



# Italy

<b>Currency</b>	EURO
<b>Taxes</b>	VAT 22% per rental, Government Admin Rental Fee (GARS - Government contracts only) 4.03 EUR per day, ITRF - Italy Road Fund 4.60 EUR per day (VAT taxable 6,51 EUR per day) ITAP - Italy Airport Fees 18% per rental (VAT taxable)
<b>Surcharges</b>	Included
<b>Collision Damage Waiver - Theft Protection (included)</b>	"CDW - COLLISION DAMAGE WAIVER Damage Waiver reduces the costs associated with damage of the vehicle subject to the terms and conditions of your rental agreement. An excess amount related to each car category applies. CDW daily rates are 35 EUR or less and excess ranges are 2000 EUR or less depending on car category. In cases of driver negligence or in violation of applicable laws, road regulations of the country where the vehicle is being driven CDW coverage is invalid. In these cases, the renter will incur the entire financial loss suffered by the Lessor. CDW is included in the car rental. "TP - THEFT PROTECTION Theft Protection reduces the renters financial liability in the event of the vehicles theft or fire. In all cases of total or partial theft the customer must contact local police and give a copy of the police report to Enterprise/Locauto nearest location. In any case, TP is without effect when negligence or violation of the applicable laws and/or road regulation of the country in which the vehicle is driven happen. In these cases, the renter will pay the whole financial loss suffered by the Lessor.  CAMPANIA AND PUGLIA REGIONS – (Naples, Bari and Brindisi). In the event of theft or fire occurring in the Italian regions of Campania and Puglia, regardless of the location where the rental has started, when purchasing "Car Body Package" or "Deluxe Package" services, Renter is liable to Lessor for a maximum amount equal to the amount indicated as "theft excess", and in any case for a value not less than € 1,800. Moreover, in case of total theft, Renter will compensate Lessor for the amount corresponding to the full tank of fuel.
<b>Rate/Day</b>	Included
<b>Third Party Liability (included)</b>	Included
<b>Rate/Day</b>	Included
<b>Personal Accident Insurance (PAI)</b>	"PAI - PROTECTION AGAINST INJURIES Protection Against Injuries (PAI) covers the driver in case of injuries or death up to a maximum of 100,000 EUR, health care costs and transfer to a hospital up to a maximum of 10,000 EUR, a daily indemnity for hospitalization up to a maximum of 100 EUR per day (maximum applicable 360 days) and a daily indemnity for cast up to a maximum of 100 EUR per day (maximum applicable 100 days). These daily indemnities are not cumulative. The PAI also compensates for any costs of repatriation of the body up to a maximum of 5,000 EUR. PAI only covers the renter in the case of an accident/event when inside the rental vehicle. "
<b>Rate/Day</b>	TBA
<b>Tire &amp; Windshield Protection (TWP)</b>	N/A
<b>Rate/Day</b>	N/A
<b>Car Body Package</b>	CAR BODY PACKAGE (CBP) eliminates the excess in cases of damage to the body of the vehicle and theft. Car Body Package does not cover damage to lights, glass, tires, rims, wheels and undercarriage of the vehicle, as well as damage to mechanical parts and interior. In case of total or partial theft occurred in the regions of Campania and Puglia, regardless of the location where the rental has started, the theft excess is doubled; when purchasing Car Body Package, Renter is liable to Lessor for a maximum amount equal to the amount indicated as "theft excess", and in any case for a value not less than 1,800.00 EUR
<b>Rate/Day</b>	TBA
<b>Glass and Wheels</b>	GLASS AND WHEELS (GW) eliminates the excess in cases of damage on all the tyres components (tyres, hubcaps, wheel rims), crystals and lights as windscreen, roof (only crystal roof), back window, glasses, lights, indicators and rear-view mirror glass. Glass and Wheels does not cover the body of the vehicle, undercarriage, mechanical parts and interior. Glass and Wheels does not eliminate the theft excess.
<b>Deluxe Package</b>	DELUXE PACKAGE (SCDW) joins the benefits of Car Body Package and Glass and Wheels, offering a complete protection in case of damage or theft. Deluxe Package also covers damage to undercarriage, mechanical parts, upholstery and interior trim of the car. Deluxe Package includes Roadside Assistance.
<b>Traffic/Parking fines</b>	An admin fee of 40.00 EUR (VAT included) applies in case of parking fine or traffic offense.
