

AVIS BOOKING CONDITIONS

(last updated on 03 December 2024)

Please read these booking conditions before you complete your booking as it provides **important information about your booking** and your rental, including what rental requirements will apply to you, what to bring with you when you pick up the vehicle and **your responsibilities**. It is important to us that you enjoy your booking and rental experience and that you have all the information you need. It might take you a little time now but it could save you time later.

Please note that in order to book and hire a vehicle, you will need to enter into two separate agreements. The first agreement is the Booking Agreement. The second agreement is the Rental Agreement. These Booking Conditions apply to your Booking Agreement only. Please see the section titled "How you will contract with us - the difference between the Booking Agreement and the Rental Agreement" for further information.

<p>1. Who we are</p>	<p>We are AB Group Financial Services Limited, Avis Budget House, Park Road, Bracknell, Berkshire, RG12 2EW, United Kingdom, company number 02059740 ("us", "we", "our"). We act as a central booking agent for Avis car rentals provided globally.</p> <p>For details on how to contact us, please see the table at the end of these Booking Conditions which provides contact details for your resident country.</p>			
<p>2. How you will contract with us</p>	<p>In order to book and hire a vehicle, you will need to enter into TWO separate agreements. Having two separate agreements gives you additional flexibility to amend or cancel a booking prior to entering into a Rental Agreement. We have summarised below what these two contracts are, and have included information about the terms and conditions that will apply to each:</p> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;"><u>1. Booking Agreement (at the time of booking)</u></p> <p style="text-align: center;">These AVIS Booking Conditions</p> </div> <div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;"><u>2. Rental Agreement (at the time of rental)</u></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border: 1px solid black; padding: 5px; text-align: center; width: 33%;"> <p>Rental Agreement Form and vehicle condition report (if provided)</p> </td> <td style="border: 1px solid black; padding: 5px; text-align: center; width: 33%;"> <p>AVIS Country Specific Conditions* ("Country Conditions")</p> </td> <td style="border: 1px solid black; padding: 5px; text-align: center; width: 33%;"> <p>AVIS General Conditions of Rental ("General Conditions")**</p> </td> </tr> </table> </div> <p><i>* these are the Country Conditions for the country where you pick up the rental vehicle (for example, if you are a UK based customer but will be picking up the rental vehicle in France, the French Country Conditions will apply).</i></p> <p><i>** the General Conditions also include our "Theft, Loss & Damage Policy", as well as our "Connected Car Privacy Addendum".</i></p>	<p>Rental Agreement Form and vehicle condition report (if provided)</p>	<p>AVIS Country Specific Conditions* ("Country Conditions")</p>	<p>AVIS General Conditions of Rental ("General Conditions")**</p>
<p>Rental Agreement Form and vehicle condition report (if provided)</p>	<p>AVIS Country Specific Conditions* ("Country Conditions")</p>	<p>AVIS General Conditions of Rental ("General Conditions")**</p>		

Booking Agreement

The first agreement you will enter into is **at the time** you make a booking (the "**Booking Agreement**"). You will enter into the Booking Agreement with us, and these Booking Conditions will apply.

The Booking Agreement lets you reserve a vehicle (and some optional extras) for "pick-up" at a set time, date and location and for the specified rental period.

The Booking Agreement will become legally binding between us when we send you your reservation number by email.

IMPORTANT INFORMATION

In some cases, you may enter into a booking agreement with one of our partners or intermediaries, instead of with us under these Booking Conditions. Please see the section titled "Our relationship with partners and intermediaries" below for further information.

For the avoidance of doubt, when making a booking with us you are NOT entering into a Rental Agreement. Instead, you are only entering into a Booking Agreement with us under these Booking Conditions. The Rental Agreement is entered into at the time you pick up your vehicle (see further details below).

Rental Agreement

The second agreement you will enter into is at the time you arrive to pick up the vehicle (and any optional extras) you reserved (the "**Rental Agreement**"). The Rental Agreement lets you hire the vehicle (and any optional extras) for the specified rental period.

You will enter into the Rental Agreement with the relevant vehicle rental provider. The relevant vehicle rental provider will be a member, agent or representative of the Avis "Rent A Car" System, and will be confirmed in the relevant Country Conditions and/or on the Rental Agreement Form. AB Group Financial Services Limited is not party to the Rental Agreement.

