

Waygo Damage Policy

Table of Contents

Normal Wear and Tear vs. Damage	3
Legend	3
Damage Classification.....	3
Damage Assessment Scale	3
General Damage Assessment Guidelines	4
Damage Matrix Structure	5
Additional Information by Damage Type, Vehicle Component, Equipment or Service.....	5
Purchases, Replacements and Reimbursements.....	7
Damage Reporting Process (Damage Report)	8
Damage, Excess and Protection Products	9

Appendices:	
Appendix I – Damage Matrix and Charges	11-18
Appendix II – Fuel Charges Table.....	19-20
Appendix III – Glass Damage Guide.....	21
Appendix IV – Damage Assessment Scale	22
Appendix V – Special Cleaning and Sanitisation Charges	23-24
Appendix VI – Additional Day /Vehicle Immobilisation Charges.....	25

When the vehicle is not returned in the same condition in which it was delivered, Waygo applies its Damage Policy, based on objective and transparent criteria.

The Damage Assessment is carried out using a Damage Assessment Scale (for scratches and dents on the vehicle exterior) together with a Damage Matrix organised into four categories:

- Quick Inspection Items (Pick-up)
- Damage & Mechanical Faults
- Vehicle Components & Equipment
- Services and Other Charges

The amounts set out in the Damage Matrix represent, as a rule, the standard charge applicable to each item of Damage, Vehicle Component, Equipment or Service. Where applicable, additional costs may apply, including repair or replacement costs, Vehicle Immobilisation, administrative handling fees, towing, transportation, inspection costs, or any other charges directly related to the incident.

Where a Vehicle Component is damaged or broken, the final amount charged may reflect not only the cost of the component itself, but also the operational impact resulting from the Vehicle Immobilisation and the administrative handling of the claim.

Vehicle Immobilisation

Vehicle Immobilisation refers to the period during which the Vehicle is unavailable for rental due to Damage, mechanical fault, accident, incident, loss of documents, loss of keys, abandonment, removal, impoundment, or any other circumstance attributable to the Customer that prevents Waygo from using the Vehicle in its normal rental operations.

During this period, the Vehicle may be unavailable for rental while undergoing assessment, inspection, repair, replacement of Vehicle Components, cleaning, administrative processing or recovery.

Where applicable, the Customer may be liable for the Vehicle Immobilisation Charges, as set out in the Rental Agreement, the General Terms and Conditions and/or the applicable Price List, without prejudice to any other charges directly related to the incident.

Where applicable, the daily Vehicle Immobilisation Charge shall be applied in accordance with the rates set out in Appendix VI.

Normal Wear and Tear vs. Damage

Normal Wear and Tear: Expected signs of use resulting from the normal operation of the Vehicle, such as lightly worn flooring, minor scratches on plastic surfaces, worn floor mats, evenly worn tyres within the legal limits, and minor interior marks that do not affect the appearance or commercial value of the Vehicle.

Damage: Any condition in which the Vehicle presents visible Damage, abnormal dirt or signs of improper use requiring repair, replacement of Vehicle Components, or deep cleaning. In such cases, the Damage Matrix shall apply.

Legend

For the purpose of Damage Assessment, damage and the corresponding actions are identified using the following legend, in accordance with the Damage Assessment Scale and the applicable severity classification:

- Minor Damage / Scratch / Dent
- Major Damage / Scratch / Dent
- X – Vehicle Component or Item Requiring Repair
- SB – Vehicle Component or Item Missing, Broken or Beyond Repair, Requiring Replacement

Damage Classification

- Minor – Scratch or dent up to 5 cm.
- Major – Scratch or dent exceeding 5 cm.
- Replacement – A situation where the Vehicle Component or item is broken, missing, or cannot be repaired using technically or economically reasonable methods.
- Repair – A situation where the Vehicle Component or item can be restored through appropriate technical repair.

Damage Assessment Scale

To ensure transparency and consistency in the assessment process, Waygo uses a physical Damage Assessment Scale applied to the vehicle bodywork and the windscreen.

No-charge tolerance

- Windscreen chips measuring 0.2 cm or less are not subject to charge.

Bodywork – Scratches and dents

- Up to 5 cm: classified as Minor Damage, in accordance with the Damage Matrix.
- Exceeding 5 cm: classified as Major Damage, in accordance with the Damage Matrix.

Windscreen

- Up to 0.2 cm – Windscreen chips measuring 0.2 cm or less are not subject to charge.
- Exceeding 0.2 cm – Considered Damage requiring windscreen replacement, with the applicable charge set out in the Damage Matrix.
- Other glass – The Damage Assessment Scale does not apply to any other glass components, including door windows and the rear window. Any relevant Damage to these components will, as a rule, require replacement in accordance with the Damage Matrix.

Damage Assessment Scale Exclusions - The Damage Assessment Scale does not apply to the following:

- Interior components, including seats, door trims, dashboard, headliner and interior plastic trim.
- Chrome surfaces.

In these cases, the applicable charges are determined directly in accordance with the Damage Matrix.

General Damage Assessment Guidelines

Number of Damage items per body panel

- As a general rule, only one Damage item is charged per body panel.
- However, the presence of multiple Damage items on the same body panel may justify reclassification from Minor Damage to Major Damage or Replacement.

