

RENTAL TERMS AND CONDITIONS

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Table of contents

1	BOOKING THE GOLDCAR VEHICLE	5
1.1	Who can rent a Goldcar vehicle?	5
1.2	Who is allowed to drive the vehicle?	5
1.3	How to make a booking?	5
1.3.1	Which vehicles can I rent?	6
1.3.2	Can I book a vehicle on a third-party website?	6
1.4	What means of payment are accepted?	7
1.5	What is the breakdown of my rental price?	8
1.5.1	The base price	8
1.5.2	The options you can subscribe to	8
1.6	Is a security deposit required?	8
1.7	Can I cancel my booking?	9
1.8	Can Goldcar cancel my booking?	9
1.9	Can I make changes to my rental?	10
1.10	What is the duration of the contract?	10
1.11	Can I extend my rental?	10
1.12	Events beyond our reasonable control	11
2	RETRIEVING THE GOLDCAR VEHICLE	11
2.1	What documents do I need to present to retrieve the vehicle?	11
2.2	When and where can I retrieve the vehicle?	12
2.3	What happens if I am late to retrieve the vehicle?	13
2.4	What happens if the vehicle is not available?	13
2.5	Will the vehicle be inspected before departure?	13
3	USING THE GOLDCAR VEHICLE	14
3.1	How do I look after the vehicle?	14
3.2	What are the prohibited uses of the vehicle?	14
3.3	Can I drive outside the country where the vehicle was retrieved?	15
3.4	Can I make a crossing with the vehicle?	15
3.5	Who is responsible for tolls, parking and fines?	15

RENTAL TERMS AND CONDITIONS

3.6	What happens if I exceed the mileage limit?	16
3.7	What happens if I breach my contractual obligations?	16
4	CLAIMS: BREAKDOWNS, ACCIDENTS, DAMAGES, THEFT OR LOSS OF THE GOLDCAR VEHICLE	16
4.1	Do I receive assistance during my rental?.....	16
4.1.1	Assistance services	17
4.1.2	Claims	18
4.2	What should I do in the event of a claim (breakdown, accident, damage, theft or loss of the vehicle)?	18
4.2.1	Specific provisions for each type of claim.....	19
4.2.2	Exclusions	19
4.2.3	Mechanical breakdown of the vehicle.....	19
4.2.4	Replacement vehicle.....	20
4.3	What is a deductible?	20
4.4	How do compulsory insurance and additional covers limit my financial liability?	20
4.4.1	Third party liability insurance	20
4.4.2	Goldcar's Basic Cover.....	21
4.4.3	Additional covers	21
4.5	In which cases do I lose the benefits of the additional covers?.....	21
5	RETURNING THE GOLDCAR VEHICLE	21
5.1	When and where to return the vehicle.....	22
5.2	Can Goldcar require me to return the vehicle before the end of the rental period?	22
5.3	What happens if I am late or if I do not return the vehicle?.....	22
5.4	What happens if I return the vehicle early?	22
5.5	What happens if I return the vehicle to a location other than the agreed Goldcar station?.....	23
5.5.1	Dropping off the vehicle in another Goldcar station	23
5.5.2	Abandoning the vehicle	23
5.6	GPS tracking of the Goldcar vehicles	23
5.7	What fuel or battery level must the vehicle have when I return it?	24
5.7.1	Fuel	24
5.7.2	Electric vehicles	24
5.7.3	Hybrid vehicles	24
6	DAMAGE EVALUATION PROCEDURE	25
6.1	How is the return inspection made?	25
6.2	What happens if no damage is found?	25

RENTAL TERMS AND CONDITIONS

6.3	What happens if damage is found with the agent?.....	25
6.4	What happens if the inspection is carried out by the agent himself ?	26
6.5	6.5 What damage will I not be billed for?.....	26
6.6	How can I dispute the damages I have been billed for?.....	26
6.7	Can I reclaim personal effects left in the car?.....	27
6.8	What fees may Goldcar charge me for?	27
6.9	When and how will I receive my invoice?.....	27
7	DISPUTE RESOLUTION	27
7.1	How do I contact Customer Service?.....	27
7.2	Dispute resolution	27
7.3	Consumer mediation	28
7.4	Applicable law and jurisdiction	28
8	MISCELLANEOUS	28
8.1	Modification of the Rental Terms and Conditions by Goldcar	28
8.2	Terms autonomy	29
8.3	Code of Conduct	29
8.4	Vehicle ownership.....	29
9	PERSONAL DATA - GDPR	29
9.1	Complaints about your personal data.....	30
9.2	Opposition to cold calling	30
10	Annexe. Light damages price list - France * (*excluding Beauvais airport and Brest airport station)....	31
	Tarifs Guide	35

RENTAL TERMS AND CONDITIONS

Goldcar France SARL, is a limited liability company with a capital of 8 601 000 euros, with its registered office at 62 Avenue Emile Zola, Bâtiment A – 92100 Boulogne-Billancourt, France. It is registered under number 751 805 649 (RCS de Nanterre)

You are about to rent a vehicle from Goldcar.

The Rental Agreement where the vehicle is retrieved, the booking confirmation email and these Terms and Conditions together with their appendices jointly constitute the "**Contractual Documents**". They set out the obligations of the parties. You should read them carefully in order to understand the scope of your rights and obligations.

In the event of any contradiction between these documents, the Rental Agreement takes precedence over all other documents.

The Rental Agreement (hereinafter "**Contract**") summarizes the specifics of your booking, such as the vehicle's characteristics, the rental duration, the pick-up and return location, the accessories and options purchased and the detailed price of your booking. By signing the Contract, you unequivocally accept the Contractual Documents and acknowledge that they bind you.

Before signing the contract, you can obtain a free booking **quote** from the Goldcar website or at the station's counter. It summarises the features of the rental you have searched and selected. The quote is valid for thirty (30) minutes only. After this period, Goldcar can no longer guarantee the prices shown on the quote, nor the availability of the vehicle.

The basic price always includes :

- Vehicle hire ;
- Third-party liability insurance ;
- Basic cover, which includes the Collision-Damage Waiver (CDW) and Theft Waiver (THW) protections ;
- Flat-rate mileage (when applicable) ;
- Roadside assistance ;
- The environmental contribution tax, the amount of which depends on the category of vehicle.

The prices listed in this document include all applicable taxes euros.

Depending on the information you enter, additional charges may automatically be applied to your booking:

- Airport surcharges are applied when you collect the vehicle from a Goldcar station located in an airport. It amounts to 15% of the total price of your rental, plus VAT.
- The young driver surcharge for each driver who has held their driving license for less than four (4) years and/or who are less than twenty-five (25) years old. The amount varies depending on the vehicle category, as detailed in *Article 2.1 "What documents do I need to present to collect the vehicle?"*

RENTAL TERMS AND CONDITIONS

1 BOOKING THE GOLDCAR VEHICLE

1.1 Who can rent a Goldcar vehicle?

 Any **natural person** who is legally capable of entering into a contract, who is not on an international sanction list and who has held a valid driving licence for at least one (1) year may rent a vehicle from Goldcar. *The minimum period of possession of a driver's license and the minimum age requirements may vary in each country. Please read the Local Rental Terms and Conditions of the rental country to get more information.*

1.2 Who is allowed to drive the vehicle?

 You, the person booking the vehicle, are **the main driver** and the payer of the rental.

 You may designate up to three (3) persons authorized to drive the vehicle (hereinafter the “**Additional Drivers**”). They are expressly designated in the Contract. The Additional Drivers must comply with the same requirements as You (*as detailed in Article 1.1 3 Who can rent a Goldcar vehicle ?*”), and must present their licence and an identity document in the conditions detailed in Article 2.1 “*What documents do I need to present to retrieve the vehicle?*” when you retrieve the vehicle.

You must ensure the Additional Drivers comply with the Contractual Documents. You are liable for their actions and for the damages and costs they cause.

Only those whose names appear on the Contract may drive the vehicle. You cannot authorize any other person to drive the vehicle, which would constitute a breach of your contractual obligations and would expose you to the consequences detailed in *Article 3.7 What happens if I breach my contractual obligations?*.

You must have held a **driving licence** for at least one (1) year to hire a Goldcar vehicle in France and you must be twenty one (21) years old, according to the following categories :

Vehicle Category	Minimum licence requirement (from obtention date)	Minimum age required on day of pick up
Mini	1 year	21 years old
Economic and elite economic	1 year	21 years old
Compact	1 year	21 years old
Compact Elite and Fun	3 years	21 years old
Sedan, People carrier, SUV, 4x4, Minibus	3 years	21 years old
Fun	3 years	26 years old
Premium	5, 7 or 10 years according to the type of vehicle	26 years old

A young driver surcharge will be added for each driver holding their driving licence for less than four (4) years or being younger than twenty-five (25) years old on the day of hire

1.3 How to make a booking?

You may book a Goldcar vehicle on our website, on third-party websites, via our [call centers](#), or at the pick-up station up to fifteen (15) minutes before the rental start time, subject to vehicle availability at the chosen Goldcar station. You can only book one vehicle per rental, and you can only make one rental with Goldcar at a time.

RENTAL TERMS AND CONDITIONS

1.3.1 Which vehicles can I rent?

 Goldcar offers several **categories** of vehicles grouped together according to their size and number of passengers, but cannot guarantee a specific model within a given category.

Decree n°2020-1264 of 16 October 2020 requires winter equipment (chains or snow tyres) to be worn when driving in mountainous regions of France every year from November 1st to March 31st. It is your responsibility to check whether the area you are visiting is subject to these requirements. *Please consult the rental country's Tariff Guide to get the rates*

The driver of the vehicle must have at least one of these devices in some towns and cities, in the following 48 French Départements :Ain (01), Allier (03), Alpes-de-Haute-Provence (04), Hautes-Alpes (05), Alpes-Maritimes (06), Ardèche (07), Ariège (09), Aude (11), Aveyron (12), Cantal (15), Corrèze (19), Corse-du-Sud (2A), Haute-Corse (2B), Côte-d'Or (21), Creuse (23), Doubs (25), Drôme (26), Gard (30), Haute-Garonne (31), Hérault (34), Isère (38), Jura (39), Loire (42), Haute-Loire (43), Lot (46), Lozère (48), Meurthe-et-Moselle (54), Moselle (57), Nièvre (58), Puy-de-Dôme (63), Pyrénées-Atlantiques (64), Hautes-Pyrénées (65), Pyrénées-Orientales (66), Bas-Rhin (67), Haut-Rhin (68), Rhône (69), Haute-Saône (70), Saône-et-Loire (71), Savoie (73), Haute-Savoie (74), Tarn (81), Tarn-et-Garonne (82), Var (83), Vaucluse (84), Haute-Vienne (87), Vosges (88), Yonne (89), Territoire de Belfort (90)

Failure to comply with these provisions may result in a fine of one hundred and thirty-five (135) euros and the immobilisation of the vehicle. Goldcar cannot be held responsible for your failure to comply with these provisions.

Winter equipment is available at the Goldcar stations in Toulouse and Nice only, depending on its availability. As the equipment will not be installed on the vehicle by Goldcar, you are liable for its installation

1.3.2 Can I book a vehicle on a third-party website?

You can book a Goldcar vehicle via third party websites. They may impose rental conditions that differ from Goldcar's, so we recommend that you read them carefully. Goldcar cannot be held responsible for these differences.

Your booking information is transmitted by the third party to Goldcar. In the event that you discover an error in the personal data transmitted to us by a third party, we invite you to notify Goldcar so that we can rectify it.

CAUTION: If you have not purchased Goldcar's additional covers, even if you have purchased a third-party insurance and/or cover, you will be required to pay the sums owed to Goldcar in the event of damages, and then request reimbursement to the third-party.

CAUTION: If you book the vehicle on a third-party website, you will need to pay for the options subscribed on arrival. Third-party websites will either include airport surcharges in the prepaid amount, or request that you pay them on arrival. Goldcar is not responsible for the lack of information from third parties on this matter.

RENTAL TERMS AND CONDITIONS

1.4 What means of payment are accepted?

Accepted payment methods 	
MasterCard	<p>All debit or credit payment cards issued by the Visa and Mastercard networks must include the full name of the primary driver, as well as the 16-digit card number, expiry date, and security code.</p> <p>Cards must be issued by an authorized bank.</p> <p>The credit card must be equipped with a chip.</p>
Rental vouchers	

Payment methods not accepted
<ul style="list-style-type: none"> • Prepaid and rechargeable cards, Maestro/Ecard, V Pay, gift cards • The cards issued by the following companies: American Express, Diners Club, Nickel, Revolut, Monzo, Qonto, N26, Belfius • Virtual cards are not accepted as you will need to insert the card in the payment terminal and enter your PIN code when you retrieve the vehicle • Cards distributed by neobanks (online-only banks) • Cash*

*In accordance with Law No. 2025-532 of June 13, 2025, amending Article L.112-6 of the Monetary and Financial Code, cash payments are prohibited for any vehicle rental, whether short, medium or long term.

Payment must be made using traceable methods such as bank card, bank transfer, or any other electronic means accepted by the company.

Cards without the aforementioned details will not be accepted and the car hire company will not provide the customer with the vehicle.

The **bank card** you use to pay the booking must be valid for the entire duration of the rental, and must be in your first and last name. Otherwise, Goldcar reserves the right to cancel your booking.

The payment card used for prepayment must be presented at the counter on the day of departure from the rental.

You may choose the **currency** in which to pay for the booking. If you choose not to pay in the rental country's currency or if you pay the rental with a non-European card, Goldcar will apply exchange fees as detailed in the Tariff Guide. Goldcar is not responsible for any exchange rates or fees applied to the transaction by your bank.

If you add accessories or options at the station when you retrieve the vehicle, you can use a different card than the one used to pay for the rental, but it must also be in your first and last name.

You can retrieve the vehicle subject to full payment of the sums due on departure of the vehicle. Otherwise, Goldcar reserves the right to cancel your reservation.

RENTAL TERMS AND CONDITIONS

1.5 What is the breakdown of my rental price?

1.5.1 *The base price*



The base price of your rental is determined according to the information entered, such as the location, dates and duration of the rental, the vehicle category and whether you are a young driver. Any change to the information entered may result in a change to the rental price.

Goldcar reserves the right to change prices at any time, without prior notice. This does not apply to existing bookings.

1.5.2 *The options you can subscribe to*



You can **add additional covers, services, equipment or accessories** to your rental. They are subject to availability at the pick-up station.

Any options purchased will increase the rental price. Their rate may be changed at any time without notice, without affecting options already taken out. *Please consult the rental country's Tariff Guide to get the rates.*

1.6 Is a security deposit required?

You will be required to pay a **security deposit** when you retrieve the vehicle. It covers the deposit amount for the vehicle and for the fuel.

The card used to pay the deposit must be the card used to pay for the rental. It must have sufficient funds to cover the rental and the security deposit amount. If you use a debit card, the amount will be debited from your bank account. If you use a credit card, the amount of credit will be blocked on your card and unusable for the duration of the rental period. No other means of payment is accepted for the security deposit.

Vehicle deposit: the deposit is intended to cover any additional cost or light damage incurred during the rental period as well as any fees and penalties applicable to your booking. Its amount depends on the vehicle category, and can be reduced by buying the Relax, Super Relax, Mega Relax or Mega Relax Plus covers. *Please consult the Tariff Guide of the rental country to know their amount.*

Fuel deposit: Its amount varies according to the vehicle's tank size and the price charged for fuel in the Goldcar station.

If the vehicle is returned with a full tank or the required electrical charge level, if you are not charged any additional fees or light damages for which you have admitted responsibility, the security deposit will be returned to you in full. Otherwise, the amount of the light damage you have admitted responsibility for and any other cost will be deducted from the security deposit. The security deposit will be released or refunded within eight (8) working days after you return the vehicle. Goldcar is not responsible for any delays imposed by your bank.

RENTAL TERMS AND CONDITIONS

Vehicle categories **	Without additional covers	Relax	Super Relax /Mega Relax	Mega Relax Plus
X / XG / AA / A3 / 4A / BB / CC / CG / S / M / B8 / B3 / B6 / A6	2 000,00€	300,00€	0,00€	2 000,00€
A8 / C6 / D / DE / DG / E / R / R2 / TA / N / V / VV / S1 / S2 / S3 / C1 / C2 / C3	2 500,00€	300,00€	0,00€	2 500,00€
DD / D5 / G / H6 / GG / GW / O / PP / Q / L / D1 / D2 / D3 / S / W1 / W2 / W3 / V1 / V2 / V3	3 000,00€	300,00€	0,00€	3 000,00€
I / J / JJ / K / P1 / P2 / P3 / P6 / D6 / T1 / T2 / T3 / U1 / U2 / U3 / U5 / Y1 / Y2 / Y3 / Y4 / Y5 / H1 / H2 / H3 / H8 / U8 / T8 / Y8 / G8 / G1 / G2 / G3 / G6 / Z1 / Z2 / Z3	3 500,00€	300,00€	0,00€	3 500,00€

** : List of categories not applicable to agencies at Beauvais Airport and Brest Airport

CAUTION: Taking out insurance or covers other than those offered by Goldcar does not exempt you from paying the security deposit. Moreover, if you cause damages to the vehicle, you will have to pay the amount due to Goldcar, and then seek reimbursement from the third party insuring you.

