCAR** (a) The amount resulting from the application of the Applicable Rate and the price agreed in the rental agreement, corresponding to the term, insurance, optional exemptions, additional equipment and supplementary services, in accordance with the agreed upon conditions, and any applicable taxes and rates. (b) The amount of damages and/or theft suffered completely or partially in the Vehicle not covered by the Optional Exemptions (see Articles 7 and 8) underwritten by the RENTER or if the exemption applicable in each case had not been underwritten by the RENTER, as well as damages derived from loss of profits resulting from the immobilization of the Vehicle and, if applicable, damages derived from the breach of article 1 of these General Terms. The amount charged to the RENTER for damages caused to the Vehicle shall be calculated by an independent expert, including the indemnification payable by the RENTER resulting from the immobilization of the Vehicle. The RENTER's maximum liability shall be the Vehicle's market value in accordance with the price in force at the time of the incident. (c) The cost of transportation and/or repair of the damages caused to the Vehicle resulting from the use of the wrong fuel, contravening article 9 of these General Conditions. Such amount shall be calculated in the manner set forth in paragraph (b) above. (d) The amount of any fines resulting from any breach of the applicable laws, particularly the Traffic Act, incurred by the RENTER when using the Vehicle, and any surcharges for the delay in payment by the RENTER and the judicial or out-of-court expenses incurred by PATOCAR as a result of the above. (e) The cost of producing and/or sending a set of keys for the Vehicle to the applicable office in the case of loss, breakage, return of Vehicle's keys in any office other than the one to which the Vehicle was to be actually returned, or any other situation which results in the Vehicle being immobilized for reasons attributable to the RENTER. Furthermore, the company shall charge the RENTER the rental price applicable to the days on which the Vehicle was immobilized as a consequence of such incidents. (f) An amount of ARS 1350 plus applicable taxes, as a Traffic Fines Administration charge. Such charge shall be payable for each fine issued by the competent authority in connection with the rented Vehicle and due to events occurred during the term of the rental agreement. (g) An amount to be notified according to destination plus VAT, as a Breakdown Assistance Service charge. This charge shall be accrued in the event that the breakdown assistance Company hired by PATOCAR has provided services during the term of the rental agreement to assist incidents caused by: (i) error, negligence or misuse of the Vehicle by the RENTER, (ii) loss of keys, breakage or locking them within the Vehicle, (iii) lack of fuel or refueling with the incorrect fuel, (iv) recovery of Vehicles from places or routes which are not suitable for driving or are not paved, (v) faulty installation of accessories in the Vehicle by the RENTER.

**4.2 Form of Payment:** The payment by the RENTER to PATOCAR of the amounts indicated in paragraph 4.1 above shall be made through credit card, debit card or in cash. The invoice pertaining to the Rental shall be issued exclusively in Argentine Pesos, notwithstanding the fact that the payment was made in any other currency.

**4.3 Guarantee Deposit at the commencement of the Rental:** In all cases, the RENTER undertakes to deliver to PATOCAR, before the commencement of the Vehicle rental, a deposit equal to the amount applicable to the category of Vehicle, which amount shall remain in the possession of PATOCAR as a guarantee of the payment obligations that the RENTER might assume. Such deposit shall be paid through a credit card accepted by PATOCAR and shall be requested through an authorization from the