<b>Roadside Assistance</b>	ROADSIDE ASSISTANCE PROTECTION Enterprise Rental locations do not provide direct Roadside Assistance to the customer. This service is handled by an Italian Roadside Assistance Company (ACI Global) on behalf of Enterprise. This service is available 24/7. Free toll assistance number (only from Italy) 800020670. International assistance number +39 0266165125. Roadside Assistance is provided with the rental in case of mechanical breakdown not due to driver negligence or willful misconduct. Customers have the option to purchase Roadside Plus which includes free towage in case of accident. Roadside Plus is available for an additional charge of 2.83 EUR per day inclusive of VAT and local airport premium location fees. With both Roadside Assistance and Roadside Plus the customer would be responsible for the cost of the towing if breakdown or accident was a result of driver negligence or willful misconduct.
<b>Surcharges</b>	Included
<b>Roadside Assistance Protection Plus</b>	Customers have the option to purchase Roadside Plus which includes free towage in case of accident. Roadside Plus is available for an additional charge of 2.83 EUR per day inclusive of VAT and local airport premium location fees. With both Roadside Assistance and Roadside Plus the customer would be responsible for the cost of the towing if breakdown or accident was a result of driver negligence or willful misconduct.
<b>Rate/Day</b>	EUR 2,83 per day incl. VAT

<b>Renter Requirement</b>	<p><b>"RENTER REQUIREMENTS</b>  <b>DRIVING LICENSE REQUIREMENTS.</b> A valid driving license held for a minimum of one year is mandatory. The driving license must be valid for international use; otherwise the national license must be fully translated by an embassy or by an equivalent authority and must be readable in Latin characters. The photo is mandatory and must be accompanied by a document of identity, always readable in Latin characters, where the home address is indicated. The national license, the translation and the passport must be under the same name and must be produced at the same time.</p> <p>For some car groups (such as special cars with automatic transmission, premium, luxury or minivan) the renter is required to present a second credit card. In this case one of the two credit cards will have to belong to one of the following credit card companies: American Express, Diners or Visa Gold.</p> <p><b>CUSTOMER QUALIFICATION.</b> In the event that the customer does not have the proper requirements for qualification, including in particular: 1. Does not have a credit card in his name 2. Provides a credit card to guarantee an Electron card, a debit card and/or rechargeable 3. The credit card does not cover the deposit and the cost of any additional services 4. Is not in possession of a valid driving license for at least one year 5. Does not have a valid driver's license for international use (for foreign citizens) 6. Is less than 19 years (the minimum age for driving) or has booked a car group not compliant with the company rental age policy. 7. Refuses to provide address and availability details 8. Refuses to provide home's address and e-mail address <b>NO REFUND WILL BE DUE ON THE BOOKING;</b> eventual prepaid amounts will be retained as penalties. Enterprise always reserves the right - at its sole discretion - to ask for a second credit card or to decline the rental when the guarantees offered by the customer are not considered sufficient, or any other major issues make the customer not eligible for rental."</p>
<b>Age Requirements</b>	<p><b>AGE REQUIREMENTS - YOUNG DRIVERS</b>  Mini through Economy car groups are available for 19 years old renters.  Compact, Intermediate car groups are available for 21 years old renters.  Fullsize vans and Standard car groups are available for 25 years old renters.  Luxury car groups are restricted to 27 years old or older.</p> <p>A daily young drivers fee of 31.67 EUR applies to 19-21 years old renters.  A daily young drivers fee of 15.84 EUR applies to 22-24 years old renters.  All fees quoted include VAT and local Airport premium location fees.</p> <p>Young Drivers fee does not apply for Renters aged 25 years or older.</p> <p>There is no maximum age limit to rent in Italy.</p> <p>On completion of the booking, it is recommended to carefully check the local Terms and Conditions.</p>
<b>Payment Policy</b>	<p><b>ACCEPTED CREDIT CARDS</b>  Credit cards accepted - American Express, MasterCard, Visa, Diners Club, Union Pay. (Maestro, bancomat, prepaid or rechargeable cards are not accepted). For Luxury car groups only credit cards will be accepted.  The Card must be in main driver's name only and must have enough available credit limit to cover the deposit amount.</p> <p><b>ACCEPTABLE METHODS OF PAYMENT</b>  All major credit cards are acceptable as well as vouchers. Debit cards and cash are not accepted.</p> <p><b>DEPOSITS</b>  All customers are required to place a deposit taken in the form of a credit card imprint. The deposit is based on an excess amount of 400 EUR and 100 EUR for fuel. Purchasing the Don't worry coverage will result in a lower deposit. The deposit of 500 EUR applies to all customers with the exception of those who purchase the Don't worry package with the total deposit amount set at 100 EUR. "</p>
<b>Deposit</b>	EUR 400 excess and EUR 100 for fuel
<b>Additional Driver</b>	Rental conditions apply to all additional drivers. An additional driver surcharge is applicable to each additional driver at a rate of 7,20 EUR per day for a maximum of 18 days. All fees quoted include VAT and local Airport premium location fees.