1.7 Can I cancel my booking?

There is no right of **withdrawal** for car hire services.

However, you may cancel your booking free of charge up to forty-eight (48) hours before the rental starts, and get a full refund unless you have subscribed to a non-changeable, non-cancellable and non-refundable offer.

If you cancel your rental within the forty-eight (48) hours before the rental starts, a late cancellation fee is applied and deducted from the amount refunded. The **fee amount** is capped to the rental price. If you have not prepaid the booking, the fee will be charged on your card.

If you do not show up and do not cancel the booking, you will not be reimbursed for any prepaid amount. If you have not prepaid the booking, the rental amount will be charged on your card.

CAUTION: Some rentals cannot be cancelled or refunded. We advise you to check your booking conditions. If you have booked via a third-party site, its cancellation conditions apply.

Charge amounts are detailed in the Local Terms and Conditions of the rental country.

1.8 Can Goldcar cancel my booking?

Goldcar may **cancel** your booking if it is unable to fulfil its obligations due to the occurrence of an event beyond its reasonable control, as detailed in Article 1.12 "Events beyond our reasonable control". You will either be offered another vehicle, or be reimbursed for any prepaid amounts as detailed in Article 2.4 "What happens if the vehicle is not available?".

RENTAL TERMS AND CONDITIONS

Your **booking may be cancelled** by Goldcar before it begins if you are on an international sanction list, if you have a history of accidents or serious incidents with Goldcar, for non-payment or if you have outstanding payments with Goldcar. You will be informed of the non-confirmation of your booking only if you have communicated your contact details to Goldcar.

Goldcar also reserves the right to cancel your booking you when you retrieve the vehicle in the following circumstances:

- The Goldcar agent considers that you are not fit to drive (*for example if you are under the influence of alcohol*);
- You or your passengers are violent, threatening, abusive or endanger others;
- You fail to present the documents listed in *Article 2.1 "What documents do I need to present to retrieve the vehicle?"* or present illegible, false, damaged, deteriorated and/or torn documents.

You will be refunded the prepaid amount. If you have booked the vehicle via a third party website, you will only get reimbursed if the third party's booking conditions allow it.

1.9 Can I make changes to my rental?

You can modify your rental free of charge on **the Goldcar website** at any time until you retrieve the keys unless you have subscribed to a non-changeable, non-cancellable and non-refundable offer.

The **modification** is free of charge. However, if you add services and options; or if you change the location, date, time or vehicle category, the rental price may vary and you will have to pay the price difference.

You can modify your rental to obtain a vehicle of a higher category (*i.e. an upgrade*) or in a lower category (*i.e. a downgrade*). Downgrades can only be requested on Goldcar's website, before the rental begins. Upgrades can be requested on Goldcar's website before the rental begins, or at the counter when you collect the vehicle. Goldcar will not refund the price difference for the downgrade; and the upgrade will be charged at the rate in effect on the pickup date.

CAUTION: Some rentals cannot be modified. We advise you to check your booking conditions. If you have booked the vehicle on a third-party website, you are subject to its modification conditions.

1.10 What is the duration of the contract?

 **Rental days** are calculated in twenty-four (24) hour periods from the time indicated on the Contract. You will be billed for a full day's hire even if you book the vehicles for a few hours only.

The total rental period may not exceed twenty-eight (28) days.

The rental begins on the time indicated on the Contract and ends when the return procedure is completed. You remain bound by the Contractual Documents until full payment of all sums due to Goldcar.

1.11 Can I extend my rental?

If you wish to extend your rental, please visit the nearest Goldcar station to sign the Contract extension. You cannot extend the rental by telephone or any other electronic means of communication. Any unilateral extension without Goldcar's agreement is considered as a failure to return the vehicle, the consequences of which are described in *Article 5.3 "What happens if I am late or if I do not return the vehicle?"*.

Goldcar reserves the right to refuse to extend the Contract, which is also subject to the availability of the vehicle. If the extension is impossible or refused by Goldcar, you must return the vehicle on the date and at the location specified in the Contract. If the vehicle is unavailable, Goldcar may offer you a vehicle of another category. A difference in price may apply.

RENTAL TERMS AND CONDITIONS

If your extension request is accepted, you must pay the rental price for each additional day at the rate in force on the day of the extension. The security deposit cannot be used as payment for the extension.

If you have booked the rental via a third-party website, please contact their customer service for any rental extension requests.

CAUTION: If the total rental period exceeds twenty-eight (28) days, you must make a new booking.

1.12 Events beyond our reasonable control

The provisions herein applying charges and causing the loss of the benefit of additional covers in the event of contractual non-performance shall not apply if the non-performance is due to a force majeure. Force majeure is defined as any event that is **unforeseeable, irresistible** (i.e. insurmountable) and **beyond the reasonable control** of those involved. *Natural disasters and exceptional climatic events are examples of force majeure.*

2 RETRIEVING THE GOLDCAR VEHICLE

Goldcar undertakes to provide you with a vehicle of the category you have chosen, in good working order, together with its keys, documents, purchased accessories and mandatory equipment.

2.1 What documents do I need to present to retrieve the vehicle?



To retrieve the vehicle, you must present the following documents

Document required by Goldcar *	
Valid identity card or passport	Digital identity cards are not accepted..
Driving licence and associated documents *	<ul style="list-style-type: none"> - A valid driving licence in Latin characters, issued at least twelve (12) months prior, corresponding to the category of the vehicle being rented. - An international driving permit (valid for three (3) years) or an official translation for driving licenses issued outside the European Union and not written in the Latin alphabet, must be accompanied by the national driving license corresponding to the category of the rented vehicle. - Special cases: if you have resided in France for more than one year (except for those with student status) you will need to present a driving licence issued in France or another European Union country as well as a passport or European identity card.
Proof of residence	Proof of residence less than three (3) months old may be requested primarily for security reasons to verify the accuracy of the address provided by the customer.

*Declarations of loss/theft (in the case of a first rental, a rental renewal, or a re-creation of a customer ID), provisional or digital driving licenses are not accepted.

RENTAL TERMS AND CONDITIONS

- The card used to pay for the rental. You must bring the bank card with you as it will need to be inserted into the payment terminal. It must be in your first and last name and have sufficient funds to cover the rental amount and the security deposit; **and**
- If you book the vehicle at the counter of a station located inside an airport, you must provide a boarding pass or any other travel pass proving your departure at the end of the rental.

Your documents must be valid for the entire duration of the Contract. You must present the original documents, photocopies and photographs of documents are not accepted. Dematerialised documents only are accepted for the online check-in for **Key'n Go**. In that case, photographs and scans of your documents must be sent to Goldcar as detailed in *Article 2.2 "When and where can I retrieve the vehicle?"*.

Goldcar reserves the right to refuse to release the vehicle to you if you do not present all of these documents, if they are false, expired, illegible, or written in an alphabet other than the Latin alphabet, deteriorated, damaged and/or torn. In this case, your booking will be cancelled under the conditions set out in *Article 1.8 "Can Goldcar cancel my booking?"*.

2.2 When and where can I retrieve the vehicle?

You must retrieve the vehicle at the time, date and station chosen when you made the booking. This information was provided to you in the booking confirmation email. You must be present to retrieve the vehicle as you are the main driver and the payer.

Specificities for optional retrieval services:

Goldcar offers services at extra cost to retrieve the vehicle without going to the counter:

- Retrieving the vehicle outside the opening hours. This service is only available in some stations and at some hours.
- The **Key'n Go service** that allows you to register online to retrieve the vehicle keys without going to the counter, using machines. It does not allow you to retrieve the vehicle outside opening hours, and it allows you to return the vehicle outside opening hours in some stations only. The Key'n Go package includes the priority retrieval service, the Super Relax cover and the young driver surcharge. If you wish to add options or services to your Key'n Go rental, you must do so before you retrieve the keys as you will not be able to add them with the machines. If you fail to do so, you will have to go to the counter to make the changes.

Before the rental begins: By way of an exception to *Article 2.1 "What documents do I need to present to retrieve the vehicle?"* your documents must be provided in electronic format as they will be verified online by Goldcar before the rental begins. You must upload them on Goldcar's website as indicated in the booking summary email, in due time. If the validity of your documents is impaired for any reason, you must immediately contact Goldcar. If you **fail to do so**, you will be fully liable for the consequences of the documents not being valid while you are retrieving the vehicle, and throughout the rental period.

Your subscription to these services only is confirmed:

- if you have uploaded your documents online and they have been accepted by Goldcar; and
- if you have fulfilled your payment obligations; and
- if you accept these terms and electronically sign your Contract.

If you fail to do so, you will be required to go to the counter during the station's opening hours to retrieve the vehicle.

You will receive **your rental voucher** by email once your booking has been confirmed. It is **personal and non-transferable** and can only be used by you. Please take all reasonable care to protect this voucher from loss, disclosure, alteration or unauthorised use and notify Goldcar of its loss. If you fail to do so, Goldcar will not be responsible for the removal of the vehicle by any unauthorised person.

To retrieve the vehicle: To retrieve the vehicle keys, you must either scan the **QR code** or enter your reservation number, which can be found on the booking confirmation email. You will then be able to select one of the (or the) vehicle(s) available in the chosen category, and pay the deposit for the fuel. The contract will then be sent to you by email. In some stations, you can also print it out from the machine. We advise you to carry out a vehicle inspection before leaving the station's parking lot to compare the vehicle's conditions as described on the documents with its actual condition.

RENTAL TERMS AND CONDITIONS

A **random check** of your identity documents, passport and driving licence as well as your bank card may be requested. Please ensure that you are able to present these documents in their original format when you collect your vehicle.

2.3 What happens if I am late to retrieve the vehicle?

 If you are **late**, please notify the Goldcar station from which you are retrieving the vehicle so we can guarantee its availability.

Goldcar will guarantee your booking for six (6) hours after the time stipulated in the Contract, within the station's opening hours. If Goldcar allows you to retrieve the vehicle outside the opening hours, you will be charged out-of-hours pick-up fees as detailed in the *Tariff Guide*.

Once the six (6) hours deadline has passed, Goldcar will consider that you have not shown up and may cancel the reservation under the conditions set out in *Article 1.7 "Can I cancel my booking ?"*. You will not get a refund for any prepaid amounts.

2.4 What happens if the vehicle is not available?

Although Goldcar guarantees the availability of a vehicle in the category booked, errors, accidents and technical malfunctions may occur and affect the availability of vehicles.

If no vehicle of the chosen category is available, you will be offered another vehicle. If it is of a higher category, you will only pay the price of the vehicle initially booked. If it is in a lower category, you will be charged the price of the lower category at the rate in force, or you will be refunded the price difference if you have already paid.

If you refuse the vehicle offered, you can cancel the booking free of charge and obtain a full refund.

2.5 Will the vehicle be inspected before departure?

 You will be given **an inspection report** along with the car keys. It lists any apparent pre-existing damage to the vehicle and indicates the vehicle's mileage and fuel level on departure.

Goldcar does not guarantee the accuracy of the inspection report. When you sign it, you certify that it reflects the condition of the vehicle. It is consequently your responsibility to compare the vehicle's condition with the inspection report when you retrieve the vehicle. You must declare any damage not listed on the inspection report before leaving the station's parking either by contacting the agent or Goldcar's [Customer Service](#), with photographs to back up your claim. Likewise, if the vehicle is dirty, you must report it to the agent. If you fail to do so, you are considered to have accepted the vehicle in the condition described on the inspection report.

When you return the vehicle, the Goldcar agent carries out a new inspection and compares it with the departure inspection report. *Please refer to the rental country's price list for details.*

Pilot Damage Detection System by Scanning: Some agencies will be equipped, on a trial basis, with gantries that will scan the vehicle and take photos of its condition and bodywork as you leave the parking lot. These photos, taken in a way that prevents the identification of the driver or passengers, will be time-stamped and stored by the service provider operating the gantries. Upon the vehicle's return and as it passes through one of these gantries, a comparison will be automatically made between the photos taken at departure and those taken upon return to allow for automatic damage identification. During this trial phase, damage checks will systematically be carried out by an agent in addition to the automatic damage identification devices. At agencies equipped with this system, customers will therefore benefit from the photos enabling automatic damage identification, supplementing the assessments carried out by the agents at the stations.

RENTAL TERMS AND CONDITIONS

3 USING THE GOLDCAR VEHICLE

3.1 How do I look after the vehicle?

-  You must take good care of the vehicle so as to return it in the same condition as when you retrieved it. You must take all necessary measures to protect it and use it appropriately.

In particular, but not limited to, you must :

- Drive the vehicle in compliance with local laws and regulations. If you are driving outside your country of residence, make sure you know the applicable driving laws.
- Make sure that the luggage and personal effects carried in the vehicle are secure, and that they are not likely to injure third parties nor to cause damages to the vehicle.
- Not exceed the maximum number of passengers or load permitted for the vehicle.
- Take all necessary measures when a warning light appears on the dashboard.
- Set the alarm and lock the vehicle when parked or left unattended; and do not leave valuables in plain sight inside the vehicle. Goldcar is not responsible for personal items stolen from the vehicle.
- Use the proper fuel for the vehicle, as indicated on the car key and on the Contract. For electric or hybrid vehicles, you must only use the charging cable provided by Goldcar. You are liable for all damages caused by your use of the wrong fuel or charging cable. **Do not start the vehicle, and contact Goldcar's Assistance immediately.**
- Take action if the fluid level and/or tire pressure warning lights illuminate on the dashboard.

During the rental, you are **responsible** for ensuring that the vehicle is in good condition. If repairs are required, please contact Goldcar's [Assistance](#) immediately. You must not modify the vehicle or have it repaired unless expressly authorised by Goldcar. If you have received such authorisation, you must pay for the repairs and request that the invoice be issued in Goldcar's name. If the vehicle is repaired or altered without Goldcar's consent, you will be charged for the cost of restoring the vehicle to the condition in which you retrieved it and for the immobilisation fees.

3.2 What are the prohibited uses of the vehicle?

-  Any improper use of the vehicle amounts to fault on your part. You will lose the benefit of optional covers and you will be liable for all damages.

Without this list being exhaustive, the following uses are non-compliant and prohibited:

- Driving in areas unsuitable for traffic; off-road or on unpaved or poorly paved roads; or in areas prohibited to the public such as airports and other military or aeronautical zones.
- Driving under the influence of alcohol, drugs, narcotics or any other substance, legal or illegal, that may impair your or the Additional Drivers' driving ability.
- Driving the vehicle in a dangerous or negligent manner (as defined in *Article 4.5 "In which cases do I lose the benefits of the additional covers?"*) ; using the vehicle for illegal purposes or in any way infringing the driving laws and local provisions in force.
- Transporting goods or people for direct or indirect remuneration.
- Transporting goods or substances that are dangerous, flammable, toxic, corrosive, radioactive or harmful to the vehicle and its occupants, except those lawfully used in everyday life.
- Transporting goods that could damage the vehicle due to their nature, condition or smell.
- Transporting living animals, except for domestic pets.
- Pushing or towing another vehicle.
- Tampering with the odometer. Goldcar must be notified immediately of any odometer malfunction.
- Taking part in competitions, races, motorsport or using the vehicle for driving lessons.
- Subletting, leasing, selling, assigning or transferring the vehicle in any manner, including allowing a third party to drive the vehicle.

RENTAL TERMS AND CONDITIONS

- Installing on the vehicle any equipment that is not supplied by Goldcar, in particular roof equipment. It is forbidden to carry any object on the roof, even if roof installations are present on the vehicle.
- Smoking inside the vehicle.
- Ignoring or neglecting warning lights on the dashboard. If a warning light comes on, please contact Goldcar's assistance.
- Soiling the interior of the vehicle beyond what is due to normal and reasonable use of the vehicle.
- Using the vehicle after the end of the rental period.

3.3 Can I drive outside the country where the vehicle was retrieved?

 In order to drive the vehicle outside the rental country, you must pay **the border crossing fees** and only drive the vehicle in the authorised countries : **Andorre, Espagne, Italie, Monaco, Portugal et Suisse**. It is your responsibility to ensure the vehicle and your documents comply with local laws and regulations. You must comply with your contractual obligations even when travelling outside the rental country. Any breach of these provisions exposes you to the consequences described in *Article 3.7 "What happens if I breach my contractual obligations?"*.

If you do not pay the **border crossing fees**, you will no longer benefit from Goldcar's free assistance, and will be liable for all assistance and repatriation costs. A charge will also be applied as detailed in *the Tariff Guide*.

It is forbidden to drive in unauthorised countries : Albanie, Monténégro, Russie, Ukraine and countries outside of Europe (for example : Turquie, Tunisie, Azerbaïdjan, République Islamique d'Iran, Israël).

