

General Conditions of Vehicle Rental

1. Introduction

The following general conditions of vehicle rental regulate the contractual relationship between Moto Rent Pujols S.L. (hereinafter, the "lessor") and the paying customer (hereinafter, the "lessee"), under which the lessor grants the lessee the use of a vehicle for a period, price, and other conditions stipulated in the contract. In case of discrepancies between the content of any point of the General Conditions and the specific conditions signed between the parties, the latter shall prevail. It is the lessee's responsibility to always carry a copy of this contract during the use of the vehicle.

2. Customer Requirements

For all engine sizes, it is essential to have EXPERIENCE IN MOTORCYCLE DRIVING. In case the company's staff perceives that the customer lacks the necessary skills to drive the motorcycle, the vehicle will not be handed over, and the payment made will not be refunded.

The customer must be over 18 years old and present a valid Passport or ID card, as well as the original and valid driver's license. Photographs, reports, or any other document other than the original license will not be accepted. Failure to meet these requirements will result in the vehicle not being delivered, and the amount paid will not be refunded.

The lessee declares to possess the corresponding driver's license for the rented vehicle.

If you come from a country not belonging to the European Union or the European Economic Area (Iceland, Liechtenstein, and Norway), we always advise you to obtain an INTERNATIONAL PERMIT in your country before coming.

More information at: <https://www.dgt.es/nuestros-servicios/permisos-de-conducir/permisos-extranjeros-y-de-fuerzas-y-cuerpos-de-seguridad/conducir-con-un-permiso-extranjero/>.

3. Reservations, Modifications, and Cancellations

The reservation process must be made through our website <https://www.motorentpujols.com/>, having completed at least the minimum payment to confirm the reservation.

The minimum rental period will be 1 day, counting the days in periods of 24 hours. To make modifications or cancellations to reservations, the customer must communicate through the same email used for the reservation or contact us at reservas@motorentpujols.com.

In case of modification or cancellation, the lessor is authorized to charge the rental amount for 1 day for each reserved vehicle. The lessee is offered the option of a supplement that allows modifying or canceling the reservation at no cost up to 24 hours before. After this period, the lessor is authorized to charge the rental amount for 1 day for each reserved vehicle.

4. Rental, Pickup, and Return of the Motorcycle

The customer will receive the vehicle in perfect working condition, including tires and accessories (keys, helmet, lock, and/or others). It must be verified together with the lessor upon receipt. The customer will be informed of the type of fuel required and will undertake to return the vehicle in the same condition as received. The customer has 1 hour after the hiring date to report any anomalies with the motorcycle. It undertakes to return the vehicle to Moto Rent Pujols S.L. on the date, time, and place agreed upon in the rental contract.

The rental contract will be made at the time indicated in the reservation, and the return time must be respected **WITHOUT EXCEPTIONS**. The rental contract will end when the lessee presents himself at the office with the vehicle and provided accessories.

The lessor reserves the right not to rent vehicles if deemed appropriate. Likewise, it reserves the right to withdraw the rented vehicle if the lessee uses it improperly or if the vehicle is driven under inferior physical conditions due to alcohol consumption, drugs, fatigue, or illness.

Under no circumstances will subleasing or driving the rented vehicle be allowed to persons other than the contracting customer, except with the express consent of the lessor.

For any extension of the contract, the lessee must communicate expressly in writing or appear at one of the Moto Rent Pujols offices before the end of the rental period established in the contract. The minimum extension period is 1 day (24 hours), and it can be extended according to the specific conditions of the contract and the rented vehicle. The use of the vehicle after the rental period or its extension is considered unauthorized use, and a complaint for misappropriation will be filed.

IT IS STRICTLY FORBIDDEN TO DRIVE THE RENTED VEHICLE OUTSIDE THE ISLAND OF FORMENTERA.

5. Contact, Assistance, Offices, and Hours

Our office and assistance hours are from 9:00 am to 1:00 pm and from 4:00 pm to 8:00 pm. After this time, the lessor is not responsible for the vehicle until 9:00 am the following day and may demand payment from the customer according to the tariff. However, in case of a breakdown in the vehicle preventing its proper return within the mentioned hours, the lessee acknowledges being informed of the permanent phone line for assistance during business hours to report incidents. Failure to communicate the breakdown to the lessor or the inability to return the vehicle does not exempt the lessee from responsibility.

The location of all our offices is available on our website:

<https://www.motorentpujols.com/reserva-moto-formentera/>. Our customer service phone number is +34 971 32 21 38.

6. Lessor's Responsibility

Both the maintenance and lubrication of the vehicle are included in our rates. Repairs at a workshop or replacement of parts can only be carried out with the express written authorization of the lessor. Mechanical wear due to reasonable and normal use of the vehicle is assumed by Moto Rent Pujols.