The Rental Agreement will become legally binding when you sign the Rental Agreement Form at the time you pick up the vehicle from the rental provider. You may be able to pick up your vehicle without physically signing the Rental Agreement Form, in which case the Rental Agreement will become legally binding when you collect the keys to the vehicle).

You will only be allowed to enter into the Rental Agreement if you meet all of the relevant rental requirements – please see the section titled "Rental Requirements" below for information about these.

The Rental Agreement is made up of the following terms:

- the Rental Agreement Form – this form includes specific information about your rental, and summarises the key terms from the General Conditions and Country Conditions for your reference. You **MUST** sign this form, unless allowed otherwise; and
- the Country Conditions and the General Conditions (including the Theft, Loss & Damage Policy and Connected Cars Privacy Addendum) - these include important information about your rental, and you **MUST** comply with these. You can find links to these terms on our website, and these will also be made available when making your booking, as well as when you pick up the vehicle.

	<p>Please read the Country Conditions and the General Conditions made available to you prior to entering into the Booking Agreement, and again at the time you collect your vehicle, as these will include important information relating to your Rental Agreement. Sometimes, the terms may differ or change from the time you entered into the Booking Agreement to the time you are ready to sign the Rental Agreement. We recommend you pay particular attention to the sections relating to your obligations and liabilities.</p>
<p>3. Selecting a vehicle</p>	<p>Please review the information we provide to you about the vehicles we have available carefully, as it is important that you understand the type of vehicle you are choosing, as well as understand what conditions or restrictions might apply (for example, mileage allowances or age restrictions).</p>
<p>4. Vehicles for customers with disabilities</p>	<p>Adapted vehicles</p> <p>Specially adapted vehicles (including hand controls) are available at some of our rental locations.</p> <p>How to request an adapted vehicle</p> <p>It is not possible to request adapted vehicles (including hand controls) when making a booking. On this basis, before making a booking, please refer to the section titled "Optional Extras – Other Products – Special Equipment" of the Country Conditions for information on:</p> <ul style="list-style-type: none"> • what adapted vehicles are available at your chosen rental location; and • the process you need to follow before/after making a booking to ensure any requests for specially adapted vehicles can be fulfilled.
<p>5. Vehicle rental price (and optional extras)</p>	<p>Vehicle rental price</p> <p>The vehicle rental price is calculated based on your chosen start and end dates and times, the rental location(s), the type of vehicle requested and your age. Unless stated otherwise, the price includes all costs you must pay – for example, vehicle tax, local taxes, and any location surcharge.</p> <p>Some locations (mostly airports, train stations and in some city centre locations) will charge a location surcharge as it costs us more to operate there. Don't worry, it will be included in the price quoted to you but it may be shown as a separate item.</p> <p>Optional extra prices</p> <p>The price of optional extras available to choose when making a booking (such as baby seats, additional driver(s), excess reduction products, delivery charges and GPS devices) are calculated based on the requested start and end dates and times and the rental location from where you will pick-up the vehicle.</p> <p>The cost of any optional extras chosen during the booking process, will be included in the price quoted to you (but they may be shown as separate line items). Again, unless stated otherwise, the price confirmed for optional extras also includes all costs you must pay – for example, local taxes.</p> <p>Please note that if you choose optional extras at pick up (rather than during the booking process) different prices may apply to those extras as the actual price you pay will depend on the prices payable at the pick-up location. Indicative prices are provided in the Country Conditions for your information about the range of prices that may apply.</p>