3.4 Can I make a crossing with the vehicle?

 If you are taking a **ferry** with your vehicle to Corsica:

- you must pay for **Corsica Cover**. If you fail to pay the costs associated with this cover, you will no longer benefit from free assistance and will be liable for all the costs of assistance and repatriation of the vehicle from Corsica. A penalty will also be applied in accordance. *Please consult the Price List for the rental country to find out the rates.*
- You remain liable for any damage caused during boarding and disembarking, while driving the vehicle. All covers still apply.
- When the vehicle is parked on the vessel during the crossing, and you are not in the vehicle, the insurance and covers no longer apply. You remain fully liable to Goldcar for all damage. You can then ask reimbursement to the carrier of the sums paid to Goldcar.

3.5 Who is responsible for tolls, parking and fines?

 You are liable for all **road tax**, tolls and parking charges incurred during the rental period. You are also responsible for paying any fines imposed on you during the rental period.

Special attention will be required when driving on highways equipped with barrier-free toll plazas. You must ensure that you pay the toll within three (3) days (seventy-two (72) hours) of passing through the barrier-free toll plaza. After this period, the highway operator will issue a non-payment notice through a sworn officer, which will result in a payment notice being sent directly to Goldcar, who will process it according to the procedures outlined below. In this case, you will be liable for the toll, the penalty imposed by the state, and the processing fees charged by Goldcar.

RENTAL TERMS AND CONDITIONS

Fines are received by Goldcar, and we will designate you as the driver to the competent authorities. Your information is transmitted to the authorities in compliance with the applicable regulations on personal data. You must pay Goldcar the administrative costs of handling the fines. You will be sent an invoice for those costs.

If you believe the fine is a mistake or that you are not responsible for it, please contact Goldcar's [Customer Service](#). You can also contact the relevant authorities to challenge the fine. Your decision to challenge the fine does not release you from your obligation to pay the fine handling charges. You will be reimbursed this amount if the fine is cancelled or if it is established the fine is not attributable to you.

3.6 What happens if I exceed the mileage limit?



In some stations, a **mileage package** is included in the rental. This is the maximum number of kilometres you can travel with the rented vehicle over the rental period.

If you exceed this limit, you will be charged a fixed fee for each additional kilometre. *Please consult the rental country's Tariff Guide to know its amount.*

3.7 What happens if I breach my contractual obligations?

Any breach of your **contractual obligations** allows Goldcar, after prior formal notice by registered mail, to charge you a fee as set out in *the Tariff Guide* and to take legal action against you and to demand the immediate return of the vehicle.

Breach of your contractual obligations will result in forfeiture of the additional covers. You will then be liable for all damage to the vehicle, with no deductible (as defined in *Article 4.3 "What is a deductible?"*). Only third-party civil liability insurance will apply.

If Goldcar fails to fulfil its obligations, you may unilaterally terminate the Contract. You must immediately return the vehicle to Goldcar.



4 **CLAIMS: BREAKDOWNS, ACCIDENTS, DAMAGES, THEFT OR LOSS OF THE GOLDCAR VEHICLE**

4.1 Do I receive assistance during my rental?

You can contact Goldcar's [Assistance](#) service during your trip, at no extra cost, at any time, every day. For further details, in particular on the circumstances in which you will be charged for the assistance services, *please refer to the Local Rental Conditions*.

Assistance services are provided by FRAGONARD ASSURANCES - SA with capital of 37 207 660,00€, whose head office is located at Saint-Ouen (93400), 7 rue Dora Maar, registered with the Bobigny Trade and Companies Register under the number 479 065 351 (hereinafter "**Assistance**").

Assistance is free of charge in mainland France and Corsica (provided you have subscribed to Corsica Cover). If you pay the border crossing fees, you also benefit from this service in the Territory, as detailed in *Article 3 "Using the Goldcar vehicle"*. If you travel outside the Territory or if you do not pay the border crossing fees, the Assistance will only take care of the vehicle and its repatriation. It will not provide any personal assistance to you.

Assistance is available for the following claims only:

- Mechanical breakdowns (lock, clutch, headlights, engine, radio, mirrors)
- Electric breakdown
- Electronic breakdown
- Hydraulic breakdown

RENTAL TERMS AND CONDITIONS

- Accidents (rocker panels, carter, windows, mirrors, hubcaps, wheels, wheel rims, towing)
- Fire damage
- Floods
- Climatic events
- Theft and attempted theft
- Vandalism
- Glass breakage
- Tyre punctures
- Misfuelling or running out of fuel or electricity
- Loss, theft or damage to vehicle keys, or leaving the keys inside the vehicle
- Phone assistance.

Services related to running out of fuel, misfuelling, breakdown assistance on roads unsuitable for driving, broken side or rear windows, lost or damaged keys, punctured tyres and wheel changes are provided by Assistance subject to payment of a fee. If you take out Mega Relax and Mega Relax Plus protection, you are exempt from paying these fees up to five hundred (500) euros.

4.1.1 Assistance services

The vehicle assistance services are as follows:

- **Breakdown assistance** in the event of vehicle immobilisation.
- **Towing** : Arranging towing and paying towing costs if the vehicle is immobilised and cannot be repaired on site. The vehicle will be towed to the nearest Goldcar station, within a radius of hundred (100) kilometres from the site of the accident. If there is no Goldcar branch within hundred (100) kilometres, the vehicle will be towed to the nearest Europcar branch.
- **Rapid repair of the vehicle** : on Saturdays, Sundays, nights or public holidays, up to a limit of two hundred and fifty (250) euros (incl. VAT) in France and three hundred and fifty (350) euros (incl. VAT) in the Territory. Only the following repairs are covered: battery, accessory belt, wheel and tire repair and replacement, tank emptying in the event of misfuelling, tailgate repair. Rapid repair also is available within working hours for tire replacement and wheel repair.
- **Repatriation of the vehicle from abroad** : in the event of mechanical breakdown, accident, fire, theft or attempted theft, vandalism or misfuelling. The vehicle is transported to the nearest Goldcar station in France.
- **Repatriation of the vehicle from France** : Towing of the vehicle to the nearest Goldcar station in France if you are unable to drive the vehicle due to illness, bodily injury, your death or the immediate withdrawal of your driving license or any criminal offence disqualifying you from driving; provided there is no Additional Driver authorized to drive the vehicle.
- **Replacement vehicle** : Loan of a replacement vehicle in the event of immobilisation of your vehicle. Goldcar does not guarantee that the replacement vehicle will be of the same category or meet the same technical specifications as the rented vehicle. You are responsible for all fuel and toll costs.

Personal assistance services in the event of the vehicle immobilization are as follows:

- **On-site waiting**: If the return home or the continuation of the trip cannot be arranged on the day of the incident due to availability issues or because the incident occurred at night; or when no Goldcar station can provide you with a replacement vehicle, the cost of accommodation is covered up to eighty-five (85) euros (incl. VAT) in France and one hundred and twenty (120) euros (incl. VAT) in the Territory per person, for one night maximum.
- **Repatriation** (cannot be combined with Continuation of trip): If no replacement vehicle can be provided, transportation to your domicile in France or to the rental station of departure is borne for you and your passengers covered by assistance. In addition to the connecting cab, we will pay for :
 - A 2nd class train ticket (or, if unavailable, a 1st class train ticket) or an economy class plane ticket if the train journey takes more than six (6) hours, up to a maximum of two hundred (200) euros per person, incl. VAT (four hundred (400) euros per person from abroad, including VAT); **or**
 - Taxi fare up to a maximum of two hundred (200) euros incl. VAT per beneficiary (or four hundred (400) euros per person including VAT from the Territory) ; **or**
 - If no means of repatriation is available, one night hotel accommodation under the same conditions as for On-site Waiting. A new repatriation search will be made the following day.

RENTAL TERMS AND CONDITIONS

- **Continuation of trip** (cannot be combined with Repatriation): If no replacement vehicle can be provided, transportation to your destination is borne for you and your passengers covered by assistance, up to a maximum of two hundred (200) euros per person, incl. VAT ; four hundred (400) euros per person including tax from the Territory). If pursuit of the trip is impossible, the accommodation cost for one night for you and your passengers is covered up to eighty-five (85) euros incl. VAT in France and one hundred and twenty (120) euros incl. VAT in the Territory, per person. The taxi fare is covered. A new search for the continuation of the trip will be made the following day.
- **Connecting cab to a Goldcar station**: when a replacement vehicle is made available to you by a Goldcar station close to the incident location, the cab fare to the Goldcar station is covered.

The Assistance may require that you pay for all expenses, which will be reimbursed at a later date. Please keep the invoices as proof of these expenses. The reimbursement request shall be sent to the address provided by the Assistance, or to Goldcar's [Customer Service](#).

4.1.2 Claims

If you have any claim regarding the Assistance services, you should first contact Goldcar's [Customer Service](#).

If you are not satisfied with Goldcar's answer, you can contact Fragonard Assurances' Customer Service at www.allianz.fr/assurance-particulier/infos-contact.html or by post at 7 rue Dora Maar, 93400 Saint-Ouen. The Consumer Service will acknowledge receipt of your complaint within ten working days of its receipt, and will respond within a maximum of two months.

If the disagreement persists, and after receipt of the response from the Customer Service or in the absence of a response within the statutory period, you may refer the matter to the Insurance Mediator at www.mediation-assurance.org or by post at the following address: La Médiation de l'Assurance - TSA 50110 - 75441 PARIS CEDEX 09. Requests to the mediator must be made within one year of the date of the written request to the Customer Service

4.2 What should I do in the event of a claim (breakdown, accident, damage, theft or loss of the vehicle)?

In case of an incident, regardless of its type and severity, or when a warning light appears on the dashboard, please immediately contact Goldcar. If anyone is injured, please alert the authorities. Do not abandon the vehicle without having carefully and adequately marked and secured the area with the equipment provided in the vehicle's boot.

If the vehicle can be driven safely, please go to the nearest Goldcar station. The vehicle will be replaced if necessary. If the vehicle cannot be driven, please contact Goldcar's [Assistance](#).

If you fail to fulfil your obligations under this Article and the following, you will lose the benefit of the additional covers, except in the event of an event beyond your reasonable control. You will then be invoiced the full amount, with no deductible. The total amount may not exceed the vehicle's market value at the time of the incident.

If you do not respect the claim notification deadlines, you still benefit from additional covers, but Goldcar may ask for compensation proportionate to the damage it caused to Goldcar.

RENTAL TERMS AND CONDITIONS

4.2.1 Specific provisions for each type of claim



Collision: Any collision must be considered an accident. Please inform Goldcar of the collision within five (5) working days of its occurrence, and duly fill in the "Accident report" and the **damage report** which can be found in the vehicle's glove box (document accessible on the "[SOS](#) roadside assistance" page). These documents must be sent to Goldcar as soon as possible. They must be signed by all parties involved in the incident.



Theft of the vehicle: You must inform Goldcar of the vehicle theft immediately and you must lodge a complaint with the competent authorities within twenty-four (24) hours, and send a copy of the report to the nearest Goldcar station. You must also return the vehicle keys and documents within the same period if they have not been stolen.



Impounded vehicle: You must contact the local authorities to recover the vehicle. You are responsible for paying the corresponding fine and the costs of moving the vehicle. Goldcar is not responsible for these costs or for recovering the vehicle.



Minor breakdown (*radio, air conditioning, GPS, MiFi, broken window, horn, etc.*): You must go to the nearest Goldcar station to obtain a replacement vehicle or accessory at no additional cost.



Loss of vehicle keys: Please report any loss or theft of vehicle keys to the Goldcar station where you retrieved the vehicle. You will be charged for the value of lost keys and vehicle towing costs, unless you have taken out the Mega Relax or Mega Relax Plus cover.



Loss of vehicle documents: A charge will be applied.

Additional provisions may apply depending on the rental country.

4.2.2 Exclusions

Incidents caused by your wilful infringement of local legislation or of Goldcar's Terms and Conditions will not be covered, for driving under the influence of alcohol or drugs. Likewise, expenses you incur without the agreement of our Assistance or Customer Service are not covered, except in cases of force majeure.

The following claims are not covered:

- Losses incurred while practicing sports on a professional basis or as part of sporting competitions (rallies, trials, races).
- Expenses related to the immobilisation of the vehicle by the police or legal immobilisation of the vehicle (sequestration), to customs and to the storage of the vehicle.
- Problems and breakdowns involving the vehicle's air-conditioning, immobiliser and alarm systems, when they do not immobilise the vehicle.
- Bodywork problems or damages that do not immobilise the vehicle.
- Any damage caused when you used the vehicle to transport goods or persons against payment of a fee.
- Transported goods and animals.
- Any incident caused by equipment not installed by professionals (with the exception of snow chains).

Any intentional misrepresentation will result in the loss of your right to assistance. It is up to Assistance to establish the fraudulent nature of your declaration

4.2.3 Mechanical breakdown of the vehicle

Goldcar undertakes to pay for major **repairs** to the vehicle during the rental period, i.e. those that prevent the vehicle from being driven safely, provided that they are not due to your wrongdoing and that you have complied with these terms and conditions.

Goldcar may ask you to pay the towing costs, and will then reimburse you once your responsibility has been excluded.

RENTAL TERMS AND CONDITIONS

4.2.4 Replacement vehicle

In the event of an accident or vehicle theft, or where the vehicle cannot be driven anymore, Goldcar will provide you with a replacement vehicle. You must go to the nearest Goldcar station to retrieve it. The transportation costs to take you to the Goldcar station are covered with the Super Relax, Mega Relax and Mega Relax Plus covers.

If the nearest Goldcar station is more than a hundred (100) kilometres away from your location, Goldcar will try to provide you with a replacement vehicle via another rental company for a maximum period of forty-eight (48) hours to allow you to go to the nearest Goldcar station and retrieve a replacement vehicle.

Goldcar undertakes to look for a replacement vehicle with similar characteristics to the initial vehicle, but cannot guarantee that the replacement vehicle will be identical to it.

When Goldcar cannot provide a replacement vehicle, your booking is cancelled and you are reimbursed pro rata for the days you were unable to use the vehicle. If you placed the rental through a third-party website, you are not eligible for this refund from Goldcar. Please contact the third party to get information on their refund policy.

You must pay a security deposit when you retrieve the replacement vehicle, in the same conditions as when you **retrieved the vehicle**, unless you have taken out Super Relax, Mega Relax or Mega Relax Plus cover in which case only the fuel deposit is required.

4.3 What is a deductible?

A deductible is the maximum amount you must pay for **each** damage inflicted on the vehicle. If the cost of the damage exceeds the amount of the deductible, Goldcar will cover the amount in excess of the deductible. *Example: If the deductible is 1,100€ for bodywork damage, and you cause bodywork damage costing 2,700€ to repair, you must pay 1,100€ and Goldcar pays 1,600€.*

The amount of the deductible depends on the vehicle category and the covers purchased.

Vehicle categories **	Without additional covers	Relax*	Super Relax /Mega Relax	Mega Relax Plus
X / XG / AA / A3 / 4A / BB / CC / CG / S / M / B8 / B3 / B6 / A6	2 000,00€	1100,00€	0,00€	2 000,00€
A8 / C6 / D / DE / DG / E / R / R2 / TA / N / V / VV / S1 / S2 / S3 / C1 / C2 / C3	2 500,00€	1400,00€	0,00€	2 500,00€
DD / D5 / G / H6 / GG / GW / O / PP / Q / L / D1 / D2 / D3 / S / W1 / W2 / W3 / V1 / V2 / V3	3 000,00€	2000,00€	0,00€	3 000,00€
I / J / JJ / K / P1 / P2 / P3 / P6 / D6 / T1 / T2 / T3 / U1 / U2 / U3 / U5 / Y1 / Y2 / Y3 / Y4 / Y5 / H1 / H2 / H3 / H8 / U8 / T8 / Y8 / G8 / G1 / G2 / G3 / G6 / Z1 / Z2 / Z3	3 500,00€	3 500,00€	0,00€	3 500,00€

*Except for side, front, and rear bodywork, which are covered with a €0 deductible

** : List of categories not applicable to the Beauvais Airport and Brest Airport branches

4.4 How do compulsory insurance and additional covers limit my financial liability?

4.4.1 Third party liability insurance

All Goldcar rentals include **third party liability insurance**, which provides you with the coverage legally required by the law of the rental country. This insurance will indemnify third parties for bodily injury (including death) and damage to their property that you cause with the vehicle. Passengers in the rented vehicle are considered third parties and benefit from this insurance.

RENTAL TERMS AND CONDITIONS

The insurance does not cover damage to you (the driver) or to our vehicle. When the damage is caused intentionally by the driver; during a prohibited use of the vehicle; or during an infringement of the driving regulations, the insurer may take action against you to obtain partial or full reimbursement of sums paid to third parties.

4.4.2 Goldcar's Basic Cover

All Goldcar rentals include the **Basic Cover**, which includes the Collision Damage Waiver (CDW) and Theft of Vehicle (THW) protections. Where these covers apply, you are only liable for damage up to the deductible amount specified in your Contract.

4.4.3 Additional covers

You can take out the **Relax, Super Relax, Mega Relax and Mega Relax Plus** additional covers to further limit or even exclude your financial liability and reduce the amount of the security deposit. You can only subscribe to the Mega Relax cover in addition to the Super Relax cover. These covers only apply for the duration of the rental. Mega Relax Plus Cover By purchasing our Mega Relax Plus Cover, You will be entitled to access to our Roadside Assistance Premium, as described in the tariff schedules of the country concerned, together with our SPAI (Super Personal Accident Insurance) as described in the above section. You will also benefit from an exemption of charges for the penalty administrative management of vehicle damage and/or theft.

