

General Terms and Conditions

Full general terms and conditions are available in all Guerin desks.

- **Cross border policy**

Guerin cars may be driven into any European Economic Community Country and Switzerland, yet, must be returned to a Guerin location in Portugal Mainland. Vehicles cannot be driven into any Eastern Europe or Africa Countries (except Slovenia and Slovakia), as well as other specified in the International Motor Insurance Card.

Guerin Cars may go outside Portugal but must be returned to Portugal Mainland. This product has an additional cost of 73.80€ per rental. If the driver goes abroad without authorization and without payment of this supplement, the driver will be penalized in € 3.00 per km since the beginning of the rental and will be responsible for any damage that may occur to the vehicle.

- **Child seats/ Booster Seat**

Child seats are required by law and must be reserved in advance. This product is only available at airport locations. Guerin places this option available to all customers by paying an additional daily supplement:

Child Seat – daily price of 7.65€ at a maximum of 80€ per rental

Booster Seat – daily price of 6,45€ at a maximum of 60€ per rental

- **GPS**

This extra must be request in advance; Equipment only available in the locations mentioned below and is subject to daily additional charge of 11,07€, up to a maximum of 10 days per rental. In case of loss or damages there will be an excess that it's not covered by SCDW/EXCESS REDUCTION.

Porto Airport, Zona Industrial, Braga, Perafita, Gaia

Lisbon Airport, Álvares Cabral, Prior Velho

Faro Airport, Portimão, Albufeira, Lagos.

Funchal Airport, Funchal Downtown

- **Fuel**

All vehicles are delivered with a full tank of petrol and vehicles must be returned in the same conditions. Clients should leave a fuel deposit of € 150,00. If the vehicle is returned with less than a full tank, in addition to petrol shortage an extra charge of € 30,00 for refuelling service will apply.

- **Driver requirement**

All drivers must produce a valid driver's license, a valid credit card and a prepaid voucher, issued by the Travel Agent.

Licenses should be full, clean and must have been held for at least one year.

Driver's licenses issued in Arabic, Chinese, Greek, Russian, Hebrew or Japanese alphabet only will be valid accompanied by the international Driving License.

- **Minimum age**

The minimum age for all drivers of a Guerin Car is 21 years old, except for car groups G, H, L, N, O and Z, which 25 years of age is required.

- **Young drivers**

Drivers who not fulfil the age requirements (21 years) can drive a Guerin Car. An additional charge will apply, at a daily price of 7.70€ at a maximum of 10 rental days. Although in all cases drivers must have held a driving license for at least one year. Applicable only for car groups MINI, C, P, E, E1 and SUVM

- **Maximum age**

80 Years old.

- **Additional drivers**

Only the renter and other approved persons at the beginning of the rental – additional drivers - are permitted to drive a Guerin Car. By each additional driver will be an additional surcharge of 5€ per day at a maximum of 10 rental days.

- **Deposit**

To all customers are required to place a deposit taken in the form of a credit card imprint, in the value of 300€ recognize by Guerin. The cardholder must be present at the act of pick up the vehicle. Deposit is based on the insurance excess amount and petrol tank, except if they present a "Full Credit" voucher.

The pre-authorization, includes the petrol tank, excess, if the customer does not buy the super CDW and other extras accepted at the counter.

For customer who pays the entire rental at the counter, in addition to the above described also includes the rental value.

- **Voucher Full Credit**

A Full credit voucher cover all the rental costs:

Total of rental days; including additional days and respective extras products accepted by the customer at the counter; damages caused in the vehicle; missing fuel.

The toll service and respective tolls are not cover by full credit. This service is paid locally by the customer.

- **Deliveries and collections**

Guerin Cars must be collected and returned to Guerin rental stations. Deliveries and collections at hotels, villas, etc are on a request basis and subject to availability.

Guerin concede a grace period of 20 minutes in delivery/collection. After that period, there is no return to the place and the car must be returned in one Guerin location. In case of collection, after this grace period will be charged an extra day. This service is not available on weekends.

By each service, an additional charge will apply, variable depending on the distance between the hotel and the Guerin location. For more information please contact with your Key account or consult the information on Complementary Products.

