

A. CONTRACTUAL CONDITIONS

1. Rental days are counted in 24-hour periods, starting from the pick-up time stated in the reservation. The dates and times agreed in the rental contract shall prevail.
2. For rental periods of more than 28 days, please consult the special terms and conditions by writing to comercial@clickrent.es.
3. In the event of delay in returning the Vehicle or of its abandonment, the amount corresponding to the extended period as per the specific rate published and available to the client for consultation subject to prior extension on www.clickrent.es/rate or by contacting the central reservations department on +34 971 730 696, will be charged, plus a daily surcharge of €40 until the Vehicle is recovered by the company, as well as the amount corresponding to any damage caused and expenses incurred in recovery.
4. Returning the vehicle early will not entitle the client to any reimbursement.
5. For operational reasons relating to checks on the Vehicle, the Owner reserves the right to replace the Vehicle at any time by another vehicle of similar characteristics, subject to giving prior notice to the Renter.
6. ClickRent reserves the right to cancel the reservation of the Vehicle or to require a deposit of €4,000 in the event of incidents with this or another rental company. The same applies in the event of well-founded doubts as to the client's ability to pay owing to previous failures to pay or incidents relating to the means of payment presented.
7. Renters and additional drivers must be at least 21 years of age and have held a driving licence for at least two years.
8. Vehicles designated as Special Groups in point 17 of this section A may not be rented out to any person aged less than 30 years, nor may such persons be designated as additional drivers, except for motorcycles, which may be rented out to persons aged 18 years and more holding a valid A1 driving licence or a B driving licence issued more than three years ago.
9. It is prohibited to take the Vehicle outside the territory of Spain or to transport it by ship. If the Renter wishes to travel between the various Balearic Islands, Inter-Island Coverage must be contracted.
10. A card must be presented for payment. The holder named on the card must be the main or additional driver named in the contract. If the card belongs to the additional driver, ClickRelax coverage must be contracted. The card's expiry date must be more than four months after that of the signing of the rental contract.
11. The main driver named in the reservation may be changed up until two hours before the scheduled pick-up time.
12. A person may not be named as main driver of more than one vehicle during the same period. Both the main driver and the additional driver(s) must be present at the time of pick-up/delivery. To ensure the validity of this clause, which is confined to the civil and possibly commercial aspects of the contract, the Parties consider expressly excluded from express submission all aspects of this contract related to consumer law, which are subject to the provisions of Article 90.2 of the recast text of the General Law for the Defence of Consumers and Users and other complementary laws (Royal Legislative Decree 1/2007 of 16 November).
13. The payment for the rental and any additional contracted items will be made by payment card. Payments with Amex, Diners, Maestro (or any ECKarte cards), prepaid cards, and non-nominative cards are not accepted. The holder's name and the card number must appear either on the virtual card itself or in the application in which it is stored.
14. The Renter must present a valid driving licence and identity document when picking up the vehicle. A Renter holding a driving licence that uses non-Latin characters or that is issued outside the European Union must present a valid international driving licence. Provisional driving licences will not be accepted.
15. All prices are shown in euros and include VAT.
16. The models shown in bookings are always indicative only. A model with similar or superior features will be provided. Extra items and pre-authorisations linked to the reservation will correspond to the Group provided if this should differ from that originally reserved.
17. The vehicle categories offered by ClickRent are organised in Groups, as follows:

GROUP 1	GROUP 2	GROUP 3	SPECIAL GROUPS	INDUSTRIAL GROUPS	SCOOTERS
ECO (MCMR), ECO+ (ECMR), E+A (NCAR), A (EDMR), AA (EDAR), HYBA (EDAH)	C (CMMR), D (CDMR), DD (CDAR), E (CWMR), EE (CWAR), B (CFMR), BB (CFAR), ELE1 (MBAE), ELE1 (MTAE)	I (NTMR), A+ (HCMR), AA+ (HCAR), F (IFMR), FF (IFAR), C+ (CVMR), G (SVMR), G+ (RVMR), GG (RVAR), H (PVMR), H+ (FVMR), HH (PVAR), HYBF (IFAH), HYBG (GFAH)	EXI (NBMR), (HTMR), HH+ (UVAD), J (DTMR), JJ (DTAR), M (DDMR), MM (DDAR), N (LTMR), P (WFDD), Q (FFMR), QQ (FFAR), QQ+ (UFAH), RR (OCAR), SS+ (WTAD), P1 (WFAR), P2 (WXAR), T (PPAR), W (UTAR), ELEC (FVAC)	X (CKMD), X+ (SKMD), Y (XKMD), Y+ (OXMD), Z (OKMD), Z+ (TKMD)	MOT (XYAN), MOT1 (SYAN)

