INDEX:

GENERAL TERMS AND CONDITIONS

- **A. CONTRACT CONDITIONS**
- **B. COVERAGE POLICY**
- **C. SUPPLEMENTS AND EXTRA ITEMS**
- **D. MILEAGE AND OTHER CHARGES**
- **E. FUEL POLICY**
- **F. OPENING HOURS**
- **G. DELIVERY AND RETURN**
- **H. CANCELLATIONS, NO SHOWS AND EXTENSIONS**
- **I. CUSTOMER SUPPORT**

ANNEX 1: SPECIFICATIONS FOR ELECTRIC BIKE RENTAL
ANNEX 2: ONE-WAY SERVICES - RETURNS AT OTHER OFFICES
ANNEX 3: DAMAGE MATRIX AND UNCOVERED ROADSIDE ASSISTANCE RATES
ANNEX 4: CONNECTED VEHICLES

A. CONTRACTING CONDITIONS

1. Our rentals are calculated in periods of 24 hours counting from the delivery time scheduled in the reservation. The dates and times agreed in the rental agreement will prevail.
2. For rental periods longer than 28 days, please consult special conditions at **comercial@clickrent.es.**
3. In the event of delay in the return of the vehicle or abandonment of the vehicle, the amount corresponding to the extended period will be charged according to the specific rate published and that the customer has at their disposal for consultation prior extension in **www.clickrent.es/rate or by contacting the reservation center at** +34 971 730 696 , plus a surcharge of €40 per day until the vehicle is recovered by the company, as well as the amount corresponding to the possible damage caused and the expenses caused by the recovery.
4. Early return of the vehicle will not result in any refund.
5. For operational reasons of vehicle inspection, the Lessor reserves the right to replace the vehicle at any time with another of similar characteristics, informing the Lessee in advance.
6. ClickRent reserves the right to cancel the reservation of the vehicle or request a deposit of 4000€ in case of incidents with this or another rental company. Also in the presence of well-founded doubts about the customer's financial capacity due to a history of non-payment or incidents related to the means of payment provided. Cancellation is subject to contractual booking conditions.
7. It is not allowed to rent, or be an additional driver, under 21 years of age or with less than 2 years of experience on the driving licence for all groups with the exception of the categories included in Group 1, where rental and being an additional driver with more than 18 years and 6 months of driving licence will be allowed, by paying the Junior Driver surcharge.
8. It is not permitted to rent, or be added as an additional driver of the vehicles designated as Special Groups in point 17 of this same section A, aged less than 30 years
9. For the categories of Motorcycles, it will be allowed to rent from the age of 18 and a valid A1 driving license or B driving license with an issuance of this older than 3 years.
10. It is not allowed to take the vehicle out of the national territory under any circumstances or embark it on sea trips or ferry, unless the corresponding services have been contracted.

If you wish to travel between the Balearic Islands, it will be necessary to hire the 'Inter-Island Crossing' service. Likewise, border crossing is only allowed to the following countries: Andorra, France, Portugal and Gibraltar, as long as the 'Border Crossing' service has been contracted, both products specified in point C.1. of this same document.

11. It is mandatory to present a nominative payment card, the holder of which must appear as the main or additional driver in the contract. If the payment card is for the additional driver, it requires the purchase of ClickRelax coverage. The expiration of the card must be more than 4 months at the time of signing the rental contract.
12. It is allowed to change the main driver of the booking up to two hours before the scheduled pick-up time of the vehicle.
13. It is not allowed to appear as the main driver of more than one vehicle during the same period. Both the main driver and the additional drivers must be present at the time of delivery.
14. We do not accept payments with Amex, Diners, Maestro cards (or any ECKarte card), prepaid cards, or non-nominative cards. Virtual card payments are accepted. It must appear expressly, either on the virtual card itself or in the same application where it is hosted, the name of the holder and its numbering.
15. A valid driving licence and identity document must be presented in physical format for the collection of the vehicle. A renter who holds a driving licence in non-Latin characters or issued outside the European Union must present a valid international driving licence. Temporary driver's licenses will not be accepted. Any application that the DGT or the Spanish control forces do not recognize or is not official for driving in Spain will not be accepted
16. All prices are expressed in euros and include VAT or IGIC.
17. The models indicated in the bookings are always indicative. A model with similar or superior characteristics will be delivered. The extra items and pre-authorisations linked to the booking will correspond to the group delivered in the event that it differs from the group initially booked.

18. The vehicle categories offered by ClickRent are organized according to the following grouping:

GROUP 1	GROUP 2	GROUP 3	PANELS	INDUSTRIAL GROUP	MOTORCYCLES	BICYCLES
ECO (MCMR), ECO+ (ECMR), E+A (NCAR), A (EDMR), AA (WWTP), HYBA (EDAH)	C (CMMR), D (CDMR), DD (CDAR), E (CWMR), EE (CWAR), B (CFMR), BB (CFAR), ELE1 (MBAE), ELEI (MTAE),M(DDMR)	I (NTMR), EXI (NBMR), A+ (HCMR), AA+ (HCAR), F (IFMR), FF (IFAR), G (SVMR), GG (RVAR), H (PVMR), H8 (FVMR), HH (PVAR), HYBF (IFAH),R5(HCAE)	HH+ (UVAD), J (DTMR), JJ (DTAR), MM (DDAR), N (LTMR), P (WFDD), Q (FFMR), QQ (FFAR), QQ+ (UFAH), RR (OCAR), SS+ (WTAD), P1 (WFAR), P2 (WXAR), T(LDAE) (PPAR),TX(W (UTAR)	X (CKMD), X+ (SKMD), Y (XKMD), Y+ (OXMD), Z (OKMD)	MOT (XYAN), MOT1 (SYAN)	*Specifications in Annex 1 of this document.*

