



Online Booking Terms and Conditions

We ask you to read our Online Booking Terms and Conditions as well as our General Rental Terms, as you will be required to confirm that you have read and understood them before your reservation is confirmed.

Online Booking Process

The online reservation process is quick and simple, here are the main steps to make an online reservation:

1. **Service Selection** - Enter your rental criteria on the online reservation form, including dates, locations, and vehicle choice;
2. **Offer** - Based on the criteria you have provided, *Colinas Rent A Car* will provide you with an offer according to your needs in the form of a detailed recap;

This "offer" is legally defined as:

- a service that includes a selected vehicle category, available for a certain duration with selected options (if any);
 - a price that can be prepaid or payable at the station;
 - some terms and conditions.
3. **Acceptance** - You will be asked to accept the *Colinas Rent A Car* offer;
 4. **Confirmation** - You will then be asked to confirm your acceptance;
 5. **Notification** - *Colinas Rent A Car* will send you a confirmation, including your reservation number. The confirmation notification will include the details of your reservation.

Booking Confirmation

You will receive a confirmation e-mail, containing the details of your reservation. Please keep it for your records.

Reservation Details

Only one reservation per person is allowed with the same rental conditions (dates, place, vehicle, etc.)

Rental Period

Rentals are calculated in 24-hour periods. This period is counted from the exact time of booking the car to the date and time it is returned with the key and documentation at *Colinas Rent A Car* facility. The courtesy period is 1h and 59 minutes.

Cancellation or changes to the reservation

Colinas Rent A Car allows you to change or cancel your reservation online after its confirmation. For that you should contact *Colinas Rent A Car*, through e-mail reservas@colinasrentacar.pt until 48 hours before the vehicle pick-up. The value of the reservation will be refunded by bank transfer to the NIB (Bank Identification Number) corresponding to the customer, with proof of a valid NIB in the name of the contract holder. If you wish to make changes to the reservation, please contact reservas@colinasrentacar.pt. Cancellations made up to 48 hours before the scheduled time will



not be charged. If the cancellation is made less than 48 hours before the scheduled time, the values previously established in the table will be charged.

Extensions

The vehicle must be delivered on the date and time established in the rental contract, you may eventually extend the time you stay with the vehicle through its availability. If there is no possibility of extending the rental due to lack of vehicles or for any other reason, the vehicle must be returned under the terms established in the rental contract. Failure to comply with the established terms incurs additional expenses.

Limit for picking up the vehicle

If it is necessary to postpone the pick-up of the car, you can do it through the available contacts, and the reservation will be kept for another 12h, as long as it corresponds to the store's working hours.

Guaranteed vehicle group

When making a reservation Colinas Rent A Car guarantees the vehicle of the requested group, not the make or model presented. If the vehicle of the reserved group is not available, Colinas Rent A Car will provide a vehicle from the group above for the same price.

"Out of hours" Service

Picking up (check-out) or returning (check-in) the car outside the opening hours of the Service Station implies the charging of an extra fee, called "Out of Hours". The "Out of Hours" has a cost of 35,00€ (VAT included) per service. The "Out of Hours" service may be applied to both the pickup and return of the vehicle, i.e., according to the time of delivery and return, up to a maximum of two services may be applied.

Payment / Credit Cards

1. Payment

"Book and Pay Online" - Online Booking - Pre-Payment (payment at time of booking): Credit cards are accepted for the limits authorized by the card issuer; The credit card holder making the prepaid booking must be the primary driver named on the rental agreement so must be present at time of pick up.

"Book and Pay at the Station" - Payment at the station: Certain credit card issuers may not be represented in Portugal. We recommend that you check the conditions of your credit card in advance.

2. Payment Methods

Payment can be made using the following payment methods:

- Credit Cards - accepted for the limits authorized by the card issuer. The credit card holder making the prepaid reservation must be the primary driver indicated on the rental contract and must therefore be present at pick-up;
- Debit Cards;



- Cash – only accepted for domestic rentals, and for the deposit amount that will be deposited in the bank and immediately debited.