	<p>We will always confirm the costs of optional extras and we will ask you to agree to these costs before you are charged them.</p>
<p>6. Booking types and how this impacts the way you pay and the prices you pay</p>	<p><u>'Pay Now' bookings</u></p> <p>If you make a 'Pay Now' booking, the amount you will pay at the time of booking is the total vehicle rental price together with any pre-payable optional extras*.</p> <p><u>The payment you make at this point is taken by us on behalf of the rental provider. As described above, you will still need to enter into the Rental Agreement with the rental provider at the time you collect your vehicle, but you will not need to make any additional payments for your booking unless you want to make any changes, add additional optional extras or you do not comply with the Rental Requirements.</u></p> <p><i>* Some pre-booked optional extras cannot be pre-paid, meaning that they will be classed as a "Pay at Location" booking.</i></p> <p><u>'Pay at Location' bookings</u></p> <p>If you make a 'Pay at Location' booking, you will be making a reservation for the vehicle (and optional extras) now, but you will not need to pay anything until later.</p> <p>The amounts payable under a "Pay at Location" arrangement will initially be taken in the form of a pre-authorisation or security deposit, which you will need to make at pick up. Any "Pay at Location" costs due at the end of the rental which relate directly to the vehicle rental price and optional extras, will be processed using the payment card provided.</p> <p>Please note that Avis will undertake an active card check to validate the payment card provided as part of a "Pay at Location" booking. No amount or pre-authorisation is however taken at this stage.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>IMPORTANT INFORMATION - <u>"Pay at Location" prices for vehicle rental (and optional extras) may be more expensive than 'Pay Now' prices.</u></p> </div> <p><u>Cancellations</u></p> <p>If you make a "Pay Now" booking, our refund policy is more restrictive than the one that would apply if you make a "Pay at Location" booking, and you may not have the same options to cancel if you change your mind or need to make changes to your booking. Please see the section below titled "Cancellations" for more information, as this may affect your payment option.</p>
<p>7. Payment methods</p>	<p>When making a payment (or providing a payment card for validation) as part of the booking process, we will accept American Express (excluding Travellers Cheque Cards), Discover, Diners, Visa and MasterCard (in both cases excluding prepaid cards) and Avis issued charge cards.</p> <p>For more information on payment methods accepted by our rental providers for 'Pay at Location' bookings please read the Country Conditions – Payment Section or call our customer support team.</p>
<p>8. Identity checks at booking</p>	<p>In accordance with our Privacy Policy, we may carry out identity checks when you make a booking to confirm your identity and validate your payment card. Any</p>

	<p>identity checks we carry out will not impact your credit history or record in any way.</p>
<p>9. Rental Requirements</p>	<p>You must make sure that you meet (or where relevant, will be able to meet) all of the requirements that are listed below at the time of vehicle pick-up, and must be able to evidence that these are met (the "Rental Requirements"). <u>YOU MUST NOT MAKE A BOOKING IF YOU CANNOT MEET ANY OF THESE.</u></p> <p>The Rental Requirements are:</p> <ul style="list-style-type: none"> • Booking Information: You must bring your reservation number or booking confirmation email with you (it will help the location find your details so you can get on your way as quickly as possible); • Driving Licence: Each named driver must show the rental provider a full driving licence that is valid for use in the country of rental for the entire rental period. All drivers must have held their licence for the minimum period applicable to the rental country. Please see the relevant Country Conditions for more details; • Payment card: You must bring the payment card used to make your booking, as we will use this as a form of identity check. We must be satisfied that we are giving the vehicle to the person who made the booking. For some of our higher value vehicles, the person who made the booking must bring two payment cards with them. If this applies to you, your booking confirmation email will make this clear. You can also call our customer support team if you have any queries regarding this requirement). <u>The name on the payment card(s) must be the same as the name on the driving licence for the main driver.</u> • Pre-Authorisations and Security Deposits: At pick up, you must provide all necessary pre-authorisations and/or security deposits required in your country of rental. See section below. • Valid form of identification: Unless otherwise agreed with you (for example, if you are an Avis Preferred customer or part of any other pre-approved identification scheme we make available to our customers), you must bring proof of your identity and address, e.g. a valid current passport, identity card/document, utility bill and/or bank statement. The photo ID must be recognisable. <p>IMPORTANT INFORMATION: Not all locations accept a driving licence as a valid form of identity or address (please see Country Conditions for further information on what is acceptable/valid in your country of rental);</p> <ul style="list-style-type: none"> • Driver age restrictions: Age restrictions for drivers will apply to all vehicle rentals – but they vary by vehicle and by country. Please see the Country Conditions for further information on age requirements which will apply to your vehicle hire in your country of rental (these are also often confirmed as part of the booking process). Drivers above a certain age or below a certain age may need to pay a driver surcharge, which will be confirmed as part of the booking process where the age information of a driver is provided; • Driving related convictions: If you, or any named driver, has any driving related convictions prohibited under the relevant Country Conditions, then they will NOT be able to drive the vehicle; and • Security/Credit checks: Given some of our vehicles are of high value, we reserve the right to undertake certain security/credit checks. For more information on any additional country specific security and/or credit checks that may be undertaken (including information on what criteria are used to