19. It is mandatory that the tenant always carries with him his copy of the rental contract in force for the duration of the same. The "rental receipt" document must be visible on the vehicle at all times. If this obligation is breached, the lessor must assume the penalty and pay the management costs.
20. Smoking is not allowed inside the rental vehicle.
21. Pets are allowed to be transported inside the rental vehicle, provided that a carrier is used.
22. **Any use of the rental vehicle that interferes with the immediate subsequent use of the rental vehicle due to the conditions in which it is found upon return is subject to Special Cleaning or Misuse charges as expressed in the table in section D of this document. This item includes, but is not limited to, items 19 and 20 of Section A of this document.**
23. The translations of these general conditions are merely informative and do not have a legally binding nature in all the detail of their wording, only their Spanish version being valid.
24. In the event that the customer arrives before the time indicated in their booking or their booking is confirmed without a flight number, they must request the transfer service by phone: +34 971 730 696. For bookings with a valid flight number, the courtesy minibus will wait up to 1 hour after the closing time of the office if it occurs after hours, being the responsibility of the customer to notify in case of alteration in arrival and paying the corresponding amount for delivery after hours, specified in section C.2. on hourly surcharges. Bookings with a valid flight number that land later than 1 hour from the closing of the office, will be kept until the next day for delivery during opening hours.
25. Vehicles must be returned to the same office at the previously agreed time. For "airport" type offices, our courtesy minibus will transfer customers to the nearest airport. For your peace of mind and in case of possible unforeseen events, we recommend being in our office 3 hours before the departure of the flight.
26. A valid return flight number will be required at the time of conclusion of the contract. We reserve the right to require the boarding pass and reject those reservations that do not comply with this point.

B. HEDGING POLICY

1. All rates include CDW insurance covering damage to third parties with a civil liability limit of €50 million and damage to the rented vehicle **with the exceptions detailed in points B.4, B.5, B.6, B.7 and B.8** and with a damage excess according to the group and category of the vehicle, indicated in point A 17 of this text, and the following table:

GROUP:	GROUP 1	GROUP 2	GROUP 3	PANELS	INDUSTRIAL GROUP	MOTORCYCLES
Franchise:	1.000 €	1.200 €	2.000 €	4.000 €	1.700 €	200€

Any category not expressly mentioned will be affected by the conditions of the group in which it is alphabetically included.

2. As a guarantee against possible damages, a security deposit (hereinafter, pre-authorisation) is required in the form of a block on the credit card of an amount equivalent to the excess corresponding to the leased category: €1000 for Group 1, €1200 for Group 2, €1700 for Industrial Groups, €2000 for Group 3, and €4000 for Special Groups. **This security deposit excludes management, recovery or other charges unrelated to damage to the rented vehicle, as well as damage not subject to excess.** See final summary table section B.
3. In the event of replacement of the vehicle due to a breakdown or accident, the customer will be required to provide a new pre-authorisation of the amount corresponding to the new vehicle delivered.
4. **Damage caused to the underbody, running boards, roof, interior cabin, hood, keys, lock, tray, antenna, clutch, as well as damage caused by driving on poorly paved or unpaved roads, refuelling with incorrect fuel, loss or damage to accessory elements of the vehicle (such as triangles, vests, child seats, etc.), to entire parts, to the tenant's property, as well as roadside assistance costs, will not be covered in any case by CDW insurance or by the additional coverage contracted.**
5. **Damage caused to the clutch will not be covered under any circumstances. Such damage will be considered a direct consequence of the use and driving of the vehicle during the term of this contract, and will therefore be the exclusive responsibility of the customer.**
6. **Damage resulting from incorrect refuelling or not refuelling is totally excluded and is the customer's total responsibility. Both the cleaning of the tank and the resulting breakdowns, as well as the necessary roadside assistance.**

7. **Roadside assistance, windows and wheels are not included in CDW insurance but can be covered by taking out coverage at the time of contracting.**

8. The basic CDW insurance only includes roadside assistance when the cause is a breakdown of the vehicle not attributable to the customer's use. All other cases are subject to the coverage contracted at the time of making the contract.

