

# Important Customer Information

Valid as of 1 July 2010 (No. 28)

Any amounts quoted are inclusive of 19% VAT (net amounts in brackets) except insurance sums and premiums as well as damage claim.

This information sheet as well as the printed matter "Just in Case: The Safety Plus Package!" mentioned herein are legally binding parts of the Rental Contract. In case of any contradictions the Rental Terms shall prevail and afterwards the Important Customer Information.

**VEHICLES:** Our vehicles are classified in vehicle groups. Reservations will be confirmed only for a group, not for a specific type of vehicle. We also regret not to be able to confirm individual models and/or vehicle details.

**MOTOR VEHICLE LIABILITY INSURANCE:** Each Avis vehicle registered in Germany is covered by motor liability insurance as follows: €50 million per accident for personal injuries, property damages, and consequential losses, but limited to €8 million per person in case of personal injuries. With regard to foreign Avis vehicles the German minimum amounts of cover shall apply within Germany; abroad the respective foreign provisions shall apply.

**BASIC RATES/RENTAL CHARGES:** Rentals will be calculated on the basis of time, i. e. always per commenced time period, and - with regard to certain rates and cases - also per kilometers driven. A full rental day will be charged on the basis of each commenced 24-hour period after commencement of the rental contract. The **Basic Rate** includes costs for oil consumption, maintenance, wear and tear, and the motor vehicle liability insurance. The Basic Rates vary depending on the vehicle group and the market situation. In addition, a Registration Fee covering the cost of registering and deregistering the vehicles including radios will be charged separately at a daily rate of €1,25 (€1,05) up to a maximum of €25,00 (€21,01). The respective **Rental Charge** consists of the Basic Rate and the **Registration Fee**. Our Avis stations will be pleased to inform you about the different rental charges.

**FUEL COSTS:** The cost of fuel is at renter's expense. Please ask for the current terms of our refueling service available at the Avis station.

**METHOD OF PAYMENT:** In addition to an Avis charge card, we accept any other internationally accepted credit card. In case of cash payment (not possible for categories Executive and higher) we require a deposit amounting to the estimated rental charges plus additional cost, at minimum €150,00, as well as a legitimization by your EC card. Upon your request we will be pleased to inform you about the special credit card requirements for the categories Executive and higher. Please also inform yourself about our rental terms for a replacement vehicle.

**MINIMUM AGE:** Renter and each driver of an Avis vehicle must be at least 21 years of age - 18 years for category Economy and 25 years for category Prestige (exceptions possible for rentals of replacement vehicles or rentals under a business customer agreement already entered into with Avis). The minimum age for renting a Porsche vehicle is 25 years.

**DRIVER'S LICENSE:** In principle, a driver's license is required that proves a class 3 permit (former German classification) or the permit B under the EU-classification issued at least 1 year ago - 1/2 year for category Economic - (exceptions possible for rentals of replacement vehicles or rentals under a business customer agreement already entered into with Avis). For a Porsche vehicle, the license must have been issued at least 3 years ago. A foreign driver's license will be accepted if it is presented either in the original or in a certified translation, if it is legible in Roman letters, and if corresponding to the above requirements. An International Driver's License is accepted only together with the national driver's license.

**ADDITIONAL DRIVER:** With the renter's consent, the vehicle may also be driven by the members of his/her family, in case of a rental under of business customer agreement already entered into with Avis also by the authorized staff of the business customer, or by other drivers listed on the rental agreement with their full name at renter's request. Whenever the vehicle is to be driven by one or several additional drivers as mentioned above, we will charge an **Additional Driver Fee** of €17,00 (€14,28) per rental day and per rental contract, up to a maximum of €119,00 (€100,00).

**ACCESSORIES FOR CARS/EXTRA EQUIPMENT FOR TRUCKS+VANS:** Subject to prior reservation and availability, we will be glad to make e.g. roof racks, baby seats, snow chains, house moving boxes, stowing blankets, etc. available to you. Please inquire for fees at any of our Avis stations.

**RESERVATION/CANCELLATION:** In principle, you can cancel your booking free of charge at any time up until the time of rental. Excepted are selected categories (Porsche, Vans). For these categories a cancellation of booking is free of charge only 24 hours **prior** to rental. If you do not cancel your booking before the reservation date and time shown in your booking up and fail to pick up your vehicle within 24 hours from that time, a non-cancellation fee of €47,50 (€40,00) will apply, respectively for Porsche €95,20 (80,00).