- **One-Way Rentals**

All One-Way inside Portugal Mainland between Guerin stations is allowed and there is an additional surcharge.

All one-way rentals must be requested at time of reservation and are subject to availability and confirmation of Guerin Central Reservation. The supplement is 80€ per rental, to be applied on all car groups, regardless the number of rental days.

- **Out of hours**

Out of hour's service, is applied only at airport locations and are subject to availability and an extra charge for each provided service will apply, in the amount 44,60€. This service is subject to availability and needs Guerin confirmation; however, we only give 1 hour tolerance to pick up the car, after the arrivals flight time. Guerin is not responsible for the fulfilment bookings that do not mention the flight number.

- **Free sell status / stop Sale**

Free sell status applies to all reservations for car groups MINI, C, P, E, E1, J, J1, SUVM, and SUVC

Reservations for the other car groups must be made on a request basis and Guerin will send back the reservation status in 24 hours (working days).

Whenever Guerin determines, the "stop sale" status, will be send a notice via email, and blocked the sales on the B2B and webservice channels.

All the reservations received until this information is sent, are honoured.

- **Policy on special Cars**

For all customers from all points of sale, that make bookings for groups L, G, H & Z, it will be mandatory the following requirements:

- 1 - Two valid credit cards.
- 2 - Return ticket to the country of origin.

- **Minimum rental period**

Minimum rental period is 1 day.

Rental period is calculated on a 24-hour period. After a grace period of 59 minutes an extra day at Guerin Standard Rates will be charged to the customer, as well as the Complementary Products required by the customer.

No rental can exceed 30 days on one rental agreement. A separate voucher must be issued for rentals exceeding 30 days at the same rate of the beginning of the rental.

Charges for the additional days that have not been prepaid on the tour voucher will be charged per the Guerin Public rates.

- **Pack Hours**

Pack Hours offers a free period of 1 hours and 59 minutes after the delivery time previously requested. This extra has a daily price of 3,51€

- **Rates**

All rental days are charged based on the rates in place at the beginning of the rental.

- **Reservations**

All reservations, extensions and cancellations must be sent by e-mail to the Guerin Reservations Centre prior to customer arrival. Reservations also could be made on Guerin website (www.guerin.com.pt), by an allocated login (B2B)

Cars are reserved by group or category only and not by specific make or model. Similar or large cars may be substituted.

Economy Cars with deliver & collection on Guerin locations, within the working hour's period are automatically confirmed.

- **B2B**

By assigning a login, it is possible on the Guerin website to simulate rental costs, make and change booking and check the status of rental agreements.

This tool allows to get immediate booking confirmation, for bookings with free sale groups that have delivery / collection in the Guerin counters.

Reservations on request are pending confirmation, and the partner should check on the site later to verify the booking status.

To get the B2B Login, you should contact your key account.

- **Airport service**

All rentals agreements starting at the airports are subject to an additional surcharge, per rental, on the amount of 29€.

- **Road Tax**

All rentals agreements are subject to an additional daily surcharge of 1.75€ per day, at a maximum of 15 days per rental. In case of long-term reservations, which mean a monthly rental agreement (30 days), this surcharge will be applied at a maximum of 15 days per rental agreement.

- **Toll Service**

Guerin vehicles are fitted with an identifier that allows recognise all the trips made. Ask for TOLL SERVICE at the time of collecting your vehicle. In order to use TOLL SERVICE, the client must present a valid credit card accepted by GUERIN. Toll Service and passages in toll roads must always be payment at the counter (not covered by the voucher). This service has a daily price of 1.85€ at a maximum of 18,50€ per rental.

This equipment is subject to a deductible in case of theft, loss or damage in the amount of 36,90 €.

- **Administrative Fee**

Payment of a Fee in case there are fines or infractions that Guerin has the need to identify the drivers.

- **Wi-Fi**

This extra must be requested in advance; Equipment only available in airport locations and subject to an additional charge, per day at a maximum of 10 days per rental. In case of loss or damages there will be a deductible.

- **Check-In On Line**

Guerin offers the new "Check-In Online" service, which is available on our website. This saves time, can be done anytime and anywhere, just have access to the Internet. If you need more information, please contact your Key Account.