Pre-existing Damage

Where a Vehicle body panel already has pre-existing Damage recorded, any new Damage occurring during the Rental Period shall, as a general rule, be classified as Minor Damage. However, where the new Damage worsens the condition of the Vehicle Component to the extent that Replacement is required instead of Repair, the Damage may be classified as Replacement in accordance with the Damage Matrix.

Subsequent Damage Assessment

- Where it is not possible to determine the full extent of the Damage immediately, a precautionary hold may be placed, up to the amount of the Excess specified in the Rental Agreement.
- Within a maximum of 7 business days, the Customer will receive the corresponding Damage Report detailing the Damage identified and the amounts to be charged or refunded. This period may be extended where the severity of the Damage requires an external assessment.
- The assessment shall take into account exclusively the impact of the new Damage and the technical intervention required to restore the Vehicle Component.

Damage Matrix Structure

- Quick Inspection Items (Pick-up) – Accessories and items checked at the time the Vehicle is handed over to the Customer, forming part of the Damage Assessment process.
- Damage & Mechanical Faults – Damage to the bodywork, alloy wheels, wheel covers and glass (scratches, dents and breakages), as well as mechanical faults resulting from improper use of the Vehicle, in accordance with the defined classification.
- Vehicle Components & Equipment – Vehicle components and optional equipment (e.g. radio, door trims, dashboard, child seats, GPS, roof bars) that are missing or damaged and require replacement.
- Services and Other Charges – Operational services and administrative charges (e.g. towing, special cleaning, management of fines and incidents, no-show, unauthorised travel abroad, etc.) not directly related to the repair of Damage.

Additional Information by Damage Type, Vehicle Component, Equipment or Service

The following rules supplement the Waygo Damage Matrix and clarify how specific Damage, mechanical faults, Vehicle Components, Equipment and Services are assessed.

Quick Inspection Items – Include documents, keys, toll devices and additional equipment supplied with the Vehicle:

- Lost or damaged keys will, as a rule, require replacement, including programming, in accordance with the Damage Matrix or a repair estimate.
- A key locked inside the Vehicle does not require the Customer to pay for a replacement key; however, the applicable roadside assistance charges may apply.
- Documents, toll devices and Vehicle accessories are subject to replacement charges in the event of loss, missing items or significant Damage.
- Additional equipment, such as GPS devices, child seats, Booster Seats or roof bars, will be charged if missing, damaged or rendered unusable.

Damage & Mechanical Faults – Include Damage to the bodywork, wheels, glass and interior, as well as mechanical faults resulting from improper use of the Vehicle.

- Door mirrors are only eligible for Minor Repair or Replacement.
- The roof does not follow the standard replacement criteria set out in the Damage Matrix and will be treated as a Repair or assessed based on a Repair Estimate.
- Tyres: only a simple puncture is considered eligible for Repair. Cuts, bulges, sidewall damage, abnormal wear or bead damage require Replacement.
- Wheel covers and alloy wheels – Scratches, dents or other Damage up to 5 cm may, as a rule, be repaired. Damage exceeding this size may require Replacement, depending on the type, location and severity of the Damage.

- Seats – The seat cushion, backrest, headrests, stitching, side bolsters, upholstery and all associated operating mechanisms are inspected.
 - Repair - Applicable to minor tears, cuts, burns or localised Damage up to 5 cm, provided that the seat structure, comfort, safety or the proper operation of its components are not affected.
 - Replacement - Applicable where there is extensive Damage, large tears, deep burns, deformation, structural Damage, damage to operating mechanisms, or whenever the Damage may affect safety systems, including seat-integrated airbags or sensors
- Door trims, headliners and dashboards are not, as a rule, considered repairable. Any Damage to these components requires Replacement.
- Glass components are subject to the specific provisions set out in the Glass Damage Guide. Windscreens are not repairable and will always require Replacement when the damage exceeds the Damage Assessment Scale threshold. All other glass components will, as a rule, be replaced if damaged.
- Mechanical Damage resulting from improper use of the Vehicle, including misfuelling, fuel contamination, damage to the clutch, gearbox, underbody or roof, or activation of seat belt pretensioners, is subject to a Repair Estimate and is not covered by insurance or Protection Products.

Vehicle Components & Equipment – Include Vehicle Components whose Repair or Replacement is required in the event of Damage or if they are missing.

- Replacement of the interior rear-view mirror also applies where the mirror glass is damaged.
- Damage to the dashboard requires Replacement, with the applicable charge subject to a Repair Estimate.
- Seat belt pretensioners – Where a seat belt pretensioner has been activated, the Repair is subject to a Repair Estimate, based on the technical assessment and the components affected.
- Any other missing, broken or non-repairable interior Vehicle Components or Equipment will be charged in accordance with the Damage Matrix or based on a Repair Estimate.

Services and Other Charges – Include operational services and administrative charges that are not directly related to the physical Repair of the Vehicle.