**OUT OF HOURS SERVICE:** Rentals outside of normal office hours are offered on request at selected locations. An additional charge of max. €35,00 (€29,41) applies for this service.

**DELIVERY/COLLECTION:** On request and except for cash payments, we offer to deliver and/or pick up your rental vehicle during business hours of the Avis station to/at the location indicated by you. The charge will be €32,00 (€26,89) per trip within the city limits of the respective Avis station. For out of town delivery/pick up service the previously agreed **Fee** shall apply. In case you are not available at the agreed location and time when we arrive, we will charge a **Fee** of €32,00 (€26,89) for each vain attempt.

**SERVICE SURCHARGE:** An additional 20% **Service Surcharge** will apply to the total rental net charges at airports and railway stations plus 19% VAT.

**VEHICLE RETURN:** : If a vehicle is not to be returned to our Avis stations during business hours, you must expressly agree upon a different time or location (e.g. hotel) with us. In the event you do not comply with this, the rental contract will automatically be extended until Avis has regained immediate possession of the vehicle, this shall also apply in case of a damage of the vehicle. If the vehicle is returned at a different location than the one agreed in the rental contract, we charge a Fee of €30,00 (€25,21) - if applicable - in addition to the additional rental charge pursuant to Section 13, 2nd paragraph of the Rental Terms as a compensation for the rearrangement expenses incurred hereby. This provision shall only apply within Germany; if the vehicle is returned abroad, higher costs will incur. Porsche cars may in any case only be returned to our Avis stations and only during business hours.

**ONE-WAY RENTALS:** An additional national One Way Fee in the amount of €15,00 (€12,60) will apply within Germany. A one-way rental within the city limits is exempt from this fee. Please ask for the terms of one-way rentals abroad.

- continued overleaf -

# AVIS

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harder.

**NO ENTRY CLAUSE:** : It is prohibited to take the vehicle into those countries into which travel is generally not allowed by Avis or which have been declared closed by Avis for certain vehicle brands or types. Porsche cars may for example only be driven in Germany, Austria, and Switzerland.

**LEGAL RULES FOR VANS/TRUCKS:** Please pay attention to using the tachograph (diagram disc) at all times as well as to observe the Law on Road Haulage, and to the cargo documents, if any.

**LIABILITY/LIMITATION OF LIABILITY I:** You shall be liable for all damages to the rental vehicle or its loss pursuant to Section 9 of the Rental Terms plus a lump sum **Processing Fee** of €39,00 and any additional costs if incurred. This Liability can be reduced to a certain deductible per damage event according to the tables below by concluding either the :

- O Limitation of Liability I for all damages including vehicle theft (CDW) or the
- O Limitation of Liability I only for vehicle theft (TP).

Category		Maximum Damage Risk	Daily Fee for Reduction of Renter's Liability to €850,00 (Categories Economy to Station Wagon), €1.050 (Categories Executive to Passenger Van) and Porsche €1.500,00			
			CDW		TP	
		€	€		€	
Economy	Manual	18.000,00	27,00	(22,69)	9,00	(7,56)
	Compact & Station Wagon	26.000,00	27,00	(22,69)	9,00	(7,56)
Standard	Manual/GPS Navigation	26.000,00	29,00	(24,37)	9,00	(7,56)
	Manual	26.000,00	29,00	(24,37)	9,00	(7,56)
Station Wagon	Automatic	28.000,00	32,00	(26,89)	9,00	(7,56)
	Manual	30.000,00	29,00	(24,37)	10,00	(8,40)
Executive	Manual	32.000,00	32,00	(26,89)	10,00	(8,40)
	Manual/GPS Navigation	50.000,00	34,00	(28,57)	10,00	(8,40)
Luxury	Automatic/GPS Navigation	50.000,00	35,00	(29,41)	11,00	(9,24)
	Automatic/GPS Navigation	60.000,00	37,00	(31,09)	11,00	(9,24)
Prestige	Automatic/GPS Navigation	102.000,00	37,00	(31,09)	12,00	(10,08)
Large People Carrier	Manual	45.000,00	35,00	(29,41)	12,00	(10,08)
Passenger Van	Manual	40.000,00	37,00	(31,09)	12,00	(10,08)