<b>Rate/Day</b>	EUR 7,20 per day incl. VAT
<b>Infant Seat</b>	"CHILD SEATS The child seat in Italy is mandatory by law for children up to 12 years or up to 1.5 meters in height. Child Seat fee of 15,92 EUR per day, 63,68 EUR maximum per rental inclusive of VAT. Non return or damage of child seats will result in a penalty of 100.00 EUR."
<b>Rate/Day</b>	See above
<b>Child Safety Seat</b>	"CHILD SEATS The child seat in Italy is mandatory by law for children up to 12 years or up to 1.5 meters in height. Child Seat fee of 15,92 EUR per day, 63,68 EUR maximum per rental inclusive of VAT. Non return or damage of child seats will result in a penalty of 100.00 EUR."
<b>Rate/Day</b>	See above
<b>Child Booster Seat</b>	"CHILD SEATS The child seat in Italy is mandatory by law for children up to 12 years or up to 1.5 meters in height. Child Seat fee of 15,92 EUR per day, 63,68 EUR maximum per rental inclusive of VAT. Non return or damage of child seats will result in a penalty of 100.00 EUR."
<b>Rate/Day</b>	See above
<b>GPS Navigation Device</b>	GPS Global Positioning System is available for 9,91 EUR per day, 178,38 EUR maximum per rental inclusive of VAT. A 250 EUR penalty fee up to a maximum of 550 EUR for a replacement will apply if this equipment is damaged or not returned.
<b>Rate/Day</b>	EUR 9,91 per day, EUR 178,38 max per rental incl VAT
<b>Ski Racks</b>	Ski racks are available for rental at counter at select Italy locations for a daily fee of 10.00 EUR up to maximum 70.00 EUR per rental.
<b>Rate/Day</b>	EUR 10 per day up to EUR 100 per rental

<b>Snow Chains</b>	"SNOW CHAINS (WINTER EQUIPMENT) There is a requirement in certain parts of Italy from November to April to have snow chains in the vehicle or to have winter tires installed on the vehicle. This requirement applies regardless of the current weather conditions. Before you pick-up your car please check if your travel route is subject to this regulation (see <a href="http://www.poliziadistato.it">www.poliziadistato.it</a> < <a href="http://www.poliziadistato.it">http://www.poliziadistato.it</a> > for more information). Snow chains will be provided without any additional cost in all locations from November 15th until April 15th. Throughout the year (excluding period from November 15th until April 15th) snow chains will be available on request with an additional cost of 4 Euro per day (Airport/Railway fees where applicable and VAT included) up to a maximum of 32 Euro per rental. Vehicles equipped with winter tires may be available at the time of rental for an additional fee (please ask staff when you show up to pick up the rental vehicle)."
<b>Rate/Day</b>	From November 15th till April 15th for free, otherwise on request, EUR 4 per day up to EUR 32 per rental incl. VAT
<b>Winter Tires</b>	Winter Tires There is a requirement in certain parts of Italy from November to April to have snow chains in the vehicle or to have winter tires installed on the vehicle. This requirement applies regardless of the current weather conditions. Before you pick-up your car please check if your travel route is subject to this regulation see WWW.POLIZIADISTATO.IT for more information. Snow chains will be provided without any additional cost in all locations from November 15th until April 15th. Throughout the year excluding period from November 15th until April 15th snow chains will be available on request with an additional cost of 4 EURO per day Airport and or Railway fees where applicable and VAT included up to a maximum of 32 EURO per rental. A 100 EUR fee will be charged for lost or damaged snow chains year round. Vehicles equipped with winter tires may be available at the time of rental for an additional fee please ask staff when you show up to pick up the rental vehicle.