- Interior Vacuuming – Applied when the Vehicle is returned with an interior level of dirt exceeding Normal Wear and Tear, requiring additional vacuum cleaning to remove accumulated debris. Examples:
 - Sand, dust or soil in excessive quantities.
 - Dirt accumulated on the floor, floor mats or luggage compartment.
 - Various types of debris requiring additional cleaning.
 - Other similar situations.
- Interior Upholstery Cleaning – Applied when the interior of the Vehicle is returned excessively dirty, requiring deep cleaning beyond a standard interior cleaning. Examples:
 - Excessive mud, sand or soil.
 - Dirt caused by animals (excessive pet hair or strong odours).

- Food residues, spilled liquids or accumulated litter.
 - Other similar situations.
- Special Exterior Cleaning – Applied when the Vehicle is returned with an abnormal level of exterior dirt exceeding Normal Wear and Tear, requiring specific treatment or enhanced cleaning. Examples:
 - Heavy mud or soil adhered to the bodywork.
 - Tree sap, paint, cement or other adhesive substances that are difficult to remove.
- Tobacco Odour Removal
 - Applied when the interior of the Vehicle presents a strong smell of tobacco, scattered ash or other residues associated with smoking.
 - Significant burns to the upholstery are treated as seat Damage and are subject to Repair or Replacement, as applicable.
- Towing provided under roadside assistance outside Portugal is subject to a Repair Estimate.
- Vehicle Recovery – Where it is necessary to undertake actions to recover the Vehicle, including the administrative handling of cases involving unlawful retention or failure to return the Vehicle, an administrative processing fee will apply, in addition to any other costs incurred, including towing, travel expenses, missing items or Damage to the Vehicle.
- Unauthorised use of the Vehicle for ride-hailing (TVDE) or similar activities will result in all kilometres driven being charged at the applicable rate set out in the Damage Matrix.
- Fuel replacement is charged according to the number of litres missing and the applicable Fuel Charges Table set out in Appendix II. The price per litre is calculated based on the daily average fuel price published by the Portuguese Directorate-General for Energy and Geology (DGEG), available at <https://precoscombustiveis.dgeg.gov.pt/estatistica/preco-medio-diario>
- Misfuelling or fuel contamination, including the incorrect filling of AdBlue, will result in charges for all associated Repair, transportation, towing, refuelling and any other related costs. The Repair cost is subject to a Repair Estimate.

Purchases, Replacements and Reimbursements

- If you need to purchase or replace any Vehicle parts or consumables during the Rental Period (e.g. tyres, bulbs, battery, fluids, etc.), please contact our Customer Service on +351 212 841 171.
- To process any reimbursement, we require the purchase invoice together with evidence of the reason for the replacement (photo, video or dashboard warning message).
- The invoice must be issued to VAT No. 508435200 (Renteuropa). Without an invoice and/or prior authorisation, we are unable to process any reimbursement.
- AdBlue – Only top up AdBlue if a dashboard warning is displayed, and only with the amount required. Do not fill the AdBlue tank on your own initiative.

Damage Reporting Process (Damage Report)

At Vehicle Pick-up

- All existing Damage to the Vehicle is recorded in the Damage Inspection Record, in either printed or digital format, indicating the location and type of each item of Damage.
- The Customer is informed of the applicable Damage Assessment and charging criteria, including the Damage Assessment Scale, Damage Classification and the Damage Matrix.
- The Damage Inspection Record is reviewed and signed by the Customer.
- Whenever possible, photographic evidence of any pre-existing Damage is recorded.

At Vehicle Drop-off

- The Waygo representative inspects the Vehicle again, comparing its condition with the Damage Inspection Record completed at Vehicle Pick-up.
- Any new Damage, missing items, mechanical faults or other relevant findings are recorded in the Damage Inspection Record, including the location, Damage type and the applicable category.
- The Damage Inspection Record is reviewed and signed by the Customer, without prejudice to the Customer's right to request further clarification.
- Whenever charges apply, including for Damage, missing Vehicle Components, Special Cleaning or other Services, the corresponding photographic evidence is recorded.

Out-of-Hours Vehicle Returns or Where the Vehicle Inspection Cannot Be Performed

Where the Vehicle is returned outside business hours, or where it is not possible to complete the Vehicle Inspection in the Customer's presence, including due to insufficient lighting, adverse weather conditions, the need for prior cleaning or the inability to fully assess the Damage at the time of return, Waygo may place a precautionary hold of up to the amount of the Excess specified in the Rental Agreement.

Waygo may also retain the Excess in the following circumstances:

- Where Vehicle Components, Equipment or Damage are subject to a Repair Estimate.
- Where further technical assessment is required.
- Where it is not possible to determine the final amount of the loss or Damage immediately.

In such cases:

- The Damage Assessment is carried out based on the Damage Inspection Record, the photographic evidence, the Damage Matrix and, where necessary, a Repair Estimate.

- Any other applicable charges are also determined, including Special Cleaning, toll charges, missing fuel and any other applicable fees or Services.
- A corresponding Damage Report is prepared.
- The final Damage Report is sent to the Customer by email, together with the corresponding invoice, debit note or any other applicable billing document.

Where a Repair Estimate is required, Waygo will send the final Damage Report within a maximum of 7 business days, whenever reasonably possible after receipt of all the necessary information.

Damage, Excess and Protection Products

The Customer's liability for Damage to the Vehicle always depends on two factors:

- The type of Damage;
- The Protection Product purchased with Waygo.