CAUTION: If you have taken out additional covers with third-parties, or if you have insurance with your bank card, you will have to pay the full amount of the damage to Goldcar (up to the deductible amount, where applicable) and then request reimbursement from the third party that insures you. The terms and conditions of these covers and insurances are those of the third party.

Please refer to the rental country's price list to find out the below details the additional protection's coverage of claims. Any damage not listed in the table will not be covered by Goldcar, and you will be liable for its full cost. When your financial responsibility is subject to the payment of a deductible, you must pay the amount of the deductible as detailed in *Article 4.3 "What is a deductible ?"*. The amount of the deductible applicable to your rental depends on the model of the vehicle rented and of the subscribed covers. It is detailed in your Rental Contract.

4.5 In which cases do I lose the benefits of the additional covers?

You lose the benefit of **the additional covers** and are liable for all damage and costs, with no deductible, in the following cases:

- You intentionally cause the damages, or they are caused by your wilful misconduct or your negligent use of the vehicle. Negligence is a behaviour that does not meet the standards expected of a reasonably prudent person in similar circumstances.
- Your use of the vehicle constitutes a breach of the driving laws or of the existing laws.
- Your use of the vehicle is intentionally in breach of the Contractual Documents.
- You do not fill in the accident report correctly or at all, or you do not return it to Goldcar within the specified time.

5 RETURNING THE GOLDCAR VEHICLE



The vehicle must be returned with all keys, equipment, accessories and documents. It must be in the same condition as when you retrieved it, with the exception of normal wear and tear, as defined in *Article 6.5 "What damage will I not be billed for?"*.

RENTAL TERMS AND CONDITIONS

5.1 When and where to return the vehicle



The vehicle must be returned at the time, on the date and at the location agreed on in the contract, during opening hours, on the station's allocated parking spots. You may not change the return time during the rental period unless you wish to extend the Contract, as *detailed in Article 1.11 "Can I extend my rental ?"*.

In some Goldcar stations, you can return the vehicle outside the station's opening hours against payment of an additional fee. You accept, when taking out this option, that the agent carries out the return inspection in your absence. The provisions of *Article 6.4 "What happens if the inspection is carried out by the agent himself ?"* apply.

You must:

- Park the vehicle in the reserved parking spots; and
- Fill in the damage report document by describing any incident or damage affecting the vehicle, and return it with the keys; and
- Return the vehicle keys as indicated by the Goldcar agent.

We advise you inspect the vehicle and take pictures and/or videos of it once it is parked in order to prove its condition at return if needed. They must clearly indicate the date, time and location. Otherwise, it will be up to you to prove that the new damage is not your fault.

5.2 Can Goldcar require me to return the vehicle before the end of the rental period?

Goldcar may request **the early return** of the vehicle at any time during the rental period for various reasons, including vehicle maintenance or a manufacturer recall. Goldcar will provide you with a replacement vehicle at no additional cost.

5.3 What happens if I am late or if I do not return the vehicle?



Please always contact the Goldcar return station to let them know you will be late. Goldcar tolerates a delay of **twenty-nine (29) minutes** from the time set out in the Contract, during which you will not be charged any additional fees.

After this time, Goldcar may consider you have **unlawfully** appropriated the vehicle through your unauthorized Contract renewal and may take any legal, civil or criminal action available, and may regain possession of the vehicle by any means without your authorisation if not having heard back from you. You will be charged for all costs incurred and suffered by Goldcar in connection therewith.

You will also be charged:

- A day's rent for each day of non-return, at the rate in force at the return station, calculated in twenty-four (24) hour periods; **and**
- A fixed charge for each day of possession of the vehicle after the end of the rental period, corresponding to the operating loss suffered by Goldcar.

5.4 What happens if I return the vehicle early?

If you return the vehicle before the agreed date, you remain liable for the full rental price and cannot claim any reimbursement for the days during which the vehicle was not used.

RENTAL TERMS AND CONDITIONS

5.5 What happens if I return the vehicle to a location other than the agreed Goldcar station?

5.5.1 *Dropping off the vehicle in another Goldcar station*

If you return the vehicle to a Goldcar branch other than the one specified in the Contract or to a branch located outside of France, you will be charged a **penalty**. Vehicle returns are not possible to or from the Beauvais Airport and Brest Airport agencies.

Return agency	Departure agency					
	Paris Charles de Gaulle	Paris Orly	Marseille airport	Nice airport	Bordeaux airport	Toulouse airport
Paris Charles de Gaulle		70 €	240 €	260 €	190 €	220 €
Paris Orly	70 €		240 €	260 €	190 €	220 €
Marseille Airport	240 €	240 €		144 €	190 €	140 €
Nice Airport	160 €	160 €	140 €		220 €	180 €
Bordeaux Airport	190 €	190 €	190 €	220 €		208 €
Toulouse Airport	220 €	220 €	140 €	180 €	180 €	

5.5.2 *Abandoning the vehicle*

The vehicle is considered to be **abandoned** if you do not park it at the Goldcar station indicated in your Rental Contract, even if you return the keys to Goldcar. You will be charged a flat rate fee as detailed *please refer to the rental country's Tariff Guide*.

Goldcar may take any legal, civil or criminal action against you, and may repossess the vehicle by any means without your authorization.

5.6 GPS tracking of the Goldcar vehicles

To improve the management of our fleet, protect the vehicle, prevent and detect offences, Goldcar has installed **geolocation devices** in its vehicles. Under no circumstances should you disconnect, steal or damage them, otherwise you will be charged a fee.

These devices collect information about the condition, performance, movements and operation of the vehicle, which may be used both during and after the rental. This information may include personal data about you. This data is processed in accordance with the Privacy Policy available at the following address: <https://www.goldcar.es/fr/politica-privacidad/>.

Depending on the vehicle, its manufacturer may offer multimedia applications and/or functions accessible from the vehicle's dashboard (e.g. calendar, video and audio streaming applications, entertainment, messaging, etc.) and may also allow you to download your own applications and/or content.

When you choose to use these applications or functions, you are free to determine what information you wish to share via these applications. You are also solely responsible for resetting them before returning the vehicle.

In this regard, you are required to :

- Log out of your accounts from the multimedia applications and functions offered in the vehicle;
- End your sessions on these applications and functions offered in the vehicle ;
- Delete and purge all your personal data from these applications and functions, including the dashboard, before returning the vehicle.

Goldcar accepts no responsibility for your failure to do so and shall not be liable for any subsequent use of your accounts and/or access to your data by third parties via such applications or features during any subsequent rental of the vehicle.

For more information on the conditions under which multimedia applications and functions can be reset and your data erased, consult the vehicle user guide available from the dashboard or the manufacturer's website.

RENTAL TERMS AND CONDITIONS

Goldcar strongly recommends that you do not use these applications and/or features if you are unable to delete all of your personal information.

5.7 What fuel or battery level must the vehicle have when I return it?

5.7.1 Fuel



Goldcar offers **two fuel systems**. Both systems require you to pay a security deposit to cover the refuelling of the vehicle.

The **Full-Full system** is the default system for all rentals: you must return the vehicle with the same amount of fuel as indicated on the departure inspection report. If you return the vehicle with less fuel than on departure, the cost of the missing fuel and refuelling fees will be deducted from the fuel deposit. When you retrieve the vehicle, it is your responsibility to check that the fuel level indicated on the departure inspection is accurate. Any discrepancies must be reported to the Goldcar agent prior to departure.

The **Smart Return system** allows you to return the vehicle without a full tank. The cost of the missing fuel is deducted from the fuel deposit. You will not be charged any refuelling fee. *Please refer to the rental country's Tariff Guide to know this option's rate.*

The cost of missing fuel is calculated according to the price per litre of fuel displayed in the station, the tank capacity and the type of fuel. *To know the amount of the refuelling costs, please refer to the rental country's Tariff Guide.*

5.7.2 Electric vehicles



Goldcar will do its best to ensure the vehicle has a minimum battery level of 80% at retrieval. You must not return the vehicle with a charge level below 5%, regardless of the system chosen.

Regarding the return of the vehicle, Goldcar offers two systems:

The "**Full-Full system**" is the default system for all rentals: Customers must return the vehicle with a minimum battery level of 80%. If they return the vehicle with a battery level less than 80%, a recharging fee will be deducted from the deposit. When they retrieve the vehicle, it is their responsibility to check that the battery level indicated on the departure inspection is accurate. Any discrepancies must be reported to the Goldcar agent prior to departure. Returns below this level incur a **fifty (50) euros** fee in terms of EV Battery Breach Surcharge.

The "**Smart Return system**" allows customers to return the vehicle without a minimum battery level of 80%. They will not be charged any recharging fees. This service can be purchased before the pick up for **twenty-five (25) euros** by rental.

Customers must charge the vehicle using the cable supplied by Goldcar. If they use an unsuitable cable, they will be charged for any damage caused to the vehicle.

Any use of public charging stations must comply with their terms and conditions.

5.7.3 Hybrid vehicles

The **hybrid vehicle** will be provided to you with a full tank of fuel. Goldcar does not guarantee any level of charge.

At the time of return, the provisions of the previous sections apply: a minimum battery level of 5% is required, and the vehicle must be refuelled, unless you have subscribed to the Smart Return fuel system.

RENTAL TERMS AND CONDITIONS

6 DAMAGE EVALUATION PROCEDURE

6.1 How is the return inspection made?

 In accordance with the Contractual Documents, you must return the vehicle in the same condition in which you retrieved it. The return inspection checks the state of the vehicle when you return it.

It is carried out by the Goldcar agent in your presence. It compares the vehicle's condition on departure and on return. Any damage to the vehicle, its equipment and accessories that does not appear on the departure inspection document is noted and presumed to be your fault. The agent may take photographs and videos of the damages.

The odometer and fuel level are also checked to ensure you have not exceeded the fixed mileage (if applicable), and that you have returned the vehicle with the level of fuel required in the Contract.

The Goldcar agent may ask you to hand in a sworn statement describing any accident that occurred during the rental, or certifying that no accident occurred. In the event of false declarations or omissions, Goldcar may charge you a fee. *Please refer to the Tariff Guide for the fee amount.*

6.2 What happens if no damage is found?

If no damage nor new damage has been found during the return inspection, the Goldcar agent will hand you the final invoice and the return inspection document. Once you have signed it, the rental ends.

6.3 What happens if damage is found with the agent?

Goldcar has drawn up a Damage Estimation Matrix for **light damages**. Light damage is any damage that incurs during the rental period which, in our reasonable opinion, does not require immediate repair for safety, mechanical or cosmetic reasons. Wear and tear damages (as defined in *Article 6.5 "What damage will I not be billed for?"*) are excluded from this definition.

The **Matrix** defines the amount invoiced for each damage according to its type, its extent and the category of the vehicle. The invoiced amounts are an estimate of the cost of repairing the vehicle, based on the prices applied by our suppliers and the automotive industry. *The Matrix is available in the appendix.*

You are liable for any damage you caused and for damages resulting from a collision you are not liable for when you do not fill in and return the accident report (except for events caused by third parties or by natural forces and that cannot be considered driving accidents) :

- If you recognise that you are liable for the damage, you must sign the return inspection report and agree to be charged on the deposit for the amount indicated in the Matrix. If it exceeds the deposit amount, the latter will be cashed in full and an invoice will be issued for the remainder of the sums due, that you will be asked to pay for at the station.
- If you dispute the damage and refuse to sign the inspection report, the procedure in *Article 6.6 "How can I dispute the damages I have been billed for ?"* applies.

If the damage is not listed in the Matrix, the cost of repair will be evaluated by an **independent expert**. The cost of repair includes loss of use for the period during which the vehicle is immobilised for repairs. The loss of use is a charge to take account of our loss of rental income while it is being repaired, an item is being replaced, the vehicle is being professionally cleaned, while it has been seized, or for a vehicle which is a wreck. We calculate the loss of use charge on the basis of the daily rental rate set out in your Rental Agreement.

Goldcar will then email you a copy of the Contract, the two inspection reports, photographs of the damage and the invoice estimating the cost of the repairs and the damage management fee. You have fourteen (14) days from the date on which the documents are sent to dispute the amount of the damage or your liability, in accordance with the terms of *Article 6.6 "How can I dispute the damages I have been billed for ?"*.

RENTAL TERMS AND CONDITIONS

If an independent expert considers that the damages are so important that the reparation costs would exceed the vehicle's value and/or that it is impossible to repair the vehicle, the vehicle will be declared a wreck. You will therefore be required to compensate Goldcar for the value of the vehicle prior to the loss, plus all costs incurred (towing, immobilization, ...), less the selling price of the wreck.

If you have taken out the Super Relax or Mega Relax covers, the procedure applies but you are not liable for the damage amount, except when excluded. If you have taken out the Relax or Mega Relax Plus cover or if you have not subscribed any additional cover, you will only be liable for the cost of repairs up to the deductible amount. These provisions do not apply if the damage is due to your wrongdoing or negligence, in which case the deductible no longer applies.

6.4 What happens if the inspection is carried out by the agent himself ?

If you return the vehicle outside opening hours or if you refuse to carry out the inspection with the agent, it will be done by the agent alone.

Goldcar will then email you a copy of the Contract, the two completed inspection reports, photographs and videos of any damage and the estimated or final invoice, depending on the type of damage found. You have fourteen (14) days from the day the documents are sent to contest the damage amount or your liability, in accordance with Article 6.6 "*How can I dispute the damages I have been billed for ?*".

6.5 6.5 What damage will I not be billed for?

Damage due to force majeure or to normal wear and tear of the vehicle will not be invoiced.

Normal wear and tear is the unavoidable deterioration of the vehicle that occurs even if you take good care of it. The following damages are considered to be normal wear and tear:

- Scratches caused by small stones or scratches less than two (2) centimetres long ;
- Dents in metal or plastic that are less than two (2) centimetres in diameter and do not require the vehicle to be repainted ;
- Any damage to the interior of the vehicle less than zero point five (0.5) centimetres long.

Similarly, you will be refunded for any damage caused by an accident with a third party if you are not at fault. They are covered by the third party's insurance.

6.6 How can I dispute the damages I have been billed for?

You have seven (7) days from the date the documents are sent to contest the inspection report. You will not be charged any additional costs for contesting it.

You must provide proof that :

- The amounts invoiced are inadequate, for instance by requesting a second opinion from an approved expert; and/or
- You did not cause the damages, for instance by showing photographs you took before departure proving the pre-existing nature of the damage.

If you fail to contest the damages or your liability within this **delay**, or if your dispute is rejected by Goldcar's [Customer Service](#), the estimative invoice becomes final and you will have to pay Goldcar the sums due. You may then initiate any amicable and legal procedure available to you to contest the charge. *Please read Article 7.2 "Dispute resolution" and the Local Rental Terms and Conditions of the rental country for further details.*

RENTAL TERMS AND CONDITIONS

6.7 Can I reclaim personal effects left in the car?

Goldcar is not responsible for **personal belongings forgotten**, stolen or lost in the vehicle. However, Goldcar undertakes to notify you if any personal effects are found in the vehicle after it has been returned.

If you forget a personal item in the vehicle, you have fifteen (15) days to claim it by contacting [Customer Service](#). After this period, the personal items will be considered abandoned. You are responsible for the shipping costs for your personal belongings.

6.8 What fees may Goldcar charge me for?

You may be charged **fees** in the event of failure to comply with the Contractual Documents or damage to the vehicle. They are charged in addition to the cost of any repairs to the vehicle. You will be sent an invoice before you are charged any fees. *Please read the Tariffs Guide to know the charges and fees amounts.*

You may dispute them within the terms of Article 7.2 "Dispute resolution" and of the Local Terms and Conditions of the rental country.

6.9 When and how will I receive my invoice?

By renting a Goldcar vehicle, you **agree** to pay the rental price, the options purchased, and any additional costs.

The **invoice** is available at <https://www.goldcar.es/fr/facturacion/facturacionelectronica/> from the moment the vehicle is returned. You may also ask for a paper invoice at the counter, free of charge. Some costs may not be known or calculated at that time, in which case they will be invoiced at a later date (e.g. *damages requiring expert appraisal, hidden damages, fines, etc*).

The deadline for payment is indicated on the invoice. If you fail to meet the deadline, Goldcar may charge your bank card with all the sums due and may take all available legal civil and criminal action to recover the sums due.

7 DISPUTE RESOLUTION

7.1 How do I contact Customer Service?

For any information requests, claims or complaints concerning a vehicle rental in France, you may contact Goldcar's Customer Service at frcustomerservice@goldcar.com. French-speaking and English-speaking advisers will answer your questions

7.2 Dispute resolution

In case of a dispute, we advise you to first contact Goldcar's Customer Services, who will try to respond to your request.

In application of legal provisions in force, Goldcar's liability is limited to damages resulting directly and immediately from its wrongdoing. Goldcar is not liable for damages to persons or property, including economic loss suffered by you or third parties, where such damage results from a manufacturing defect in the vehicle. Only the vehicle manufacturer may be held liable in such case.