9. **Any type of coverage offered by ClickRent SL (ClickRelax, reduced excess, wheels and windows, roadside assistance) does not cover personal injuries suffered by the renter (PAI), nor personal effects left, stored or transported in the vehicle.**

10. At the time of formalising the lease contract, ClickRent offers the contracting of the following complementary services of extra coverage (it is a contractual product of complement to ClickRent and not an insurance contract with an insurance company):

- **Coverage Wheels and windows**. It removes these elements from the list of exclusions of the CDW insurance so that any damage to wheels, rims and windows is covered except for those resulting from negligence, reckless driving or unauthorized use.
- **Excess Reduction Coverage.** It reduces the damage excess to €0 (except for Industrial Groups where it is reduced to €500) and reduces the amount of the mandatory pre-authorisation to €350 **(Except for Special Groups, where it is reduced to €1700 and Industrial Groups where both the pre-authorisation and the excess are reduced to €500)**
- **Roadside Assistance Coverage.**: This roadside assistance service offers a Telephone Service available 24 hours a day which you should call on +34 971 73 06 96 in case of need. Roadside assistance is guaranteed within a maximum of 6 hours for the following reasons: flat tyres, accident or vehicle breakdown due to mechanical failures.

The replacement vehicle service within Spanish territory is subject to availability.

In case of mobility need (as long as the vehicle has been disabled), a total of 45km of taxi is included for the passengers of the vehicle to one of our offices or overnight place. The customer can request reimbursement by presenting a complete invoice for the service, and it is essential that the following information appears:

Date, time, pick-up location, km traveled, total amount and billing details of the company providing the service. Any receipt that does not meet these requirements will not be accepted. Receipts that exceed the indicated km, a refund will be made of the proportional part of the indicated amount of mileage.

The provision of the replacement vehicle and taxi service is excluded from roadside assistance coverage, in cases where the "Border Crossing" product has been contracted outside Spain. In such a situation, the customer will be responsible for arranging their own mobility in the event that on-site repair of the vehicle is not possible. Likewise, failure to contract the "Border Crossing" product will totally exclude roadside assistance coverage, with both their mobility and the costs of repairing and repatriating the vehicle being the sole responsibility of the customer.

Assistance resulting from negligent acts or unauthorized use of the vehicle is expressly excluded, including, but not limited to: driving under the influence of alcohol or drugs, participation in illegal races or any other use of the vehicle contrary to the legal provisions in force.

- **Click Relax Package**. Its contracting means the activation of the three previous coverages, paying only the price of 'Wheels and windows' + 'Excess Reduction'. A mandatory pre-authorisation of €200 will be requested. A pre-authorisation of €1700 is established for special categories and a damage excess of €500 for vehicles of the Industrial Group (X, X+, Y, Y+, Z), regardless of the coverage contracted

	HEDGING PRICES						
COVERAGE	**GROUP 1**	**GROUP 2**	**GROUP 3**	**PANELS**	**INDUSTRIAL GROUP**	**MOTORCYCLES**	SPECIFICATIONS
WINDOW AND WHEEL COVERAGE	10€/day					-	**min. 2 days***
ROADSIDE ASSISTANCE COVERAGE	PENINSULA: 42,90€ /contract -- BALEARIC ISLANDS 32,90€/contract -						-
EXCESS REDUCTION COVERAGE	21€/day	26€/day	32€/day	38€/day	32€/day	15€/day	**min. 2 days***
CLICKRELAX PACKAGE	31€/day	36€/day	42€/day	48€/day	42€/day	25€/contract	**min. 2 days***

***A minimum of 2 days of contracting is established for coverage in contracts issued at the offices of Airports and Train Stations**

	GENERAL TERMS AND CONDITIONS PRE-AUTHORISATIONS (DEPOSITS) AND DAMAGE DEDUCTIBLES AIRPORT OFFICES AND TRAIN STATIONS											
	GROUP 1		GROUP 2		GROUP 3		PANELS		INDUSTRIAL GROUP		MOTORCYCLES	
COVERAGE INCLUDED	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS
NO COVERAGE	1.000 €	1.000 €	1.200 €	1.200 €	2.000 €	2.000 €	4.000 €	4.000 €	1.700 €	1.700 €	500€	200€
WINDOW AND WHEEL COVERAGE	1.000 €	1.000 €	1.200 €	1.200 €	2.000 €	2.000 €	4.000 €	4.000 €	1.700 €	1.700 €	-	-
ROADSIDE ASSISTANCE COVERAGE	1.000 €	1.000 €	1.200 €	1.200 €	2.000 €	2.000 €	4.000 €	4.000 €	1.700 €	1.700 €	350€	200€
EXCESS REDUCTION COVERAGE	350 €	0 €	350 €	0 €	350 €	0 €	1700 €	0 €	500 €	500 €	350€	0€
CLICKRELAX PACKAGE	200 €	0 €	200 €	0 €	200 €	0 €	1700 €	0 €	500 €	500 €	200€	0€

	PRE-AUTHORISATIONS (DEPOSITS) AND DAMAGE EXCESSES IN COASTAL AND BEACH OFFICES									
	GROUP 1		GROUP 2		GROUP 3		PANELS		MOTORCYCLES	
COVERAGE INCLUDED	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS
NO COVERAGE	500 €	1.000 €	700 €	1.200 €	900 €	2.000 €	2.000 €	4.000 €	500€	200€
WINDOW AND WHEEL COVERAGE	500 €	1.000 €	700 €	1.200 €	900 €	2.000 €	2.000 €	4.000 €	-	-
ROADSIDE ASSISTANCE COVERAGE	500€	1.000 €	700 €	1.200 €	900 €	2.000 €	2.000 €	4.000 €	350€	200€
EXCESS REDUCTION COVERAGE	200 €	0 €	200 €	0 €	200 €	0 €	1.700 €	0 €	350€	0€
CLICKRELAX PACKAGE	200 €	0 €	200 €	0 €	0	0 €	1700 €	0 €	200€	0€