	<p>assess risk and the thresholds we apply), please see the relevant Country Conditions.</p> <p>PLEASE NOTE: Drivers are responsible for checking what driving rules and regulations (e.g. speed limits) apply in the relevant rental location. All drivers must comply with these rules and regulations.</p>
<p>10. Pre-authorisations and security deposits</p>	<p>Before the rental provider will let you enter into the Rental Agreement, they may require a pre-authorisation or a security deposit (as required in the country you are renting a vehicle in – please see Country Conditions for further details). You must use an approved payment card that is in your name and has enough funds available on it. Unless we confirm otherwise, this card must be the same card used to make your booking.</p> <p><u>What is a pre-authorisation?</u></p> <p>A pre-authorisation holds an amount of money in your account. Once a pre-authorisation has happened, you won't be able to use that money for anything else until you've paid any amount owed and your card company releases the pre-authorisation.</p> <p>While a pre-authorisation is in effect, it may even look like the amount has been deducted from your account, this isn't the case; the money is simply 'on hold' until a final payment has been made.</p> <p><u>What is a security deposit?</u></p> <p>A security deposit transfers money out of your account.</p> <p><u>Why do we take pre-authorisations or security deposits?</u></p> <p>We take a pre-authorisation or security deposit to cover the vehicle rental price and any optional extras you've requested (minus any sum you have already paid when making a "Pay Now" booking) and in case we have to charge you at the end of the rental for any of the following:</p> <ul style="list-style-type: none"> i. costs to refuel the vehicle (where relevant); ii. additional rental charges in circumstances where you fail to return the vehicle or any optional extras at the end of the agreed rental period or to the agreed return location; iii. any additional charges or fines you incur relating to your use of the vehicle (which we have been notified of prior to you returning the vehicle, which will include, for example, charges relating to traffic violations); and/or iv. costs incurred as a result of exceeding any relevant mileage restrictions. <p><u>How much are the pre-authorisations or security deposits?</u></p> <p>The value (and whether a security deposit or pre-authorisation is taken) will depend on the country in which you are renting. For a full explanation, please refer to the Country Conditions for the country in which you are renting or speak to a member of our customer support team.</p>
<p>11. What happens if you don't meet the Rental Requirements</p>	<p>If you don't meet the Rental Requirements, you will not be able to enter into a Rental Agreement which means you will not be able to hire the vehicle you booked. If this applies, you may need to pay a fee. Please see the 'Cancellations' section below for details.</p> <p>If the rental provider agrees, you may still be able to rent a vehicle if they are able to adjust your booking to reflect which of the Rental Requirements you haven't</p>

	<p>met. In this case, you will have to pay the 'Pay at Location' prices available on the day, as this will be treated as a new rental.</p> <p><u>Please note that you are under an obligation to notify the rental provider in the event that your eligibility to drive your selected vehicle and/or meet the Rental Requirements changes between the time you make your booking and when you collect the vehicle.</u></p>
<p>12. Other reasons why you may not be allowed to rent the vehicle</p>	<p>In addition to the above, you may not be permitted to enter into the Rental Agreement in the following circumstances:</p> <ul style="list-style-type: none"> • the rental location may, if allowed by law, refuse to rent the vehicle to you if you or any person making payment owes any money to them or any other member of the Avis Rent A Car System or another Avis group company; • if any information you have given is shown to be false or inaccurate; • if you or anyone in your party behaves in an unacceptable way, e.g., if the rental provider believes that any driver is under the influence of alcohol, drugs or other substances, or you, or anyone in your party, is abusive or threatening to their staff or customers; or • you have previously been informed that you are prohibited from making a booking with us and/or renting a vehicle from the relevant rental provider (e.g. where there have been reasonable grounds to include you on our 'Do Not Rent' list). <p>In the circumstances listed above, you will be required to pay a fee (please see the 'Cancellations' section below for details) and may be required to pay for any additional reasonable costs and/or damages incurred by us as a result of your wrongdoing.</p> <p>You may also not be permitted to enter into the Rental Agreement if the specialist fitter of a vehicle is concerned about a driver's ability to use the hand controls (where relevant).</p>
<p>13. Changing your booking before pick-up – All booking types</p>	<p><u>How to change your booking</u></p> <p>You may change the following parts of your booking before the day you are due to pick-up the vehicle by calling our customer support team or managing your booking online (if available):</p> <ul style="list-style-type: none"> • pick-up date; • drop off date; • pick-up collection point; • drop-off collection points; and/or • additional optional extras you would like to add to your booking. <p>You may be able to change the parts of your booking listed above on the pick-up day, but you will need to check with our customer support team.</p> <p>All change requests made before the day you are due to pick-up the vehicle will be subject to availability. There is no charge for making a change if you make</p>

the change within this time, but the change may result in a price change (see below).

