

RENTAL CONDITIONS AND COMMERCIAL CONDITIONS

Last updated on 16th May 2025

<u>Part 1</u>	Important information about booking and your rental.
<u>Part 2</u>	Important information about optional extras (including additional cover and protection products) and costs related to the rental.

PART 1 - IMPORTANT INFORMATION ABOUT BOOKING AND RENTING

1. RENTAL SUPPLIER	
Who we are	The company that provides you rent-a-car services is Sovial - Sociedade de Viaturas de Aluguer, Unipessoal, Lda, company number and tax number 500276404, with registered office at Av. Severiano Falcão, N. 9, R/C, 2685-379 Prior Velho ("us", "we", "our"). Remember that this company may not be the same company with which you made your reservation.
2. RENTAL REQUIREMENTS	
Booking Information	The Customer must present his/hers reservation number or the reservation confirmation email.
Driving licenses	You must bring a valid driving license with you. If any of the following apply: • your driving license was issued in another European country, • your driving license was issued in a non-European country, or • your driving license was issued in a non-Roman alphabet, such as Arabic, Greek, Russian, Hebrew or Japanese, and we cannot confirm with certainty the details included in the driving license, the driver will also have to provide an international driving license or an official Portuguese or English translation, by a notary, of his driving license. If this applies to you, please contact us (prior to your pick-up date) and we will be happy to confirm if an international license or official translation will be required. We do not accept digital driving licenses. Minimum driving license requirements: Vehicles may only be driven by a person aged 19 years or over or 25 years or over if rented a Premium vehicle (Groups L/K/M/O/N/X) and have held a valid driving license for more than 1 year. If it is not possible to confirm compliance with this minimum period by presenting the driving license, you must provide proof such as: • previous driving licenses; or • a declaration drawn up by the competent authorities declaring that you hold the driving license for the minimum period required.
Pre-authorizations and deposits	Unless otherwise confirmed, the amount of pre-authorization, provided at the time of pick-up of the rental vehicle, is calculated as follows: The rental price of the vehicle* + 200 EUR** <i>*The "car rental price" includes the cost of renting the vehicle and any optional extras</i>

	<i>you have requested, and is calculated at the beginning of the rental based on the expected duration of the rental. For the avoidance of doubt, any amount due in relation to the rental of the vehicle (including any optional extras) will be included as part of the pre-authorization and will be charged to you at the end of the rental (using the card provided for the pre-authorization, unless otherwise agreed).</i> <i>** If you buy our product "Express fuel", we will reduce the value of 200.00 EUR of the amount charged for the product "Express Fuel".</i> The amount of 200.00 EUR is included as part of the pre-authorization, in case we have to charge you at the end of the rental any of the following costs: i. costs to refuel the vehicle (where applicable); ii. additional rental costs in circumstances where you do not return the vehicle or any optional extras at the end of the agreed rental period or do not return it at the agreed return station; iii. any additional costs or fines imposed on you in relation to the use of the vehicle (of which we have been notified, which will include, for example, fines for traffic offences); iv. tolls; v. damage, of which it has been previously informed and/or vi. costs incurred for exceeding applicable mileage restrictions. If the pre-authorization obtained does not cover the costs incurred, we will ask you to make a new payment for the additional amounts due. For certain high-value vehicles, we may require you to provide us with two payment cards for pre-authorization purposes. Where this is the case, this will be confirmed to you when you make a booking. For more information, please contact a member of our team.
Valid form of identification	In addition to your driving license, you must bring: • a non-digital payment card owned by you. For some vehicles, two credit cards will be required in your name; and • ID with recognizable photo and less than 10 years old. Turiscar accepts the presentation of your passport, citizen card, identity card or any other means of official identification. If you don't pass our ID checks and you're a resident of Portugal, you may also need to provide proof of where you live - this could include a utility bill or recent bank statement. If your address appears on your driving license, it will be accepted as proof of residence.