** The beach or coast office will be understood as those marked as such on the website as such, without such specification the conditions of the first table indicated in this section will apply.*

11. **In cases of breakdown caused by the negligence of the driver, the full amount of the repair will be charged, as well as elements not subject to excess and broken down in points B.4, B.5, B.6, B.7 and B.8, which may be higher than the blocked amount.**
12. Any coverage will be subject to the customer's compliance with the conditions set out in the rental agreement. These include the obligation to submit the accident report, or failing that, a police report or report, within a maximum period of 48 hours from the occurrence of the incident. Failure to comply with this obligation will result in the automatic exclusion of the coverage contracted, leaving the customer without the right to provide them.
13. Damage caused by the customer **not included** in the contracted coverage will be charged to the card provided according to the table of values of parts, working hours and repair time published in **www.clickrent.es/rate ,** available in ANNEX 3 of this text and previously shown to the customer.
14. **Any coverage contracted from intermediaries does not imply the reduction of the excess or any coverage with ClickRent, being the responsibility of the client to claim from the external company any possible reimbursement of damages.**
15. Any alteration in the vehicle not included in the **Pick up (delivery)** document , as well as a problem in its operation, must be reported to the ClickRent staff before leaving the facilities or place of delivery of the vehicle.
16. Any warning light of the vehicle that comes on during the rental period must be immediately notified to the office or the agreed Roadside Assistance channel, and the lessee will be liable for any damages caused by non-compliance with this obligation.
17. It is forbidden to carry out any type of modification or repair to the rented vehicle without the express consent of ClickRent.
18. Theft Protection (TP) will only apply when the renter surrenders the original set of keys and the original document on the police report of the incident. This refers to the customer's responsibility for the entire vehicle. Glass breakage or damage to the vehicle due to vandalism or attempted theft of personal belongings from the interior are excluded.

C. SUPPLEMENTS AND EXTRA ITEMS:

1. Extra Contractable Items:

GROUP	ARTICLE	PRICE	SPECIFICATIONS
VEHICLE CIRCULATION	**Inter-island traffic**	**110€/contract**	It allows the lessee to travel with the vehicle between the Balearic Islands as well as between the Canary Islands, where there is a Clickrent office, returning the vehicle to the same headquarters where it was collected. **It does not exempt from any payment for damage caused to the vehicle and is independent of the coverage contracted. Circulation to the island of Formentera is totally prohibited.**
	Crossing borders	**€19.99/day (Max. 15 days)**	The acquisition of this product allows you to cross ONLY AND EXCLUSIVELY to the countries included in the following list: **Andorra, France, Portugal and Gibraltar.** Border crossings to countries that are not on this list are not allowed. Crossing borders without the inclusion of this product will result in a penalty by the customer for 'improper or unauthorized use'. Additional penalties can be found listed in section D.2. of these Terms and Conditions. **It does not exempt from any payment for damage caused to the vehicle and is independent of the coverage contracted.**
APPROVED CHILD RESTRAINT SEATS	Group 0+ child seat	10,95€/day	(0-13 kg; 0-15 months)
	Group 1 child seat	10,95€/day	(9-18 kg; 9 months-4 years)
	Group 1 child seat with Isofix system	12,95€/day	(9-18kg; 1-4 years)
	Group 2 child seat	10,95€/day	(15-25 kg; 4-6 years)
	Group 3 child seat	7,95€/day	(22-36 kg; 6-12 years)
CONDUCTIVE SUPPLEMENTS	Additional driver	8,95€/day	Up to 3 additional drivers can be hired per contract in addition to the main one.
	Novice driver	7,95€/day	<25 years of age and/or <4 years of license
	Junior driver	15,95€/day	<21 years of age and/or <2 years of license
	Senior Driver	7,95€/day	>75 years old
MOTORCYCLE EXTRAS	Additional motorcycle helmet	1€/day	
	Motorcycle Lock	1€/day	
EXTRAS VANS	Hand Truck	9,99€/day	Subject to availability. Prior consultation with the delivery/return office is required
SPECIAL DELIVERIES AND RETURNS	Airport Pickup	45€/service	Pre-agreed and prepaid services.
	Airport Drop-Off	45€/service	
	Parking ticket	up to 15€	Applicable only to Airport pick-up services and independent of Airport delivery/drop-off service payment
	Transfers (drop-off/drop-off at hotel or requested address)	€30 / €45 each way depending on distance	Subject to availability. Prior consultation with the delivery/return office is required
OTHER EXTRAS	Beach umbrella	15€/parasol	Subject to availability. Prior consultation with the delivery office is required
	Roof racks	10,00€/day	Subject to availability. Prior consultation with the delivery office is required
	Snow chains	7,95€/day	Subject to availability. Prior consultation with the delivery office is required
	Express Service.	€40.00	Preferential attention at the counter, subject to availability in the office.

2. Hourly surcharges:
   All pick-ups and returns are free of charge during the office's business opening hours, which may vary throughout the year and are previously communicated and displayed.
   Outside these hours, the following surcharges apply, also previously agreed:
   - Night delivery of the vehicle: 55€
   - Overnight return of the vehicle: 55€
   - The business hours of the office are made available to the customer in an updated form on the www.clickrent.es website. If you have any questions, we recommend that you call +34 971 730 696 to request more information before making the reservation.