credit card issuing company. Upon return of the Vehicle, the amount withheld from the RENTER in accordance with the provisions of the previous paragraph 4.1, shall be charged to the RENTER's credit card, unless the RENTER offers an alternative form of payment. As from such time, the authorization requested at the beginning of the rental period from the credit card company as a deposit shall be cancelled. Should the RENTER choose to pay through a debit card or in cash, upon return of the Vehicle and, as a result, the termination of the rental agreement, the amount deposited shall be returned to the RENTER, once it has been verified that the RENTER has met all payment obligations arising from this Rental Agreement. In all the events, the RENTER irrevocably empowers PATOCAR to collect from the RENTER's credit card all the charges payable by the RENTER under this Rental Agreement, as well as the aggregate payment of the repairs made as a result of the damages suffered by the Vehicle described in clause 7 (b), (c), (d), (e), (f), (g), (h), (i). In all such cases, the RENTER shall be liable for the payment of all the Vehicle repairs, as well as of an indemnification for the immobilization thereof according to the provisions set forth in paragraph 4.1 b of these General Conditions. INDEMNITY CLAUSE: The delay in the compliance with the obligations undertaken by the RENTER shall give rise to compensation in favor of the creditor equal to 3.5% per month over the owed amount, independently of the compliance with the primary obligation.

## **5. Mandatory Car Insurance**

5.1 There are two types of insurance:

a.- Those included in the vehicle rental price as the Company is legally bound to have third-party liability insurance.

Third-party liability insurance:

Provides coverage against bodily injury or the death of third parties and/or damage to third-party property resulting from a Collision or traffic incident in which the rented Vehicle was involved and for which the Renter may have been responsible. Damage to third-party property may include buildings or their contents, machinery and personal effects. This type of insurance also covers the loss of profit arising from the interruption of income-generating activities as a result of bodily injury or the death of a third party, or of damage to property.

b.- Other protection products that we make available to you because we wish you to feel completely protected when you rent our vehicles.

These insurance and protection products are designed to protect you against risks to which you would potentially be exposed should any of the following events occur when you rent or use one of our Vehicles. Without them, you will be personally liable for all financial consequences.

5.2 Damage to the vehicle

The Vehicle may suffer damage as a result of a collision or a traffic incident and may require repairs, or the extent of the damage may be such that the vehicle is considered a total loss and is written off.

You should take into account that, if at the time of a collision or a traffic incident you are driving the rented Vehicle and you are responsible for the accident, all injured passengers will be covered by the Mandatory Third-Party Liability Insurance included with the vehicle, but any injuries you suffer (along with any possible effects arising from them) or your death will not be covered.



You may, however, obtain coverage against some of these risks by purchasing any of the optional protection products against damage to the vehicle.

The lessee must consider that in the event that the vehicle suffers damage due to a collision, the amount of \$ 1350 plus taxes will be charged as an administrative fee for the proceedings that must be done. This is independent of the damage coverage that you have hired.

### 5.3 - DEFINITIONS

For the purposes of these General Terms and Conditions, a specific meaning has been established for the following terms or expressions:

**Collision:** means the impact of a Vehicle with other Vehicles, or fixed or moving objects.

**Excess amount:** is a specified sum of money that, provided the Renter has complied with all Local Rental Terms and Conditions and has not committed a breach of any applicable laws or regulations, is the maximum amount charged by the Company to cover the cost of any damage to the Vehicle as a result of a Collision or traffic incident during the rental period; or for the loss of the Vehicle if it is written off because it is irreparable. The Excess amount is not included in any of the protection products that you can purchase.

**Bodily injury:** refers to any physical injury suffered by a person that is caused as a direct result of a Collision or traffic incident; it does not include intentionally self-inflicted damage and/or injuries attributable to a preexisting condition or disease.

**The Company:** means Patocar S.A., franchise holder of Europcar in the Argentine Republic.

**Accident report:** means a full and complete signed statement (including any other document[s]) which records all of the facts of a Collision or traffic incident as they occurred (for example, how the event occurred, the nature of the damage to the Vehicle, the location where the incident took place, the dates and circumstances and any potential witness details).

**Passenger:** means any person other than the driver that is being transported or is travelling in or on the Vehicle on a gratuitous basis.

**Loss of use:** describes the circumstances where a Vehicle is unavailable for us to rent to another customer because, as a result of a Collision or traffic incident during the rental period it was damaged and we need to take it off the road to have it repaired.