18. The Renter must always have a copy of the current rental contract at hand throughout the rental period. The document "resguardo de alquiler" must be visibly displayed on the Vehicle at all times. If this obligation is not fulfilled, the Renter must assume the penalty and pay the administrative costs.
19. Smoking inside the rented Vehicle is forbidden pursuant to Law 42/2010 forbidding smoking in any collective space.
20. The transport of domestic animals in the Vehicle is allowed, providing a carrier is used.
21. **Any use of the rental Vehicle that, as a result of the condition in which it's returned, interferes with its immediately subsequent use, will be subject to charges for Special Cleaning or Inappropriate Use as referred to in the table in section D of this document. This point includes, but is not limited to, points 20 and 21 of section A of this document.**

22. Translations of these general conditions are merely informative and are not legally binding, the Spanish original alone has legal force.
23. Where customers arrive earlier than the time shown on the reservation, they can request the transfer service by calling: +34 971 730 696. For reservations with a valid flight number, the shuttle bus will wait for up to one hour from the time of landing. Vehicles must be returned to the same office at the previously agreed time. Our courtesy minibus will transport customers to the nearest airport. For your own peace of mind and to allow time for any unforeseen delays, we recommend arriving at our office 3 hours before your flight is scheduled to leave.
24. A valid return flight number will be required upon signing the contract. We reserve the right to require the boarding pass.

B. INSURANCE COVERAGE POLICY

1. All prices include CDW insurance covering third-party civil liability of up to a limit of €50 million and damage to the rented Vehicle, with the exclusions set forth in the following point, and with an excess depending on the Vehicle category, as indicated in point A 17 of this text, and the following table:
- 2.

Excess					
GROUP 1	GROUP 2	GROUP 3	SPECIAL GROUPS	INDUSTRIAL GROUPS	SCOOTERS
€1,000	€1,200	€2,000	€4,000	€1,700	0€

Any category not expressly mentioned shall be subject to the terms and conditions of the Group that it is alphabetically included under.

3. As a guarantee against possible loss and/or damage, a security deposit (“pre-authorisation”) is required, in the form of a hold on your credit card for the same amount as the excess insurance for the category of the rented Vehicle: €1,000 for Group 1, €1,200 for Group 2, €1,700 for Industrial Groups, €2,000 for Group 3 and €4,000 for Special Groups. **This security deposit excludes administrative, recovery or other possible charges other than damage to the rented Vehicle.** Consult vehicles in the office. See summary table at the end of section B.
4. Where the vehicle is replaced on account of a breakdown or accident, the customer will be required to agree to a new pre-authorisation for an amount corresponding to the new vehicle delivered.
5. **The CDW insurance does not cover damage to windows, wheels (tyres and rims), undercarriage, running boards, roof, interior, hard top, keys, parcel shelf or antenna, nor does it cover damage caused by driving on poorly/unpaved roads or by refuelling with the wrong type of fuel or damage to and/or loss of vehicle accessories (such as warning triangles, hi-vis vests, child seats, etc.) or of the Renter’s own property.**
6. The basic CDW insurance includes extended roadside assistance only in the case of a vehicle breakdown which cannot be attributed to the customer (non-mechanical issue).
7. **Any type of coverage offered by ClickRent SL (ClickRelax, reduced excess, wheels and glass, roadside assistance) does not include personal injury to the Renter (PAI), or personal effects left, kept or transported in the Vehicle.**
8. At the time of signing the rental contract, ClickRent offers to contract the following complementary extra coverage services (this is a complementary contractual product of ClickRent, not an insurance policy with an insurance company):

Tyres, rims and windows. Removes these elements from the list of exclusions from the CDW insurance.

Reduction of Excess. Removes the excess damage coverage and reduces the mandatory pre-authorisation to €350. **(Except for Special Groups, for which it is reduced to €1,700 and Industrial Groups, for which both the pre-authorisation and the excess are reduced to €500).**

Roadside assistance. This coverage includes 24-hour Telephone Service. Call +34 971 73 06 96. Guarantees roadside assistance within six hours for any reason (flat tyre, dead battery, accident, breakdown, leaving the key inside, etc.) **Roadside assistance is expressly excluded for negligence or unauthorised use of the vehicle.**

ClickRelax package. Contracting this package activates the three aforementioned coverages, by paying only the ‘Wheels and glass’ + ‘Excess Reduction’ price. Obligatory pre-authorisation of €200 will be required. A pre-authorisation of €1,700 is established for Special Groups and an excess of €500 is established for Industrial Groups (X, X+, Y, Y+, Z), irrespective of the coverages contracted.