7. Lessee's Responsibility

The lessee undertakes to check the good condition of the vehicle upon receipt, as well as to inform himself of the type of fuel required. Likewise, any breakdowns resulting from misuse or incorrect fuel will be borne by the lessee. The lessee agrees to use and drive the vehicle in accordance with driving and traffic regulations and according to the specifications of the vehicle type. Assuming both civil and criminal liability for the use of the rented vehicle. The lessee is strictly prohibited from leaving Formentera Island with the rented vehicle from Moto Rent Pujols. The lessee agrees to maintain the vehicle, use the provided lock and/or vehicle blocking when parked in a safe and properly parked place when not in use, and not to keep the vehicle's documents and/or other belongings inside it. The customer is prohibited from assigning, renting, mortgaging, pawning, selling, or in any way guaranteeing the vehicle. The lessee is responsible for all damages caused to the rented vehicle, including damages resulting from fire and theft, except for having contracted the franchise waiver. Vehicles have a deductible of up to €800. Accessories such as helmets, keys, trunk, locks, and/or elements not implicit in the vehicle are not covered by the deductible or its waiver.

8. Incidents, Theft, and/or Accident

In case of an accident or theft, you must contact the Police within 24 hours of the incident. Likewise, you must make the pertinent theft report. You must notify Moto Rent Pujols by phone at +34 971322138 and then go to an office. In case of an accident with another vehicle, the customer must present to Moto Rent Pujols the completed accident report signed by both parties. In case of theft, you must present the theft report and the vehicle keys. If you have not contracted the franchise waiver or do not present the keys of the stolen vehicle, you must pay the full amount of the Franchise. In case of traffic violations, Moto Rent Pujols may charge €20 for administrative procedures and €50 for trips to a municipal deposit to retrieve the vehicle, which was removed due to the customer's responsibility. These amounts will be charged directly to the customer's credit card.

9. Coverage and Insurance

The lessee is insured for third-party civil liability through an insurance policy contracted by the lessor with an Insurance Company, and for personal injury to the extent and conditions established in the Mandatory Insurance regulation.

10. General Provisions

Moto Rent Pujols is not responsible for delays or blockages in the Internet network caused by deficiencies or overloads, as well as any other type of electronic system, nor for the inability to provide service or allow access for any reason. These General Conditions shall be governed by Spanish Law, which shall apply to their interpretation, validity, and enforcement. The parties expressly submit to the courts and tribunals of the place where the obligation is fulfilled to settle any disputes that may arise in the interpretation and/or enforcement of these General Conditions of Contracting. The signing of this, the driver(s), acknowledges having read and accepted the conditions detailed in this contract necessary for the driving of the vehicle.

CAR RENTAL CONDITIONS

DOCUMENTS TO BE CARRIED AT THE TIME OF CAR PICKUP

- CREDIT CARD
- DRIVER'S LICENSE (VALID)
- PRINTED COPY OF THE VOUCHER

CAR RENTAL PROVIDER: ISLA BLANCA OFFICE / PROAUTO

MINIMUM AGE: 21 years and 2 years of experience for all groups.

YOUNG DRIVER: From 21 to 24 years old, an additional fee of €3 per day is charged due to accident rates, and they will not be eligible for the franchise waiver.

ADDITIONAL DRIVER (OPTIONAL): The rate to include an additional driver is €3/day, up to a maximum of €35.

Car reservations at pickup points: Drop off In accommodation - Hotel Cala Saona - Hotel Punta Prima will be picked up by the customer and taken to the nearest office for rental contract completion.

CHILD SEATS (OPTIONAL EXTRA)

- CHILD SEAT GROUP (0-3), €4/DAY
- BOOSTER €3/DAY

maximum charge of €54 per unit.

request in observations for reservation of required model.

Items excluded from basic insurance include loss, theft, or damage to goods or objects transported in the vehicle.

The DEDUCTIBLE and the exemption from the deductible payment (SUPER CDW: Insurance covering damage to the rented car) in case of accident, theft, loss, or loss of some of its parts, are detailed below:

WEB MODEL DEDUCTIBLES:

Groups (Fiat Panda): €600 + VAT

Groups (Opel Corsa/Peugeot 208) €800 + VAT

DEDUCTIBLE WAIVER: (optional)

Groups Fiat Panda: €12/day

Groups Opel Corsa/Peugeot 208: €14/day

FUEL POLICY:

Fuel delivery policy must be returned as it was rented.

Car Cancellation Policy:

Flexible COVID-19 cancellation up to 48 hours before arrival. (Report Required)

Normal cancellation up to 72 hours before arrival.

These are the responsibility of the lessee. If the customer makes a mistake in refueling, the repair costs will be charged to the lessee €200 + VAT plus the costs of refueling the missing fuel.

DRIVING IN EUROPE INFO:

Driving in Europe / Driving in Europe / Conduire en Europe / Autofahren in der EU

<http://www.dgt.es/es/conducir-en-europa/>

THE INTERNATIONAL DRIVING PERMIT WILL BE MANDATORY FOR NON-EU MEMBER COUNTRIES. (Cars)

*Annex Car Rental Company: The car rental company will be (Proauto Rent a car & Autos Isla Blanca Formentera). Business Name: AutoLlorm Tallers SL. Contact Address: info@proautorentacar.com