Driver age restrictions	Minimum driver age restrictions Vehicles can only be driven by a person aged 19 years or over or 25 years or over in the case of renting a Premium vehicle (Groups L/K/M/O/N/X) and holding a valid driving license for more than 1 year, cfr. Part 1, Clause 2 above § "Driving Licenses". Young driver supplement If you - or any of the declared drivers - are under 25 years old when you pick up the vehicle, you will be charged a young driver supplement of €7.38 per day for a maximum of 10 days. If you rent the vehicle for a period of more than 10 days, you will only be charged for a maximum of 10 days and you will be covered for the duration of your rental, up to 30 days.
Driving convictions	If a driver has been the subject of traffic offences or fines for: • careless, reckless or dangerous driving; • driving or attempting to drive under the influence of alcohol or drugs; • insurance infractions; • theft/theft or abuse of trust of a vehicle; • driving without a license; • infractions due to lack of information; <u>You will not</u> be able to drive our vehicles.
Security/Credit Checks	Except for identity checks (performed by verifying your ID and payment card), no other security or credit checks are performed.

3. ACCEPTED MEANS OF PAYMENT

Payment methods	The Customer must present a non-digital payment card of his/her ownership, and he must have sufficient funds available to rent the vehicle. Prepaid or digital cards are not accepted. For more information, please refer to the General Conditions of Car Rental ("General Conditions"). We accept: • American Express (except American Express Traveller's Cheque cards) • Diners Cards • Discover Cards • Visa Credit Cards • Visa Debit Cards • MasterCard Credit Cards • MasterCard Debit Cards Turiscar does not accept Maestro cards, Cirrus cards, JCB cards, prepayment cards or any other card not indicated in the list above, even if they have the Visa or MasterCard logo. At some car hire locations, we accept payment in cash, but we will need to carry out additional identity, security, driver's license and credit checks. Proof of address may also be required.
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4. DURING THE RENTAL	
Taking the vehicle abroad	The vehicle can only be driven in Portugal. You are not authorized to take the vehicle abroad or to the Azores and Madeira Archipelago.
One-Way Rentals (with drop-off at another location)	If you wish to pick up and return the vehicle at different stations, an additional supplement of EUR 61.50 will be charged.
Maximum mileage	Many of our vehicles come with unlimited mileage. If a mileage limit applies, it will be confirmed during the booking process and will appear on your rental agreement and in your booking confirmation email.
Mileage deductible	If you exceed the mileage limit, the amount of the applicable surcharge depends on the vehicle, the station and the contracted fare, but you can expect it to apply to <u>each kilometer you travel above the limit</u> . Your mileage allowance will be indicated in your Rental Agreement and in your booking confirmation email.
Returns	The "General Conditions" provide more information on what happens if you wish to extend your rental or if you do not return the vehicle to us as agreed. The late return processing fee €18.45 EUR per day.
In the event of a breakdown caused by the customer's fault (or when the breakdown occurs in an unauthorized country)	In these circumstances, you will be charged a "call" surcharge so that our partners to go out and provide assistance "on the road". This cost will be between 800.00 EUR and 2,000.00 EUR. The administrative surcharge due for accident processing is €36.90.
5. ELECTRICITY AND FUEL COSTS	
Fuel costs - fuel Traditional (diesel or gasoline) and hybrid vehicles	Returning the Vehicle Unless you have agreed on a different refuelling option (see below), you should return the vehicle with the same amount of fuel as you had when you picked it up - usually a full tank - as shown on the factory-installed fuel gauge or automatically registered against connected cars. Turiscar advises the Customer to fill up as close as possible to the return station on the day of the return and to keep the receipt. If the Customer does not return the Vehicle with the same amount of fuel as when he picked it up, and cannot present the receipt for the refueling, he will be charged the amount of the missing fuel, plus a supplement for the refueling service of 18.45 EUR. If the Customer does not use the correct fuel and a tank cleaning is required, it will cost 265.58 EUR. Refueling options Express fuel - this option allows the Customer to pay the amount corresponding to a full tank,