**Protection:** in this document, means the products made available to you by the Company to limit your financial liability to the Excess amount as a result of any damage to or loss of a Vehicle, or to eliminate your liability. Under no circumstances will such protection be offered through an insurance policy.

**Mandatory Third-party Liability Insurance:** means insurance that provides the driver of a rented Vehicle with protection against liability for another party's claims for damage to his/her property or for bodily injury or death arising out of a Collision or a traffic incident for cause attributable to the driver, arising whilst the Renter is using the Vehicle. This type of insurance is a mandatory legal requirement and it is therefore an integral part of our rental service. The cost of it is included in the rental charge.

**Third party:** means any party suffering damage as a result of a Collision or traffic incident in which the rented Vehicle was involved, excluding the driver of said vehicle and his/her direct relatives.

**Local Rental Terms and Conditions:** means the document the Renter will be required to sign before renting any Vehicle from the Company, which sets out the rights and obligations that will apply to both of the parties throughout the rental period.



**Abnormal use:** means that the use of the Vehicle whilst the Renter is in charge of it does not comply with prevailing road traffic laws and/or does not meet the requirements of the Local Rental Terms and Conditions and/or does not meet the standards of driving that would be expected of a reasonable and prudent driver.

**Book value:** means the value that a Vehicle is recorded to be worth to the Company on its financial statements at the time of the Collision or traffic incident.

**Vehicle:** means the Vehicle that the Renter will be renting from and/or driving with the Company's authorization.

**Renter:** means any signatory party to the contract or an authorized driver.

## II. MANDATORY THIRD-PARTY LIABILITY INSURANCE

The laws of the Argentine Republic require Vehicles to be insured against liability for third-party claims or actions arising from incidents related with the use of rented Vehicles. The liability insurance for the vehicle is automatically built into the Vehicle rental price. The Renter will therefore be protected by said insurance to the extent required by the law of the country in question, for the consequences injured third parties may suffer as a direct result of the Renter's actions whilst driving the Vehicle.

**a.- Type of coverage:** In accordance with applicable laws, you will be insured for the financial cost of any of the following consequences that may arise as a result of a Collision or traffic incident occurring when you are using the Vehicle, such as bodily injury or death suffered by Injured third parties and property damage and losses sustained by Injured third parties.

### b.- Coverage exclusions

The mandatory third-party liability insurance does not cover:

- i.- bodily injury or death that the driver of the rented Vehicle may suffer as a consequence of a Collision or traffic incident involving said Vehicle; or
- ii.- any damage to or loss of the Renter's personal property or possessions; or
- iii.- any damage caused to the rented Vehicle.

### c.- Full amount of financial exposure

Provided the driver of the rented Vehicle has not committed a breach of any applicable laws, then he/she will be insured against any Third-party liability arising from damage, bodily injury or death as the result of a Collision or traffic incident occurred by cause attributable to the driver whilst using the rented Vehicle, to the extent required by the laws of the country in which the driver has rented the Vehicle.

However, if the Renter has failed to comply with those laws and/or regulations then, whilst the insurer will still fulfill its obligations to Injured third parties under the Third-Party Liability insurance policy, the insurer may seek to recover from the Renter some or all of the costs it may have paid to that Third Party as a result of the Collision or traffic incident.

### d.- Notifying the Company

In circumstances involving Third Parties, the Renter is required to properly complete and sign an accident report, and submit it to the Company, providing all relevant details of both the Collision or traffic incident and of any Third Party involved. The Renter will be required to submit the duly completed accident report to the Company within twenty-four hours of the accident, except in case of force majeure, and in all cases before the expiration of the rental agreement.