Waygo provides detailed information, both on its website and at all its rental stations, regarding:

- The cover and Excess applicable to each Protection Product.
- The maximum Excess applicable to each Vehicle Group.
- Circumstances considered to constitute negligence and/or exclusions from cover.

Damage Covered by the Selected Protection Product

Where the Damage is covered by the Protection Product selected by the Customer (GoSafe, GoSafe Flex, GoSafe Plus or any other Protection Product in force), the Customer's liability is limited to the Excess applicable to that Protection Product for the relevant Vehicle Group.

The Excess and cover applicable to each Protection Product can be consulted:

- On the Waygo website; or
- At any Waygo rental station.

Damage Considered as Negligence / Exclusions from Cover

There are certain types of Damage which, by their nature, may be considered the result of negligent use or may fall under the exclusions from cover set out in the applicable Protection Products and the Waygo Terms & Conditions. In such cases, the Customer may be held liable up to the maximum Excess applicable to the relevant Vehicle Group, even if a Protection Product providing a reduced or zero Excess has been purchased.

The complete list of situations considered negligent use or exclusions from cover, together with the corresponding maximum Excess applicable to each Vehicle Group, is available on the Waygo website. The most common situations include:

- Loss of keys, locking the keys inside the Vehicle, loss of Vehicle documents or any additional Equipment supplied with the Vehicle (e.g. child seat, GPS device, Wi-Fi device, etc.).
- Damage caused while the driver is under the influence of alcohol, drugs or any other substance prohibited by law. In such cases, the driver is liable for the full cost of all Damage and any related expenses.
- Damage resulting from wilful or reckless driving.
- Damage caused while driving the Vehicle outside Portuguese territory without Waygo's prior authorisation.
- Use of the Vehicle for unlawful purposes, in accordance with the Waygo Terms & Conditions.
- Excessive dirt inside the Vehicle (see attached photographs).
- Damage to or missing interior Vehicle Components, or damage to locks resulting from improper use of the Vehicle and/or an incident.
- Damage resulting from improper use of the gearbox or clutch.
- Damage to the underbody or roof of the Vehicle resulting from improper use and/or an incident.
- Damage to the load compartment (where applicable to commercial vehicles).
- Misfuelling, fuel contamination and/or returning the Vehicle with insufficient fuel.
- Charges relating to tolls, penalties, fines and administrative processing fees.
- Luggage or personal belongings belonging to the driver or any other occupants of the Vehicle.
- In the event of an Accident, the driver must provide the relevant Police Report. Failure to do so will result in the driver being liable for all Damage, administrative charges and any other costs associated with the Vehicle Immobilisation.

The Customer may always request further clarification and, if they do not agree with the charges applied, may dispute the Damage or the corresponding invoice by contacting Waygo via email at customerservice@waygo.pt.

Damage Matrix Updates

The values set out in the Damage Matrix may be reviewed and updated periodically by Waygo to reflect changes in repair costs and market conditions. The Damage Matrix in force on the date of the incident shall apply.

Appendix I – Damage Matrix

DAMAGE MATRIX						
		Economy	Compact	Premium Compact / 7-Seater	9-Seater	Commercial Vehicle
		A1, A3	BSUV	CSUV Auto	FD	M2
		B	BSUV Auto	C Auto	FD Auto	M3
		B Auto	C	G	H	M4
		BD	C+	G Auto		T
			CD			
DAMAGE & MECHANICAL FAULTS						
Bonnet	Minor	92,25 €	92,25 €	92,25 €	92,25 €	92,25 €
	Major	369,00 €	430,50 €	492,00 €	492,00 €	430,50 €
	Replacement	861,00 €	984,00 €	1 107,00 €	1 107,00 €	984,00 €
Sill	Minor	92,25 €	92,25 €	92,25 €	92,25 €	92,25 €
	Major	553,50 €	615,00 €	676,50 €	615,00 €	553,50 €
	Replacement	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Door Mirror	Minor	92,25 €	92,25 €	92,25 €	92,25 €	92,25 €
	Replacement	184,50 €	215,25 €	246,00 €	307,50 €	307,50 €
Tailgate	Minor	92,25 €	92,25 €	92,25 €	92,25 €	92,25 €
	Major	307,50 €	369,00 €	430,50 €	430,50 €	369,00 €
	Replacement	799,50 €	922,50 €	1 045,50 €	1 045,50 €	922,50 €
Front Wing	Minor	92,25 €	92,25 €	92,25 €	92,25 €	92,25 €
	Major	246,00 €	307,50 €	369,00 €	430,50 €	307,50 €
	Replacement	553,50 €	615,00 €	676,50 €	738,00 €	615,00 €
Rear Quarter Panel	Minor	92,25 €	92,25 €	92,25 €	92,25 €	92,25 €
	Major	246,00 €	307,50 €	369,00 €	430,50 €	307,50 €
	Replacement	553,50 €	615,00 €	676,50 €	738,00 €	615,00 €
Front Bumper	Minor	92,25 €	92,25 €	92,25 €	92,25 €	92,25 €
	Major	307,50 €	369,00 €	430,50 €	430,50 €	369,00 €
	Replacement	553,50 €	615,00 €	676,50 €	738,00 €	615,00 €
Rear Bumper	Minor	92,25 €	92,25 €	92,25 €	92,25 €	92,25 €
	Major	307,50 €	369,00 €	430,50 €	430,50 €	369,00 €
	Replacement	553,50 €	615,00 €	676,50 €	738,00 €	615,00 €
Front Door	Minor	92,25 €	92,25 €	92,25 €	92,25 €	92,25 €
	Major	246,00 €	307,50 €	369,00 €	430,50 €	307,50 €
	Replacement	553,50 €	615,00 €	676,50 €	738,00 €	615,00 €
Rear Door	Minor	92,25 €	92,25 €	92,25 €	92,25 €	92,25 €
	Major	246,00 €	307,50 €	369,00 €	430,50 €	307,50 €
	Replacement	553,50 €	615,00 €	676,50 €	738,00 €	615,00 €
Roof	Minor	92,25 €	92,25 €	92,25 €	92,25 €	92,25 €
	Major	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Seats	Repair	246,00 €	246,00 €	246,00 €	246,00 €	246,00 €
	Replacement	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Wheel covers	Minor	67,65 €	67,65 €	67,65 €	67,65 €	67,65 €
	Replacement	172,20 €	172,20 €	172,20 €	172,20 €	172,20 €