Vehicle Group Vans	Maximum Damage Risk	Daily Fee for Reduction of Renter's Liability to €850,00 (Categories Small and Medium) and €1.100,00 (Category Large)			
		CDW		TP	
	€	€		€	
Small	38.000,00	23,00	(19,33)	11,00	(9,24)
Medium	41.000,00	26,00	(21,85)	12,00	(10,08)
Large	61.000,00	29,00	(24,37)	12,99	(10,92)

**RENTERS UNDER THE AGE OF 25:** For this age group under 25, the purchase of CDW is mandatory for renting an Avis vehicle. In addition, a **Risk Surcharge** of €11,90 (€10,00) per rental day up to a maximum of 10 days will be charged (exceptions possible for rentals of replacement vehicles or rentals within the scope of a business customer agreement already entered into with Avis).

**LIMITATION OF LIABILITY II:** For certain rates and for all vehicle groups except category Prestige we would like to give you the possibility to reduce your deductible to the remaining amount of €100,00 for cars, respectively €150,00 for vans of categories Small and Medium, and €200,00 for vans of category Large, which is a Non Waivable Amount (Non Waivable Excess/NWE), by choosing the **Super CDW/TP** waiver according to the above tables. The **additional fee per day** is €15,99 (€13,44) for cars of categories Economy up to Standard and Station Wagons, for cars from category Executive and higher €19,00 (€15,96), respectively €20,00 (€16,81) for vans of categories Small and Medium, and €25,00 (€21,01) for category Large.

**LAPSE OF THE LIMITATION OF LIABILITY:** In this respect please observe the provision on the lapse of the limitation of liability in Section 11 of the Rental Terms.

**TRAFFIC OR CRIMINAL OFFENSES:** According to Section 9, 3rd paragraph of the Rental Terms, renter is fully responsible for all consequences of such behaviour and is liable towards Avis for any **fees and costs** resulting therefrom. As a compensation for the administration effort Avis will additionally charge a **Handling Fee** TCO of €15,00 (€12,60) per case.

**EXTENDED PERSONAL ACCIDENT INSURANCE:** On renter's request, renter can be included in a policy by Chartis Europe S.A. insurance company covering the following risks, depending on renter's choice of one of the two possible alternatives: Death, disablement, rescue and assistance costs, damage or loss of baggage, contingent travel and accommodation expenses, loss of keys. Either simple coverage (Avis short term "PAI") at a daily rate of €6,00 per vehicle or increased coverage ("Super PAI") at a daily rate of €9,00 per vehicle may be obtained. Due to being direct insurance premiums of the renter these amounts are not subject to German VAT. For further information about the insurance sums and other conditions please ask your Avis station.

**SAFETY PLUS PACKAGE:** With a price advantage of €5,00 (€4,20) per rental day for all vehicles except category Prestige offer maximum protection in the following combination: **Avis Super CDW with zero deductible in addition (even for renters under the age of 25) + Chartis Europe S.A. Super PAI + legal expenses insurance by ROLAND Rechtsschutzversicherung of the insurance company ROLAND.** All this only at a daily fee of €23,99 (€21,60) for cars respectively €28,00 (€24,97) for vans of categories Small and Medium and €33,00 (€29,17 for category Large. All prices are in addition to the basic CDW charge according to the vehicle group. For details, please see our special flyer "Just in case: The Safety Plus Package!".

**24 HRS. HOTLINE:** In case you get involved in an accident, a break-down, or a similar situation - please contact your next available Avis station immediately. Should this be impossible, we are available 24 hours a day at the telephone number 01805 / 88 22 99 (€0,14 (€0,12) per minute tariff on the German landline network, mobile tariffs max. 0,42 € per minute). From abroad please dial +49 (0) 1805 / 88 22 99.

Please also observe the Terms and Conditions of the Rental Contract, the No Entry Clause, the Rental Terms and the printed matter "Just in case: The Safety Plus Package!"

Please note possible variations at individual Avis stations in Germany. These are specifically pointed out in the respective Avis stations.

In case of doubt, the German text of all publications shall be legally valid.