## 6. Optional Exemptions



**6.1 CDW & THW (Collision Damage Waiver & Theft Waiver)** Partial exemption from liability for damages caused to the Vehicle in the event of accident or theft. (a) The CDW & THW is an optional service offered directly by PATOCAR which partially releases the RENTER, by means of its underwriting, from the financial liability exclusively for the damages caused to the Vehicle as a consequence of a traffic accident and partial or total theft. (b) The non-underwriting of the CDW & THW implies the RENTER's financial liability for the damages caused to the Vehicle and the compensation for the immobilization thereof, in accordance with the provisions set forth in article 4.1 (b) of these General Conditions. (c) The CDW & THW only applies if the RENTER duly fulfills the EXHIBIT I in the event of crash or the Police Report in the event of theft, clearly indicating the information of the vehicles, drivers involved in the accidents and the circumstances under which they took place.

## **6.2 DETAILS IN THE COLLISION DAMAGE PROTECTION (CDW)**

The Collision damage protection product limits the Renter's financial exposure for damage caused to the Vehicle whilst it is in the Renter's care in the event of a Collision or traffic incident, based on the purchased protection. If the Renter purchases any of the collision damage protection products and complies with the applicable laws and the Local Rental Terms and Conditions, then the Company will pay for the cost of damage to the Vehicle depending on the type of protection purchased that exceeds the Excess amount applicable to the group of the rented Vehicle. The Renter can reduce the Excess amount by purchasing the various collision damage protection products available.

This protection does not cover the theft of the Vehicle, wheel theft, hail damage or broken glass, loss or theft of or damage to objects or property, (including luggage or goods) that are deposited or kept or transported in or on the Vehicle by the driver or by any Passenger.

This category includes the following products:

### **1.- Full Protection**

This product covers all types of damage to the Vehicle whilst under the care of the Renter in the event of a Collision or a traffic incident.

### **2.- Third-party Collision Protection**

This product covers all damage to the Vehicle whilst under the care of the Renter, only in the event of a Collision with a Third party.

The Collision with a fixed object and Collision with a moving object protections are not cumulative.

#### **i.- Type of coverage included**

These products protect you from liability against damage to the Vehicle in the event of a Collision or traffic incident depending on the type of protection purchased, for any amount greater than the Excess amount for the following combined costs related to: the cost of damage to or repair of the Vehicle, or its book value in case of total loss, in all cases depending on the protection purchased; and the loss of profit related to the loss of use of the Vehicle whilst it



is being repaired and/or written off; and administrative costs incurred by the Company for record management related with damage arising from a Collision or traffic incident, when applicable,

In circumstances where: the circumstances of the Collision are in line with the conditions of the purchased protection; or the Vehicle is subject to an act of vandalism while the Renter is driving or using it; or any lenses, lights or rearview mirrors are damaged, or tires are damaged or punctured during a Collision or traffic incident, depending on the type of protection purchased.

## **ii.- Coverage exclusions**

The Renter will be financially liable for the full cost of the damage to the Vehicle if the damage is caused: by the willful acts of the driver; or by an explosion or fire in (or to) the Vehicle because the Renter was using it to transport dangerous goods (dangerous goods being any product or substance that, due to its nature and/or main characteristics, is reasonably considered to be dangerous and which, if not transported with appropriate caution and safety, could cause harm to the Vehicle, and to any Third Party within a reasonable distance of the Vehicle); or by its total or partial theft; or an act of vandalism whilst the Vehicle is left parked unattended; or by the Renter's negligence, which is behavior that falls below the standards expected of a reasonably sensible person in similar circumstances, or the negligence of his/her Passengers; or due to loss or theft of the keys; or by damage to the Vehicle as a result of a Collision or crash against any object or construction due to an incorrect appraisal of its height by the driver; or by damage to the Vehicle undercarriage as a result of a Collision or a crash against movable fences in properly signed restricted access areas; by damage to the Vehicle as a result of floods due to weather or any other reason, when the Vehicle has been parked unattended on an unpaved road in watercourse areas, and whenever the Vehicle has not been properly parked in paved areas specifically designed for vehicle parking; due to loss of or damage to the Renter's personal property that is being transported or kept in or on the Vehicle during the rental period.