COVERAGE	PRICES OF COVERAGE						SPECIFICATIONS
	GROUP 1	GROUP 2	GROUP 3	SPECIAL GROUPS	INDUSTRIAL GROUPS	SCOOTERS	
WHEELS & GLASS COVERAGE	€6/day						min. 2 days
ROADSIDE ASSISTANCE COVERAGE	MAINLAND SPAIN: €39.90/contract -- BALEARIC ISLANDS €29.90/contract						
REDUCTION OF EXCESS	€16/day	€18/day	€21/day	€26/day	€21/day	Incl.	min. 2 days*
CLICKRELAX PACKAGE	€22/day	€24/day	€27/day	€32/day	€27/day	6€/day	min. 2 days*

*a minimum contracting period of two days is established for coverages in the case of contracts issued in the Madrid Airport, Madrid Railway, Alicante Airport, Ibiza Airport, Málaga Airport, Malaga Maria Zambrano Railway, Sevilla Santa Justa Railway, Santiago Airport, Bilbao Airport, Santander Airport, Mallorca Airport, Valencia Airport, Valencia Joaquin Sorolla Railway, Asturias Airport, Barcelona Airport, Barcelona Sants Railway, Magaluf and Playa de Palma.

Interisland Coverage: Contracting this coverage allows the Renter to travel with the Vehicle between the various Balearic Islands where a ClickRent office is located, returning the Vehicle to the same office where it was picked up. **It does not exempt the Renter from payment for damage caused to the Vehicle and is independent of any of the other coverages.** Single payment of €110 per contract.

PREAUTORIZACIONES (FIANZAS) Y FRANQUICIAS DE DAÑOS OFICINAS DE AERPUERTO												
	GROUP 1		GROUP 2		GROUP 3		SPECIAL GROUP		CARGO VANS		SCOOTERS	
COBERTURA INCLUIDA	PREAUTORIZACIÓN	FRANQUICIA DE DAÑOS	PREAUTORIZACIÓN	FRANQUICIA DE DAÑOS	PREAUTORIZACIÓN	FRANQUICIA DE DAÑOS	PREAUTORIZACIÓN	FRANQUICIA DE DAÑOS	PREAUTORIZACIÓN	FRANQUICIA DE DAÑOS	PREAUTORIZACIÓN	FRANQUICIA DE DAÑOS
CDW (NO SCDW)	1.000 €	1.000 €	1.200 €	1.200 €	2.000 €	2.000 €	4.000 €	4.000 €	1.700 €	1.700 €	-	-
GLASS + TIRES	1.000 €	1.000 €	1.200 €	1.200 €	2.000 €	2.000 €	4.000 €	4.000 €	1.700 €	1.700 €	-	-
EXTENDED ROADSIDE ASSISTANCE	1.000 €	1.000 €	1.200 €	1.200 €	2.000 €	2.000 €	4.000 €	4.000 €	1.700 €	1.700 €	350€	0€
SUPERCOVER (SCDW) EXCESS REDUCTION	350 €	0 €	350 €	0 €	350 €	0 €	1700 €	0 €	500 €	500 €	350€	0€
CLICKRELAX COVERAGE	200 €	0 €	200 €	0 €	200 €	0 €	1700 €	0 €	500 €	500 €	50€	0€

PREAUTORIZACIONES (FIANZAS) Y FRANQUICIAS DE DAÑOS EN OFICINAS DOWNTOWN (CALA MILLOR, CALA MANDIA, CALA RATJADA, ALCUDIA, CALA D'OR)												
	GROUP 1		GROUP 2		GROUP 3		SPECIAL GROUP		CARGO VANS			
COBERTURA INCLUIDA	PREAUTORIZACIÓN	FRANQUICIA DE DAÑOS	PREAUTORIZACIÓN	FRANQUICIA DE DAÑOS	PREAUTORIZACIÓN	FRANQUICIA DE DAÑOS	PREAUTORIZACIÓN	FRANQUICIA DE DAÑOS	PREAUTORIZACIÓN	FRANQUICIA DE DAÑOS	PREAUTORIZACIÓN	FRANQUICIA DE DAÑOS
CDW (NO SCDW)	500 €	1.000 €	700 €	1.200 €	900 €	2.000 €	2.000 €	4.000 €	500 €	500 €	1.700 €	1.700 €
GLASS + TIRES	500 €	1.000 €	700 €	1.200 €	900 €	2.000 €	2.000 €	4.000 €	500 €	500 €	1.700 €	1.700 €
EXTENDED ROADSIDE ASSISTANCE	500€	1.000 €	700 €	1.200 €	900 €	2.000 €	2.000 €	4.000 €	500 €	500 €	1.700 €	1.700 €
SUPERCOVER (SCDW) EXCESS REDUCTION	200 €	0 €	200 €	0 €	200 €	0 €	1.700 €	0 €	500 €	500 €	500 €	500 €
CLICKRELAX COVERAGE	200 €	0 €	200 €	0 €	200 €	0 €	1.700 €	0 €	500 €	500 €	500 €	500 €