We will send you a revised booking confirmation email confirming your updated booking details (including any changes to the price paid or payable, depending on your booking type) to the email address you provided.

Please note that if you originally made a booking for an Avis Select Series vehicle and you change the location to one that does not offer Avis Select Series, you may not be able to get your chosen make and model.

Price changes

Permitted change requests may result in a price change, as the revised booking will be charged at the prices available at the date of the change.

- If the changes result in the amount due for the booking being more than the amount you paid us, you will need to pay the difference (or in the case of a "Pay at Location" booking, agree to pay the higher amount); and
- If the changes result in the amount due being less than the amount you paid us then we will either:
 - (i) refund you the difference (if you opted for a 'Pay Now' booking) *; or
 - (ii) only charge you the revised lower amount (if you opted for a 'Pay at Location' booking).

** in these circumstances, please contact our Customer Services team for a refund.*

If you ask for a change, our team will confirm the impact this will have on the price before they ask if you would like us to proceed with processing your request, to make sure you can make an informed decision on whether to make the requested changes to your booking.

14. Cancellations - Car Rental Bookings

Your legal right to withdraw

You do not have any legal cancellation rights under the Consumer Contracts Regulations 2013 to withdraw from your Booking Agreement or Rental Agreement (on the basis that these contracts relate to vehicle rental services).

Our goodwill cancellation policy

Although you do not have a legal right to cancel your booking, you may cancel your car rental booking at any time before the day you are due to collect your vehicle by calling our customer support team or managing your booking online (if available).

Depending on when you cancel, you may be charged a fee to cover the anticipated reasonable losses we will incur as a result of your cancellation. By agreeing to these Booking Conditions, you give us permission to charge your payment card these amounts (or where relevant, retain them). The fees we charge are detailed below:

Notice of Cancellation	'Pay Now' booking	'Pay at Location' booking
48 hours or more before the day your rental was due to begin	No fee charged. We will give you a full refund	No fee

	<p>Less than 48 hours before the day your rental was due to begin, but not including a cancellation on your day of rental (see below)</p>	<p>The lower of:</p> <ul style="list-style-type: none"> i. 2 days' worth of your booking, or ii. the amount shown in column (A) in the "Cancellation Costs Schedule" below (<u>please refer to the country of the booking website you used at the time of booking</u>)*. 	<p>No fee</p>
	<p>Other cancellations: ((i) if you do not let us know that you want to cancel, (ii) if you fail to meet the Rental Requirements at pick-up or are not permitted to enter into the Rental Agreement, or (iii) you cancel on the day your rental was due to start)</p>	<p>No automatic refund. Depending on the circumstances, we may (acting reasonably) retain the full amount you have paid or charge you the full amount specified on your booking.</p>	<p>The amount shown in column (B) in the "Cancellation Costs Schedule" below (<u>please refer to the country from where you were due to collect the vehicle</u>)*.</p>
	<ul style="list-style-type: none"> • <i>if the country from which you are booking or renting from is not included in the Cancellation Costs Schedule, please contact us for further information.</i> <p>IMPORTANT INFORMATION:</p> <ul style="list-style-type: none"> • you have the right to ask for information as to whether or not we have sustained any loss or any loss sustained is lower than the amount charged, and if the information provided shows that we have not sustained any loss or any loss we have sustained is lower than the amount charged, you may be entitled to a full or partial refund of any amounts charged or retained; • in the event that a refund is not automatically processed (where relevant), please contact our customer services team in writing to request a refund; and • it can take up to 14 days for your card company to process a refund. We are not responsible for how long it takes your card company to process a refund. 		
<p>15. Cancellations - Optional extras</p>	<p>You are permitted to cancel any optional extras you have added to a booking up until the point at which you enter into the Rental Agreement. You will not be charged any costs for cancelling optional extras.</p> <p>If you have pre-paid for an optional extra when making a booking, please contact our Customer Services team to request a refund in these circumstances.</p>		