This product does not exempt the Renter from financial liability for the administrative costs incurred by the Company for record management for the damage or loss arising from a Collision or for the cost of airbag replacement.

## **iii.- Benefiting from this protection**

To benefit from this protection, the Renter must: purchase the protection; comply with Local Rental Terms and Conditions and all applicable laws and local traffic regulations when driving the Vehicle; notify the Company within 24 hours of the date on which the Collision or traffic incident took place and, in any event, before the end of the rental period.

The Renter is also required to submit to the Company a full and complete accident report and any other document which he/she deems useful in support of said report.

## **iv.- Amount of financial exposure**





The Renter will be required to pay for the total cost of the damage based on the type of Collision protection purchased, as well as compensation due the immobilization of the Vehicle if it sustained damage during the rental period and the Renter has not purchased protection.

The Company will calculate the cost of the damage based on the evaluation of an independent expert, which may reach the full book value of the Vehicle.

However, the highest amount that the Renter will be required to pay to the Company will be limited to the Excess Amount, provided that the Renter has purchased any of the available protections and has complied with the Local Rental Terms and Conditions and all applicable laws and road traffic regulations.

## **7. CDW & THW Exemptions: Specifications**

(a) The Applicable Rate establishes an amount payable by the RENTER for damages and/or losses caused to the Vehicle which are not covered by CDW & THW. (b) Under no circumstances shall CDW & THW cover damages caused to the Vehicle, whatever its type, when these occur as a consequence of crashing into animals, trees, tunnels, bridges, garages, or garage doors, and in general any other object, as a consequence of an incorrect appraisal of its height by the driver. (c) In no case does the CDW & THW cover damages caused to the Vehicle, whatever its category, when these arise as a consequence of driving the Vehicle when it is overloaded, above the limits authorized or from driving the Vehicle in places such as beaches, unsuitable roads, forest paths, mountains, etc., which are not authorized and paved roads; and those caused to wheel rims and tires by blows against curbs caused by parking maneuvers. (d) Furthermore, CDW & THW shall not cover damages caused to the Vehicle as a result of a rollover. In the case of rollover of the vehicle, the amount for which the passenger must respond will be up to 80% of the total value thereof. (e) CDW & THW shall not cover damages suffered by the Vehicles due to water flooding caused by weather or any other cause. (f) In addition, CDW & THW shall not cover the damages suffered by the Vehicle body as a result of strong rain, hail, snow, etc. (g) The CDW & THW coverage does not apply if the RENTER breaches the conditions set forth in article 1 of these General Conditions. (h) The coverage provided by CDW & THW does not apply if the RENTER does not submit to PATOCAR the appropriate document (POLICE REPORT or EXHIBIT) duly completed within a maximum 48-hour term as from the date of the incident). (i) Under no circumstances shall CDW & THW cover the losses, thefts or damages relating to objects or property, including luggage or goods, transported, deposited or kept in the Vehicle by the RENTER or any occupant of same. (k) Under no circumstances shall the CDW & THW cover damages caused by the breakdown, loss or theft of the stereo, glasses, tires, wheel rims, GPS, infant seats, snow chains and bike racks. (l) CDW & THW shall not cover any damages caused to the Vehicle or to the RENTER as a result of the airbag activation nor the replacement thereof; (m) When, in accordance with the provisions set forth in these General Conditions, the CDW & THW exemptions do not apply, the RENTER shall be responsible for the payment of all the repairs carried out on the Vehicle, as well as a compensation due to the immobilization thereof, in accordance with article 4.1 (b) of these General Conditions.



## 8. Other Exemptions

### 8.1 TIRE THEFT PROTECTION

The standard protection product against tire theft limits the Renter's financial liability in the event of theft of the Vehicle tires. The Company will bear the costs derived from the theft or attempted theft that exceed the Excess amount, provided that the Renter has purchased this product and has complied with the Local Rental Terms and Conditions.