European Union residents who have made an online booking with a Goldcar station located in the European Union may refer the matter to a mediator using the European Commission's online dispute resolution platform at the following address: <https://ec.europa.eu/consumers/odr/>, in accordance with Regulation No. 524/2013/EU. Mediation is not compulsory.

RENTAL TERMS AND CONDITIONS

You can also submit your claim directly to the European Car Rental Conciliation Service (ECRCS) (<http://www.ecrcs.eu/fr/accueil.aspx>) when the rental country is different from your country of residence.

Alternatively, you may wish to pursue Goldcar through formal legal action at your disposal.

All communications and documents relating to the Agreement or to a dispute with Goldcar will be sent to the email address or postal address you provided in the Contract. Please immediately inform Goldcar of any change to your email or postal address.

Additional legal remedies may be available depending on the rental country and your country of residence. Please read the Local Rental Terms and Conditions of the rental country for further details.

7.3 Consumer mediation

You can refer any dispute with Goldcar about a vehicle rental in France to a consumer mediator, free of charge. The mediator appointed by Goldcar is an independent, impartial, diligent and competent third party.

From October 1st, 2023, recourse to an alternative dispute resolution method will be mandatory for disputes where the sum at stake does not exceed five thousand (5,000) euros ([Article L. 750-1 of the Civil Procedure Code](#)). Otherwise, disputes of this type cannot be brought before the courts.

To begin the mediation process, you must first send a written complaint to Goldcar's Customer Service, by email or letter. If you are not satisfied with the response, or if you have not received a response after one (1) month, you may refer the matter to the mediator. The referral must be made within one (1) year of submitting your request to Customer Service. If these conditions are not met, the complaint will be declared inadmissible by the mediator.

Please contact :

Mobilians Mediator
43 bis route de Vaugirard
CS 80016
92197 Meudon CEDEX

Or by email: mediateur@mediateur-mobilians.fr

Please consult MOBILIANS' conditions to bring a dispute to the mediator.

Mediation decisions are not binding. If mediation fails, or if you are not satisfied with the decision, you can take your case to the courts.

7.4 Applicable law and jurisdiction

The **Contractual Documents** are governed by the law of the rental country. *For example, if you retrieve the vehicle in France, French law applies.* You always benefit from the legal protections of your country of residence during the reservation process.

You can take your case to the courts of your country of residence or of the rental country.

8 MISCELLANEOUS

8.1 Modification of the Rental Terms and Conditions by Goldcar

Goldcar reserves **the right to modify** these Terms and Conditions at any time, without notice, at its sole discretion.

RENTAL TERMS AND CONDITIONS

If the Rental Terms and Conditions are modified during your rental period, your rental will remain subject to the Rental Terms and Conditions in force at the time the booking was made, which are sent in the booking confirmation email.

The Rental Terms and Conditions and the Local Terms and Conditions are accessible at all times at <https://www.goldcar.es/en/tc/>.

8.2 Terms autonomy

If one of the **terms** becomes illegal or void for any reason, the other terms remain valid and continue to apply, unless they are rendered null and void without the invalidated clause.

8.3 Code of Conduct

Leaseurope has published a code of conduct for the car rental industry. Goldcar undertakes to comply with the code of conduct. You may obtain a copy at the following address: www.leaseurope.org.

8.4 Vehicle ownership

Goldfleet SAS and Securitifleet SAS are or will be the owners of a substantial part of the fleet leased by Goldcar France SARL to its customers, and have granted a pledge over their vehicles to Crédit Agricole Corporate and Investment Bank and its successors and assignees, in particular the FCT Sinople Finance securitization fund, in accordance with Articles 2333 et seq. of the French Civil Code. For the purposes of this pledge, Goldcar France SARL has been designated as an "agreed third party" in accordance with Article 2337 of the French Civil Code.

Consequently, any return of a vehicle by a customer of Goldcar France SARL must be made to Goldcar France SARL in its capacity as an agreed third party or, where applicable, to any other entity that may be substituted for it in this capacity and under no circumstances to Goldfleet SAS or Securitifleet SAS.

If you rent a vehicle from a Goldcar franchisee, the Contract is concluded between the franchisee and you. It will be subject to these General Terms and Conditions, but all obligations on Goldcar will be borne directly by the franchisee. The franchisee's vehicles do not belong to Goldfleet SAS and Securitifleet SAS.

9 PERSONAL DATA - GDPR

The performance of the Contract, compliance with Goldcar's legal and regulatory obligations and the monitoring of our relationship require us to retrieve and process personal data concerning you and any Additional Driver(s). This data may be processed in a number of ways, as detailed in our Privacy Policy, which can be accessed at the following address: <https://www.goldcar.es/fr/politica-privacidad/>.

Goldcar retains your personal data for the time necessary to fulfil the purposes mentioned above.

The recipients of the data retrieved are the companies and stations of the Europcar group, their franchisees and partners as well as the competent authorities, particularly in the event of a traffic offence committed during your rental. The recipients of your personal data may be located within or outside the European Union. In the event of transfer of data to a recipient located in a country whose legislation relating to the cover of personal data does not provide for an adequate level of cover within the meaning of the regulations relating to data cover, Goldcar implements appropriate safeguards within the meaning of these same regulations.

RENTAL TERMS AND CONDITIONS

In accordance with applicable law, you have the right to access, rectify and delete data concerning you, the right to object to the processing of your data, the right to the portability of your data and the right to organise what happens to your personal data after your death. You can exercise these rights by sending your request by letter to the following address : Goldcar Customer Service 62 Avenue Emile Zola, Bâtiment A – 92100 Boulogne-Billancourt, France or by email to dpo@goldcar.com. You may also contact Goldcar's Data Protection Officer at this address.

You also have the right to lodge a complaint with the competent data protection authority, whose designation and contact details are indicated in Article 9 of the Local Rental and Conditions of your rental country. We invite you to contact us using the contact details above stated before making any complaint to the competent authority.

For more information, we invite you to consult Goldcar's Privacy Policy, which can be accessed at the following address: <https://www.goldcar.es/en/politica-privacidad/>.

9.1 Complaints about your personal data

You have the right to lodge a complaint with the Commission Nationale de l'Informatique et des Libertés (CNIL) by mail at : CNIL - Service des Plaintes - 3 Place de Fontenoy - TSA 80715 - 75334 PARIS CEDEX 07 or by filling in the dedicated form on CNIL's website at : <https://www.cnil.fr/fr/plaintes>

9.2 Opposition to cold calling

To oppose cold calling, you can register to Bloctel, free of charge, at www.bloctel.gouv.fr ; or by post to : Worldline - Service Bloctel - CS 61311 - 41013 Blois cedex

RENTAL TERMS AND CONDITIONS

10 **Annexe. Light damages price list - France * (*excluding Beauvais airport and Brest airport station)**

Grille des Tarifs Maximaux pour Dommages Légers-Véhicules de tourisme/Table of maximum charges for light damages-Cars Prix nets en EUROS (€) / Net prices in EUROS (€)

GOLDCAR		Catégories / Categories						
		AA / BB / CC / IX / A1 / A2 / A3 / B1 / B2 / B3 / B6	A8 / B8	D / E / R / C1 / C2 / C3 / S1 / S2 / S3 / C6 / R2 / S6	J1 / J2 / J3 / J6 / C8	F / L / S / DD / W1 / W2 / W3 / D1 / D2 / D3 / V1 / V2 / V3	D8	
FAMILLE VÉHICULE / VEHICLE FAMILY		MINI/ECONOMY	MINI/ECONOMY CONVERTIBLE	COMPACT	COMPACT	INTERMEDIATE/ STANDARD	INTERMEDIATE/ STANDARD CONVERTIBLE	
ELEMENT	PART							
Antenne	Antenna	244,98	173,05	285,08	285,08	278,13	278,13	
Kit Anti-Crevalson	Puncture Kit	240	240	240	240	240	20	
Siège Enfant	Baby seat	105	105	105	105	105	105	
Réhausseur	Booster seat	55	55	55	55	55	55	
Câble de recharge (prise domestique)	Domestic EV Charge Cable	700	700	700	700	700	700	
Câble de recharge (prise borne)	EV Charge cable	700	700	700	700	700	700	
Trappe Carburant	Fuel tank cover	186,73	186,73	186,73	186,73	186,73	186,73	
Tapis avant	Front mat	723,03	723,03	723,03	723,03	723,03	723,03	
Tapis arrière	Rear mat	194,28	194,28	194,28	194,28	194,28	194,28	
Nettoyage réservoir carburant	Fuel Tank Cleaning	540	540	540	540	540	540	
Bas de caisse	Undercarriage	1036	1036	1036	1036	1036	1036	
Kit Triangle	Emergency Kit	25,08	25,08	25,08	25,08	25,08	25,08	
Vitre Custode AV G	Front Left Fixed Glass	195	195	240	240	240	240	
Vitre Custode AV D	Front Right Fixed Glass	195	195	240	240	240	240	
Vitre Custode AR G	Rear Left Fixed Glass	208	240	240	240	271	271	
Vitre Custode AR D	Rear Right Fixed Glass	208	240	240	240	271	271	
Capot AV - Niveau 1	Front Bonnet - Level 1	291,6	325	325	364	364	390	
Capot AV - Niveau 2	Front Bonnet - Level 2	523,02	586,55	539	539	530,14	530,14	
Capot AV - Niveau 3	Front Bonnet - Level 3	809,38	785,13	942,37	942,37	1024,04	1024,04	
Parechoc AV - Niveau 1	Front bumper - Level 1	237,74	260	286	286	325	325	
Parechoc AV - Niveau 2	Front bumper - Level 2	498,18	462,93	498,47	498,47	482,61	482,61	
Parechoc AV - Niveau 3	Front bumper - Level 3	855,86	766,42	930,62	930,62	979,14	979,14	
Portière AV G - Niveau 1	Front Left Door - Level 1	415,95	439,58	421,85	421,85	421,84	421,84	
Portière AV G - Niveau 2	Front Left Door - Level 2	515,77	577,3	515,58	515,58	504,47	504,47	
Portière AV G - Niveau 3	Front Left Door - Level 3	1462,59	1570,59	1495,66	1495,66	1556,58	1556,58	
Phare anti brouillard AV G	Front Left Fog Lights	164,81	169,25	153,99	153,99	191,87	191,87	
Phare AV G	Front Left Headlamp	804,64	831,83	963,48	963,48	960,81	960,81	
Clijotant AV G	Front Left Indicator	223,79	203,69	288,78	288,78	305,83	305,83	
Serrure AV G	Front Left Door Keylock	300	300	300	300	300	300	
Vitre AV G	Front Left Window	240	240	240	240	240	240	
Jante AV G	Front L. Wheel Rim Alloy	360	360	360	360	420	420,00 €	
Housse dossier de siege AV G	Front L. Seat Back Cover	555,3	498,96	572,2	572,2	601,52	601,52	
Pneu AV G	Front Left Tyre	188,98	188,98	240	240	294,20 €	294,20 €	
Jante AV G - Dommage	Front Left Wheel Rim Damage	237,35	467,1	330,39	330,39	404,49	404,49	
Allé AV G - Niveau 1	Front Left Wing - Level 1	351,77	412,31	357,88	357,88	352,42	352,42	
Allé AV G - Niveau 2	Front Left Wing - Level 2	472,94	533,4	474,63	474,63	458,98	458,98	
Allé AV G - Niveau 3	Front Left Wing - Level 3	922,05	1135,56	942,94	942,94	933,74	933,74	
Portière AV D - Niveau 1	Front Right Door - Level 1	415,95	439,58	421,85	421,85	421,84	421,84	
Portière AV D - Niveau 2	Front Right Door - Level 2	515,77	577,3	515,63	515,63	504,47	504,47	
Portière AV D - Niveau 3	Front Right Door - Level 3	1470,65	1561,91	1529,85	1529,85	1568,46	1568,46	
Phare anti brouillard AV D	Front Right Fog Lights	164,81	169,25	153,99	153,99	191,87	191,87	
Phare AV D	Front Right Headlamp	820,27	875,64	970,85	970,85	968,21	968,21	
Clijotant AV D	Front Right Indicator	223,79	203,69	288,78	288,78	305,83	305,83	
Serrure AV D	Front Left Door Keylock	300	300	300	300	300,00 €	300,00 €	
Vitre AV D	Front Right Window	240	240	240	240	240	240,00 €	
Jante AV D	Front R. Wheel Rim Alloy	360	360	360	360	420	420,00 €	
Housse assise de siege AV D	Front R. Seat Base Cover	473	329,67	421,73	421,73	453,59	453,59	
Pneu AV D	Front Right Tyre	188,98	188,98	240	240	294,20 €	294,20 €	
Jante AV D - Dommage	Front Right Wheel Rim - Damage	237,35	467,1	330,39	330,39	404,49	404,49	
Allé AV D - Niveau 1	Front Right Wing - Level 1	351,77	412,31	357,84	357,84	351,85	351,85	
Allé AV D - Niveau 2	Front Right Wing - Level 2	472,94	531,98	474,63	474,63	458,98	458,98	
Allé AV D - Niveau 3	Front Right Wing - Level 3	922,91	1133,83	955,94	955,94	952,33	952,33	
Housse assise de siege AV D	Front R. Seat Base Cover	473	329,67	421,73	421,73	453,59	453,59	
Bras essuie glace AV G	Front Left Wiper Arm	71,28	63,24	81,79	81,79	92,64	92,64	
GPS	GPS	200	200	200	200	200	200,00 €	
Hayon - Niveau 1	Hatchback Door - Level 1	267,71	234	273,65	273,65	298,97	298,97	
Hayon - Niveau 2	Hatchback Door - Level 2	500,92	482,18	501,22	501,22	525,43	525,43	
Hayon - Niveau 3	Hatchback Door - Level 3	1325,4	1064,46	1466,58	1466,58	1718,49	1718,49	
Serrure de hayon	Hatchback Door Lock	97	83,39	120,06	120,06	134,9	134,9	
Enjoliveur	Hubcaps	94	94	94	94	94	94,00 €	
Certificat d'Assurance	Insurance	50	50	50	50	50	50,00 €	
Clé	Key	350	350	350	350	350	350	

* Les prix listés ci-dessus correspondent aux dommages du NIVEAU 1 soit rayures et éraflures légères de 2 à 5 cm (1 par pièce facturée). Pour le NIVEAU 2 soit enfoncements de moins de 2 centimètres ou rayures de 6 à 10 cm, ou plusieurs rayures ou éraflures sur la même pièce, le tarif augmente de 175% et NIVEAU 3 soit enfoncements de plus de 2 centimètres, rayures de plus de 10 cm ainsi que plusieurs éraflures ou éraflures profondes de plus de 5 cm (1 par pièce facturée). Pour le NIVEAU 4 soit enfoncements de plus de 2 cm, rayures de plus de 10 cm ainsi que plusieurs éraflures ou éraflures profondes de plus de 5 cm (1 par pièce facturée). Les dommages de plus de 10 cm sont facturés à la pièce. Les dommages de plus de 10 cm sont facturés à la pièce. Les dommages de plus de 10 cm sont facturés à la pièce.