<p>16. Availability</p>	<p><u>Vehicles</u></p> <p>If there are no vehicles available in the group you booked, the rental location will try to find you a vehicle from a higher group at no extra cost.</p> <p>If they can only find you a vehicle in a lower group and you agree to rent this vehicle, you will only be charged for the value of that vehicle. If you have already paid, you will be entitled to a refund of the difference. If your refund is not automatically processed, please contact us with your booking reference number for a refund.</p> <p>If you have booked a larger size vehicle or a certain adapted vehicle and it is unavailable, to get you on your way, the rental location may provide you with more than one vehicle or suggest you use alternative transport until they can get a suitable vehicle or a vehicle in the group requested to you.</p> <p>This rarely happens, but if no suitable vehicles are available, you will of course be entitled to a full refund of any amount you've already paid (and in certain circumstances, may be entitled to reasonable compensation – for example, to secure alternative transport – see the section titled “How we will be responsible to you” below).</p> <p><u>Optional Extras</u></p> <p>It would be unusual for the rental location not to have an optional extra you pre-booked. If it does happen, they will try to get one from another rental location. If this is not possible, the rental location will (at their option, albeit acting reasonably): buy a new one for you, ask you to buy a reasonably priced one from elsewhere and reimburse you the price paid or refund you the cost of the pre-booked optional extra. If you agreed to buy the optional extra from elsewhere (and we have reimbursed you the costs you have incurred purchasing it), you will have to give it to us when you return the vehicle.</p>
<p>17. Vehicle return</p>	<p><u>Please see General Conditions for further information on how final payments are processed at the end of your rental.</u></p>
<p>18. Use of your personal information</p>	<p>By making a booking, you expressly agree to us processing your personal information for as long as the law allows us to as set out in this section.</p> <p><u>What we will use or process your personal information for</u></p> <p>We will use (or process) your personal information in order to:</p> <ul style="list-style-type: none"> • request the reservation of the rental services to you; • carry out relevant identity, security, driving licence and credit checks; • maintain and improve our administration and management of our services; and • send you information about similar goods and services that we think will be of interest to you if the law allows us to do so. <p><u>Who we may share your personal information with</u></p> <p>We may share your personal information with:</p> <ul style="list-style-type: none"> • the vehicle rental provider who will be a member of the Avis Rent-a-Car System. The vehicle rental provider could be located both within and outside of Europe but we will only transmit your personal information to the extent necessary for them to provide the rental services to you; • Wizard Co. Inc., the owner of the reservation system, which is located in the United States of America, but only to the extent necessary to process your booking through the reservation system; • Government, Regulatory or Law Enforcement authorities, such as the police or local authorities and municipalities if we consider they have a right to the

	<p>information and the law allow us to do so or to verify the validity of your driving licence or to take action regarding illegal activities;</p> <ul style="list-style-type: none"> • third parties, usually located in the country of rental, to allow identity, security, driving licence and credit checks to be carried out and to detect and prevent crime; • third parties who are acting on our behalf in claims and collections administration; • third parties who are acting on our behalf in conducting customer surveys that we use for improving our services to you; • Credit Card issuers in order to obtain payment from you; and • insurers. <p><u>Your right to access information we hold about you</u></p> <p>You have a legal right to access the information we hold about you or for your personal data to be corrected, modified, blocked or removed. You have a right to ask for an explanation of the data processing and further rights set out in the applicable data protection laws. You also have the legal right to object to the processing of your personal information.</p> <p>Please see our privacy policy available on our website for more information. To access this information or exercise any other rights in accordance with the current data protection laws, please contact our Data Protection Officer.</p>
<p>19. How we will be responsible to you</p>	<p><u>What happens if you need to incur additional costs because a suitable rental is not available at all?</u></p> <p>In the unlikely event the rental provider is unable to provide you with a suitable vehicle, and you need to find alternative means of transport until we can get a vehicle to you, we will reimburse you for your reasonable additional costs.</p> <p>If we are unable to provide you with a suitable vehicle, and you have to rent from another company, we will pay the difference between the cost of renting from us and the cost of renting a similar vehicle from the other provider.</p> <p>You must do what you can to reduce (or avoid) the additional costs you have to pay.</p> <p><u>If you are a consumer customer</u></p> <p>If we fail to comply with our Booking Agreement or fail to use reasonable care and skill, we are responsible for loss or damage you suffer that is a foreseeable result, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the booking process.</p> <p>We will not be responsible for your foreseeable losses where you have been able to recover them from someone else.</p> <p><u>If you are a business customer</u></p> <p>Unless otherwise agreed under a separate contract we have entered into with you:</p> <ul style="list-style-type: none"> • neither party shall be liable for (a) loss of profits, business, contracts or earnings; (b) loss of anticipated savings; (c) loss of or damage to goodwill; (d) loss of use or corruption of software, data or information; or (e) indirect consequential or punitive damages of the other party; • our total aggregate liability to you in respect of each and any claim, whether based on an action or claim in contract, tort (including negligence), breach of a statutory duty or otherwise arising out of, or in relation to, this Booking Agreement will be limited to the total price of the rental; and • you are responsible for and shall indemnify us in full and on demand and