****Q.R. – Quotation Required**

DAMAGE MATRIX						
		Economy	Compact	Premium Compact / 7-Seater	9-Seater	Commercial Vehicle
		A1, A3	BSUV	CSUV Auto	FD	M2
		B	BSUV Auto	C Auto	FD Auto	M3
		B Auto	C	G	H	M4
		BD	C+	G Auto		T
			CD			
			CD+			
		1	2	3	5	4
Steel Wheels	Repair	135,30 €	135,30 €	135,30 €	135,30 €	135,30 €
	Replacement	184,50 €	184,50 €	246,00 €	246,00 €	246,00 €
Alloy Wheels	Repair	184,50 €	184,50 €	184,50 €	184,50 €	184,50 €
	Replacement	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Tyres	Repair (Puncture)	36,90 €	36,90 €	36,90 €	36,90 €	36,90 €
	Replacement	184,50 €	184,50 €	246,00 €	246,00 €	307,50 €
Windscreen – Replacement		553,50 €	615,00 €	676,50 €	738,00 €	676,50 €
Door Window – Replacement		246,00 €	307,50 €	369,00 €	430,50 €	369,00 €
Rear Window – Replacement		307,50 €	369,00 €	430,50 €	492,00 €	430,50 €
Misfuelling		676,50 €	676,50 €	676,50 €	676,50 €	676,50 €
Fuel Contamination (incl. AdBlue)		Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Gearbox / Clutch		Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Underbody		Q.R.	Q.R.	Q.R.	Q.R.	Q.R.

****Q.R. – Quotation Required**

DAMAGE MATRIX					
	Economy	Compact	Premium Compact / 7-Seater	9-Seater	Commercial Vehicle
	A1, A3	BSUV	CSUV Auto	FD	M2
	B	BSUV Auto	C Auto	FD Auto	M3
	B Auto	C	G	H	M4
	BD	C+	G Auto		T
		CD			
		CD+			
VEHICLE COMPONENTS & EQUIPMENT					
Badges	104,55 €	104,55 €	104,55 €	104,55 €	104,55 €
Lower Bumper Trim (per unit)	172,20 €	202,95 €	239,85 €	239,85 €	172,20 €
Wiper Arms	104,55 €	104,55 €	104,55 €	104,55 €	104,55 €
Door Lock (Ignition Lock subject to Repair Estimate)	202,95 €	202,95 €	202,95 €	202,95 €	202,95 €
Number Plate	49,20 €	49,20 €	49,20 €	49,20 €	49,20 €
Headrests	172,20 €	172,20 €	202,95 €	172,20 €	172,20 €
Wiper Blade (per unit)	49,20 €	49,20 €	67,65 €	67,65 €	49,20 €
Halogen Fog Light	172,20 €	172,20 €	202,95 €	172,20 €	172,20 €
LED Fog Light	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Rear Light	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Headlight	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Headliner	473,55 €	541,20 €	608,85 €	473,55 €	473,55 €
Side Indicator	110,70 €	110,70 €	110,70 €	135,30 €	110,70 €
Door Trim Panel with Handle	270,60 €	301,35 €	356,70 €	246,00 €	246,00 €
Commercial Vehicle Interior Trim Panel (per unit)	N/A	N/A	N/A	104,55 €	104,55 €
Bumper Trim	123,00 €	123,00 €	190,65 €	166,05 €	123,00 €
Door Trim Strip	172,20 €	172,20 €	202,95 €	172,20 €	172,20 €
Sun Visor	166,05 €	178,35 €	221,40 €	166,05 €	166,05 €
Parking Sensor (per unit)	73,80 €	73,80 €	73,80 €	73,80 €	73,80 €

*(Replacement Only)