- 9. In cases of damage caused by driver negligence, the full amount of the repair will be charged, which may be higher than the blocked amount.**
- All coverage is subject to the customer's compliance with the conditions set out in the rental contract, including the submission of an amicable accident report, complaint, or police report within 48 hours of the incident.
 - Any damage caused by the client and **not included** in the coverages contracted will be charged to the card provided, in accordance with the table of parts prices, work hours and repair times published on www.clickrent.es/rate and available in **ANNEX 1 to this text and shown previously to the client.**
 - No coverage contracted with an intermediary shall imply any reduction in the excess or any coverage with ClickRent. The customer is responsible for claiming any possible compensation for damage from any such external company.**
 - Any change to the Vehicle not recorded in the pick-up document, and any problem with its operation, must be communicated to ClickRent staff before leaving the facilities or place of delivery of the Vehicle.
 - Notification of any warning light in the Vehicle that goes on during the rental period must be passed on immediately to the office or Roadside Assistance channel agreed to; the Renter shall be liable for any loss and/or damage that may arise from failing to meet this obligation.
 - Any kind of modification or repair to the rented Vehicle is forbidden without the express consent of ClickRent.
 - Protection against theft will apply only where the Renter delivers the original set of keys and the original incident report.

C. SUPPLEMENTS AND EXTRA ITEMS***

- Extra items that can be contracted:

GROUP	ITEM	PRICE	SPECIFICATIONS
CHILD SEATS WITH APPROVED FIXING	Child seat Group 0+	€7.95/day	(0-13 kg; 0-15 months)
	Child seat Group 1	€7.95/day	(9-18 kg; 9 months-4 years)
	Child seat Group 1 with Isofix system	€9.95/day	(9-18kg; 1-4 years)
	Child seat Group 2	€7.95/day	(15-25 kg; 4-6 years)
	Child seat Group 3	€5.95/day	(22-36 kg; 6-12 years)
DRIVER SUPPLEMENTS	Additional driver	€8.95/day	Up to three additional drivers per contract besides the main driver.
	Young driver	€7.95/day	under the age of 25 and/or holding a driving licence for less than four years
	Senior driver	€7.95/day	>75 years of age

MOTORCYCLE EXTRAS	Additional motorcycle crash helmet	€1/day	
	Motorcycle padlock	€1/day	
SPECIAL DELIVERIES AND RETURNS	Pick-up at airport	€45 per service	Services previously agreed and prepaid.
	Return to airport	€45 per service	
	Parking ticket	Up to €15	Applicable only for passenger pick-up at airport services and independent of payment for the delivery/return of vehicles at airport service
	Transfers (pick-up/return at hotel or a requested address)	€30 / €45 per journey, depending on distance	Subject to availability. Prior consultation with the delivery/return office is required
OTHER EXTRAS	Supplement for diesel vehicle	€2.5/day	
	Roof rack	€10.00/day	Subject to availability. Prior consultation with the delivery office is required
	Snow chains	€7.95/day	Subject to availability. Prior consultation with the delivery office is required
	Express Service.	€40.00	Preferential counter service, subject to availability at office.

2. Hourly surcharges. All collections and returns are free of charge between 8:00 am and 8:00 pm all year round, except when due to special pre-agreed situations office hours are reduced with prior notice. Outside these hours the following surcharges are applied, as also pre-agreed:

- Late delivery of the vehicle: 55€
- Late return of the vehicle: 55€

D. MILEAGE AND OTHER CHARGES

1. Mileage policy:

- **Balearic Islands:** unlimited.
- **Mainland Spain (Valencia, Alicante, Málaga, Sevilla, Santiago, Barcelona, Madrid, Santiago, Santander, Bilbao and Asturias):** rental includes 250 km per day at no extra cost, with a maximum of 1,750 km per contract. Buying the extended mileage contract increases the daily limit to 500 km, with a maximum of 3,500 km per contract. Kilometres travelled over the maximum permitted or contracted will be charged when the vehicle is returned. €0.50 per kilometre over the limit.
 - The early return of the vehicle will adjust the mileage, taking into account the calculation of 250km*rental day (with a maximum of 1750 kilometers per contract).
- Extended mileage package. €80

2. Other charges:

GROUP	ITEM	PRICE	SPECIFICATIONS
CLEANING	Cleaning in case of normal use of the Vehicle	included	
	Additional Cleaning	€50.00	Where the poor condition of the vehicle requires extra vacuum cleaning or washing, sand in the vehicle, etc.
	Special Cleaning	€150.00	When special cleaning is required due to stains that cannot be removed by normal cleaning and/or that might jeopardise the immediate use of the Vehicle by the next user. Smell of tobacco or presence of ash, animal fur, stains on upholstery
	Special cleaning of child seats	€50.00	Cleaning of approved child seat fixing accessories
DAMAGE, FAULTS AND REPAIRS	Loss of documentation	€20.00	Loss of vehicle data sheet, registration certificate or insurance certificate
	Lost or broken safety equipment:	€90.00	hi-vis vests, warning triangles etc.

