TERMS AND CONDITIONS

Eligibility: Renault Eurodrive customers eligible for a tax free vehicle with special temporary plates for a maximum of six months include:

1. Tourists, who regardless of their nationality,
    a. Have their legal residence outside of the EU,
    b. Are visiting the EU temporarily and are not staying more than 185 days in a 12 month period,
    c. Do not engage in any type of employment during their stay.
2. European citizens residing outside the EU who fit the conditions above and who can obtain proof of their intention to return to their employment at the end of the stay in the EU.
3. People on temporary assignment in the EU, such as professors and journalists - under certain conditions. Consult Renault Eurodrive for details.

Under French customs law, only the registered owner of the car, direct ascendants, descendants or spouses may drive the car. This law has no effect on the vehicle insurance, which covers all drivers regardless of the relationship to the registered owner.

Driving Licence: Renault Eurodrive advises the acquisition of an International Drivers Licence for all drivers.

Collection of Car: Documentation Required: 1. Passport; 2. Copy of Eurodrive Order Form. Insurance documents will be issued upon delivery of the vehicle. All vehicles are supplied left hand drive and fitted with standard tyres.

- When driving in winter it's the responsibility of each driver to respect the legal requirements in place in each European country visited.
- Our insurance cover remains the same regardless of whether the car is equipped with snow tyres or not.
- If you decide to purchase your own snow tyres you must return the car with its original standard tyres, otherwise you will be billed for them.

Fuel: All vehicles, delivered outside Paris centre, will be supplied with 10 litres of fuel.

Payment: Where bookings are made by credit card, a 0.9% surcharge will be charged on the total amount. Late return of lease forms may delay the delivery of your vehicle. For bookings within six weeks of collection, please contact our office. Late bookings are not guaranteed.

Period of Use: Vehicles may be leased from all of our locations for a maximum period of 170 days with the following exceptions: Milan, Brest, Madrid, Santiago, Barcelona, Lisbon, Porto, Rome: 165 days. Days are calculated on calendar days, not 24 hour periods.

Refunds: No refunds will be paid for the early return of vehicle.

Deliveries and Returns: Deliveries and returns within France are free, however charges are applicable to other European cities. Please contact our office for full depot details.

Returns: The return of a vehicle to a centre other than that indicated on the customer's Eurodrive contract will result in additional charges to the customer.

What are the Additional Costs: The Renault Eurodrive Program is a tax free sale with buy back agreement. After you pay for your lease in your home country, your only other costs are petrol/diesel. Tolls and Motorway charges are not included.

Safety Kit: Mandatory safety jacket and triangle are included in all Renault Eurodrive lease vehicles.

Servicing Costs: A service is required at 20,000kms for petrol models and 30,000kms for diesel models. The full servicing cost of the vehicle is at the driver's own expense.

Extension of Contract Period: While travelling you can arrange an extension by contacting Renault RCD Paris. Extensions will be calculated using RCD tariff rates and can be as much as double pre-booked rates. Notice of intention to extend must be given at least 2 weeks prior to the expiry date of the original period, and should include a return address so that updated insurance papers can be forwarded to you. If the extension is not paid for, the vehicle will only be insured for the initial period.

Cancellation Fees:

- Cancellation 31 days or more before delivery date: No penalty
- Cancellation 30 days or less before delivery date and registered: EUR 1,000
- Cancellation 30 days or less before delivery date and not registered: EUR 300
- No Show or cancellation on date of delivery: Full prepaid amount of the contract, there is no refund. (Note: No show fee also applies if cancelled at delivery if no longer needing the car or does not meet client’s expectations)

Amendment Fees: No changes can be made within 30 days of pick up. All amendments are subject to availability and will be repriced. No name changes are permitted once a booking has been confirmed. For further information please contact Renault Eurodrive.

Travel Insurance: We strongly recommend that you consult with an insurance broker or travel agent regarding appropriate travel insurance protection.

Responsibility: All information contained in this publication was correct as at the date of printing. All rates, terms and conditions in this brochure are subject to change. Prices are quoted in Australian dollars and valid only for bookings made on behalf of clients residing in Australia.