**Q.R. – Quotation Required

DAMAGE MATRIX					
	Economy	Compact	Premium Compact / 7-Seater	9-Seater	Commercial Vehicle
	A1, A3	BSUV	CSUV Auto	FD	M2
	B	BSUV Auto	C Auto	FD Auto	M3
	B Auto	C	G	H	M4
	BD	C+	G Auto		T
		CD CD+			
Rear View Camera	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Seat Belt Pretensioners	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Seat Belt (per unit)	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Radar Sensor	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Interior Control Buttons	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Door Handles	92,25 €	92,25 €	92,25 €	92,25 €	92,25 €
Radio	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Dashboard	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Steering Wheel	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Light and Indicator Control Stalk	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Interior Rear-view Mirror	258,30 €	301,35 €	356,70 €	338,25 €	258,30 €
Boot Floor Mat or Tailgate Cover	270,60 €	338,25 €	338,25 €	405,90 €	338,25 €
Gear Lever	57,81 €	57,81 €	57,81 €	57,81 €	57,81 €
Gear Lever Gaiter	135,30 €	135,30 €	172,20 €	135,30 €	135,30 €
Glove Box	270,60 €	338,25 €	338,25 €	405,90 €	338,25 €
Front Grille	246,00 €	246,00 €	270,60 €	233,70 €	233,70 €
Lost or Damaged Keys	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Wheel Centre Cap	104,55 €	104,55 €	104,55 €	104,55 €	104,55 €
Fuel Filler Cap	73,80 €	73,80 €	73,80 €	73,80 €	73,80 €
Baby Seat	73,80 €	73,80 €	73,80 €	73,80 €	73,80 €

****Q.R. – Quotation Required**

DAMAGE MATRIX					
	Economy	Compact	Compact premium/ 7 seaters	9-Seater	Commercial Vehicle
	A1, A3	BSUV	CSUV Auto	FD	M2
	B	BSUV Auto	C Auto	FD Auto	M3
	B Auto	C	G	H	M4
	BD	C+	G Auto		T
		CD			
		CD+			
Child Seat	55,35 €	55,35 €	55,35 €	55,35 €	55,35 €
Booster Seat	43,05 €	43,05 €	43,05 €	43,05 €	43,05 €
GPS Device	110,70 €	110,70 €	110,70 €	110,70 €	110,70 €
Vehicle Tracking Device	104,55 €	104,55 €	104,55 €	104,55 €	104,55 €
Roof Bars	202,95 €	202,95 €	202,95 €	202,95 €	202,95 €

DAMAGE MATRIX					
	Economy	Compact	Compact premium/ 7 seaters	9-Seater	Commercial Vehicle
	A1, A3	BSUV	CSUV Auto	FD	M2
	B	BSUV Auto	C Auto	FD Auto	M3
	B Auto	C	G	H	M4
	BD	C+	G Auto		T
		CD			
		CD+			
QUICK INSPECTION ITEMS					
Vehicle Documents	153,75 €	153,75 €	153,75 €	153,75 €	153,75 €
Toll Device	92,25 €	92,25 €	92,25 €	92,25 €	92,25 €
Antenna	67,65 €	67,65 €	67,65 €	67,65 €	67,65 €
Tool Kit (Wheel Wrench, Jack, etc.)	159,90 €	159,90 €	172,20 €	233,70 €	172,20 €
High-Visibility Vest	18,45 €	18,45 €	18,45 €	18,45 €	18,45 €
Spare Wheel	202,95 €	307,50 €	405,90 €	270,60 €	202,95 €
Warning Triangle	30,75 €	30,75 €	30,75 €	30,75 €	30,75 €
Tyre Repair Kit	202,95 €	202,95 €	202,95 €	202,95 €	202,95 €
Parcel Shelf	338,25 €	375,15 €	473,55 €	338,25 €	338,25 €
Floor Mats	30,75 €	30,75 €	30,75 €	30,75 €	30,75 €
Optional Extras (if applicable)	SEE OPTIONAL EXTRAS PRICE LIST				

SERVICES AND OTHER CHARGES					
	Economy	Compact	Compact premium/ 7 seaters	9-Seater	Commercial Vehicle
	A1, A3	BSUV	CSUV Auto	FD	M2
	B	BSUV Auto	C Auto	FD Auto	M3
	B Auto	C	G	H	M4
	BD	C+	G Auto		T
		CD			
		CD+			
Roadside Assistance Towing Service	184,50 €	184,50 €	184,50 €	184,50 €	184,50 €
International Roadside Assistance Towing Service	Q.R.	Q.R.	Q.R.	Q.R.	Q.R.
Vehicle Recovery Administrative Fee	500,00 €	500,00 €	500,00 €	500,00 €	500,00 €
Door Advertising Removal	104,55 €	104,55 €	104,55 €	166,05 €	123,00 €
Full Vehicle Advertising Removal	744,15 €	744,15 €	744,15 €	1 014,75 €	879,45 €
Missing Fuel	SEE FUEL CHARGES TABLE				
Unauthorised Cross-Border Travel Fee	500,00 €	500,00 €	500,00 €	500,00 €	500,00 €
Unauthorised Additional Driver Fee	500,00 €	500,00 €	500,00 €	500,00 €	500,00 €
No-Show Fee	50,00 €	50,00 €	50,00 €	50,00 €	50,00 €
Incident Administration Fee	50,00 €	50,00 €	50,00 €	50,00 €	50,00 €
Administrative Fee for the Processing of Penalties, Fines or Tolls	20,00 €	20,00 €	20,00 €	20,00 €	20,00 €