	Lost or broken child seat.	Group 0+ (€180), Group 1 (€100), Group 2 (€100), Group 3 (€50)	
	Cost of damage appraisal	€60.00	One-time cost
	Damage to the Vehicle not covered by coverages include or contracted	Annex 1 to this text	
	Roadside assistance not covered	Annex 2 to this text	Cost of travel, depending on the distance in km between the vehicle and the rental office, and the type of on-the-spot repair required
	Damage - Loss Scooter Helmets / Dirtyness	150€/100€	
PENALTY CHARGES AND FINES	Returning the Vehicle to the wrong place	€120.00	Does not include any recovery costs.
	Abandonment of the vehicle	€180.00	Does not include any recovery costs.
	Inappropriate or unauthorised use. Cross border Penalty	€300.00	Careless driving, drivers not authorised by the contract, taking the vehicle on maritime transport or border crossing
	Returning industrial groups (cargo vans) to offices other than where they were picked up	€259.00	One-time cost
	Charge for handling fines	€50 per fine	not including payment of the fine

All Renters and/or additional drivers shall be jointly and severally liable for all obligations arising from the rental contract and for any drivers not authorised under the contract.

E. FUEL POLICY

1. Full-to-full policy: Vehicles are provided with a full tank at no extra cost, and must also be returned with a full tank. If the tank is short of fuel on return, the customer will be charged for the missing amount, plus a management and refuelling surcharge: €35.
2. Quick Return system: Vehicles are provided with a full tank, and the customer is charged for the fuel when signing the rental contract, plus the administration and refuelling surcharge of €35. When the vehicle is returned, the fuel level is checked according to the fuel gauge to the nearest 8th, and the customer is reimbursed the amount corresponding to the unused fuel. The administration and refuelling charge is not refundable.
3. "Prepaid Fuel Tank" option allows to prepay a fuel tank and to return the tank empty avoiding a refueling charge. The remaining fuel at return will not be subject to a reimbursement of the tank cost. The cost of the "Prepaid Fuel Tank" option will come provided by the table on point 6.
4. Any anomaly in the state of the vehicle's fuel tank when it is picked up must be reported by the customer before leaving the premises. Claims made later will not be accepted.
5. The fuel prices that ClickRent applies to each category are published and updated on www.clickrent.es/rate. They do not include the refuelling surcharge. (Average price litre/annual*vehicle capacity)
6. The fuel prices in force at the time the Vehicle is picked up will be applied. ClickRent reserves the right to modify them in line with fluctuations in the oil market.

ECO, ECO+, E+A, I, EXI	€85
MOT, MOT1, ELE1, ELEI	€20
A, AA, HYBA, N, A+, AA+	€96
E, EE, K, KK, F, FF, HYBF	€125
C, SS+, X, X+, D, DD, B, BB, J, JJ, M, MM	€120
C+, G, GG, G+	€130
Q, QQ, W	€150
H, H+, HH, HH+, Y, Y+, Z, T, RR	€154
P, P1, P2, QQ+	€180

F. OPENING HOURS

1. All our offices operate from **8:00 am to 8.00 pm**. Unless otherwise advised in advance by the office.
2. Any reservation request and/or consultation on the delivery or return of a Vehicle must be made by phoning +34 971 730 696 or via www.clickrent.es
3. For any reservation outside of office hours it is indispensable to provide the flight number and to contact the office in advance to arrange delivery.
4. To guarantee the best quality of service it is essential that you indicate the arrival flight number in your reservation. If the flight is delayed we cannot guarantee delivery of the vehicle if we have no flight number. Please note that in order to be able to take delivery of the vehicle you must indicate a valid flight number in the reservation.

G. DELIVERY AND RETURN

Palma de Mallorca Airport: Our vehicles are delivered from our office next to the airport, which is located in Polígono Son Oms, C/Camp Franc, 5, Palma. To find our courtesy bus, leave the arrivals terminal between doors B and C, then take the moving walkways towards the parking building. Once you have passed the taxi area, on the right, you will find our courtesy bus waiting for you. +34 971 730 696

Ibiza Airport: Our vehicles are delivered from our office next to the airport, at Carrer Sant Jordi 30, Polígono Industrial Can Frigoles, 07817 Sant Jordi, Ibiza. Our courtesy bus picks up clients from the meeting point in Car Park P3. On leaving the terminal, follow the pavement to the left without crossing the street until you reach Car Park P3, Spot 52, where our courtesy bus will be waiting for you. +34 971 730 696

