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# RENTAL GUIDE

## 1 Conditions for renting a vehicle

### **1.1/ Information to be provided:**

For a quote, a reservation or a rental of a vehicle, you must provide:

- Place, date and time of the desired collection of the vehicle,
- Place, date and time of the desired return of the vehicle,
- The name of the Lessee or that of the renting legal entity,
- The name of the main driver,
- Their date of birth,
- The date of issue of their driving licence,
- A telephone contact and an Internet address

### **1.2/ Conditions of length of the driving licence and proof of address:**

- Possess and present at least one driving licence valid for more than 5 years (minimum age for this requirement not to apply: 23 years), or have at least one driving licence valid for more than 1 year (minimum age for this requirement not to apply: 19 years) while subscribing to the mandatory "young driver" option.

### **Special case of licence-free cars:**

The rental terms are different for licence-free vehicles; for this category, a minimum age of 18 years is required, as well as proof of good knowledge of traffic laws (road safety certificate, highway code, former driving licence).

- In the event that one or more additional drivers are desired:
- The presentation of their driving licences is (are) required.
- The same rules of validity and length driving licence(s) are to be applied as for the main driver.
- The additional driver option is mandatory for every driver in addition to the main driver declared.
- Any driver not provided for under the rental contract who subsequently has an accident with the rented vehicle will render the Lessee indebted for the full amount of repairs or of the value stated by an Expert.
- Present recent proof of address (less than 3 months old), a K-bis for companies or a copy of the statutes for associations.

### **1.3/ Financial conditions:**

- The holder of the rental contract is the payer.
- At the beginning of the rental, we will ask for a security deposit and prepayment of the rental with the selected options.
- The Lessee must have a bank card in his/her name, allowing him/her to obtain a pre-authorisation on the card's expenditure ceiling, for the amount of the requested deposit.
- The Lessee signing the contract cannot present another individual's bank card.
- The Lessee/payer is obliged to be present at the signing of the rental contract in order to:
- Validate the pre-authorisation on his/her bank card for the amount of the deposit,

- Pay the amount stipulated in the rental contract.
- The deposit is intended to cover damages that may occur during the rental and any billing supplements. It is an amount equal to the damage excess, from €700 to €2,000 depending on the vehicle categories.

For individual clients, the deposit must be paid by bank card (excluding Electron, Maestro or Aurore cards). Your bank card allows us to perform checks by requesting a payment authorisation for a specific amount. This request is a way for us to verify your solvency with respect to the value of the vehicle entrusted to you. This is not to debit the indicated amount from your account. However, the expenses ceiling granted by your bank may be reduced by that amount.

For companies or associations that need to rent often, it is possible to open an account to reduce bureaucracy. To do this, you will be asked for additional information to put together and study your case.

## **2 Terms of amendment and cancellation of a reservation**

### **2.1 Amendment:**

You can change your reservation for free if you inform TRUCHE LOCATION at least 24h before the date of pick up. Please note that in this regard the price of the rental may be changed.

### **2.2 Cancellation:**

You can cancel your reservation free of charge 48h before the date of pick up. Beyond that period we'll refund the total amount minus a penalty of 50 € whatever the amount of the reservation. Any refund will be made on the same credit card used for the original booking.

## **3 Pricing**

### **3.1 Rental pricing**

Our public rental prices by category are available from the online booking tool on our website online, available 24/7 ([www.TrucheLocation.com](http://www.TrucheLocation.com)). On your request, we can give you a precise quote.

You can obtain a price by providing:

- The dates, times, and departure and return agencies chosen,
- The type of vehicle selected (commercial vehicle or individual vehicle).

Then you will be shown:

- The list of available vehicles, the total of the rental with the included mileage,
- The amount of the requested deposit equal to the damage excess,
- And the amount of the THEFT/FIRE excess.

### **3.2 Pricing of rental options:**

#### **24/7 Assistance by telephone: +33 (0)1 41 85 85 44**

In addition to the possibility of visiting Truche Location during agency opening hours, the Lessee has access to a 24/7 helpline accessible by telephone. If no subscription has been made to the "24/7 Assistance" option, this service will be charged at the current rate, unless vehicle failure cannot be attributed to the Lessee.