All reservation confirmations, invoices, exchange vouchers, receipts and other documentation are issued subject to any and all terms and conditions under which items or services are provided by the Service Providers. The customer hereby authorises the Company to select and utilise the services of a Service Provider of its choice for the purpose of the customer's requirements and on such terms and conditions as time to time are arranged between the company and the Service Provider. Any additional services of Service Providers requested by the Customer shall, if assented to by the Company in its absolute discretion, be at the sole cost and risk of the customer. In so far as local law allows, the Company and its servants and agents shall not be liable for any injury, damage, loss, accident, delay or irregularity, additional expense or liability occasioned to any person or property howsoever caused or arising including, but without limiting the generality of the foregoing, whether due to the act, neglect, default or otherwise from acts of God, dangers incident to the air, land or sea, fire, breakdown in machinery or equipment, force majeure or acts of de facto Governments or authorities, wars whether declared or otherwise, riots, strikes, insurrections, theft, pilferage, epidemics, quarantine, medical, custom or other regulations, dissatisfaction with any service provided, any inaccuracy or mis-description contained in the brochure to which these terms and conditions relate, delays and cancellations of or changes in itinerary or schedules or over booking, improper or insufficient passport, visa or other travel documents or by any act, neglect, default or otherwise of the Service Providers, their servants or agents or any other person.

Consumer Claims: Must be lodged in writing within 30 days of the customer's return. Claims will only be considered upon presentation of original invoices and receipts. Duplicates and photocopies will not be accepted.

Disclaimer: Renault Eurodrive reserves the right to modify the versions, equipment and prices offered in the Eurodrive programme without prior notice and to provide a similar or superior vehicle to that booked. Photographs shown are not contractual. Some model options shown may not be available to the local market.

Insurance Cover: Please note the following items are not covered: Loss or non-return of registration and insurance papers - Repairs or work made to your vehicle by any person unless authorised by Renault Eurodrive; - Personal effects.

The Eurodrive contract does not cover impound costs, fuel leaking, mechanical incidents caused by vehicle misuse, mechanical incidents caused by towing, snow tyres and chains. Neither does it cover - fines or parking tickets, telephone, restaurant/

bar, fuel or toll expenses, crit'air certificates, vehicle servicing costs, or expenses that the beneficiary was expected to pay as part of the planned stay in the place of the incident (e.g. accommodation) - Costs in case of force majeure: strikes, riots or acts of God etc...

The contract does not cover events resulting from holders' participation in sports competitions, bets and matches.

In the event of theft, you will need to contact Renault Assistance and obtain an incident/accident number to be able to obtain compensation. Compensation is payable only for stolen items mentioned in the police written statement, and only on presentation of the original invoices or receipts.

In cases of theft, no compensation is payable for expenditure incurred in replacing identity papers, boxes and bags on the roof or any items inside such containers.

Your vehicle is covered for full comprehensive insurance in the following countries: Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Cyprus, Denmark, Estonia, Finland, Metropolitan France (including Corsica), Germany, Gibraltar, Greece (includes Crete and Greek Islands), Hungary, Iceland, Ireland, Italy (including Sicily and Sardinia), Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and the Vatican.

Travel is not permitted into the following countries: Albania, Belarus, Cyprus, Kosovo, Moldavia, Morocco, Russia, Serbia, Turkey, Ukraine and United Kingdom.

Terms and Insurance coverage are subject to change, please contact our office for further information.

Just like your local full comprehensive insurance policy, you are covered for accident damage, theft, vandalism and third party injury to occupants in the car including in most instances, the driver. There are NO ADDITIONAL collision waiver costs.

Please note that should your vehicle be delayed or incur a mechanical breakdown, Renault Eurodrive will, subject to the terms of the Assistance Program, arrange for a replacement rental vehicle or accommodation on your behalf until your vehicle has been repaired at the initial place of delay. Further details of the Renault Assistance Program are available on request from our office.

Customers who travel in a country that is not mentioned in the above list of insured countries do so at their own risk and shall assume full responsibility for any incidents during the course of their travels in these uninsured countries.

Privacy: Renault Eurodrive recognises the importance of your privacy. We collect personal information to process bookings and may use details we collect for marketing

communications made by us and the Renault group of companies either in Australia or overseas as well as for research and analysis purposes. We will not sell your information, nor make it available to other businesses without your consent. (We may use external contractors, such as mail houses, who may have access to your personal information, but only subject to strict privacy rules.) If you do not wish to receive marketing communications from us in the future or would like further information on our privacy policy or would like to find out what information we hold concerning you, please contact our office.

Health and Immigration: Please ensure you comply with all passport, visa and health requirements necessary for the countries you wish to visit. We are not responsible for advertising on passport, visa or health requirements. Your doctor or local embassy/consulate will be able to advise you.

GOVERNING LAW

These terms and conditions are governed in all respects by the law of State of New South Wales and the Customer irrevocably submits to the non-exclusive jurisdiction of the Courts of New South Wales and the Federal Court of Australia.

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All information is correct at time of print & subject to change without notice.

Who we are: Renault Eurodrive is part of DAH Holdings Pty Ltd, a subsidiary of the Auto Europe LLC Group - ABN 67 107 041 912.

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