#### **i.- Type of coverage included**

This product protects the Renter from liability against the loss and damage to the Vehicle in the event of tire theft or attempted theft, for any amount greater than the Excess amount, for the following combined costs related to: the cost of the tires; and the loss of profit arising from the loss of use and unavailability of the Vehicle while it is being repaired; and in circumstances of: theft of the Vehicle tires with force attempted theft of the Vehicle and/or its accessories.

#### **ii.- Coverage exclusions**

The Renter will be financially liable for the full cost of the damage to the Vehicle if the damage is caused: when the tires are stolen or damaged as a result of the Renter's own negligence; in the event of theft of or damage to personal and/or work-related goods or possessions and any goods being transported in or on the Vehicle.

This product does not exempt the Renter from financial liability for the administrative costs incurred by the Company for record management for the damage or loss arising from tire theft.

#### **iii.- Benefiting from this protection**

To benefit from this protection, the Renter must: purchase the protection; comply with the Local Rental Terms and Conditions regarding the loss or potential theft of the rented Vehicle tires; immediately notify the police of the theft or attempted theft of the tires; notify the nearest pick up station of the reported events, submit the original police report within 24 hours of making the complaint, except in case of force majeure, and under all circumstances before the end of the rental period, along with the original Vehicle keys.

#### **iv. Amount of financial exposure**

If the Vehicle tires are stolen during the rental period as a result of attempted theft, or by acts of vandalism when the Vehicle is parked unattended, and if the Renter has not purchased this protection, then the Renter will be fully liable for the total cost of the loss and damage sustained, as well as for the compensation for loss of profit arising from the loss of use and unavailability of the Vehicle while it is being repaired, calculated according to the daily rental charge, multiplied by the number of days that the Vehicle has been stolen.

The maximum amount to be paid by the Renter will be limited to the Excess amount, provided the Renter has complied with the Local Rental Terms and Conditions and local traffic regulations.



## **8.2.- GLASS PROTECTION**

This protection product applies to any damage to the windshield and rear window glass during normal use of the Vehicle during the rental period. This product will not apply if the damage to the elements mentioned above occurs during a Collision or traffic incident, theft, attempted theft or act of vandalism.

### **i.- Type of coverage included**

If the Renter has purchased this product, he/she will be covered against financial liability for damage to the windshield and rear window of the Vehicle if the damage is sustained during the rental period.

### **ii.- Coverage exclusions**

This product does not exempt the Renter from financial liability for damage to the Vehicle arising from willful acts or negligence committed by the Renter.

Furthermore, this product does not exempt the Renter from liability for the administrative costs incurred by the Company for record management for the loss or damage to the elements mentioned above.

### **iii.- Benefiting from this protection**

To benefit from this protection, the Renter must: purchase the protection; comply with Local Rental Terms and Conditions and all applicable laws and local traffic regulations when driving the rented Vehicle; notify the Company within 24 hours of the occurrence of the incident and, in all cases, before the end of the rental period.

The Renter is also required to submit to the Company a complete and signed accident report, or any other document describing the succession of events (nature of the damage to the Vehicle, location of the incident, dates and circumstances, and any potential witnesses contact details). The Renter may also submit any other document that he/she deems useful to support the accident report.

### **iv.- Amount of financial exposure**

In case of not purchasing this protection, the Renter will be liable for the full cost of the damage to the elements cited above during the rental period within the scope of this protection.

The highest amount to be paid by the Renter will be limited to the Excess amount, provided the Renter has complied with the Local Rental Terms and Conditions and all applicable laws and local traffic regulations.

## **8.3.- HAIL PROTECTION**

This protection product applies to any damage to the Vehicle caused by hail during normal use of the Vehicle during the rental period. This product will not apply if the damage to the Vehicle occurs during a Collision or traffic incident, theft, attempted theft or act of vandalism. The coverage of this product cannot be combined with the Collision protection or the Glass protection.