<b>Rate/Day</b>	Range between EUR 14,15 and EUR 18,86 per day up to max 15 days rental, incl. VAT
<b>Toll Pass Waiver</b>	N/A
<b>Rate/Day</b>	N/A
<b>Wifi Device</b>	N/A
<b>Rate/Day</b>	N/A
<b>Cross Border Policy</b>	Vehicles can be driven in all countries of the European Union including Norway, Switzerland and the United Kingdom. No additional charges apply for cross border travels. Prior authorization to leave the country with the vehicle is not required. Returning the vehicle in another country without prior authorization will incur in a penalty charge of 2000 EUR plus VAT and surcharges. An administrative fee of 40 EUR plus VAT and surcharges will be charged for tolls and traffic violations.
<b>Oneway rentals</b>	ONE WAY DROPS Domestic one-way rentals among Mainland locations, among Sicily locations, among Sardinia locations and from and to Sicily cost 86.38 EUR per rental; one-way rentals from and to Sardinia to all other Italy locations cost 719.80 EUR per rental; car groups Intermediate SUV, Luxury Wagon are mostly available in Northern and Center Italy locations and in islands. One-ways from these locations to Southern Italy locations (Naples NAP, Bari-BRI, Brindisi-BDS, Lamezia Terme-SUF, Cosenza and Reggio Calabria-REG) are prohibited for Car Groups S (Intermediate SUV), and L (Luxury Wagon). For other car groups one ways are allowed. Should the rental be dropped off at a non-approved rental branch outside of Italy a penalty fee of 2879.20 EUR will be incurred by the renter. All one-way fees quoted include VAT and local Airport premium location fees.
<b>Refueling Policy</b>	All vehicles are delivered with a full tank of petrol and must be returned in the same condition. If the vehicle is returned with less than a full tank; the difference and an additional refueling surcharge of EUR 49,53 will be charged to the renter. All fees quoted include VAT and local premium location fees.
<b>After Hours</b>	"Customers must park the vehicle in the Enterprise parking area in a safe and correct position, apply the mileage and fuel level on the copy of the rental agreement and then bring the vehicle keys to the rental office location and drop them into the drop box which is located in the vicinity of the rental counter together with the contract paper copy. In the case of accident, the customer is required to provide a written report detailing how the accident happened and the information of all parties involved. This report must be dropped into the drop box together with the keys and the contract. Late Arrivals: The rental vehicle will be kept available up to a maximum of 59 minutes after the booking time. A flight number is required to preserve the vehicle availability up to a maximum of 59 minutes after landing time and in any case no later than 1.00 AM for Airport reservations. Pickups outside of rental office hours will incur an out of hour fee of 42.46 EUR per hour up to a maximum of 2 hours. All fees quoted include VAT."
<b>Don't Worry</b>	ONT WORRY Complete Car Protection combines the benefits of Body Protection, Glass and Wheels, Super Theft Protection, and covers damages to undercarriage, mechanical parts, upholstery and interior trim of the car. Don't Worry – Complete Car Protection includes also Roadside Assistance and Protection Against Injuries (PAI). In the event of total or partial theft occurred in Campania and Puglia regions and in Municipality of Catania, regardless of the location where the rental has started, Renter is liable to Lessor for a maximum amount equal to the amount indicated as "theft excess".
<b>Smart Cover</b>	SMART COVER combines the benefits of Body Protection, Glass and Wheels, and Super Theft Protection. In the event of total or partial theft occurred in Campania and Puglia regions and in Municipality of Catania, regardless of the location where the rental has started, Renter is liable to Lessor for a maximum amount equal to the amount indicated as "theft excess".
<b>Body Package</b>	BODY PROTECTION (BP) covers the car body plus the roof (not crystal roof). Does not cover damages to lights, glass, tires, rims, wheels and undercarriage of the vehicle, as well as damages to mechanical parts and interior, total or partial theft.
<b>Securload (VANS ONLY)</b>	Securload (SCL) only covers damages accidentally occurred on cargo compartment, roof and undercarriage. Customer can purchase it separately or combined with one of the other two protections products.
<b>Securvan (VANS ONLY)</b>	Securvan (SCV) completely eliminates theft liability and partially reduces damage liability. Customer always remain entirely liable for damages accidentally occurred on cargo compartment, roof and undercarriage.
<b>Super Securvan (VANS ONLY)</b>	Super Securvan (SSCV) eliminates both theft and damages liability. Customer always remain entirely liable for damages accidentally occurred on cargo compartment, roof and undercarriage.
<b>Delivery and Collection</b>	N/A
<b>Languages Spoken</b>	Italian, English
<b>Driving Side of the Road</b>	Right

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