	<p>keep indemnified against all losses, costs and liabilities that we incur as a result of your actions or omissions.</p> <p><u>All customers</u></p> <p>Please note that the vehicle rental provider, rather than AB Group Financial Services Limited, will be responsible to you for any breach of the Rental Agreement. This could include, by way of example, renting you a vehicle that is not in a roadworthy condition.</p> <p>If we break the Booking Agreement because of an unforeseeable or unavoidable event – such as a terrorist act or natural disaster – we will not be required to comply with our obligations under the Booking Agreement for the duration of time that the event is going on. This may include not being under an obligation to make a vehicle available for hire at the time and/or location otherwise agreed.</p> <p>We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; or for breach of your legal rights.</p>
<p>20. Complaints procedure</p>	<p>If you are not happy with how we have handled any complaint, you may want to use alternative dispute resolution.</p> <p><u>Conciliation services</u></p> <p>We are a member of the European Car Rental Conciliation Service (ECRCS) and a number of local car rental conciliation services. These organisations independently review disputes at no additional cost to you. If you make a complaint and are unhappy with our final response you may (dependent on the circumstances) refer your dispute to the relevant conciliation service. Please see the Country Conditions for information on who provides conciliation services in the country of your rental. You can contact this organisation using the following details:</p> <ul style="list-style-type: none"> • complaint@ecrcs.com <p><u>Online dispute resolution</u></p> <p>If you are a consumer residing in the European Union, Norway, Iceland or Liechtenstein, you can submit a complaint by completing an electronic complaints form through the ODR web portal (available at www.ec.europa.eu/consumers/odr/). The ODR web portal is designed to assist consumers residing in the European Union, Norway, Iceland or Liechtenstein in resolving disputes online without having to go to court.</p>
<p>21. Our relationship with partners and intermediaries</p>	<p><u>Corporate partners</u></p> <p>Sometimes we work with our corporate partners to provide visitors to their websites with the opportunity to enter into a Booking Agreement. In such cases, you will enter into a Booking Agreement with us directly (and not our partner).</p> <p><u>Third-party intermediaries</u></p> <p>Sometimes, we work with third-party intermediaries. Third-party intermediaries enter into booking agreements with their own customers, but on the basis that their customer will then enter into a Rental Agreement with the relevant rental provider (which could be either a member, agent or representative of the Avis “Rent A Car” System (as determined by the country in which rental will take place)). If you are booking using one of our third-party intermediaries, you will enter into booking agreements on their own terms. You will then enter into the Rental Agreement with the relevant rental provider.</p> <p>If when making a booking for an Avis rental you have any queries on which company you are entering into a contract with (whether this relates to your</p>

	<p>booking or rental arrangements), then please contact us directly and we will be pleased to provide assistance.</p>
<p>22. Other important terms</p>	<p>By making a booking you agree to be provided with a copy of these Booking Conditions, the General Conditions and the Country Conditions electronically using the email address you have provided.</p> <p><u>If you are a consumer customer</u></p> <p>Our Booking Agreement is governed by the laws of England & Wales. For the avoidance of doubt, in no case will this provision affect the level of consumer protection law that applies in your country of residence.</p> <p>You may bring a claim to enforce your contractual and consumer rights in connection with these Booking Conditions before the courts of England & Wales, or the courts of your resident country.</p> <p><u>Please note that the Rental Agreement is governed by the law of the country where you pick-up the vehicle. Please see the terms of the Rental Agreement for further information.</u></p> <p><u>If you are a business customer</u></p> <p>Our Booking Agreement is governed and construed in accordance with the laws of England and the courts of England shall have exclusive jurisdiction over any dispute on or related to the terms of this Agreement.</p>