Menorca Airport: Our vehicles are delivered from our office next to the airport, at Carrer de s'Esperó, 23, Poima, Mahón. Our courtesy bus picks up clients from the meeting point in the Car Park. On leaving the terminal, cross to Car Park P1, turn left following the indications on the roof which will take you to the "Punto de Encuentro" (Meeting Point) where you will find our courtesy bus. +34 971 730 696

Valencia Airport: Our vehicles are delivered from our office next to the airport, at Autovía del Este 8, 46930 Quart de Poblet, Valencia. Our courtesy bus picks up clients from the meeting point in Car Park P6. On leaving the terminal, follow the terminal pavement to the left for 150 yards. You'll see signs to "P4, P6". Continue to the end of the terminal; a covered pathway will take you to Car Park P6 where you will find our courtesy bus. +34 971 730 696.

Alicante Airport: Our vehicles are delivered from our office next to the airport, which is located at Carretera CV 852 from the Airport to Torrellano, 03320 Elche. When you arrive, go to floor -2 of the airport, taking the lift or the escalators. Exit the terminal and follow the pavement to the left where you will see the places organised for buses. You will find our courtesy bus on platforms 1–5. +34 971 730 696

Málaga Airport: Our vehicles are delivered from our office next to the airport, at Avenida del Comandante García Morato 24-26, 29004 Málaga. Exit the arrivals terminal and cross the main street following indications for "Railway". Once past the Railway terminal (leaving it on your right) you will find a courtesy bus parking. You will find our shuttle service here. +34 971 730 696

Madrid Airport: Our vehicles are provided at our office next to the airport located at Calle Lola Flores 20, 28022 Madrid, -1 Floor Parking Hotel Madrid Airport Suites Affiliated by Melia Parking. Please, do not hesitate to call our office in Madrid to let them know your arrival terminal, as we provide shuttle service in 3 terminals. +34 918029339 / +34 608022626

- Terminal 1: Leave the terminal and follow "LEFT-LUGGAGE OFFICE/CONSIGNAS" signs towards the right and continue until the sign for "HOTEL BUS", in front of the left-luggage office. This is our meeting point, please contact +34 918029339/+34 608022626.
- Terminal 2: Follow signs for "BUS CONNECTING" to the left after collecting your luggage on the terminal until you reach signs for "EXPRESS PARKING". Follow them and exit the terminal. Cross the street and you will find signs for "BUS STOP EMT HOTELS - AGENCIAS", This is our meeting point, please contact +34 918029339 / +34 608022626.
- Terminal 4: Follow the signs for "BUS&FLY" to your left after collecting your luggage until you exit the terminal. Cross the street and follow the signs for "BUS&FLY" to your left. This is our meeting point, please contact +34 918029339 / +34 608022626.

Bilbao Airport: Our vehicles are delivered from our office next to the airport on Calle Beresi 12, Derio 48160 Bizkaia. When you arrive to the airport go to the third floor (Salidas/Departures) and exit the building. Our shuttle bus will await in front of this main entrance. You can contact us on +34 971 730 696

Santiago de Compostela Aeropuerto: Our vehicles are delivered from our office next to the airport on Calle Noval 37 15890 Lavacolla, Santiago de Compostela. When you arrive to the airport to the arrivals hall and have collected your luggage, go to the first floor (1 – Departures). You will find our shuttle bus on the exit in this floor. When you exit you can contact us on +34 971 730 696.

Santander Aeropuerto: Our vehicles are delivered from our office next to the airport on Calle Eugenio López Dóriga 15, 39600 Maliaño, Cantabria. When you arrive to the airport exit through the main entrances on the left of the terminal. You will find our shuttle bus on the lane in front of these exits. You can contact us on +34 971 730 696.

Asturias Airport: Our vehicles are delivered at our office next to the airport, located in N-632, Km. 109, 33459, Castrillon, Asturias. After leaving the airport terminal cross the street towards the general parking using the crosswalk to your right. Continue forward until the last lane/row of the parking, where you will find the Meeting Point Parking. This is our meeting point. Our shuttle service operates every 15/20 minutes do not hesitate to reach us at +34 971 730 696.

Barcelona Airport: Our vehicles are delivered at our office adjacent to the airport located at Plaça Pla de l'Estany, 1, 2, 08820 El Prat de Llobregat, Barcelona, Floor -1 of the Hotel Barcelona Airport Affiliated by Melià, Parking. Upon arrival, to get to the courtesy shuttle service that will take you to our office with a frequency of 15-20 minutes, follow these instructions: You can notify the office upon your arrival at the meeting point by calling +34 971 730 696

- Terminal 1: From the baggage collection point, head to the main hall and follow signs to "Parking G" to exit the building. Go to the lower floor, then walk to your left, where you will find the bus area, where our free shuttle service will take you to our facilities.
- Terminal 2: After collecting your luggage, exit the terminal and follow signs towards Terminals B and C. Note that the terminal is divided into 3 parts: A, B, and C. At the end of Terminal B, continue straight to reach the shuttle parking area. At the far end of this parking, you'll find our free shuttle service that will take you to our facilities.