	according to the tank capacity indicated by the manufacturer for the rented vehicle, plus the costs incurred by Turiscar to refuel the vehicle on behalf of the Customer. In this case, you can return the Vehicle with the fuel level that is still in the tank (even if it is virtually empty), as long as the engine is still running. This cost is charged at the average price of fuel at the beginning of your rental period, as indicated in the EU fuel index in http://energy.ec.europa.eu/data-and-analysis_en This option is only available if you have added it as an option at the booking stage or upon request to add it to your rental before picking up the vehicle. If you have requested this option, the respective cost will appear in your rental agreement. However, you will not receive a refund for the fuel you do not spend. Pay at the time of return - If you rent a connected car, you will need to ensure that the vehicle has the same level of fuel as when you picked it up (this is automatically recorded and calculated to the nearest litre). If you are renting a traditional fuel vehicle or a hybrid vehicle, you must ensure that the vehicle has the same quantity as when you picked it up based on the factory-installed fuel gauge rounded down to the nearest eighth (1/8) of a tank (costs are based on the manufacturer's stated fuel tank capacity). We charge the average price of fuel as indicated in the EU fuel index in http://ec.europa.eu/energy/observatory/oil/bulletin_en.htm at the end of the rental period. The price per litre of fuel will be indicated in the rental agreement, plus the refuelling supplement.								
All-electric vehicles	Turiscar charges a fixed amount depending on the battery charge shown on the original battery indicator. This is the "Pay on return" rate. The amounts charged are indicated below: <table> <thead> <tr> <th>Battery charge</th><th>Fixed cost (tax included)</th></tr> </thead> <tbody> <tr> <td>If you return the electric vehicle with 70% battery charge or more*.</td><td>Free of charge.</td></tr> <tr> <td>If you return the electric vehicle with a battery charge between 11% and 69%.</td><td>20,69 EUR</td></tr> <tr> <td>If you return the electric vehicle with 10% battery charge or less.</td><td>36,20 EUR</td></tr> </tbody> </table> <i>* Unless the vehicle has less than 70% battery charge when you picked it up, in which case you must return it with at least the same % battery charge as it had at the time of pick-up so that no additional charges apply.</i>	Battery charge	Fixed cost (tax included)	If you return the electric vehicle with 70% battery charge or more*.	Free of charge.	If you return the electric vehicle with a battery charge between 11% and 69%.	20,69 EUR	If you return the electric vehicle with 10% battery charge or less.	36,20 EUR
Battery charge	Fixed cost (tax included)								
If you return the electric vehicle with 70% battery charge or more*.	Free of charge.								
If you return the electric vehicle with a battery charge between 11% and 69%.	20,69 EUR								
If you return the electric vehicle with 10% battery charge or less.	36,20 EUR								
6. OTHER IMPORTANT INFORMATION									
Non-cancellation	If you do not show up on the day and time stated in the reservation and if you do not cancel the reservation by the day of the reservation, you will be charged a non-cancellation fee of EUR 36.90 .								
Fines	If you commit a traffic offence and Turiscar must process it, you will be charged: An administrative surcharge for each infringement to cover the costs incurred by Turiscar in managing the traffic offence: EUR 30.75								

	and; the amount of the fine imposed - if we have to pay it. E-Toll As of January 8, 2023, all rental vehicles must be equipped with the e-toll device that allows you to drive through tolls without having to stop and pay. This is a mandatory legal requirement, to which the Client adheres, automatically and under the terms of the Law, whenever renting a vehicle, as further described in clause 7 of the General Conditions of Vehicle Rental. For the provision of the electronic toll device and its ticket management service, you must pay the amount of EUR 2.21 per day, up to a maximum of EUR 22.14 per 30-day rental. If the electronic toll device is damaged, lost or stolen, you will have to pay for a surcharge of €30.75. Please note that this service and all toll costs will be invoiced to you upon return of the Vehicle. You will receive your invoice approximately 30 days after returning the vehicle.
Keeping the interior of the vehicle clean	Please note the following: - If the passenger compartment of the vehicle is particularly dirty, stained or smelly, and you are unable to resolve the situation with our normal cleaning procedure, you will be charged a special cleaning service cost of EUR 123.00. - Under the legal requirements currently in force in Portugal, smoking is prohibited in a rental vehicle and there is no obligation to present a sign to that effect. If Turiscar notices an intense smell of smoke inside the vehicle, a special cleaning supplement will be applied.
In the event of an accident	If you do not complete the required accident report form, or if it contains any missing or incorrect significant information, you will be charged an accident processing surcharge of €36.90.
Contact Us	To make a reservation or change a reservation, please contact the Reservations Team: - Email: reservas@turiscar.pt - Fill out the online form available at www.turiscar.pt and click on "Contacts" - Call +351 219492626 To report any issue after the return of the vehicle, the Customer should contact the Customer Support Team: - E-mail: provedor.cliente@turiscar.pt - Call +351 219492626 Telephone lines are available from 08:00 to 20:00 GMT Monday to Friday and from 09:00 to 13:00 GMT on weekends and public holidays. If you call from a Portuguese landline or mobile phone, you can do so for free. Calls outside Portugal are charged as international calls.