DENTAL TERMS AND CONDITIONS

Grille des Tarifs Maximaux pour Dommages Légers-Véhicules de tourisme/Table of maximum charges for light damages-Cars Prix nets en EUROS (€) / Net prices in EUROS (€)

<div>  </div>		Catégories / Categories					
		AA / BB / CC / JX / A1 / A2 / A3 / B1 / B2 / B3 / B6	A8 / B8	D / E / R / C1 / C2 / C3 / S1 / S2 / S3 / C6 / R2 / S6	I1 / I2 / I3 / J6 / C8	F / L / S / DD / W1 / W2 / W3 / D1 / D2 / D3 / V1 / V2 / V3	D8
FAMILLE VÉHICULE / VEHICLE FAMILY		MINI/ECONOMY	MINI/ECONOMY CONVERTIBLE	COMPACT	COMPACT	INTERMEDIATE/ STANDARD	INTERMEDIATE/ STANDARD CONVERTIBLE
ELEMENT	PART						
Seuil bas de porte AV G - Niveau 1	Left Door Sill - Level 1	260	260	260	260	325	325
Seuil bas de porte AV G - Niveau 1	Left Door Sill - Level 2	260	260	260	260	325	325
Seuil bas de porte AV G - Niveau 1	Left Door Sill - Level 3	2122,52	1652,4	2073,2	2073,2	1943,63	1943,63
Coque de retroviseur G	Left Mirror Housing	143,82	59,81	165,27	165,27	154,03	154,03
Retroviseur extérieur G	Left wing mirror	307,18	263,23	362,15	362,15	403,69	403,69
Plage Arrière	Luggage cover	140	140	360	360	360,00 €	360,00 €
Siège bébé maxi-cosi	Maxi-cosi	105	105	105	105	105,00 €	105,00 €
Cle WIFI 4G 5G	MIFI	200	200	200	200	200,00 €	200,00 €
Plaque d'immatriculation	Number Plate	28	28	28	28	28,00 €	28,00 €
Eclairage de plaque AR	Rear Number Plate Light	58,62	45,64	67,49	67,49	88,82	88,82
Mèche Pneu	Puncture	188,98	188,98	239 005	239 005	294,20 €	294,20 €
Auto radio	Radio	1309,87	865,19	1012,28	1012,28	1264,14	1264,14
Pare chocs AR - Niveau 1	Rear Bumper - Level 1	237,74	260	286	286	325	325,00 €
Pare chocs AR - Niveau 2	Rear Bumper - Level 2	484,62	454,74	544,6	544,6	517,26	517,26
Pare chocs AR - Niveau 3	Rear Bumper - Level 3	686,95	692,72	1004,69	1004,69	977,71	977,71
Phare anti brouillard AR G	Rear Left Fog Lamp	100,51	69,83	144,15	144,15	111,65	111,65
Porte AR G - Niveau 1	Rear Left Door - Level 1	382,6	388,5	407,82	407,82	410,18	410,18
Porte AR G - Niveau 2	Rear Left Door - Level 2	488,51	513,5	506,59	506,59	499,01	499,01
Porte AR G - Niveau 3	Rear Left Door - Level 3	1324,43	1414,55	1448,96	1448,96	1531,36	1531,36
Feu AR G	Rear Left Headlamp	223,79	203,69	288,78	288,78	305,83	305,83
Clignotant AR G	Rear Left Indicator	223,79	203,69	288,78	288,78	305,83	305,83
Vitre porte AR G	Rear Left Door Window	240	241,77	240	240	240,00 €	240,00 €
Jante alliage AR G	Rear Left Wheel Rim Alloy	360	360	360	360	420	420,00 €
Pneu AR G	Rear Left Tyre	188,98	188,98	240	240	294,20 €	294,20 €
Jante alliage AR G - Dommage	Rear Left Wheel Rim - Damage	237,35	467,1	330,39	330,39	404,49	404,49
Aile AR G - Niveau 1	Rear Left Wing - Level 1	410,47	475,17	421,91	421,91	412,66	412,66
Aile AR G - Niveau 2	Rear Left Wing - Level 2	513,39	582,36	518,32	518,32	509,76	509,76
Aile AR G - Niveau 3	Rear Left Wing - Level 3	2416,31	2949,36	2598,87	2598,87	2795,01	2795,01
Porte AR D - Niveau 1	Rear Right Door - Level 1	382,6	388,5	407,82	407,82	411,7	411,7
Porte AR D - Niveau 1	Rear Right Door - Level 2	488,51	513,5	506,59	506,59	499,84	499,84
Porte AR D - Niveau 1	Rear Right Door - Level 3	1333,67	1414,55	1479,52	1479,52	1554,73	1554,73
Feu AR D	Rear Right Headlamp	227,06	203,69	288,13	288,13	308,7	308,7
Clignotant AR D	Rear Right Indicator	227,06	203,69	288,13	288,13	308,7	308,7
Vitre porte AR D	Rear Right Door Window	240	241,77	240	240	240,00 €	240,00 €
Jante alliage AR D	Rear R. Wheel Rim Alloy	360	360	360	360	420	420,00 €
Pneu AR D	Rear Right Tyre	188,98	188,98	240	240	294,20 €	294,20 €
Jante alliage AR D - Dommage	Rear Right Wheel Rim Damage	237,35	467,1	330,39	330,39	404,49	404,49
Aile AR D - Niveau 1	Rear Right Wing - Level 1	413,33	474,69	422,08	422,08	415,37	415,37
Aile AR D - Niveau 1	Rear Right Wing - Level 2	515,21	583,26	518,15	518,15	511,42	511,42
Aile AR D - Niveau 1	Rear Right Wing - Level 3	2498,04	2852,51	2666,9	2666,9	2791,24	2791,24
Housse dossier de siège AV G	Front L. Seat Back Cover	555,3	498,96	572,2	572,2	601,52	601,52
Housse assise de siège AR G	Rear L. Seat Base Cover	358,06	358,06	243,67	243,67	505,69	505,69
Parebrise AR	Rear Screen	488,14	413,87	560,72	560,72	578,64	578,64
Bras essuie glace AR	Rear Windscreen Wiper	58,77	71,16	58,08	58,08	59,8	59,8
Retroviseur interieur	Rear View Mirror	163,92	120	255,57	255,57	252,8	252,8
Seuil bas de porte AV D - Niveau 1	Right Door Sill - Level 1	260	260	260	260	325	325,00 €
Seuil bas de porte AV D - Niveau 1	Right Door Sill - Level 2	260	260	260	260	325	325,00 €
Seuil bas de porte AV D - Niveau 1	Right Door Sill - Level 3	2165,22	1646,53	2107,75	2107,75	1963,82	1963,82
Coque de retroviseur D	Right Mirror Housing	143,79	59,86	165,23	165,23	153,27	153,27
Retroviseur extérieur D	Right wing mirror	308,88	263,47	367,59	367,59	408,26	408,26
Toit - Niveau 1	Roof - Level 1	390	455	650	650	650,00 €	650,00 €
Toit - Niveau 2	Roof - Level 2	601	677	775	775	775,00 €	775,00 €
Toit - Niveau 3	Roof - Level 3	2593	2723	3032	3032	3032	3 032,00 €
Ceinture de sécurité	Seat belt	480	480	480	480	480	480,00 €
Roue de Secours	Spare tyre	420	420	420	420	420	420
Nettoyage supplémentaire - Niveau 1	Special Cleaning - Level 1	135	135	135	135	135	135
Nettoyage supplémentaire - Niveau 2	Special Cleaning - Level 2	180	180	180	180	180	180
Documentation du véhicule	Vehicle documents	105	105	105	105	105	105
Certificat d'immatriculation du Véhicule (carte grise)	Vehicle Registration Certificate	50	50	50	50	50	50
Outils changement de roue	Wheel change tools	240	240	240	240	240	240
Verre de pare-brise	Windscreen Glass	80	80	80	80	80	80
Parebrise AV	Front windscreen	619,67	619,67	798,67	798,67	896	896

*Les prix listés ci-dessus correspondent aux dommages du NIVEAU 1 soit rayures et éraflures légères de 2 à 5cm (1 par pièce facturée). Pour le NIVEAU 2 soit enfoncements de moins de 2 centimètres ou rayures de 6 à 10 cm, ou plusieurs rayures ou éraflures sur la même pièce, le tarif augmente de 175% et NIVEAU 3 soit enfoncements de plus de 2 centimètres, rayures de plus de 10cm ainsi que pièces fendues, cassées ou manquantes) l'augmentation appliquée est à hauteur de 250% des prix indiqués ci-dessus, dans le respect des conditions générales de vente /*The amounts shown correspond to level 1 (light scratches or scuffs between 2 - 5cm, 1 per part invoiced)), for level 2 (dents below 2cm or scratches from 6 to 10cm and several light scratches or scuffs on invoiced part) and level 3 (dents bigger than 2 centimetres or scratches over 10cm, parts broken or missing) a 175% and 250% increase will be applied upon prices listed.



RENTAL TERMS AND CONDITIONS

Grille des Tarifs Maximaux pour Dommages Légers-Véhicules de tourisme/Table of maximum charges for light damages-Cars Prix nets en EUROS (€) / Net prices in EUROS (€)

GOLDCAR		Catégories / Categories					
		D8	H1 / H2 / H3 / Y1 / Y2 / Y3 / U1 / U2 / U3 / U5 / Y5 / T1 / T2 / T3 / H6 / Y6 / U6	U8 / Y8 / T8 / H8	G1 / G2 / G3 / G6 / Z1 / Z2 / Z3	G8 / Z8	P1 / P2 / P3 / K / J1 / J1 / P6 / D6
		INTERMEDIATE/ STANDARD CONVERTIBLE	FULL SIZE/PREMIUM	FULL SIZE/PREMIUM CONVERTIBLE	LUXURY	LUXURY CONVERTIBLE	PASSENGER VAN
FAMILLE VÉHICULE / VEHICLE FAMILY							
ELEMENT	PART						
Antenne	Antenna	278,13	370,24	765,06	352,54	479,76	147,63
Kit Anti-Crevaison	Puncture Kit	20	240	240	20	204	240
Siège Enfant	Baby seat	105	105	105	105	105	105
Rehausseur	Booster seat	55	55	55	55	55	55
Câble de recharge (prise domestique)	Domestic EV Charge Cable	700	700	700	700	700	700
Câble de recharge (prise borne)	EV Charge cable	700	700	700	700	700	700
Trappe Carburant	Fuel tank cover	186,73	186,73	186,73	186,73	186,73	186,73
Tapis avant	Front mat	723,03	723,03	723,03	723,03	723,03	723,03
Tapis arrière	Rear mat	194,28	194,28	194,28	194,28	194,28	194,28
Nettoyage réservoir carburant	Fuel Tank Cleaning	540	540	540	540	540	540
Bas de caisse	Undercarriage	1036	1036	1036	1036	1036	1036
Kit Triangle	Emergency Kit	25,08	25,08	25,08	25,08	25,08	25,08
Vitre Custode AV G	Front Left Fixed Glass	240	242	300	300	300	300
Vitre Custode AV D	Front Right Fixed Glass	240	242	300	300	300	300
Vitre Custode AR G	Rear Left Fixed Glass	271	240	241	241	375	375
Vitre Custode AR D	Rear Right Fixed Glass	271	240	241	241	375	375
Capot AV - Niveau 1	Front Bonnet - Level 1	390	390	390	390	390	390
Capot AV - Niveau 2	Front Bonnet - Level 2	530,14	535,53	553,5	542,2	529,5	494,11
Capot AV - Niveau 3	Front Bonnet - Level 3	1024,04	1131,62	1155,86	1238	1151,77	859,35
Parechoc AV - Niveau 1	Front bumper - Level 1	325	325	325	325	325	325
Parechoc AV - Niveau 2	Front bumper - Level 2	482,61	476,92	473,5	484,98	425,5	465,24
Parechoc AV - Niveau 3	Front bumper - Level 3	979,14	1076,5	950,65	1213,65	943,32	756,15
Portière AV G - Niveau 1	Front Left Door - Level 1	421,84	389,7	391,83	455,53	338,5	423,96
Portière AV G - Niveau 2	Front Left Door - Level 2	504,47	487,84	497,5	513,01	481,5	497,67
Portière AV G - Niveau 3	Front Left Door - Level 3	1556,58	1526,73	1601,51	1795,78	2080,31	1566,8
Phare anti brouillard AV G	Front Left Fog Lights	191,87	217,56	360	360	360	360
Phare AV G	Front Left Headlamp	960,81	1601,85	2229,42	1573,94	1939,87	693,07
Clignotant AV G	Front Left Indicator	305,83	348,31	295,46	352,8	278,18	212,07
Serrure AV G	Front Left Door Keylock	300	360	360	360	360	360
Vitre AV G	Front Left Window	240	240	240	240	360	360
Jante AV G	Front L. Wheel Rim Alloy	420,00 €	420	420	420	420	420
Housse dossier de siège AV G	Front L. Seat Back Cover	601,52	601,52	601,52	737,02	709,7	550,09
Pneu AV G	Front Left Tyre	294,20 €	260,75 €	260,75 €	360,00 €	360,00 €	360,00 €
Jante AV G - Dommage	Front Left Wheel Rim Damage	404,49	594,43	1230,77	502,79	933,78	192,81
Aile AV G - Niveau 1	Front Left Wing - Level 1	352,42	329,59	351,83	365,65	298,5	365,7
Aile AV G - Niveau 2	Front Left Wing - Level 2	458,98	461,33	465,5	473,17	457,5	458,63
Aile AV G - Niveau 3	Front Left Wing - Level 3	933,74	947,9	940,22	1070,38	893,38	923,91
Portière AV D - Niveau 1	Front Right Door - Level 1	421,84	389,7	407,83	455,53	338,5	423,96
Portière AV D - Niveau 2	Front Right Door - Level 2	504,47	487,84	497,5	513,01	481,5	497,67
Portière AV D - Niveau 3	Front Right Door - Level 3	1568,46	1525,23	1601,51	1797,08	2080,31	1583,51
Phare anti brouillard AV D	Front Right Fog Lights	191,87	217,56	360	360	360	360
Phare AV D	Front Right Headlamp	968,21	1611,12	2229,42	1576,85	1939,87	690,23
Clignotant AV D	Front Right Indicator	305,83	348,31	295,46	352,8	278,18	212,07
Serrure AV D	Front Left Door Keylock	300,00 €	360	360	360	360	360
Vitre AV D	Front Right Window	240,00 €	240	240	240	360	360
Jante AV D	Front R. Wheel Rim Alloy	420,00 €	420	420	420	420	420
Housse assise de siège AV D	Front R. Seat Base Cover	453,59	552,4	552,4	632,67	722,04	476,37
Pneu AV D	Front Right Tyre	294,20 €	260,75 €	260,75 €	360,00 €	360,00 €	360,00 €
Jante AV D - Dommage	Front Right Wheel Rim - Damage	404,49	594,43	1230,77	498,13	933,78	192,81
Aile AV D - Niveau 1	Front Right Wing - Level 1	351,85	329,59	351,83	365,65	298,5	365,7
Aile AV D - Niveau 2	Front Right Wing - Level 2	458,98	461,33	465,5	473,17	457,5	458,63
Aile AV D - Niveau 3	Front Right Wing - Level 3	952,33	949,76	873,47	1060,72	893,38	901,7
Housse assise de siège AV D	Front R. Seat Base Cover	453,59	552,4	552,4	632,67	722,04	476,37
Bras essuie glace AV G	Front Left Wiper Arm	92,64	84,54	69,18	94,99	107,77	86,45
GPS	GPS	200,00 €	200	200	200	200	200
Hayon - Niveau 1	Hatchback Door - Level 1	298,97	274,67	264	364	364	364
Hayon - Niveau 2	Hatchback Door - Level 2	525,43	487,25	489,5	515,67	473,5	512,84
Hayon - Niveau 3	Hatchback Door - Level 3	1718,49	1522,94	1278,89	1744,52	1155,3	1756,64
Serrure de hayon	Hatchback Door Lock	134,9	183,81	90,67	183,33	151,91	214,96
Enjoliveur	Hubcaps	94,00 €	94	94	94	94	94
Certificat d'Assurance	Insurance	50,00 €	50	50	50	50	50
Clé	Key	350	350	350	350	350	350

*Les prix listés ci-dessus correspondent aux dommages du NIVEAU 1 soit rayures et effractions légères de 2 à 5cm (1 par pièce facturée). Pour le NIVEAU 2 soit enfoncements de moins de 2 centimètres ou rayures de 6 à 10 cm, ou plusieurs rayures ou effractions sur la même pièce, le tarif augmente de 175% et NIVEAU 3 soit enfoncements de plus de 2 centimètres, rayures de plus de 10cm ainsi que pièces fendues, cassées ou manquantes) l'augmentation appliquée est à hauteur de 250% des prix indiqués ci-dessus, dans le respect des conditions générales de vente /*The amounts shown correspond to level 1 (light scratches or scuffs between 2 - 5cm, 1 per part invoiced)), for level 2 (dents below 2cm or scratches from 6 to 10cm and several light scratches or scuffs on invoiced part)



RENTAL TERMS AND CONDITIONS

Grille des Tarifs Maximaux pour Dommages Légers-Véhicules de tourisme/Table of maximum charges for light damages-Cars Prix nets en EUROS (€) / Net prices in EUROS (€)