D. MILEAGE AND OTHER CHARGES

1. Mileage Policy:
   - **Balearic Islands and Canary Islands:** unlimited.

- **Iberian Peninsula:** included at no cost 200 km for each day of rental, with a maximum per contract of 1400kmThe kilometers exceeded the maximum allowed or contracted will be charged upon return of the vehicle. €0.50 per kilometer exceeded.
  Early return of the vehicle will adjust the mileage taking into account the calculation 200km*day of rental (with a maximum of 1400 kilometers per contract)

- Extended mileage package. 80€
  Purchasing the Extended Mileage Package increases the daily limit up to 400km, with a contract maximum of 2800km. This product must be purchased at the time of formalization of the contract.

2. Other charges:

GROUP	ARTICLE	PRICE	SPECIFICATIONS
CLEANINGS	Cleaning normal vehicle use	included	
	Special Cleaning	€150.00	When special cleaning is required derived from stains that cannot be washed with a normal cleaning cycle and/or may be detrimental to the immediate use of the vehicle by the next user. **Smell of tobacco or the presence of ash, sand, pet hair, stains on the upholstery**
	Special cleaning of child seats	€50.00	Cleaning of approved child restraint accessories
	Loss of documentation	€20.00	Due to loss of the technical sheet, registration certificate, insurance policy certificate or electric car charging card.
DAMAGE, BREAKDOWNS AND REPAIRS	Loss or breakage of safety elements	€90.00	vests, triangle...
	Loss or breakage of child seats.	Group 0+ (€180), Group 1 (€100), Group 2 (€100), Group 3 (€50)	
	Damage appraisal cost	€60.00	One-time cost
	Damage to the vehicle not covered by included or contracted coverages	**Annex 4 to this text**	
	Uncovered Roadside Assistance	**Annex 3 to this text**	**Travel prices depending on the distance between the vehicle and the rental office and the type of on-site repair required**
	Loss and breakage of motorcycle helmets/ Dirt	**150€/100€**	
	Loss or breakage of the wheelbarrow	80€	
	Loss or breakage of luminous beacon	**80€**	
PENALTY AND FINE CHARGES	Abandonment of the vehicle	€180.00	It does not include the possible costs generated by the recovery.
	Misuse or Unauthorized Use.	€300.00	Driving without due diligence, drivers not authorised by contract, maritime transport of the vehicle **or leaving national borders without**

			contracting the products indicated for it.
	Fine Management Fee	50€/fine	It does not include the payment of the penalty. ClickRent reserves the right to pass on the payment of the fine in the event of impossibility of identification for reasons beyond the company's control.
	Return of the vehicle to the wrong place	€120.00	It does not include the possible costs generated by the recovery.

All tenants and/or additional drivers will be jointly and severally liable for all the obligations of the rental contract, as well as for drivers not authorised by contract.

E. FUEL POLICY

1. Full-Full Modality: Vehicles are delivered with a completely full tank free of charge and must be returned in the same condition. In case of missing fuel when returned, the amount of this will be charged to the customer, together with a management and refuelling fee: €35
2. Quick Return Modality: The vehicles are delivered with a completely full tank and the amount of this is charged to the customer at the time of formalizing the rental contract, together with the management and refueling fee 35€. Upon the return of the vehicle and once the fuel level has been checked according to the eight-eighths marker, the amount corresponding to the unused fuel will be refunded. The handling and refuelling fee is non-refundable.
3. The contracting of the commercial product "Prepaid fuel" will allow the customer to prepay the amount of the tank and be able to return it completely empty without paying the Refueling Fee. The return of the vehicle with fuel will not generate any payment. The cost of the tank will be marked by the table indicated in point 6. of this same section.
4. Any incident in the condition of the vehicle's tank upon delivery of the vehicle must be reported by the customer before leaving the facilities. No claim will be admitted subsequently.
5. ClickRent's fuel prices for each category are published and updated on **www.clickrent.es/rate**. They do not include the price of the refueling fee. (Average price/yearly*vehicle capacity)
6. The fuel prices in effect at the time of pick-up of the vehicle will apply. ClickRent reserves the right to modify them following the fluctuations of the oil market.

ECO, ECO+, E+A, I, EXI	90€
MOT, MOT1, ELE1, ELEI	21€
A, AA, HYBA, A+, AA+	100€
E, EE, K, KK, F, FF, HYBF	132€
C, SS+, X, X+, D, DD, B, BB, J, JJ, N, MM	126€
G, GG	136€
Q, QQ, W	158€
H, H+, HH, HH+, Y, Y+, Z, T, RR	164€
P, P1, P2, QQ+	189€

F. TIMETABLES

1. For any reservation request and/or query about the delivery or return of the vehicle, it must be done by calling +34 971 730 696 or accessing **www.clickrent.es**
2. For any booking outside office hours, it is essential to provide the valid flight number and contact the branch in advance to arrange the delivery in advance.
3. Delivery of the vehicle is guaranteed in the event of a flight delay as long as the vehicle does not land later than one hour after the office closing time or confirmed booking time.