PART 2 - IMPORTANT TERMS RELATING TO OPTIONAL EXTRAS WE OFFER

If you have chosen to purchase any of these products (or if they are otherwise included as part of your rental), these will be detailed in your Rental Agreement. You must expressly agree to the costs of these optional extras before they will form part of your rental.

You can find information about the applicable deductibles as well as costs related to additional damage coverage and protection products for each type of car at our service desks or by contacting our Reservations Team.

1. OPTIONAL EXTRAS - ADDITIONAL DAMAGE COVERAGE AND PROTECTION PRODUCTS		
Product	What it is	Price
Damage Waiver (CDW)	The Damage Coverage reduces the amount that the Costumer will have to pay for each individualized incident of damage to the vehicle, caused by collision, acts of vandalism, theft or fire, except in the event of breach of contract, in which case the Client will be responsible for all the damages caused to Turiscar. Excludes damage to the windshield or any other glass - these damages are only covered by contracting Windshield Protection (WDW) or Super Damage Coverage (SCDW).	Included - -
Super Damage Coverage (SCDW)	A deductible reduction product that reduces your damage coverage deductible (including WDW), theft or robbery, to zero (or, if higher, the amount indicated in your Rental Agreement), except in the event of breach of contract, in which case the Costumer will be responsible for all the damages caused to Turiscar.	Between EUR 20.95 and EUR 47.85 per day.
Personal Accident Insurance (PAI)	It covers the driver and occupants of the vehicle and the personal objects that are in the vehicle in the event of an accident. The information must be previously verified with Turiscar, depending on the conditions to be applied by the different insurers.	From 6.89 EUR per day.

Windshield Protection (WDW)	It reduces to zero the amount you will have to pay in case of damage to the windshield or any other glass, unless there has been negligence.	3,01 EUR per day up to a maximum of 45,26 EUR per rental
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Exclusions:

- Only the Customer and/or authorized drivers will benefit from the excess reduction services.
- Accident/Damage/Theft or theft motivated by intent or fraud, negligence, drunkenness, use of narcotics or breach of the contract or law by the Costumer;
- No return of the vehicle keys;
- Damage caused, even if only by negligence, to the upper, lower and interior parts of the vehicle, provided that there is no collision;
- Damage caused to tires due to negligence;
- Damage caused by not using the correct fuel.

2. OPTIONAL EXTRAS - SERVICES	
Additional Drivers	Additional drivers must be approved and specified in the Rental Agreement. No other person is allowed to drive the vehicle. All additional drivers must comply with our age, driver's license and identification requirements, as well as the other Rental Conditions and Commercial Conditions and the "General Conditions". The Costumer will be responsible for all expenses related to himself or additional drivers. It is the Customer's responsibility to ensure that all additional drivers carefully read the terms set out in the Rental Agreement before driving the vehicle. Turiscar charges a supplement for each additional driver authorized to drive the vehicle. The price of the Additional Driver is 5.54 EUR per day. If you rent the vehicle for a period of more than 10 days, you will only be charged for a maximum of 10 days and you will be covered for the duration of your rental, up to 30 days.
Delivery and collection	Some Turiscar rental stations offer a Delivery and Collection Service, in which Turiscar delivers/collects the vehicle, and any optional pre-booked extras, at the place and time requested by the Customer. If the Customer wishes to have the vehicle delivered/collected, they must: - Be a resident in Portugal; - Be present at the drop-off location during the requested/available delivery period; - Bring the necessary documents to rent the vehicle. The Customer will be responsible for the fuel used to deliver/collect the vehicle to him/her. Fuel will be charged at Cash On Return rates - unless you purchase Express Fuel. Learn more: see Part 1, Clause 5. Electricity and fuel costs.