Insurance and Coverage

- **Accidents**

Renter must advise Guerin Car Rental station of any accident within 24 hours of the accident occurring, as well as an Accident Damage Report duly fulfilled with all details of Guerin Driver and the third.

In the event of an accident, renters always have to call the Police authorities and present at the Guerin Car Rental station the respective application.

- **Excess**

If the Guerin rental agreement terms and conditions were not violated, the renter will only be responsible for the excess amounts, as discriminated on the tariffs.

- **Excess Reduction**

This product reduce the excess to 300€ (groups Mini, C & P) and 500€ (other car groups) in case of a breakdown, accident, vandalism acts & tires with the rented vehicle. Is available for a daily price depending on the car group and have a maximum of 15 days.

- **Third party liability insurance**

50 million Euros cover Guerin cars, according to the insurance certificate.

The violation of the Guerin rental agreement terms and conditions or unreported accidents may void this insurance.

This insurance is included on the rates, considering the amount of 1,2375€

- **Collision damage reduction - CDW**

CDR limits the renter's financial responsibility for damage to the rental vehicle. If Guerin rental agreement terms and conditions were not violated, the renter will only be responsible for the applicable excess.

- **Theft protection reduction - TP**

TPR limits the renter's financial responsibility for loss to the rental vehicle. If Guerin rental agreement terms and conditions were not violated, the renter will only be responsible for the applicable excess.

- **Super CDW**

CDW and TP excess amounts can be waived by purchasing Super CDW, which have a daily fee.

The violation of the Guerin rental agreement terms and conditions or unreported accidents may void this protection, as discriminated on Complimentary Products annex to the tariffs.

- **Important Notice**

Guerin coverage options (CDW, TP, Super CDW) do not cover damages observed in roofs, windscreens, all wilful damages and negligence. In these cases, the customer will be liable to all damages caused to Guerin vehicle due to the damages of this notice.

- **ACDW**

This extra protection eliminates liability regarding damages caused in the windscreens. This extra cost 2.50€ per day at a maximum of 15 days.

- **Personal Accidents Insurance (PAI)**

For your protection and as well for the other passengers, this insurance gives you several options, amounts and assurances that allow you to face anything unexpected. Medical Expenses

up to a Maximum of 1.500€ per person and Indemnity per death or permanent disability up to a maximum of 15.000€. This extra cost 6.85€ per day at a maximum of 15 days per rental.

- **Damage Management Fee**

Payment of a Fee whenever there is damages with a value equal or greater than € 61,50 or has not previously subscribed the SCDW.

- **Travel Assistance**

All prices include 24 hour travel assistance, in case of a breakdown or accident with the rented vehicle. This service provides breakdown service or towing of the rented vehicle and or transportation of the passengers to the nearest Guerin rental service centre.

With regards special vehicles, the customers will be transported to the nearest airport service center.

The telephone number for travel assistance is available in the individual contract folder.

Outside the country, Travel Assistance is limited to towing service for the following situations:

1. A damaged vehicle is sent directly to a Guerin Office (in Portugal), and the customers are subsequently transported to the nearest service center within national territory. In case of a special vehicle, the customers will be transported to the nearest airport service center.
2. As for broken down vehicles, if the repair period is up to three days, it is repaired on site and returned to the customer, in case the repair exceeds the three days, the vehicle is sent directly to a Guerin Office (in Portugal), and the customers are subsequently transported to the nearest service center within national territory.

In case of a special vehicle, the customers will be transported to the nearest airport service center.

- **Vehicle Maintenance**

The Customer and the drivers authorized to drive the Guerin vehicle are responsible for correct handling of the vehicle and for complying with the standards of use recommended by the manufacturers. All costs related to repair, maintenance or replacement of oil and fluids that do not exceed the value of €25 will be reimbursed through the presentation of the respective receipt in the name of Guerin, tax payer identification number 501.738.681. Any expenses exceeding the amount abovementioned require prior authorization, which should be requested from Guerin.

- **VAT**

All services, additional protection, franchise charges and Complementary Products include VAT at the legal rate in effect on the date of the transaction.