G. DELIVERY AND RETURN

• In all our offices, the customer can go directly to our facilities at the time scheduled in their reservation, where the contract will be formalized and their vehicle will be delivered. **At the airport offices to pick up the vehicle it is not necessary to wait for the minibus at the airport, the customer can go directly to the office at the time of booking where the delivery of the vehicle will be managed and the contracting process**

will be finalized.

- If you have any questions about our location or opening hours, you can contact +34 971 730 696.
- The vehicle must be returned after the end of the rental period at the same premises as indicated in the contract.
- **One Way.** A supplement is established for all returns at offices other than those of collection. It is a service subject to availability. You can check prices in Annex 2

H. CANCELLATIONS, NO SHOWS AND EXTENSIONS

1. Cancellations sent by email to bookings@clickrent.es at least 24 hours before the scheduled delivery time in the booking will not incur any charge from ClickRent.
2. Cancellations with less than 24 hours' notice will result in the payment of 50% of the total value of the reservation by the client/agency, unless there is a documented justified cause.
3. After 3 hours from the scheduled delivery time in the booking without the customer having picked up their vehicle, ClickRent will declare the booking as a no-show and release the reserved vehicle. Cancellations received with a deadline of less than 2 hours will also be considered as a no-show.
4. Both no-shows and cancellations with less than 2 hours notice must pay 100% of the total amount paid to cover operating costs and loss of profit.
5. **Any extension of a current booking is subject to written confirmation of availability and price by ClickRent.**
    - **All extensions will be made with the ClickRent TGV at the time it is requested.**
    - **Prior request by the client is required 24 hours before the end of the contract**
    - **It requires the signing and payment of the new contract at the company's facilities.**
    - **No more than 3 extensions per rental will be allowed.**
6. In the event of cancellation of the reservation at the request of the client, any bank charge that this operation generates will be passed on by the company.
7. Reservations contracted with the specification of "NON-REFUNDABLE", "NON-CANCELLABLE" may not be modified or cause a refund in case of cancellation, regardless of the time of the request.

I. USER SERVICE

1. For any request for information or modification of the details of your future or ongoing booking, you can request it from **bookings@clickrent.es**
2. If you wish to make any suggestions about the improvement of our services or complaints, you can direct them to **customercare@clickrent.es**
3. If you wish to exercise your data protection rights, you can send a communication to rgpd@grupoxtra.es

ANNEX 1 SPECIFICATIONS FOR ELECTRIC BIKE RENTAL

A. RENT AND PAYMENT:

GENERAL TERMS AND CONDITIONS

1. The customer and holder of the reservation agrees to pay a rental rate according to the rates in force at the time of booking. As well as to meet the following conditions:

    - Present a valid and current identity document
    - Provide contact number
    - Pay the rental fee
    - Pre-authorise a deposit on a credit card

2. The customer, the holder of the documents presented, is the person responsible for the bicycle included in the contract, as well as for the other people who are going to use them.
3. In the case of minors, once they have a guardian or guardian, the holder of this contract immediately declares that he or she is responsible for the minor or minors.
4. The client must leave a deposit of €100 at the time of collection of the bicycle, which will be made by pre-authorisation on the credit card in the name of the holder of the booking. The pre-authorization will be unblocked, once it is verified that the bicycle is returned in good condition.
5. In case of delay in the return of more than 1 hour, the customer must pay the amount of 1 more day.

B.USE OF THE BICYCLE:

1. The customer agrees to use the bicycle responsibly and to abide by applicable traffic and road safety laws.
2. The bicycle must be used only by the customer and may not be transferred, subleased or lent to third parties. Third parties may not be transported on the rented bicycle, except in child seats weighing up to 20 kg. In addition, the customer may not participate in any type of sports competitions or similar situations without prior authorization.
3. The client is recommended to use it in the vicinity of the office. It will be the customer's total responsibility to return the bicycle at the agreed office and time and its return by other means in case of impossibility of return for any reason (breakage, tiredness, road closure, etc.).

4. Care and Maintenance:

    - The customer is responsible for keeping the bike in good condition and making proper use.

    - The customer agrees to return The Bike in the same condition in which it was received, except for reasonable wear and tear due to normal use.
    - In the event of breakdowns, punctures or damage to the bicycle, the repair costs indicated in the following list will be applied:
        - Saddle 50€
        - Wheel 300€
        - Battery 400€
        - Motor: 500€
        - Transmission system 150€
        - Disc brakes 150€
        - Helmet 25€
        - Basket 20€

    Damages that do not appear on this list will be appraised and formally claimed from the client.

5. In case of loss or theft, the customer must pay a penalty of €500, as a non-return of the bicycle.

6. Responsibility:

    ClickRent is not responsible for any injury, damage, loss or theft suffered by the customer during the rental period.

The clauses applicable to the rental of vehicles in the main text will be applicable to matters not specified in this annex.