Pricing: if number of rental days < or = to 5 days => €3/day, if between 6 and 15 => €2/day, beyond 15 days => €1/day

#### **Speedy return:**

Upon return, drop off the vehicle at the airport without waiting at P3/T1 or P5/T2

Pricing: €29

**Speedy rent:**

Collection with a quick call upon landing at T1 or T2, with vehicle drop-off upon return at P3/P5  
Pricing: €49

**Serenity Pack:**

This corresponds to a partial redemption of the Damage and Theft/Fire excesses

Pricing: If number of rental day < 7 days => €15/day, if between 7 and 14 => €13/day, if between 15 to 21 days => €12/day, beyond 21 days => €10/day

**GPS Provision:**

Pricing: €12 per day (billing maximum €70)

**Serenity Pack:**

This corresponds to a partial redemption of the Damage and Theft/Fire excesses

Pricing: If number of rental day < 7 days => €15/day, if between 7 and 14 => €13/day, if between 15 to 21 days => €12/day, beyond 21 days => €10/day

**Baby Seat or Booster Seat:**

Pricing: if number of rental days < or = to 5 days => €3/day, if between 6 and 15 => €2/day, beyond 15 days => €1/day

**Additional Driver:**

Pricing: €2/day per additional driver

**Young Driver Surcharge:**

Pricing: €5/day if less than 5 years length of driving licence

**Snow Tire Chains:**

Pricing: €10 per day (billing maximum €40)

**Pneumatic Truck:**

Pricing: €10 per day (billing maximum €70)

**Rails:**

Pricing: €15 per day (billing maximum €70)

**Coupling:**

Pricing: €15 per day (billing maximum €70)

**3.3 Pricing of the different types of additional costs**

These can be billed to you upon return of the vehicle depending on the circumstances:

- Administrative costs of processing fines => €19 including tax
- A case fee in case of loss or damage => €45 including tax
- Fuel costs and filling => €12+€2 per litre including tax
- Daily fees for not returning the vehicle => €30 including tax
- assistance in the event of immobilisation of the vehicle excluding incidents with a responsible third-party => €150 including tax
- Costs related to the replacement of the safety kit => €26 including tax
- Costs for the replacement of the vehicle's documents (photocopy of vehicle's documents, insurance card and certificate, joint report with details of our insurance) => €10 including tax
- Costs for the replacement of the vehicle's keys (manufacturer's pricing + management fees [order, recovery])) => manufacturer's pricing + €30 including tax
- Interior cleaning fees if the vehicle is returned dirty and/or damaged
  - o Dirty vehicle requiring significant vacuuming with detritus => €30 including tax
  - o Very dirty vehicle with mud, sand, dog hair, soiling to be cleaned without however being obliged to rinse and leave to dry for too long => €60 including tax

- If requiring immobilisation, thorough cleaning, replacement of parts => hot billing based on the time required and parts replaced.

## 4 Contractual documents

### **4.1 The rental contract**

This is the document by which the lessor gives the lessee the right to use a vehicle, which defines [the general conditions](#) as well as the duration and cost.

The contract must be drawn up at least in duplicate to be retained by each party after signing.

It includes the following:

on the lessor: identity or legal name – address, etc.

on the lessee: surname – first name – place and date of birth – residence – the driving licence number,

on the drivers other than the lessee: surname – first name – place and date of birth – residence – the driving licence number,

on the vehicle: brand – type – registration number – mileage,

the date, the place and the time of departure, as well as these same values upon return, each of the items forming the rental cost (pricing, insurance, extras),

the amount of the excesses,

The contract also includes the "general conditions of rental". They define the rights and mutual obligations of the parties, including those relating to:

the state, usage and maintenance of the vehicle,

the liability of the lessee in case of an accident,

the included or optional insurance and/or guarantees from which the lessee benefits, the exclusions,

requirements for rental and parts of the rental in terms of duration,

other return conditions,

the terms of payment.

### **4.2 The vehicle condition record**

The vehicle condition record is a contractual document that allows us to establish the condition of the vehicle both upon departure and return. It is signed by the lessor and the lessee upon departure and return except in the case of provision or relinquishment without the presence of the lessor (see [General Conditions of Rental Article 2](#))

## 5 Insurance

All our vehicles are insured by the company Allianz.