Attention: Additional requirements will be requested, such as: proof of address (receipt of water, electricity, etc., in the name of the main driver, less than 3 months old) and also a deposit covering the estimated values of the rental and deductible in case of damage or theft, as indicated in the general rental conditions.

During the Rental

At the time of the "Raising"

During your reservation and at the time of pick-up you will be informed that in addition to the amount of your rental, a deposit will be required. The amount of the deposit will be mentioned before the reservation is finalized, it will be indicated again in your reservation confirmation email and also in the Rental Agreement that you will receive at the rental station at the time of rental. The deposit takes the form of an electronic pre-authorization requested from your credit card (the "deposit").

The authorization procedure enables *Colinas Rent A Car* to secure the estimated final transaction amount and receive the protection of an authorization prior to the start of the rental period. This confirms that the card account is valid and within the available authorized limit.

For more information about the deposit amount see our tables at www.colinasrentacar.pt.

Please note that, in general, the Deposit amount covers the period of the rental contract as well as any extra expenses you may incur during your rental. For any additional information on what the deposit covers, please check the Rental Terms and Conditions at www.colinasrentacar.pt.

The deposit amount remains valid for the duration of the rental contract.

At the time of the "Return"

If the final amount to be charged for the rental of the vehicle is higher than the amount of the authorization requested at the time of the "withdrawal", then a new authorization will be requested to cover the missing amount.

Qualifications at time of rental: Documentation & Age Limit

For important information regarding age limits, driver's license and other required documents, please read our General Rental Terms.

Guaranteed reservation policy

Colinas Rent A Car (pick-up station) is committed to providing, within a certain "guarantee period" (as defined below), the requested vehicle category as confirmed at the time of booking and subject to the driver fulfilling the rental conditions.

If the vehicle category cannot be delivered during this "warranty period", alternative solutions will be proposed to you at no additional cost.



Solutions:

- An upgrade at no additional cost; **OR**
- A downgrade (at the respective category price) and compensation.

Force Majeure

Neither party shall be liable for failure in its performance hereunder caused by any case of Force Majeure. "Force Majeure" shall be deemed - as defined by applicable regulations - to mean any unforeseeable or irresistible event, independent of the party suffering from the case of Force Majeure, which prevents such party from performing its obligations.

So that in the case of:

- **A prepaid reservation;** the transaction will be cancelled, and the rental station will refund the prepaid rental amount that has been charged. The rental station will have no further obligations with respect to the transaction;
- **On a guaranteed reservation;** the reservation will expire, a fee will not be charged, and the rental station will have no further obligations with respect to the transaction.

Liability - Applicable Law - Competent Court

Some jurisdictions do not allow the exclusion of certain warranties or the limitation or exclusion of liability for incidental, direct or indirect damages. Accordingly, some of the limitations set forth in this article may not apply.

The rights of any consumer and the liability for death or personal injury resulting from the negligence or willful misconduct of *Colinas Rent A Car* are safeguarded. You expressly acknowledge and agree that *Colinas Rent A Car*, its officers, representatives, directors, employees shall not be held liable for any moral damages, lost profits, impairment of welfare and others as the law may provide, even if *Colinas Rent A Car* had been advised or informed of the possibility of such damages occurring, as a result of the booking and prepayment.

These terms and conditions were issued under Portuguese law and are accessible at www.colinasrentacar.pt. Portuguese law will be applied, and recourse should be had to the Central Civil Court of Loures. Address: Palácio da Justiça, Rua Professor Afonso Costa - 2674-502 Loures. Telephone: 219825200/219838430. Fax: 211987049. Email: loures.centralcivel@tribunais.org.pt. More information on the Consumer Portal at www.consumidor.pt and on the official website www.colinasrentacar.pt.