ANNEX 2. PRICES ONE WAY -RETURN SERVICE AT ANOTHER OFFICE:

'One way' services for returning the vehicle to an office other than the pick-up location: **check availability with the delivery office:**

PENINSULA:

PICK UP	DROP OFF																							
SPAIN MAINLAND	ALICANTE	VALENCIA	MÁLAGA	MADRID	ASTURIAS	BARCELONA	SANTIAGO	BILBAO	SANTANDER	VALENCIA SOROLLA	MALAGA ZAMBRANO	MADRID CHAMARTIN	SANTS	SEVILLA SANTA JUSTA	GRANADA	GETAFE	GANDIA	CASTELLON	MADRID ATOCHA	ZARAGOZA	VIGO	ALICANTE TERMINAL	A CORUÑA	SEVILLA AEROPUERTO	BARCELONA PASEO DE GRACIA
ALICANTE		120 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	120 €	300 €	300 €	300 €	300 €	300 €	300 €	120 €	120 €	300 €	300 €	300 €	90 €	300 €	300 €	300 €
VALENCIA	120 €		300 €	300 €	300 €	300 €	300 €	300 €	300 €	90 €	300 €	300 €	300 €	300 €	300 €	300 €	90 €	120 €	300 €	300 €	300 €	120 €	300 €	300 €	300 €
MÁLAGA	300 €	300 €		300 €	300 €	300 €	300 €	300 €	300 €	300 €	90 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €
MADRID	300 €	300 €	300 €		300 €	300 €	300 €	300 €	300 €	300 €	300 €	90 €	300 €	300 €	300 €	90 €	300 €	300 €	90 €	300 €	300 €	300 €	300 €	300 €	300 €
ASTURIAS	300 €	300 €	300 €	300 €		300 €	120 €	120 €	120 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €
BARCELONA	300 €	300 €	300 €	300 €	300 €		300 €	120 €	120 €	300 €	300 €	300 €	90 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	90 €
SANTIAGO	300 €	300 €	300 €	300 €	300 €	300 €		300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	120 €	300 €	120 €	300 €
BILBAO	300 €	300 €	300 €	300 €	120 €	300 €	120 €		120 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €
SANTANDER	300 €	300 €	300 €	300 €	120 €	300 €	120 €	120 €		300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €
VALENCIA SOROLLA	120 €	90 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €		300 €	300 €	300 €	300 €	300 €	300 €	120 €	120 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €
MALAGA ZAMBRANO	300 €	300 €	90 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €		300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €
MADRID CHAMARTIN	300 €	300 €	300 €	90 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €		300 €	300 €	300 €	90 €	300 €	300 €	90 €	300 €	300 €	300 €	300 €	300 €	300 €
BARCELONA SANTS	300 €	300 €	300 €	300 €	300 €	90 €	300 €	300 €	300 €	300 €	300 €	300 €		300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	90 €
SEVILLA SANTA JUSTA	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €		300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	90 €	300 €
GRANADA	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €		300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €
GETAFE	300 €	300 €	300 €	90 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	90 €	300 €	300 €	300 €		300 €	300 €	90 €	300 €	300 €	300 €	300 €	300 €	300 €
GANDIA	120 €	120 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	120 €	300 €	300 €	300 €	300 €	300 €	300 €		300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €
CASTELLON	120 €	120 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	120 €	300 €	300 €	300 €	300 €	300 €	300 €	120 €		300 €	300 €	300 €	300 €	300 €	300 €	300 €
MADRID ATOCHA	300 €	300 €	300 €	90 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	90 €	300 €	300 €	300 €	90 €	300 €	300 €		300 €	300 €	300 €	300 €	300 €	300 €
ZARAGOZA DELICIAS	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €		300 €	300 €	300 €	300 €	300 €
VIGO	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €		300 €	300 €	300 €	300 €
ALICANTE TERMINAL	90 €	120 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €		300 €	300 €	300 €
A CORUÑA	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €		300 €	300 €
SEVILLA AEROPUERTO	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	90 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €		300 €
BARCELONA PASEO DE GRACIA	300 €	300 €	300 €	300 €	300 €	90 €	300 €	300 €	300 €	300 €	300 €	300 €	90 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	300 €	

Return of industrial groups (cargo vans) and electric vehicles to offices rather than where they were collected. €1500 per contract.

BALEARIC ISLANDS:

PICK UP	DROP OFF										
BALEARIC	PALMA DE MALLORCA	PLAYA DE PALMA	MAGALUF	CALA MILLOR	CALA MANDIA	CALA RATJADA	ALCUDIA	ALCUDIA PORT	PLAYA DE MURO	CAN PICAFORT
PALMA DE MALLORCA		75 €	120 €	120 €	120 €	120 €	120 €	120 €	120 €	120 €
PLAYA DE PALMA	75 €		120 €	120 €	120 €	120 €	120 €	120 €	120 €	120 €
MAGALUF	120 €	120 €		120 €	120 €	120 €	120 €	120 €	120 €	120 €
CALA MILLOR	120 €	120 €	120 €		75 €	75 €	120 €	120 €	120 €	120 €
CALA MANDIA	120 €	120 €	120 €	75 €		75 €	120 €	120 €	120 €	120 €
CALA RATJADA	120 €	120 €	120 €	75 €	75 €		120 €	120 €	120 €	120 €
ALCUDIA	120 €	120 €	120 €	120 €	120 €	120 €		75 €	75 €	75 €
ALCUDIA PORT	120 €	120 €	120 €	120 €	120 €	120 €	75 €		75 €	75 €
PLAYA DE MURO	120 €	120 €	120 €	120 €	120 €	120 €	75 €	75 €		75 €
CAN PICAFORT	120 €	120 €	120 €	120 €	120 €	120 €	75 €	75 €	75 €	