Cancellation Costs Schedule

Country	Currency	A "Pay Now" - Cancellations less than 48 hours before the day of rental <u>REFER TO THE COUNTRY OF THE BOOKING WEBSITE YOU USED AT THE TIME OF BOOKING</u>	B "Pay at Location" - Other Cancellations <u>REFER TO THE COUNTRY CONDITIONS FROM WHERE YOU WERE DUE TO COLLECT THE VEHICLE</u>
AUSTRIA	EUR	65.00	65.00
CZECH REPUBLIC	EUR	65.00	65.00
BELGIUM	EUR	65.00	65.00
FRANCE	EUR	65.00	65.00
GERMANY	EUR	65.00	65.00
NETHERLANDS	EUR	65.00	65.00
ITALY	EUR	65.00	65.00
LUXEMBOURG	EUR	65.00	65.00
PORTUGAL	EUR	65.00	65.00
SPAIN	EUR	65.00	65.00
SWITZERLAND	CHF	76.00	76.00
UNITED KINGDOM	GBP	72.00	72.00
POLAND	PLN	281.00	281.00
DENMARK	DKK	485.00	485.00
NORWAY	NOK	645.00	645.00
SWEDEN	SEK	693.00	693.00
BOSNIA	BAM	127.00	127.00
BOTSWANA	BWP	475.00	545.00
BULGARIA	EUR	65.00	65.00

CROATIA	EUR	65.00	65.00
ESTONIA	EUR	65.00	65.00
FINLAND	EUR	65.00	65.00
HUNGARY	EUR	65.00	65.00
IRELAND	EUR	65.00	65.00
LATVIA	EUR	65.00	65.00
LEBANON	USD	72.00	72.00
LITHUANIA	EUR	65.00	65.00
MALTA	EUR	65.00	65.00
MOROCCO	MAD	693.00	693.00
MOZAMBIQUE	MZN	3360.00	3360.00
NAMIBIA	NAD	491.00	562.00
ROMANIA	EUR	65.00	65.00
SERBIA	RSD	7635.00	7635.00
SLOVENIA	EUR	65.00	65.00
SLOVAKIA	EUR	65.00	65.00
S AFRICA	ZAR	425.00	583.00
UKRAINE	USD	72.00	72.00

CONTACT US	
AUSTRIA	
Reservations	Customer Services
https://www.avis.at/kontakt	https://www.avis.at/kontakt
BELGIUM	
Reservations	Customer Services
https://www.avis.be/contact-opnemen	https://www.avis.be/contact-opnemen
CZECH REPUBLIC	
Reservations	Customer Services
https://www.avis.cz/en/contact-us	https://www.avis.cz/en/contact-us
DENMARK	
Reservations	Customer Services
https://www.avis.dk/kontakt	https://www.avis.dk/kontakt
FRANCE	
Reservations	Customer Services
https://www.avis.fr/aide	https://www.avis.fr/aide
GERMANY	
Reservations	Customer Services
http://www.avis.de/hilfe	http://www.avis.de/hilfe
ITALY	

Reservations	Customer Services
http://www.avisautonoleggio.it/aiuto	http://www.avisautonoleggio.it/aiuto
LUXEMBOURG	
Reservations	Customer Services
https://www.avis.lu/nous-contacter	https://www.avis.lu/nous-contacter
NORWAY	
Reservations	Customer Services
https://www.avis.no/kontakt-oss	https://www.avis.no/kontakt-oss
POLAND	
Reservations	Customer Services
https://www.avis.pl/skontaktuj-sie-z-nami	https://www.avis.pl/skontaktuj-sie-z-nami
PORTUGAL	
Reservations	Customer Services
http://www.avis.com.pt/ajuda	http://www.avis.com.pt/ajuda
SPAIN	
Reservations	Customer Services
http://www.avis.es/ayuda	http://www.avis.es/ayuda
SWEDEN	

Reservations	Customer Services
https://www.avis.se/kontakta-oss	https://www.avis.se/kontakta-oss
SWITZERLAND	
Reservations	Customer Services
https://www.avis.ch/kontakt	https://www.avis.ch/kontakt
UNITED KINGDOM	
Reservations	Customer Services
http://www.avis.co.uk/help	http://www.avis.co.uk/help