



## Requirements, Terms and Conditions

*The confirmation of the Reservation and the signing of the rental contract with BarilocheCars, implies the knowledge and acceptance of the requirements and conditions of the same.*

### Rental requirements (update to date)

**Minimum age of 23 years**

**Original and valid Driver's License** until the day the unit is returned. The Issue must be at least 1 year old.

**Identity Document or Passport** for foreign clients, must be original without exception.

**Have a valid Credit Card** until the day the unit is returned and must be the owner in charge of the rental contract, with a credit limit available to make a guarantee deposit, the same amount will be considered for the Insurance Franchise, Fines, excess hours of use, missing vehicles, extra kilometers, extra cleaning, return after hours of the contract and agency operation.

**It will be mandatory** to inform *BarilocheCars* of the number of people who will go on the unit, they must not exceed the maximum allowed and must consider the space available in the unit for the placement of luggage.

**It will be mandatory** to comply with the reception and return hours of the unit according to the reservation made. See Conditions of Car Delivery and Returns.

**We inform you** that if your flight is delayed or rescheduled, the delivery will be made according to the time availability of our agency, if it is outside our operating hours it will be considered an extra for the service.

**In the opposite of any of the requirements mentioned above, it will not be possible to rent the unit.**



## **Rental conditions (update to date)**

**The confirmation of the reservation implies the knowledge and acceptance of the requirements and conditions of the same.**

**The client is fully responsible** for both the use and the custody of the unit, as well as its accessories and documentation during the period of the rental contract. In the event of any shortage, the customer will be solely responsible for them and the replacement amount.

### **Insurance and Franchise**

The rental of the unit includes comprehensive insurance with excess for each event. The amount of the franchise may vary from the time of delivery of the unit depending on the model of the same.

Another franchise will be considered separately for overturning or total or partial destruction of the unit for the value of the moment detailed in the contract.

Insurance does not cover breakage of locks.

Insurance does not cover side windows and windows.

The insurance does not cover theft of tires.

### **Credit Card Guarantee**

An amount will be reserved as a guarantee by blocking your credit card an amount on account for the insurance franchise and other events that occur with the unit that are not included in the insurance.

When the unit is returned to *BarilocheCars* in the same conditions that it was delivered, *BarilocheCars* will request the unlocking of the amount.

The term of the unlocking will depend on the credit card operator and / or the bank.

The client authorizes *BarilocheCars* to debit the aforementioned expenses from his credit card without prior authorization.

### **Reservation Payment**

It will comprise 10% of the total reservation fee.

The reservación payment is necessary for confirmation of the unit reservation.

It will not be refundable and only one change of itinerary will be allowed, this will be confirmed based on the availability of BarilocheCars.



### **Car damage**

In case of incidents of their own or to third parties, the tenant must immediately notify *BarilocheCars* to carry out the corresponding procedure with the Insurance and coordinate the review at the time of returning the unit, which must consider for verification about 30 minutes of extra time at least on original unit return.

**If the unit does not run, does not roll or does not work**, *BarilocheCars* will not make the exchange for another unit or refund the rental amount thereof.

### **Fines**

It is the responsibility of the client to respect the current traffic regulations and is obliged to comply with all the Traffic Laws set by the authorities of the National, Provincial and Municipal state.

In case of registering traffic infractions committed by the contract holder or another authorized driver, during the term of the rental contract, *BarilocheCars* is authorized to debit from the credit card that guarantees the rental request, the amounts corresponding to the or the fines.

### **Car cleaning**

The unit will be delivered in optimal cleaning and disinfection conditions for use according to our COVID-19 protocol.

There will be an extra charge for cleaning the following details:

If the unit has mud on its exterior and interior,

If the unit has dirt or dust inside due to circulation with open windows or parked with open windows,

If the unit shows stains on the upholstery of seats, trunk and interior ceiling, either by food or handling objects that generate stains, marks or scratches on the interior of the unit.

Smoking is prohibited inside the unit, if it PRESENTS a SMELL of tobacco, the customer will be charged for deodorizing.

If the unit has food remains, packaging, stationery, etc.

### **Changes in the Itinerary**

In case of need for any change in the itinerary, it must be communicated and requested to *BarilocheCars* 24 hours in advance, it will be answered up to 12 hours after the order based on the availability of the moment and the extra amount that it will have said change, which correspond to the current rate of the day.



### **Car Deliveries and Returns**

The unit will be delivered **without exception** based on the itinerary agreed upon in the reservation.

The return of the unit in the Agency may have a margin of **up to 59 minutes**, after this time it will automatically generate an extra charge.

The unit will be returned to the airport **without exception** based on the itinerary agreed upon in the reservation. The delay in the return will generate an extra charge automatically. For the delivery and return of the unit **outside of customer service operating hours** it will automatically generate an extra charge.

The same will be taken into account in the reservation and cannot be reimbursed for any change at normal hours.

### **Kilometres included**

The regular rate, except for current promotions, includes 250km free per day, accumulative for the total rental days.

In case of excess kilometers, these will have an extra charge per exceeded kilometer.

### **Crossing permit to Chile**

*BarilocheCars* must be notified at least 24 hours in advance of the decision to cross the border in order to carry out the necessary documents from the unit.

The same document will have an extra charge and must be personally withdrawn.

## **IMPORTANT**

**BARILOCHECARS reserves the right to refuse the rental of its vehicles to minors, people without a driving license, people unable to demonstrate credit capacity to make the payment or, people who, in the opinion of the company, constitute a risk.**

**The right to reject the rental of the units will also be reserved in case the family group exceeds the number of passengers allowed in the unit.**