<div><div>GOLDCAR</div></div>		Catégories / Categories					
		D8	H1 / H2 / H3 / Y1 / Y2 / Y3 / U1 / U2 / U3 / U5 / Y5 / T1 / T2 / T3 / H6 / Y6 / U6	U8 / Y8 / T8 / H8	G1 / G2 / G3 / G6 / Z1 / Z2 / Z3	G8 / Z8	P1 / P2 / P3 / K / J1 / J1 / P6 / D6
		INTERMEDIATE/ STANDARD CONVERTIBLE	FULL SIZE/PREMIUM	FULL SIZE/PREMIUM CONVERTIBLE	LUXURY	LUXURY CONVERTIBLE	PASSENGER VAN
FAMILLE VÉHICULE / VEHICLE FAMILY							
ELEMENT	PART						
Seuil bas de porte AV G - Niveau 1	Left Door Sill - Level 1	325	325	260	325	325	325
Seuil bas de porte AV G - Niveau 1	Left Door Sill - Level 2	325	325	260	325	325	325
Seuil bas de porte AV G - Niveau 1	Left Door Sill - Level 3	1943,63	1722,57	1722,57	1795,29	5605,82	2050,36
Coque de retroviseur G	Left Mirror Housing	154,03	237,31	158,86	219,22	97,28	143,63
Retroviseur extérieur G	Left wing mirror	403,69	451,09	384,01	592,04	531,64	347,01
Plage Arrière	Luggage cover	360,00 €	480	480	480	480	480
Siège bébé maxi-cosi	Maxi-cosi	105,00 €	105	105	105	105	105
Cle WiFi 4G 5G	MIFI	200,00 €	200	200	200	200	200
Plaque d'immatriculation	Number Plate	28,00 €	28	28	28	28	28
Eclairage de plaque AR	Rear Number Plate Light	88,82	74,04	49,94	47,56	43,1	65,41
Mèche Pneu	Puncture	294,20 €	260,75 €	260,75 €	294,20 €	294,20 €	294,20 €
Auto radio	Radio	1264,14	2236,47	4140,18	1475,08	1475,08	573,84
Pare chocs AR - Niveau 1	Rear Bumper - Level 1	325,00 €	325	325	325	325	325
Pare chocs AR - Niveau 2	Rear Bumper - Level 2	517,26	477,4	489,5	497,79	425,5	475,15
Pare chocs AR - Niveau 3	Rear Bumper - Level 3	977,71	1029,75	850,62	1217,15	987,21	834,04
Phare anti brouillard AR G	Rear Left Fog Lamp	111,65	156,23	360	360	360	360
Porte AR G - Niveau 1	Rear Left Door - Level 1	410,18	375,23	375,23	428,36	428,36	396,73
Porte AR G - Niveau 2	Rear Left Door - Level 2	499,01	478,74	478,74	487,52	487,52	469,5
Porte AR G - Niveau 3	Rear Left Door - Level 3	1531,36	1490,07	1490,07	1616,8	1616,8	1399,89
Feu AR G	Rear Left Headlamp	305,83	348,31	295,46	352,8	278,18	212,07
Climotant AR G	Rear Left Indicator	305,83	348,31	295,46	352,8	278,18	212,07
Vitre porte AR G	Rear Left Door Window	240,00 €	240	240	251,53	360	364,83
Jante alliage AR G	Rear Left Wheel Rim Alloy	420,00 €	420	420	420	420	420
Pneu AR G	Rear Left Tyre	294,20 €	260,75	260,75	360,00	360,00	360,00
Jante alliage AR G - Dommage	Rear Left Wheel Rim - Damage	404,49	594,43	1230,77	502,79	933,78	192,81
Aile AR G - Niveau 1	Rear Left Wing - Level 1	412,66	381	511,83	471,85	346,5	501,79
Aile AR G - Niveau 2	Rear Left Wing - Level 2	509,76	495,56	569,5	537,07	505,5	575,93
Aile AR G - Niveau 3	Rear Left Wing - Level 3	2795,01	2922,82	4627,27	3812,15	3918,78	3801,53
Porte AR D - Niveau 1	Rear Right Door - Level 1	411,7	375,23	375,23	428,36	428,36	396,73
Porte AR D - Niveau 1	Rear Right Door - Level 2	499,84	481,32	481,32	487,52	487,52	469,5
Porte AR D - Niveau 1	Rear Right Door - Level 3	1554,73	1497,41	1497,41	1622,59	1622,59	1426,58
Feu AR D	Rear Right Headlamp	308,7	347,62	295,46	356,56	356,56	212,36
Climotant AR D	Rear Right Indicator	308,7	347,62	295,46	356,56	356,56	212,36
Vitre porte AR D	Rear Right Door Window	240,00 €	240	240	271,69	360	375,63
Jante alliage AR D	Rear R. Wheel Rim Alloy	420,00 €	420	420	420	420	420
Pneu AR D	Rear Right Tyre	294,20 €	294,20 €	294,20 €	360,00 €	360,00 €	360,00 €
Jante alliage AR D - Dommage	Rear Right Wheel Rim Damage	404,49	594,43	1230,77	502,79	933,78	192,81
Aile AR D - Niveau 1	Rear Right Wing - Level 1	415,37	379,64	511,83	479,44	354,5	511,18
Aile AR D - Niveau 1	Rear Right Wing - Level 2	511,42	494,99	569,5	543	505,5	584,2
Aile AR D - Niveau 1	Rear Right Wing - Level 3	2791,24	2960,63	4610,27	3933,69	4019,53	3915,95
Housse dossier de siege AV G	Front L. Seat Back Cover	601,52	601,42	737,02	709,7	550,09	550,09
Housse assise de siege AR G	Rear L. Seat Base Cover	505,69	510,65	510,65	822,23	605,09	663,18
Parebrise AR	Rear Screen	578,64	675,05	876,52	656,39	656,39	592,14
Bras essuie glace AR	Rear Windscreen Wiper	59,8	63,45	63,45	73,97	73,97	84,42
Retroviseur interieur	Rear View Mirror	252,8	366,05	366,05	345,91	393,51	360
Seuil bas de porte AV D - Niveau 1	Right Door Sill - Level 1	325,00 €	325	260	325	325	325
Seuil bas de porte AV D - Niveau 1	Right Door Sill - Level 2	325,00 €	325	260	325	325	325
Seuil bas de porte AV D - Niveau 1	Right Door Sill - Level 3	1963,82	1720,16	0	1812,8	5698,07	1984,77
Coque de retroviseur D	Right Mirror Housing	153,27	216,5	158,86	214,31	97,28	144,11
Retroviseur extérieur D	Right wing mirror	408,26	453,53	384,01	589,9	543,63	361,63
Toit - Niveau 1	Roof - Level 1	650,00 €	650	650	650	650	495,9
Toit - Niveau 2	Roof - Level 2	775,00 €	850	850	902	902	646,36
Toit - Niveau 3	Roof - Level 3	3 032,00 €	3227,77	3227,77	3410,04	3410,04	3241,63
Ceinture de sécurité	Seat belt	480,00 €	480	480	480	480	480
Roue de Secours	Spare tyre	420	420	420	420	420	600
Nettoyage supplémentaire - Niveau 1	Special Cleaning - Level 1	135	135	135	135	135	135
Nettoyage supplémentaire - Niveau 2	Special Cleaning - Level 2	180	180	180	180	180	180
Documentation du véhicule	Vehicle documents	105	105	105	105	105	105
Certificat d'immatriculation du Véhicule (carte grise)	Vehicle Registration Certificate	50	50	50	50	50	50
Outils changement de roue	Wheel change tools	240	240	240	240	240	240
Verre de pare-brise	Windscreen Glass	80	80	80	80	80	80
Parebrise AV	Front windscreen	896	1422,5	1422,5	1422,5	1422,5	896

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Thank you for choosing Goldcar

Any additional equipment or services added on the day of vehicle collection will be charged at the rate applicable on the day of vehicle pick-up.

EQUIPMENTS TARIFFS 2026

EQUIPMENTS TARIFFS including tax - euros :

	Tariffs VAT incl. March 2026		Additional Information
Additional Driver* one to three additional driver(s)	12,00 €	Per day	Low season: January 5 to April 2 - May 4 to June 11 - September 14 to December 17.
	12,60 €	Billing for a maximum of 10 days for each 28-day rental period.	High Season: April 3 to May 3 - June 12 to July 16 - August 17 to September 13 - December 18 to January 4.
	13,20 €		Super High Season: July 17 to August 16.
Young driver option < 26 years *	19,95 €	Per day	Fees apply to the following categories: AA / BB / CC / B3 / B6 / D / DD / E / R / S6 / C6 / L / R2 Billing for a maximum of 12 days for each 28-day rental period.
SatNav *	15 €	Per day	10 days maximum charged per rental. A charge of 90€ will be applied if the equipment is not returned.
Mi-Fi System* + (Wi-Fi router)	9 €	Per day	A charge of 90€ will be applied if the equipment is not returned.
Child Seat (1-3 years old / 9-18 kgs) *	13 €	Per day	A charge of €105 will be applied for non-return of the equipment. Maximum rental period: 12 days.
Maxi Cosi (0-12 months/0-13 kgs) *	13 €	Per day	A charge of €105 will be applied for non-return of the equipment. Maximum rental period: 12 days.
Child Seat (4-7 years old/15-30 kgs) *	13 €	Per day	A charge of €105 will be applied for non-return of the equipment. Maximum rental period: 12 days.
Baby seat protection cover	Free		
Smart Return*	25 €	Per rental	This option is only available at the rental agency. For more information, please refer to "Article 5.7.1 - What fuel or charge level must the vehicle/internal combustion engine have?" of our General Rental Conditions.
Winter equipment*	17,50 €	Per day with a maximum of €122.50 per rental	Option to add winter equipment to the rental

*Pick-up Airport surcharge of 15% will apply in addition to the listed price.

SURCHARGES

SURCHARGES TARIFFS including tax - euros :

	Tariffs VAT incl. March 2026		Additional Information
Pick-up Airport*	15%	Per rental	15% will be applied to the rental price, excluding CO2 tax, fuel, damage and taxes (VAT) in the following agencies : Bordeaux Merignac Airport, Marseille Provence Airport, Nice Cote d'Azur Airport, Paris CDG Aéroport T1, Paris CDG Aéroport T2D, Paris Orly Airport, Toulouse Airport Blagnac. The Beauvais Airport and Brest Airport agencies are excluded from this charge.
Ecologic contribution	0,50 €	Per day	Taxes imposed on vehicle categories: mini-eco, compact, intermediate, H6 full size

*Pick-up Airport surcharge of 15% will apply in addition to the listed price.

SERVICES

SERVICES TARIFFS including tax - euros :

	Tariffs VAT incl. March 2026		Additional Information
One WAY in France*	On quote	Per rental	Additional return fees may be charged when the vehicle is returned to a different station than the pick-up one. These fees will be indicated at reservation time. Not allowed for our electric vehicles.
One WAY in a different European country*	On quote	Per rental	
Priority retrieval of the vehicle*	49,00 €	Per rental	This service allows you to skip the queue to retrieve the vehicle at the station desk
Out of hours return of the vehicle*	40,00 €	Per rental	This service allows you to return the vehicle outside opening hours. It only is available in certain stations
Retrieving the vehicle outside of opening hours*	100 €	Per rental	
Cross-Border Coverage*	12 €	Per rental	Low season: January 5 to April 2 - May 4 to June 11 - September 14 to December 17.
	12,60 €	A maximum of 13 days will be billed for each 28-day rental period.	High Season: April 3 to May 3 - June 12 to July 16 - August 17 to September 13 - December 18 to January 4.
	13,20 €		Super High Season: July 17 to August 16.
Corsica Cover*+ By paying this fee, you are allowed to drive the vehicle in Corsica and benefit from assistance and repatriation in the event of a problem	12 €	Per rental	Low season: January 5 to April 2 - May 4 to June 11 - September 14 to December 17.
	12,60 €	A maximum of 13 days will be billed for each 28-day rental period.	High Season: April 3 to May 3 - June 12 to July 16 - August 17 to September 13 - December 18 to January 4.
	13,20 €		Super High Season: July 17 to August 16.
Paper invoices	Free		

ONE WAY = The vehicle is returned in a different agency.

*Pick-up Airport surcharge of 15% will apply in addition to the listed price.

PENALTIES / INDEMNITIES

INDEMNITIES TARIFFS net of tax - euros :

	Tariffs VAT incl. March 2026		Additional Information
Penalty for late return	40,00 €	Per day of overrun	Administrative fees related to managing the overrun of the rental period and the loss of operation of the vehicle, plus the amount of rental days owed.
Exceeding the fixed kilometre rate	0,32 €	Per kilometre travelled	
Fines and/or FPS administration fee	55 €	Per fine and/or FPS	Fine administration fees are in addition to the fine and/or FPS amount (FPS : Forfait Post Stationnement)
Damage or theft management	55 €	Per rental	A handling fee is charged when the vehicle is damaged or stolen along with the damage fees. They cover the resources used to handle the situation.
Impoundment administration fee	200 €	Per impoundment	Impoundment administration fees are in addition to the amount of the impoundment invoice
Non declaration accident fee	200 €	Per accident	
Fee for abnormal use of the Vehicle during the rental	250 €	Per day	
Accident report not returned	10 €	Per rental	
Winter equipments not returned	190 €	Per rental and per equipment	
Electric vehicle charging cable not returned (or broken or damaged)	750 €	Per charging cable	
Failure to return equipment	to 90€ from 450€		Depending on the type of equipment.
Vehicle Connectivity box not returned	375 €	Per rental	Absence of OBD (Connectivity Box) at return time
Documents not returned or damaged	126 €	Per rental	
Child Seat (1-3 years old / 9-18 kgs) not returned	105 €	Per child seat	
Maxi Cosi (0-12 months/0-13 kgs) not returned	105 €	Per child seat	
Child Seat (4-7 years old/15-30 kgs) not returned	55 €	Per child seat	
Refueling service charge / Electricity (RSC)	50 €	Per rental	The refueling allowance is in addition to the price of fuel/electricity which is charged according to the price per liter/kilowatt-hour displayed at the Goldcar agency on the day of
Damage administration fee	87 €	Per Event	In addition to any damage or waiver
No Show fee	114 €	Per reservation	
Cancellation fee (<24h before picking up the vehicle)	50 €	Per reservation	Excluded from Crazy Full / Full rates
Payment in a foreign currency or with a non-European card	4,50%	Per transaction	Conversion fees will be applied when the reservation is paid for in a currency other than the Euro or by bank card, on the total amount including security deposits.
Interior cleaning (for cars)	up to 216€	Per vehicle	
Lost/Theft of keys	depending on the type of key	Per incident	Penalty including vehicle immobilization costs, shipping and retrieval costs, or key manufacturing costs
Fuel Failure	300 €	Per incident	
Fuel Error	540 €	Per incident	In case of no mechanical damage or engine failure
Battery Failure (discharged battery)	300 €	Per incident	
Unauthorised One WAY in Metropolitan France	150%	Per each way	Penalty fees on the One Way option not authorized by Goldcar
Unauthorised international One WAY	Billing at real costs	Per each way	Penalty fees on the One Way option not authorized by Goldcar
Disconnection of vehicle connectivity system	10 €	Per day	Daily penalty for system disconnection during rental
Fee for vehicle abandonment	600 €	Per vehicle	
Penalty for driving the vehicle in an authorized country without purchasing border coverage	200%	Per each way	
Penalty for driving the vehicle in Corsica without Corsica Cover protection	200%	Per each way	
Breakdown service	Actual cost of the breakdown service		You will be billed the actual cost of the breakdown service for any service not included in the roadside assistance package
Immobilisation of the vehicle	Each day is charged at the rental rate.		If the vehicle cannot be driven anymore as it is being repaired, cleaned or considered as a wreck, because of your doing, you will be charged immobilisation fees. These correspond to the operating loss suffered by Goldcar and are calculated on the daily rate basis.