	The vehicle drop-off/pick-up surcharge depends on the location of the rental station and the place where the vehicle is being delivered: • If the drop-off/pick-up location is less than 15 km away from the nearest station providing this service, it will cost 18.45 EUR; • If you exceed 15 Km in distance, it will be added 0.55 EUR per Km. The Customer must inform Turiscar 48 hours in advance if he/she wishes to use the vehicle collection service. The vehicle collection service may be provided with less notice, but this must be confirmed with the rental station or the Reservations Team. The vehicle must be delivered at the place and time agreed in the Particular Conditions, parked properly and in such a way as not to disturb traffic, with the documents stored in the glove compartment and optional equipment in the trunk of the vehicle. If the vehicle, keys, any accessories, documents and optional extras of the vehicle are not on site at the time of collection of the vehicle, you will still be charged the amount for the collection service. In this case, you must schedule a new pick-up, paying the respective supplement, or deliver the vehicle to the rental station. If the vehicle is not collected in the presence of the Customer, the Customer undertakes to accept that the damages' report is prepared by the Turiscar representative without his/her presence. The Customer may take photographs after parking in the indicated place in order to attest to the vehicle's condition, at that moment, before Turiscar. In the event that damages to the vehicle are detected after its inspection, Turiscar will notify the Customer of the damages' report, photographs of the damages and an estimate of the repair costs, following all the other procedures provided for in the Contract.
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3. OPTIONAL EXTRAS - OTHER PRODUCTS

Special equipment

Car seats

We provide seats for babies, children and booster seats.

The baby seat is suitable for babies up to 12 months and weighing less than or equal to 13 kg.

The child seat is suitable for children between 9 months and 4 years old, weighing between 9 and 18 kg and children between 4 and 12 years old, weighing between 15 and 36 kg.

The child seat is usually suitable for children between 8 and 12 years old, weighing between 20 and 45 kg.

At some rental locations, the intervention of a third party may be requested to equip the vehicle with the seat. **However, remember that you are always responsible for checking that the seat is correctly adjusted before you continue your journey.**

The supplement for the rental of a chair costs EUR **6.15** per day.

If you rent the car for a period of more than 10 days, you will only be charged for a maximum of 10 days and you will be able to use the chair for the duration of your rental, up to 30 days.

In case of damage, loss or theft of the chair, you will be charged the respective amount. This is likely to cost between **EUR 20.00** and **EUR 150.00** in addition to the chair rental surcharge.

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Travel Companion Tablet

Turiscar offers a GPS service and unlimited data per day, as well as other useful features you may need when traveling. We provide this service on behalf of third parties - so you will need to read and agree to the separate terms and conditions, which will be signed by you on your device at the time of rental check-out.

The Travel Companion Tablet rental supplement is between **10.00 EUR** and **14.99 EUR** per day, depending on the activated features. If you rent the vehicle for a period longer than 10 days, you will only be charged for a maximum of 10 days and you will be able to use the device for the duration of your rental, up to 28 days.

In some countries, namely Portugal, it is illegal to drive using a mobile phone, tablet or other communication device. It is the Customer's responsibility to drive safely and in accordance with the laws of the country in which they drive.

If the Travel Companion Tablet is damaged, lost, stolen or stolen, you will need to pay its value. This cost is likely to be **EUR 180.00** in addition to the rental supplement. *

If any of the accessories are lost, damaged, stolen or stolen, you will be charged their respective value. This is likely to be between **EUR 5.00** and **EUR 180.00** in addition to the rental supplement. *

USB/Mobile/Universal Car Charger

Available for purchase at selected rental locations at a price of **EUR 11.00** per unit.

	* If you can prove that the damage, loss or theft did not result from your negligence or fault, Turiscar will reimburse you for this cost.
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Thank you for choosing Turiscar