### **i.- Type of coverage included**



If the Renter has purchased this product, he/she will be covered against financial liability for damage to the Vehicle caused by hail if said damage is sustained during the rental period.

#### **ii.- Coverage exclusions**

This product does not exempt the Renter from financial liability for damage to the Vehicle arising from willful acts or negligence committed by the Renter.

Furthermore, this product does not exempt the Renter from liability for the administrative costs incurred by the Company for record management for the loss or damage to the elements mentioned above.

#### **iii.- Benefiting from this protection**

To benefit from this protection, the Renter must: purchase the protection; comply with Local Rental Terms and Conditions and all applicable laws and local traffic regulations when driving the rented Vehicle; notify the Company within 24 hours of the occurrence of the incident and, in all cases, before the end of the rental period.

The Renter is also required to submit to the Company a complete and signed accident report, or any other document describing the succession of events (nature of the damage to the Vehicle, location of the incident, dates and circumstances, and any potential witnesses contact details). The Renter may also submit any other document that he/she deems useful to support the accident report.

#### **iv.- Amount of financial exposure**

In case of not purchasing this protection, the Renter will be liable for the full cost of the damage to the Vehicle caused by hail during the rental period within the scope of this protection.

The highest amount to be paid by the Renter will be limited to the Excess amount, provided the Renter has complied with the Local Rental Terms and Conditions and all applicable laws and local traffic regulations.

### **8.4.- LOCK PROTECTION**

This protection product applies to damage to the Vehicle for broken door or trunk locks during normal use of the Vehicle during the rental period and when the damage to the Vehicle was caused by a Collision or traffic incident, theft, attempted theft or act of vandalism. The coverage of this product cannot be combined with the Collision protections.

#### **i.- Type of coverage included**

If the Renter has purchased this product, he/she will be covered against financial liability for damage to the Vehicle locks if said damage is sustained during the rental period.

#### **ii.- Coverage exclusions**



This product does not exempt the Renter from financial liability for damage to the Vehicle arising from willful acts or negligence committed by the Renter.

Furthermore, this product does not exempt the Renter from liability for the administrative costs incurred by the Company for record management for the loss or damage to the elements mentioned above.

### **iii.- Benefiting from this protection**

To benefit from this protection, the Renter must: purchase the protection; comply with Local Rental Terms and Conditions and all applicable laws and local traffic regulations when driving the rented Vehicle; notify the Company within 24 hours of the occurrence of the incident and, in all cases, before the end of the rental period.

The Renter is also required to submit to the Company a complete and signed accident report, or any other document describing the succession of events (nature of the damage to the Vehicle, location of the incident, dates and circumstances, and any potential witnesses contact details). The Renter may also submit any other document that he/she deems useful to support the accident report.

### **iv.- Amount of financial exposure**

In case of not purchasing this protection, the Renter will be liable for the full cost of the damage to the Vehicle locks during the rental period within the scope of this protection.

The highest amount to be paid by the Renter will be limited to the Excess amount, provided the Renter has complied with the Local Rental Terms and Conditions and all applicable laws and local traffic regulations.

## **8.5.- EXCESS AMOUNT REDUCTION**

By purchasing any of the Excess amount reduction products, the sum to be paid by the Renter will be limited to the highest Excess amount applied to the purchased reduction.

### **i.- Type of coverage included**

If the Renter has purchased this product, the Excess amount that he/she will be required to pay will be the amount resulting from the reduction.

### **ii.- Coverage exclusions**

This product does not exempt the Renter from financial liability for damage to the Vehicle arising from willful acts or negligence committed by the Renter.

Furthermore, this product does not exempt the Renter from liability for the administrative expenses incurred by the Company for record management for the loss or damage caused by a Collision, tire theft, broken glass, hail damage, broken locks or airbag replacement costs.