RELAX 2026

Prices for France

Days	Mini-Eco*			Compact*			Intermediate*			H6 Full Size*		
	LOW Until 02/04/26, 04/05/26-11/06/26, 14/09/26-17/12/26 & from 05/01/27 onwards	HIGH 03/04/26-03/05/26, 12/06/26-16/07/26, 17/08/26-13/09/26 & 18/12/26-04/01/27	SUPER HIGH 17/07/26-16/08/26	LOW Until 02/04/26, 04/05/26-11/06/26, 14/09/26-17/12/26 & from 05/01/27 onwards	HIGH 03/04/26-03/05/26, 12/06/26-16/07/26, 17/08/26-13/09/26 & 18/12/26-04/01/27	SUPER HIGH 17/07/26-16/08/26	LOW Until 02/04/26, 04/05/26-11/06/26, 14/09/26-17/12/26 & from 05/01/27 onwards	HIGH 03/04/26-03/05/26, 12/06/26-16/07/26, 17/08/26-13/09/26 & 18/12/26-04/01/27	SUPER HIGH 17/07/26-16/08/26	LOW Until 02/04/26, 04/05/26-11/06/26, 14/09/26-17/12/26 & from 05/01/27 onwards	HIGH 03/04/26-03/05/26, 12/06/26-16/07/26, 17/08/26-13/09/26 & 18/12/26-04/01/27	SUPER HIGH 17/07/26-16/08/26
Days	Mini-Eco*	Mini-Eco*	Mini-Eco*	Compact*	Compact*	Compact*	Intermediate & Full Size*	Intermediate & Full Size*	Intermediate & Full Size*	H6 Full Size*	H6 Full Size*	H6 Full Size*
1	37,35€ per day	39,21€ per day	41,08€ per day	39,21€ per day	41,18€ per day	43,14€ per day	42,35€ per day	44,47€ per day	46,59€ per day	48,70€ per day	51,14€ per day	53,57€ per day
2	30,35€ per day	31,87€ per day	33,39€ per day	31,87€ per day	33,46€ per day	35,06€ per day	34,42€ per day	36,14€ per day	37,86€ per day	39,58€ per day	41,56€ per day	43,54€ per day
3	25,70€ per day	26,99€ per day	28,27€ per day	26,99€ per day	28,33€ per day	29,68€ per day	29,14€ per day	30,60€ per day	32,06€ per day	33,52€ per day	35,19€ per day	36,87€ per day
4	21,68€ per day	22,76€ per day	23,85€ per day	22,76€ per day	23,90€ per day	25,04€ per day	24,58€ per day	25,81€ per day	27,04€ per day	28,27€ per day	29,69€ per day	31,10€ per day
5	21,50€ per day	22,57€ per day	23,65€ per day	22,57€ per day	23,70€ per day	24,83€ per day	24,38€ per day	25,60€ per day	26,82€ per day	28,04€ per day	29,44€ per day	30,84€ per day
6	20,76€ per day	21,79€ per day	22,83€ per day	21,79€ per day	22,88€ per day	23,97€ per day	23,54€ per day	24,71€ per day	25,89€ per day	27,07€ per day	28,42€ per day	29,78€ per day
7	19,53€ per day	20,50€ per day	21,48€ per day	20,50€ per day	21,53€ per day	22,55€ per day	22,14€ per day	23,25€ per day	24,36€ per day	25,46€ per day	26,74€ per day	28,01€ per day
8	19,53€ per day	20,50€ per day	21,48€ per day	20,50€ per day	21,53€ per day	22,55€ per day	22,14€ per day	23,25€ per day	24,36€ per day	25,46€ per day	26,74€ per day	28,01€ per day
9	19,35€ per day	20,31€ per day	21,28€ per day	20,31€ per day	21,33€ per day	22,34€ per day	21,94€ per day	23,04€ per day	24,13€ per day	25,23€ per day	26,49€ per day	27,75€ per day
10	18,69€ per day	19,62€ per day	20,56€ per day	19,62€ per day	20,60€ per day	21,59€ per day	21,19€ per day	22,25€ per day	23,31€ per day	24,37€ per day	25,59€ per day	26,81€ per day
11	17,91€ per day	18,80€ per day	19,70€ per day	18,80€ per day	19,74€ per day	20,68€ per day	20,30€ per day	21,32€ per day	22,34€ per day	23,35€ per day	24,52€ per day	25,69€ per day
12	16,41€ per day	17,23€ per day	18,06€ per day	17,23€ per day	18,10€ per day	18,96€ per day	18,61€ per day	19,54€ per day	20,47€ per day	21,41€ per day	22,48€ per day	23,55€ per day
13	15,15€ per day	15,91€ per day	16,67€ per day	15,91€ per day	16,71€ per day	17,50€ per day	17,18€ per day	18,04€ per day	18,90€ per day	19,76€ per day	20,75€ per day	21,74€ per day
14	14,07€ per day	14,77€ per day	15,47€ per day	14,77€ per day	15,51€ per day	16,25€ per day	15,95€ per day	16,75€ per day	17,55€ per day	18,34€ per day	19,26€ per day	20,18€ per day
15	13,13€ per day	13,79€ per day	14,45€ per day	13,79€ per day	14,48€ per day	15,17€ per day	14,89€ per day	15,64€ per day	16,38€ per day	17,13€ per day	17,99€ per day	18,84€ per day
16	12,31€ per day	12,93€ per day	13,54€ per day	12,93€ per day	13,57€ per day	14,22€ per day	13,96€ per day	14,66€ per day	15,36€ per day	16,05€ per day	16,86€ per day	17,66€ per day
17	11,82€ per day	12,41€ per day	13,00€ per day	12,41€ per day	13,03€ per day	13,65€ per day	13,40€ per day	14,07€ per day	14,74€ per day	15,41€ per day	16,18€ per day	16,95€ per day
18	11,16€ per day	11,71€ per day	12,27€ per day	11,71€ per day	12,30€ per day	12,89€ per day	12,65€ per day	13,28€ per day	13,92€ per day	14,55€ per day	15,28€ per day	16,00€ per day
19	10,57€ per day	11,10€ per day	11,63€ per day	11,10€ per day	11,66€ per day	12,21€ per day	11,99€ per day	12,59€ per day	13,19€ per day	13,79€ per day	14,48€ per day	15,17€ per day
20	10,04€ per day	10,55€ per day	11,05€ per day	10,55€ per day	11,07€ per day	11,60€ per day	11,39€ per day	11,96€ per day	12,53€ per day	13,10€ per day	13,75€ per day	14,41€ per day
21	9,57€ per day	10,04€ per day	10,52€ per day	10,04€ per day	10,55€ per day	11,05€ per day	10,85€ per day	11,39€ per day	11,93€ per day	12,48€ per day	13,10€ per day	13,72€ per day
22	9,13€ per day	9,59€ per day	10,04€ per day	9,59€ per day	10,07€ per day	10,55€ per day	10,35€ per day	10,87€ per day	11,39€ per day	11,91€ per day	12,50€ per day	13,10€ per day
23	9,07€ per day	9,53€ per day	9,98€ per day	9,53€ per day	10,00€ per day	10,48€ per day	10,29€ per day	10,80€ per day	11,32€ per day	11,83€ per day	12,42€ per day	13,01€ per day
24	8,69€ per day	9,13€ per day	9,56€ per day	9,13€ per day	9,58€ per day	10,04€ per day	9,86€ per day	10,35€ per day	10,84€ per day	11,34€ per day	11,90€ per day	12,47€ per day
25	8,35€ per day	8,76€ per day	9,18€ per day	8,76€ per day	9,20€ per day	9,64€ per day	9,47€ per day	9,94€ per day	10,41€ per day	10,89€ per day	11,43€ per day	11,97€ per day
26	8,03€ per day	8,43€ per day	8,83€ per day	8,43€ per day	8,85€ per day	9,27€ per day	9,10€ per day	9,56€ per day	10,01€ per day	10,47€ per day	10,99€ per day	11,51€ per day
27	7,73€ per day	8,12€ per day	8,50€ per day	8,12€ per day	8,52€ per day	8,93€ per day	8,76€ per day	9,20€ per day	9,64€ per day	10,08€ per day	10,58€ per day	11,09€ per day
28	7,45€ per day	7,82€ per day	8,19€ per day	7,82€ per day	8,21€ per day	8,60€ per day	8,45€ per day	8,87€ per day	9,29€ per day	9,71€ per day	10,20€ per day	10,69€ per day

Prices including VAT

SUPER RELAX 2026

Prices for France

	Mini-Eco*			Compact*			Intermediate*			H6 Full Size*		
	LOW Until 02/04/26, 04/05/26-11/06/26, 14/09/26-17/12/26 & from 05/01/27 onwards	HIGH 03/04/26-03/05/26, 12/06/26-16/07/26, 17/08/26-13/09/26 & 18/12/26-04/01/27	SUPER HIGH 17/07/26-16/08/26	LOW Until 02/04/26, 04/05/26-11/06/26, 14/09/26-17/12/26 & from 05/01/27 onwards	HIGH 03/04/26-03/05/26, 12/06/26-16/07/26, 17/08/26-13/09/26 & 18/12/26-04/01/27	SUPER HIGH 17/07/26-16/08/26	LOW Until 02/04/26, 04/05/26-11/06/26, 14/09/26-17/12/26 & from 05/01/27 onwards	HIGH 03/04/26-03/05/26, 12/06/26-16/07/26, 17/08/26-13/09/26 & 18/12/26-04/01/27	SUPER HIGH 17/07/26-16/08/26	LOW Until 02/04/26, 04/05/26-11/06/26, 14/09/26-17/12/26 & from 05/01/27 onwards	HIGH 03/04/26-03/05/26, 12/06/26-16/07/26, 17/08/26-13/09/26 & 18/12/26-04/01/27	SUPER HIGH 17/07/26-16/08/26
Days	Mini-Eco*	Mini-Eco*	Mini-Eco*	Compact*	Compact*	Compact*	Intermediate & Full Size*	Intermediate & Full Size*	Intermediate & Full Size*	H6 Full Size*	H6 Full Size*	H6 Full Size*
1	46,68€ per day	49,02€ per day	51,35€ per day	49,02€ per day	51,47€ per day	53,92€ per day	52,94€ per day	55,59€ per day	58,23€ per day	60,88€ per day	63,92€ per day	66,97€ per day
2	37,94€ per day	39,84€ per day	41,74€ per day	39,84€ per day	41,83€ per day	43,82€ per day	43,03€ per day	45,18€ per day	47,33€ per day	49,48€ per day	51,95€ per day	54,43€ per day
3	32,13€ per day	33,73€ per day	35,34€ per day	33,73€ per day	35,42€ per day	37,11€ per day	36,43€ per day	38,25€ per day	40,07€ per day	41,90€ per day	43,99€ per day	46,08€ per day
4	27,10€ per day	28,45€ per day	29,81€ per day	28,45€ per day	29,88€ per day	31,30€ per day	30,73€ per day	32,27€ per day	33,80€ per day	35,34€ per day	37,11€ per day	38,87€ per day
5	26,87€ per day	28,22€ per day	29,56€ per day	28,22€ per day	29,63€ per day	31,04€ per day	30,47€ per day	32,00€ per day	33,52€ per day	35,04€ per day	36,80€ per day	38,55€ per day
6	25,95€ per day	27,24€ per day	28,54€ per day	27,24€ per day	28,61€ per day	29,97€ per day	29,42€ per day	30,89€ per day	32,36€ per day	33,84€ per day	35,53€ per day	37,22€ per day
7	24,41€ per day	25,63€ per day	26,85€ per day	25,63€ per day	26,91€ per day	28,19€ per day	27,68€ per day	29,06€ per day	30,44€ per day	31,83€ per day	33,42€ per day	35,01€ per day
8	24,41€ per day	25,63€ per day	26,85€ per day	25,63€ per day	26,91€ per day	28,19€ per day	27,68€ per day	29,06€ per day	30,44€ per day	31,83€ per day	33,42€ per day	35,01€ per day
9	24,18€ per day	25,39€ per day	26,60€ per day	25,39€ per day	26,66€ per day	27,93€ per day	27,42€ per day	28,79€ per day	30,17€ per day	31,54€ per day	33,11€ per day	34,69€ per day
10	23,36€ per day	24,53€ per day	25,70€ per day	24,53€ per day	25,75€ per day	26,98€ per day	26,49€ per day	27,82€ per day	29,14€ per day	30,46€ per day	31,99€ per day	33,51€ per day
11	22,38€ per day	23,50€ per day	24,62€ per day	23,50€ per day	24,68€ per day	25,85€ per day	25,38€ per day	26,65€ per day	27,92€ per day	29,19€ per day	30,65€ per day	32,11€ per day
12	20,52€ per day	21,54€ per day	22,57€ per day	21,54€ per day	22,62€ per day	23,70€ per day	23,27€ per day	24,43€ per day	25,59€ per day	26,76€ per day	28,09€ per day	29,43€ per day
13	18,94€ per day	19,89€ per day	20,84€ per day	19,89€ per day	20,88€ per day	21,88€ per day	21,48€ per day	22,55€ per day	23,63€ per day	24,70€ per day	25,94€ per day	27,17€ per day
14	17,58€ per day	18,46€ per day	19,34€ per day	18,46€ per day	19,38€ per day	20,31€ per day	19,94€ per day	20,94€ per day	21,93€ per day	22,93€ per day	24,08€ per day	25,22€ per day
15	16,42€ per day	17,24€ per day	18,06€ per day	17,24€ per day	18,10€ per day	18,96€ per day	18,62€ per day	19,55€ per day	20,48€ per day	21,41€ per day	22,48€ per day	23,55€ per day
16	15,39€ per day	16,16€ per day	16,93€ per day	16,16€ per day	16,97€ per day	17,77€ per day	17,45€ per day	18,32€ per day	19,20€ per day	20,07€ per day	21,07€ per day	22,07€ per day
17	14,77€ per day	15,51€ per day	16,25€ per day	15,51€ per day	16,28€ per day	17,06€ per day	16,75€ per day	17,59€ per day	18,42€ per day	19,26€ per day	20,22€ per day	21,19€ per day
18	13,95€ per day	14,64€ per day	15,34€ per day	14,64€ per day	15,38€ per day	16,11€ per day	15,81€ per day	16,61€ per day	17,40€ per day	18,19€ per day	19,10€ per day	20,01€ per day
19	13,21€ per day	13,88€ per day	14,54€ per day	13,88€ per day	14,57€ per day	15,26€ per day	14,99€ per day	15,73€ per day	16,48€ per day	17,23€ per day	18,10€ per day	18,96€ per day
20	12,56€ per day	13,18€ per day	13,81€ per day	13,18€ per day	13,84€ per day	14,50€ per day	14,24€ per day	14,95€ per day	15,66€ per day	16,37€ per day	17,19€ per day	18,01€ per day
21	11,96€ per day	12,56€ per day	13,15€ per day	12,56€ per day	13,18€ per day	13,81€ per day	13,56€ per day	14,24€ per day	14,92€ per day	15,59€ per day	16,37€ per day	17,15€ per day
22	11,41€ per day	11,98€ per day	12,55€ per day	11,98€ per day	12,58€ per day	13,18€ per day	12,94€ per day	13,59€ per day	14,24€ per day	14,88€ per day	15,63€ per day	16,37€ per day
23	11,34€ per day	11,91€ per day	12,47€ per day	11,91€ per day	12,50€ per day	13,10€ per day	12,86€ per day	13,50€ per day	14,15€ per day	14,79€ per day	15,53€ per day	16,27€ per day
24	10,87€ per day	11,41€ per day	11,95€ per day	11,41€ per day	11,98€ per day	12,55€ per day	12,32€ per day	12,94€ per day	13,55€ per day	14,17€ per day	14,88€ per day	15,59€ per day
25	10,43€ per day	10,96€ per day	11,48€ per day	10,96€ per day	11,50€ per day	12,05€ per day	11,83€ per day	12,42€ per day	13,02€ per day	13,61€ per day	14,29€ per day	14,97€ per day
26	10,03€ per day	10,53€ per day	11,04€ per day	10,53€ per day	11,06€ per day	11,59€ per day	11,38€ per day	11,95€ per day	12,51€ per day	13,08€ per day	13,74€ per day	14,39€ per day
27	9,66€ per day	10,14€ per day	10,63€ per day	10,14€ per day	10,65€ per day	11,16€ per day	10,96€ per day	11,50€ per day	12,05€ per day	12,60€ per day	13,23€ per day	13,86€ per day
28	9,31€ per day	9,78€ per day	10,24€ per day	9,78€ per day	10,27€ per day	10,75€ per day	10,56€ per day	11,09€ per day	11,61€ per day	12,14€ per day	12,75€ per day	13,36€ per day

Prices including VAT

MEGA RELAX* 2026

Prices for France

	LOW Until 02/04/26, 04/05/26-11/06/26, 14/09/26-17/12/26 & from 05/01/27 onwards	HIGH 03/04/26-03/05/26, 12/06/26-16/07/26, 17/08/26-13/09/26 & 18/12/26-04/01/27	SUPER HIGH 17/07/26-16/08/26
	All Categories	All Categories	All Categories
Price per day	3€ per day	4€ per day	5€ per day

Prices including VAT

MEGA RELAX PLUS* 2026

Prices for France

	LOW Until 02/04/26, 04/05/26-11/06/26, 14/09/26-17/12/26 & from 05/01/27 onwards	HIGH 03/04/26-03/05/26, 12/06/26-16/07/26, 17/08/26-13/09/26 & 18/12/26-04/01/27	SUPER HIGH 17/07/26-16/08/26
	All Categories	All Categories	All Categories
Price per day	4€ per day	5€ per day	6€ per day

Prices including VAT

*This cover cannot be sold separated from the Super Relax Cover.

Mini-Eco*	AA/AB/BB/B3/CC
Compact*	C6/D/E/S6
Intermediate*	DD/L/R/R2/J/K/K3
H6 Full Size*	H6

Comparison of protective covers

WHAT IS COVERED WITH MY HIRE RATE ?	BASIC CDW (with excess)	RELAX (deposit reduced to 300€)	SUPER RELAX (no excess)	MEGA RELAX (no excess)
ACCIDENT				
Underneath	from €800*	from €800*	✓	✓
Sump	from €500*	from €500*	✓	✓
Windows	from €150*	from €150*	✓	✓
Review mirrors	from €200*	from €200*	✓	✓
Wheel cap	from €30*	from €30*	✓	✓
Transport	from €50*	from €50*	✓	✓
Wheels / Tires	from €100*	from €100*	✓	✓
Vehicle shutdown per day	from €40*	from €40*	✓	✓
Stolen	Excess amount	Excess amount	✓***	✓***
Vehicle replacement	✓	✓	✓	✓
Crane	from €110*	from €110*	✓	✓
FAULT				
Lock	from €250*	from €250*	✓	✓
Clutch	from €600*	from €600*	✓	✓
Headlights	from €300*	from €300*	✓	✓
Motor	from €800*	from €800*	✓	✓
Radio	from €600*	from €600*	✓	✓
Review mirrors	from €200*	from €200*	✓	✓
Crane	✓	✓	✓	✓
Vehicle replacement	✓	✓	✓	✓
KEYS				
Copy	from €150*	from €150*	✓	✓
Shipping costs	from €20*	from €20*	✓**	✓
ASSISTANCE				
Without fuel	from €110* (crane only)	from €110* (crane only)	from €110* (crane only)	✓
Service refueling errors	from €290* (crane & clean)	from €290* (crane & clean)	from €290* (crane & clean)	✓*****
Rescue (unsuitable routes)	from €110* (crane only)	from €110* (crane only)	from €110* (crane only)	✓*****
Broken side windows or rear window	from €110* (crane only)	from €110* (crane only)	from €110* (crane only)	✓
Lost or damaged keys	from €110* (crane only)	from €110* (crane only)	from €110* (crane only)	✓
Emergency repair (puncture or wheel change)	from €110* (crane only)	from €110* (crane only)	from €110* (crane only)	✓

* The customer is responsible for damages up to the maximum amount of the excess.

** Without cost of sending the key to the nearest office (Taxes and crane not included).

*** Not included in the regions of Campania, Puglia and Sicily.

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***** Up to €500.