CANARY ISLANDS:

PICK UP	DROP OFF		
CANARY ISLANDS	TENERIFE SUR	TENERIFE NORTE	GRAN CANARIA
TENERIFE SUR		120,00 €	300,00 €
TENERIFE NORTE	120,00 €		300,00 €
GRAN CANARIA	300,00 €	300,00 €	

The return of electric bicycles or motorcycles to an office other than the one where they are collected is not allowed.
Returns of industrial vehicles (cargo van) and electric vehicles at offices other than those of collection: 1500€/ reservation

ANNEX 3 DAMAGE MATRIX AND RATES ROADSIDE ASSISTANCE NOT COVERED

DAMAGE, PARTS AND BREAKDOWNS RATES: **https://assets.clickrent.es/docs/Tabla_Danyos_2024.pdf**

TOWING RATES:

Assistance requested in the territory of Spain:

km	0-25	26-50	51-100	101-150	151-200	>200
Daytime Amount	€96.00	€132.00	€216.00	€288.00	€444.00	80€ departure + 1,50€/km
Nightly amount	€114.00	€150.00	€234.00	€312.00	€474.00	120€ departure + 2€/km
On-site repair	150€+ km according to board					
Taxi	Low budget					
Phone support	30€					

Assistance requested in the territory of Portugal, Andorra, France or Gibraltar:

km	0-25	26-50	51-100	101-150	151-200	>200
Daytime Amount	198,00€	254,00€	366,00€	€477.00	€588.00	142€ departure + 3,00€/km
Nightly amount	€248.00	€326.00	€482.00	€638.00	€794.00	170€ departure + 3,80€/km
On-site repair	150€+ km according to board					
Taxi	Low budget					
Phone support	30€					

ANNEX 4 CONNECTED VEHICLES

1) If you have rented a vehicle with a built-in connection device or "connected vehicle", this addendum forms part of your rental agreement and integrates the general terms and conditions. The voluntary rental of a connected vehicle implies the acceptance of both the connection and the transmission, use and processing of personal data, so we recommend that you carefully read its content as it is of interest to you.

Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016, (General Data Protection Regulation, GDPR) and Organic Law 3/2018, of 5 December, on the Protection of Personal Data and Guarantee of Digital Rights (LOPDGDD), establish the legal framework of reference that develops the fundamental right to the protection of personal data. As a lessee of a connected vehicle, we provide you with this Addendum in order to inform you of the specific impact on the protection of your personal data, considering that Article 8(1) of the Charter of Fundamental Rights of the European Union and Article 16(1) of the Treaty on the Functioning of the European Union establish that everyone has the right to the protection of data of a personnel that concern him.

2) The vehicle rented from CLICK & RENT is enhanced with a device attached to the battery, with a tab for each terminal, making it a connected vehicle in order to offer a higher quality and safer service for the customer. The device and the associated technology collects information on both technical aspects and geolocation that will be used and processed by Click & Rent for the exclusive purpose of executing this contract, both by itself and transferred to third parties for the same purpose, such as the vehicle manufacturer, service providers such as towing trucks, insurance companies and others. the public administration and the State Security Forces and Corps.

The incorporation of a connection device is motivated by taking advantage of the advantages that the new technology brings to the market and has the sole purpose of offering a better quality service to the customer, safer, simpler and more comfortable for the user.

3) DEFINITION OF CONNECTED VEHICLE: A connected vehicle is a standard vehicle on the market to which Click & Rent has attached a connection device attached to the battery that will allow Click & Rent to remain telematically connected to it at all times and have its location in real time, record information on the accelerometer, geolocation and G-force of the vehicle, and make reports on speeding, damage and accident reports, refueling and inventory.

4) While you are using our connected vehicle as a renter, we will process and use the data obtained as your Customer Personal Data, in full compliance with current legislation and in accordance with the conditions set out herein.

You should be aware that some data may be collected even if the vehicle is turned off.

5) DESCRIPTIVE TABLE OF DATA/TECHNOLOGY AND PURPOSE.

Device	Technology	Purpose
Quelink device GB100MG attached to the vehicle's battery	GPS geolocation system and 3-axis accelerometer sensor	- Maintain vehicle safety conditions. - Provide a higher quality of service by autonomously adjusting mileage and fuel reader to detail. - Record vehicle performance. - Record damage and accidents that occurred to the vehicle. - Registering unauthorized manipulation of the vehicle. - Registering unauthorized uses, such as boarding the vehicle, leaving the permitted territory, use on unpaved roads. - Log unauthorized disconnections from the locator device - Record high mileage excesses.

6) The data collected will be used during the time of execution of the contract and will then be kept for processing for the time necessary to achieve the purpose sought with each of them. However, once the contract has been terminated and those that have been necessary have been used, all the data collected will remain on standby during the limitation periods associated with each of the possible problems (civil, criminal, administrative or any other legal regime), unless they have been transferred due to the filing of any claim, legal action or claim both ex officio and at the request of a party.

7) You are absolutely prohibited from using, using, collecting or consulting any data that a previous customer has collected in the vehicle.