### **5.1 This insurance includes**

Compulsory insurance for damage caused by third parties, pursuant to Article L 211-1 of the Insurance Code. Third-party insurance is always included in the rental pricing. Like any vehicle, the rental vehicle is compulsorily insured for Civil Liability, which covers physical injury and material damage suffered by third parties due to the rented vehicle and the damage caused to passengers of the vehicle. The passengers of the vehicle are considered third parties.

A guarantee for the driver. It allows for flat rate compensation for beneficiaries and their dependents

for physical injury they may suffer during the term of the rental contract.

Insurance covering theft, loss and damage to the rented vehicle. This allows you, in effect, to limit the financial consequences of an incident (theft, attempted theft, vandalism, damage or accident) to the amount of the excess. This varies depending on the category of the vehicle and constitutes the lessee's liability limit.

The excess is due per incident. We offer you the possibility of reducing this excess by subscribing to the partial excess redemption option.

If action may be brought against an identified responsible third party, the excess will therefore be refunded in proportion to the established liability against the third party.

### **5.2 Loss of guarantee**

In accordance with regulations, the lessor can ask for *the payment of the entirety of the injury* he/she/it suffered with the exclusion or forfeiture of guarantee exhaustively provided for in the general conditions of rental.

Examples of cases of exclusion

#### **For damages:**

Use of the vehicle by a person not named in the rental contract,  
Use of the vehicle in unauthorised countries,  
False declaration on the rental contract or the joint report,  
Misapprehension of the size of the vehicle (especially high parts),  
Under-body shocks,  
Voluntary damage,  
Mistakes on fuel type,  
Improper use of the vehicle (see the general conditions of rental).

#### **For theft:**

Complaint not filed or filed beyond time limits,  
Failure to hand over keys.

### **5.3 Cover for certain claims by bank card companies**

Some bank card companies (American Express, Diners, Visa, etc.) offer their cardholders customers privileges (Gold, Visa First, etc.) to cover excesses or non-redeemable excesses. If you hold such a card, you are therefore invited to verify the conditions and exclusions of warranties with your bank card company.

The cover for incidents (damage or theft) is part of an agreement concluded between you and your bank card company, in which the lessor is not involved. In case of an incident (damage or theft of the vehicle). You will be directly responsible, within the limits of the excess shown on the pricing conditions. The excess will be billed and it will be for you to contact the company issuing your bank card to apply for a reimbursement.

## **6 On departure**

### **6.1 Getting started with the vehicle**

With your presence, an agent will note the condition of the bodywork and interior of the vehicle, as well as the mileage and fuel level displayed on the dashboard, on the vehicle condition record. If an abnormality is found, please report it so we can mention it on the document. You will also verify the presence of a copy of the vehicle registration card, insurance card and joint reports of any accidents.

Note that vehicle lessors are allowed to replace the original vehicle registration card with a photocopy (Article R233-1 of the traffic regulations and decree of the 31<sup>st</sup> December 1987).

### **6.2 Before taking to the road**

Get to know the vehicle:

- Adjust the mirrors,
- Note the positions of the levers (lights, indicators, horn, etc.),
- Memorise the fuel type (unleaded petrol or diesel),
- Feel free to ask for advice when getting started with the vehicle.
- Keep in mind also the size of the vehicle, and pay attention to car parks, bridges and tunnels.

## 7 Safety

It is recommended that you observe the following safety instructions:

### **7.1 While on the move**

Activate the central locking system,  
Close all windows, or open them only a few centimetres.

### **7.2 In the event of a traffic incident**

Stop your vehicle only upon instruction from a law enforcement representative (be careful of simulated accidents).

Remove the keys from the vehicle if you need to leave it (in case of a collision, for example).

### **7.3 When stopped**

Always lock the vehicle,  
Preferably, choose lit and guarded parking areas.  
Leave no personal effects visible from the outside when you leave the vehicle.

### **7.4 Checks and normal safety precautions**

As for your own vehicle, you must:

For your safety, check the tyre pressure,  
Check the engine oil level,  
Every 1,000 km for cars.  
Every 500 km for commercial vehicles.  
Strictly respect the dashboard warning lights,  
Orange light: get the vehicle checked as soon as possible,  
Red light: stop immediately.