Madrid Chamartin Train Station: Our vehicles are delivered at our office adjacent to the train station located on Calle de Jose Vasconcelos 27, 28046 Madrid, Floor -1 of the Centro Norte Parking.

Valencia Sorolla Train Station: Our vehicles are delivered at our office adjacent to the train station located on Calle Maestro Sosa 39, ground floor, 46007, Valencia.

Barcelona Sants Train Station: Our vehicles are delivered at our office adjacent to the train station located on Calle Numancia 44, 08029, Barcelona.

Estación tren Málaga María Zambrano: Our vehicles are delivered from our office next to the railway station on Calle Héroe de Sostoa 21, 29003 Málaga.

Estación tren Sevilla Santa Justa: Our vehicles are delivered from our office next to the railway station on Avenida Kansas City 5, 41018 Sevilla.

Downtown offices:

Playa de Palma: Our vehicles are delivered from our office at Carrer Marbella, 43 Palma

Magaluf: Our vehicles are delivered from our office, at C/Blanc, 3, Magaluf (Calvià).

Cala Mandiá: Our vehicles are delivered from our office, at Carrer Son Moro, 57 ground floor, (Cala Mandiá).

Cala Millor: Our vehicles are delivered from our office, at Avinguda del Bon Temps, 5. (Cala Millor).

Cala Rajada: Our vehicles are delivered from our office at Carrer Elionor Severa, 9 (Cala Rajada).

Puerto de Alcudia: Our vehicles are delivered from our office at Carretera de Artà 56, Puerto de Alcudia (Alcudia).

• For all our offices, the client can go directly at the time shown in the reservation to sign the contract and take delivery of the Vehicle. **It is not necessary to wait for the minibus at the airport in order to pick up the Vehicle. You can go directly to the office at the time of the reservation to finalise the contracting process and take delivery of the Vehicle.**

• If you need clarification about our location or office hours, please call +34 971 730 696.

• The Vehicle must be returned at the end of the rental period to the same office, as indicated in the contract.

CANCELLATIONS, NO-SHOWS AND EXTENSIONS

- Cancellations sent by email to bookings@clickrent.es at least 24 hours before the scheduled pick-up time will not incur any charges on the part of ClickRent.
- Cancellations sent less than 24 hours in advance will incur a charge of 50% of the total reservation cost to be paid by the customer/agency, unless they can provide documentary proof of just cause.
- If the customer has not picked up the vehicle three hours after the time shown in the reservation, ClickRent will declare the reservation to be a no-show and will release the reserved vehicle. Cancellations received less than 2 hours in advance are also considered a no-show.
- Both no-shows and cancellations less than two hours in advance will incur a charge of 100% of the cost of the reservation, to cover operating costs and loss of business.
- **Any extension of a current reservation will be subject to written confirmation of availability and price by ClickRent. All extensions will be made at ClickRent's Rates at the time they are requested. They will also require a new contract to be signed and paid for at the company's office.**
- In the event of cancellation of a reservation at the client's request, any bank charges generated by this operation will be passed on by the company.

I. CUSTOMER SERVICE

1. If you require any information, or to change the particulars of your current or future reservation, please contact bookings@clickrent.es
2. If you wish to make a suggestion as to how we can improve our services or to make a complaint, please contact customer@clickrent.es

ADDENDUM ONE WAY SERVICE

1. One-way service for return of Vehicle at a different office from that of pick-up: **check availability with the location:**

https://assets.clickrent.es/docs/One_Way_Fee_Service.pdf

Industrial Group vehicles are excluded from this service. The cost for one way fee for cargo vans will be 500€ per contract.

ADDENDUM 1 SPECIFICATIONS CLICKBIKES

Rental and Payment:

The customer and reservation holder undertake to pay a rental fee according to the prevailing rates at the time of the reservation.

Additionally, they commit to complying with the following conditions:

Present a valid and current identification document.

Provide a contact number.

Pay the rental fee.

Preauthorize a deposit on a credit card.

The customer, holder of the presented documents, is the person responsible for the bicycle included in the contract, as well as for other individuals who may use it.

In the case of minors, once they have a guardian, the holder of this contract immediately declares responsibility for the minor(s).

The customer must leave a deposit of €100 at the time of bicycle pickup, which will be done through a preauthorization on the credit card under the name of the reservation holder. The preauthorization will be released once it is verified that the bicycle is returned in good condition.

In the event of a delay in return by more than 1 hour, the customer must pay the amount for an additional day.