### **iii.- Benefiting from this protection**



To benefit from this protection, the Renter must:•purchase the protection; comply with Local Rental Terms and Conditions and all applicable laws and local traffic regulations when driving the rented Vehicle; notify the Company within 24 hours of the occurrence of the incident and, in all cases, before the end of the rental period.

The Renter is also required to submit to the Company a complete and signed accident report, or any other document describing the succession of events (nature of the damage to the Vehicle, location of the incident, dates and circumstances, and any potential witnesses contact details). The Renter may also submit any other document that he/she deems useful to support the accident report.

#### **iv.- Amount of financial exposure**

In case of not purchasing the Excess amount reduction, the Renter will be required to pay the full Excess amount determined for each incident in accordance with the Protection purchased at the moment of renting the Vehicle.

The highest amount to be paid by the Renter will be limited to the Excess amount upon applying the reduction, provided the Renter has complied with the Local Rental Terms and Conditions and all applicable laws and local traffic regulations.

## **9. Fuel**

**9.1** The fuel consumed by the Vehicle during its rental period shall also be borne by the RENTER. **9.2** The RENTER shall refuel the Vehicle with the right type of fuel. In the event of refuel with inappropriate fuel, including the refuel with fuel contaminated with water or other foreign components, the RENTER shall have to pay the expenses related with the transportation and/or repair of the damages suffered by the Vehicle. Furthermore, in such events, the RENTER shall have to pay to PATOCAR the applicable amount pertaining to the loss of profits as a result of the immobilization of the Vehicle in accordance with the provision of article 4.1 (b) of these General Conditions. **9.3** The RENTER shall return the Vehicle with the fuel tank fully loaded. Otherwise, the missing fuel plus an additional charge for the refuel service shall be invoiced to the RENTER in accordance with the Applicable Rates.

## **10. Return outside office hours**

**10.1** If the Vehicle were returned outside the applicable Europcar office hours, the RENTER shall undertake any liability for the damages suffered by the Vehicle until inspected by PATOCAR staff.

**10.2** The vehicle shall be left with all doors closed and the documents shall be kept inside the car.

### **10.3 Return outside office hours at an office**

**Ezeiza Airport Office:** Park the vehicle at Terminal B outdoor parking, and leave the keys at Europcar mailbox located at Terminal B of the airport.



**Puerto Madero Office:** Park the vehicle at Buquebus outdoor parking, located in Av. Antártida Argentina 821, Capital Federal, and leave the keys at Europcar mailbox located in the main hall of the terminal.

**Jorge Newbery Airport Office:** Park the vehicle at parking Norte and leave the keys at Europcar mailbox located in the BQB Líneas Aéreas Stand at Terminal B of the airport.

**Mendoza Office:** Returns shall be coordinated by phone at (+54) (011) 15-5583-2629.

**Bariloche Office:** Returns shall be coordinated by phone at (+54) (011) 15-2817-2863.

**Córdoba Office:** Returns shall be coordinated by phone at (+54) (0351) 15-801-0187.

**Salta Office:** Returns shall be coordinated by phone at (+54) (011) 15-5657-0101.

**El Calafate Office:** Returns shall be coordinated by phone at (+54) (0290) 248-8254.

**Ushuaia Office:** Returns shall be coordinated by phone at (+54) (02901) 425-182.

**Iguazu Office:** Returns shall be coordinated by phone at (+54) (03757)15-317-511.

## **11. Cancellation and No Show Policy**

**11.1** In the event that the RENTER decides to cancel his rental and does so within 48 hours prior to the pick up of the vehicle, PATOCAR will proceed to collect a penalty for late cancellation for an amount of up to EUR 50 (or total rental, in case the amount is less than EUR 50). **11.2** In the event that the RENTER does not appear for the withdrawal of the vehicle, PATOCAR will proceed to collect a penalty for the non-presentation of the passenger with due notice in the amount of up to EUR 95 (or the entire rent, in case the amount is less than EUR 95).