*Q.R. – Quotation Required

DAMAGE MATRIX					
	Economy	Compact	Compact premium/ 7 seaters	9-Seater	Commercial Vehicle
	A1, A3	BSUV	CSUV Auto	FD	M2
	B	BSUV Auto	C Auto	FD Auto	M3
	B Auto	C	G	H	M4
	BD	C+	G Auto		T
		CD			
		CD+			
Postal Charges (1)	10,00 €	10,00 €	10,00 €	10,00 €	10,00 €
Additional Day Charge (2)	SEE STATION PRICE LIST				
On-Site Assistance and Unjustified Call-Outs	1,00€/Km	1,00€/Km	1,00€/Km	1,00€/Km	1,00€/Km
Additional Kilometre	0,30 €	0,30 €	0,30 €	0,30 €	0,30 €
Additional Kilometre – Unauthorised Ride-Hailing Use	0,60 €	0,60 €	0,60 €	0,60 €	0,60 €
Cleaning	Interior Vacuuming	30,75 €	30,75 €	30,75 €	30,75 €
	Interior Upholstery Cleaning	123,00 €	123,00 €	123,00 €	123,00 €
	Special Exterior Cleaning	61,50 €	61,50 €	61,50 €	61,50 €
	Tobacco Odour Removal	307,50 €	307,50 €	307,50 €	307,50 €

LEGEND
(1) - This amount is subject to additional postal or courier charges.
(2) - Applies where the Customer fails to return the Vehicle on the date and time specified in the Special Terms and Conditions.

Appendix II – Fuel Charges Table

Group	Description	Missing Fuel (Litres)			
		1/4	2/4	3/4	4/4
A1	Economy 3-Door, 4-Seater (Fiat 500 or similar)	12,25	21,00	29,75	38,50
A2	Economy 5-Door, 4-Seater (Kia Picanto or similar)	12,25	21,00	29,75	38,50
A3	Economy 5-Door, 5-Seater (Fiat Panda or similar)	14,00	24,00	34,00	44,00
B	Petrol Supermini (Opel Corsa 1.2i or similar)	15,75	27,00	38,25 €	49,50
B Auto	Automatic Petrol Supermini (Seat Ibiza 1.2 Auto or similar)	15,75	27,00	38,25	49,50 €
BSUV	Small Petrol SUV (Renault Captur or similar)	17,50	30,00	42,50	55,00
BSUV Auto	Automatic Petrol SUV (Seat Arona Auto or similar)	17,50	30,00	42,50	55,00
BD	Diesel Supermini (Opel Corsa Diesel or similar)	15,75	27,00	38,25	49,50
C	Petrol Compact (Seat Leon or similar)	17,50	30,00	42,50	55,00
C Auto	Automatic Petrol Compact (Seat Leon or similar)	17,50	30,00	42,50	55,00
C+	Petrol Estate (Kia Ceed SW or similar)	17,50	30,00	42,50	55,00
CSUV Auto	Mid-Size Petrol SUV (Nissan Qashqai or similar)	17,50	30,00	42,50	55,00
CD	Diesel Compact (Seat Leon Diesel or similar)	17,50	30,00	42,50	55,00
CD +	Diesel Estate (Seat Leon Estate Diesel or similar)	17,50	30,00	42,50	55,00
CDX	Premium Diesel Hatchback (Mercedes-Benz A-Class or similar)	17,50	30,00	42,50	55,00

		Missing Fuel (Litres)			
Group	Description	1/4	2/4	3/4	4/4
CDXA	Premium Automatic Diesel Hatchback (Mercedes-Benz A-Class or similar)	17,50	30,00	42,50	55,00
DD	Large Diesel Saloon (VW Passat Diesel or similar)	22,75	39,00	55,25	71,50
ED	Large Diesel Estate (VW Passat Variant Diesel or similar)	22,75	39,00	55,25	71,50
FD	9-Seater Minibus with Air Conditioning (VW Transporter or similar)	26,25	45,00	63,75	82,50
FD Auto	Long Wheelbase 9-Seater Minibus with Air Conditioning (Nissan Primastar or similar)	26,25	45,00	63,75	82,50
G	7-Seater Petrol MPV (Dacia Jogger or similar)	22,75	39,00	55,25	71,50
G Auto	7-Seater Diesel MPV (Skoda Kodiaq or similar)	22,75	39,00	55,25	71,50
H	9-Seater Midibus (Ford Transit 9L or Similar)	26,25	45,00	63,75	82,50
L	Luxury Convertible (Mercedes E250 CDI or similar)	26,25	45,00	63,75	82,50
T	Diesel 4x4 Pickup (Nissan NP300 or similar)	26,25	45,00	63,75	82,50
M1	Small Commercial Vehicle (Renault Clio Van or similar)	15,75	27,00	38,25	49,50
M1+	Medium Commercial Vehicle (Renault Mégane Van or similar)	15,75	27,00	38,25	49,50
M2	Small Van (Peugeot Partner or similar)	17,50	30,00	42,50	55,00
M3	Medium Van (Mercedes Vito or similar)	22,75	39,00	55,25	71,50
M4	Large Van (Mercedes Sprinter or similar)	28,00	48,00	68,00	88,00