2. Use of the Bicycle:

2.1. The customer commits to using the bicycle responsibly and adhering to applicable traffic and road safety laws.

2.2. The bicycle should only be used by the customer and may not be assigned, sublet, or lent to third parties. Third parties may not be transported on the rented bicycle, except in child seats for children up to 20 kg. Additionally, the customer may not participate in any kind of sports competitions or similar situations without prior authorization.

2.3. It is recommended that the customer use the bicycle in the vicinity of the office. It is the sole responsibility of the customer to return the bicycle to the office at the agreed-upon time, and its return in other means in case of inability to return for any reason (breakdown, fatigue, road closures, etc.).

3. Care and Maintenance:

3.1. The customer is responsible for maintaining the bicycle in good condition and for proper use.

The customer commits to returning the bicycle in the same condition as received, except for reasonable wear due to normal use.

In case of breakdowns, punctures, or damages to the bicycle, the repair costs indicated in the following list will apply:

- Saddle: €50
- Wheel: €300
- Battery: €400
- Motor: €500
- Transmission system: €150
- Disc brakes: €150
- Helmet: €25
- Basket: €20

Damages not listed in this list will be assessed and formally claimed from the customer.

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

4. Responsibility:

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

Matters not specified in this annex are subject to the applicable clauses in the main text of the vehicle rental agreement.

ADDENDUM 2 DAMAGE MATRIX

https://assets.clickrent.es/docs/Tabla_Danyos_2024.pdf

ADDENDUM 3 TOW-TRUCK CHARGES

km	0-25	26-50	51-100	101-150	151-200	>200
Daytime charges	€96.00	€132.00	€216.00	€288.00	€444.00	€115 call-out charge + €1.50 per km
Night time charges	€114.00	€150.00	€234.00	€312.00	€474.00	€130 call-out charge + €2 per km
Repair on the spot	€150 + km as per table					
Taxi service	subject to quotation					

ANNEX 4: CONNECTED VEHICLES

1.If you have leased a vehicle with an incorporated connectivity device, or "connected vehicle," this annex is part of your rental agreement and includes the general terms and conditions. The voluntary rental of a connected vehicle implies the acceptance of both the connection and the transmission, use, and processing of personal data.

We recommend careful reading of its contents as it is of your interest.

The Regulation (EU) 2016/679 of the European Parliament and of the Council, of April 27, 2016 (General Data Protection Regulation, GDPR) and the Organic Law 3/2018, of December 5, 2018, on the Protection of Personal Data and guarantee of digital rights (LOPDGDD), establish the legal framework that develops the fundamental right to the protection of personal data. As a lessee of a connected vehicle, we provide you with this Addendum to inform you specifically about the protection of your personal data, considering that Article 8, paragraph 1, of the Charter of Fundamental Rights of the European Union and Article 16, paragraph 1, of the Treaty on the Functioning of the European Union establish that every person has the right to the protection of personal data concerning them.

2.The vehicle rented from CLICK & RENT is enhanced with a device attached to the battery, with a tab for each terminal, turning it into a connected vehicle with the purpose of offering a higher quality and safer service for the customer. The device and the associated technology collect information on both technical aspects and geolocation, which will be used and processed by Click & Rent exclusively for the execution of this contract, both by itself and transferred to third parties with the same purpose, such as the vehicle manufacturer, service providers such as towing, insurance companies, and others, public administration, and law enforcement.

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

3.DEFINITION OF CONNECTED VEHICLE:

A connected vehicle is a standard market vehicle to which Click & Rent has attached a connectivity device to the battery, allowing Click & Rent to remain telematically connected to it at all times and have its real-time location, record information about the vehicle's accelerometer, geolocation, and G-force, and generate reports on speeding, damage and accident reports, refueling, and inventory.

4.While using our connected vehicle as a lessee, we will process and use the data obtained as your Customer Personal Data, with absolute respect for current legality and in accordance with the conditions stated here. You should be aware that some data may be collected even if the vehicle is turned off.

5.DESRIPTIVE TABLE OF DATA/TECHNOLOGY AND PURPOSE:

Device	Technology	Purpose
<p>Quelink GB100MG device attached to the battery</p>	<p>GPS geolocation system and 3-axis accelerometer</p>	<ul style="list-style-type: none"> - Maintain vehicle safety. - Provide higher service quality by adjusting mileage and fuel reader autonomously. - Record vehicle performance. - Record damage and accidents to the vehicle. - Record unauthorized vehicle manipulations. - Record unauthorized uses, such as loading the vehicle, departures from the allowed territory, use on unpaved roads. - Record unauthorized disconnections of the locator device. - Record excessive mileage.

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

7.It is strictly prohibited to use, access, collect, or consult any data left collected in the vehicle by a previous customer.