In this case, let us know as soon as possible or contact our assistance service to decide – by mutual agreement – on the conditions of how to proceed with the rental.

## 8 Breakdowns, accidents and vehicle theft

### **8.1 In case of a breakdown**

In case of breakdown or another malfunction/technical incident, you must not perform work without our prior consent, but contact us through our agency or our assistance service, which will tell you the best approach to take.

The numbers for our agencies, the assistance service and the contract are noted on your rental contract.

As a priority, call our agencies during opening hours, and in case of closure, the assistance number.

### **8.2 In case of an accident**

You must notify us that an incident has occurred as soon as possible.

You must also complete a statement detailing the circumstances of the accident.

In accidents with a third party, please be sure to complete the joint accident report, including the

third party's details, the tickboxes and diagram. An error in writing the statement may indeed redirect liability for the incident.

### **8.3 In case of theft**

You must report the theft to the police authorities as soon as possible, and at the latest within 48 hours.

You must return the keys to us. We will then ask you to fill out a statement detailing the circumstances.

## **9 Violations of traffic laws**

### **9.1 Fines for breaching parking regulations**

If you receive a fine for violating parking rules, you must pay it in within 30 days.

Otherwise, the lessor will receive an increased fixed penalty notice ("AFM"). Pursuant to Article L. 121-2 of the traffic regulations, it will communicate your details to the police court and you must pay the AFM.

Fees (see guide section 3.3 Pricing of the different types of additional costs) to process this AFM will be billed to you upon receipt of the fine by our services.

### **9.2 Non-compliance with speed limits, safety distances, signals**

If you do not respect the speed limits, safe distances between vehicles or signals requiring the vehicle to stop (among others), this constitutes a violation of traffic laws. This offense may be detected automatically by radar.

The lessor will be obliged, pursuant to Article L. 121-3 of the traffic regulations, to communicate your details to the traffic court, which will send you a notice of breach of traffic laws and an exoneration request form.

This form will allow you to identify the real perpetrator of the offense in case you were not driving at the time.

Fees (see guide section 3.3 Pricing of the different types of additional costs) for processing will be billed to you upon receipt of the fine by our services.

## **10 Upon return**

### **10.1 Return of the vehicle**

The vehicle shall be returned to the Truche Location agency mentioned in the contract, on an authorised car park or the agency's car park.

The vehicle must be returned during the opening hours of the agency, at the place and time stated in the contract. It is however possible, under certain conditions, to return the vehicle outside the opening hours. Please ask an agent for more details.

Otherwise, the vehicle remains under your sole responsibility until the agency reopens.

Upon return, give the keys only to Truche Location staff. Then, confirm the condition of the vehicle using the vehicle condition report.

### **10.2 Closure of the rental contract**

The rental ends at the date and time of the vehicle's return with the keys to the lessor and after checking the following items:

Mileage,



Fuel level,  
Condition of the vehicle,  
Return of any equipment and accessories.

### **10.3 Billing**

Billing will be based on the pricing conditions agreed upon when the contract was signed. Upon return, you can be provided with an invoice, upon request.

The pricing granted upon departure may be subject to change, if the conditions originally stipulated are changed during the rental, through your actions.

For example:

- Date and time of return,
- Fuel level lower than upon departure,
- Excessive mileage.

### **10.4 Fuel billing**

At the start of the rental, the fuel level is noted on the vehicle condition report and you are asked to return it at the same level. Typically, refuelling is done.

However, depending on the circumstances, it is not always possible for you to refuel.

In this case, we must provide the refuelling necessary, and charge you for it.

The fuel we charge is always more expensive than the public price! Why?

We refuel in a public service station and we must therefore charge a service fee, since the vehicle must be driven to a remote service station, which requires staff and incurs a charge.

The fuel charged to you will always be more expensive than if you do it yourself. In addition to a higher than average public price cost per litre, a lump sum refilling fee will also be charged (see guide section 3.3 Pricing of the different types of additional costs).

**This is why we recommend you do the refuelling yourself before returning the vehicle.**