Appendix III – Glass Damage Guide



Up to 0.2 cm
DO NOT CHARGE



Exceeding 0.2 cm
REPLACE / CHARGE

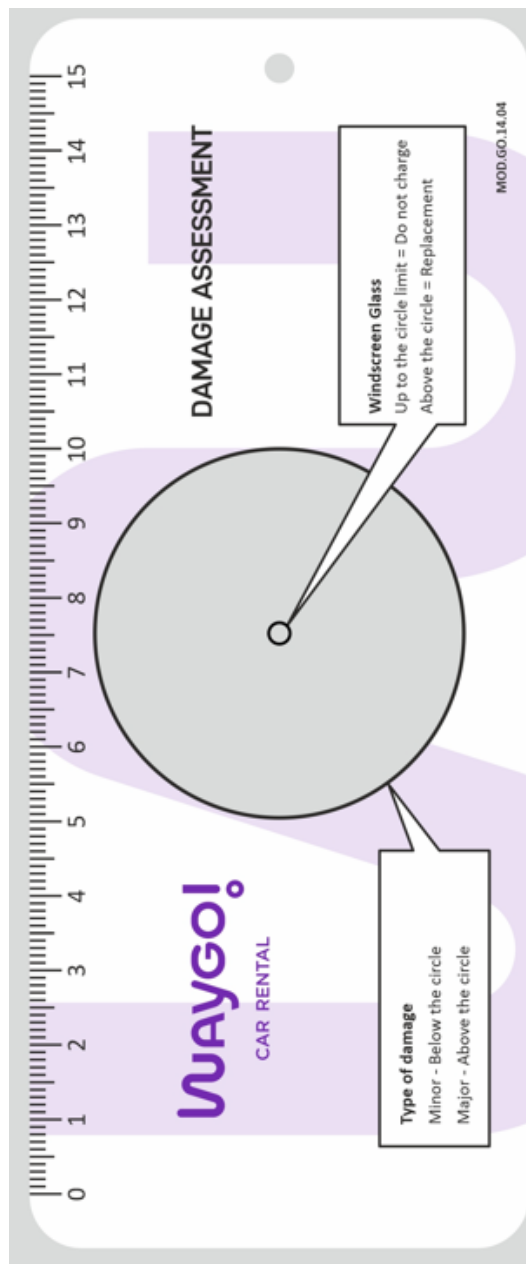
Appendix IV – Damage Assessment Scale

Windscreen

- Up to 0.2 cm – No charge applies.
- Exceeding 0.2 cm – The applicable charge set out in the Damage Matrix shall apply.

Damage

- Minor – Scratch or dent up to 5 cm. The applicable charge set out in the Damage Matrix shall apply.
- Major – Scratch or dent exceeding 5 cm. Repair or Replacement shall apply, in accordance with the Damage Matrix.



Appendix V – Special Cleaning and Sanitisation Charges

- Interior Vacuuming



- Interior Upholstery Cleaning



- Special Exterior Cleaning



Appendix VI – Additional Day / Vehicle Immobilisation Charges Table

ADDITIONAL DAY / VEHICLE IMMOBILISATION CHARGES TABLE		
Group	Description	Price / Day
A1	Economy 3-Door, 4-Seater (Fiat 500 or similar)	52,17 €
A3	Economy 5-Door, 5-Seater (Fiat Panda or similar)	52,17 €
B	Petrol Supermini (Opel Corsa 1.2 or similar)	61,95 €
B Auto	Automatic Petrol Supermini (Seat Ibiza 1.2 Auto or similar)	80,53 €
BSUV	Small Petrol SUV (Renault Captur or similar)	74,33 €
BSUV Auto	Automatic Petrol SUV (Seat Arona Auto or similar)	98,00 €
BD	Diesel Supermini (Citroen C3 Diesel or similar)	77,37 €
C	Petrol Compact (VW Golf or similar)	71,24 €
CA	Automatic Petrol Compact (VW Golf Auto or similar)	92,61 €
C+	Petrol Estate (Kia Ceed SW or similar)	78,36 €
CD	Diesel Compact (Ford Focus Diesel or similar)	78,36 €
CD +	Diesel Estate (Ford Focus Estate Diesel or similar)	86,20 €
CDX	Premium Diesel Hatchback (Mercedes-Benz A-Class or similar)	94,82 €
CDX Auto	Premium Automatic Diesel Hatchback (Mercedes-Benz A-Class or similar)	94,82 €
CSUV Auto	Automatic Mid-Size Petrol SUV (Nissan Qashqai or similar)	133,80 €
G	7-Seater MPV (Dacia Jogger or similar)	141,05 €
G Auto	7-Seater Diesel MPV (Skoda Kodiaq or similar)	197,47 €
FD	9-Seater Minibus with Air Conditioning (VW Transporter or similar)	197,47 €
FD Auto	Long Wheelbase 9-Seater Minibus with Air Conditioning (Ford Transit or similar)	256,71 €
H	9-Seater Midibus (Ford Transit or similar)	176,31 €
M2	Small Van (Peugeot Partner or similar)	49,62 €
M4	Large Van (Mercedes Sprinter or similar)	102,66 €
The amounts set out in this table apply to Additional Rental Day Charges where the permitted Grace Period has been exceeded, and to Vehicle Immobilisation resulting from Damage or an Accident occurring during the Rental Period.		