

Country Level Rental Policies	Italy - IT
Additional Driver	RENTAL CONDITIONS APPLY TO ALL ADDITIONAL DRIVERS. AN ADDITIONAL DRIVER SURCHARGE IS APPLICABLE TO EACH ADDITIONAL DRIVER AT A RATE OF 5.00 EUR PER DAY EXCLUSIVE OF VAT AND AIRPORT/RAILWAY FEES (WHERE APPLICABLE).
Age Requirements	<p>AGE REQUIREMENTS - YOUNG DRIVERS</p> <p>Mini through Economy car groups (MDMR and EDMR) are available for 19 years old renters. Compact, Intermediate, Convertible and Economy Special car groups (CDMR, IDAR and IDMR,) are available for 21 years old renters. Fullsize vans and Standard car groups (FVMR, SWAR and SWMR) are available for 25 years old renters. Luxury car groups (LWAR) are restricted to 27 years old or older.</p> <p>A young drivers fee of 22.00 EUR excluding VAT and airport/railway fees (where applicable) apply to 19-21 years old renters. A young drivers fee of 11.00 EUR excluding VAT and airport/railway fees (where applicable) apply to 22-24 years old renters.</p> <p>Young Drivers fee does not apply for Renters aged 25 years or older.</p> <p>The maximum age to rent in Italy is 74.</p> <p>On completion of the booking, it is recommended to carefully check the local Terms and Conditions.</p>
Forms of Payment	ALL MAJOR CREDIT CARDS ARE ACCEPTABLE AS WELL AS VOUCHERS. DEBIT CARDS AND CASH ARE NOT ACCEPTED. DEPOSIT: ALL CUSTOMERS AND REQUIRED TO PLACE A DEPOSIT TAKEN IN THE FORM OF A CREDIT CARD IMPRINT. DEPOSIT IS BASED ON THE THEFT EXCESS AMOUNT AND 100 EUR FOR FUEL (THIS AMOUNT INCREASES WHEN OPTIONAL EXTRAS ARE PURCHASED LOCALLY). PURCHASING THE ZEP COVERAGE WILL RESULT IN A LOWER DEPOSIT. THE DEPOSIT RANGES FROM 1100 TO 2600 EUR DEPENDING ON VEHICLE CLASS WITHOUT ZEP COVERAGE AND FROM 450 TO 950 EUR WITH ZEP COVERAGE.
Renter Requirements	DRIVING LICENSE REQUIREMENTS: A VALID DRIVING LICENSE HELD FOR A MINIMUM OF ONE YEAR IS MANDATORY. THE DRIVING LICENSE MUST BE VALID FOR INTERNATIONAL USE ; OTHERWISE THE NATIONAL LICENSE MUST BE FULLY TRANSLATED BY AN EMBASSY OR BY AN EQUIVALENT AUTHORITY AND MUST BE READABLE IN LATIN CHARACTERS. THE PHOTO IS MANDATORY AND MUST BE ACCOMPANIED BY A DOCUMENT OF IDENTITY ALWAYS READABLE IN LATIN CHARACTERS WHERE THE HOME ADDRESS IS INDICATED. THE NATIONAL LICENSE, THE TRANSLATION AND THE PASSPORT MUST BE UNDER AND SAME NAME AND MUST PRODUCED AT THE SAME TIME. FOR SOME CAR GROUPS (SUCH AS SPECIAL CARS WITH AUTOMATIC TRANSMISSION, PREMIUM, LUXURY OR MINIVAN) THE RENTER IS REQUIRED TO PRESENT A SECOND CREDIT CARD. IN THE CASE ONE OF THE TWO CREDIT CARDS WILL HAVE TO BELONG TO ONE OF THE FOLLOWING CREDIT CARD COMPANIES: AMERICAN EXPRESS, DINERS OR VISA GOLD. CUSTOMER QUALIFICATION: IN THE EVENT THAT THE CUSTOMER DOES NOT HAVE THE PROPER REQUIREMENTS FOR QUALIFICATION INCLUDING IN PARTICULAR: 1. DOES NOT HAVE A CREDIT CARD IN HIS/HER NAME. 2. PROVIDES A CREDIT CARD TO GUARANTEE AN ELECTRON CARD, A DEBIT CARD AND/OR RECHARGEABLE 3. THE CREDIT CARD DOES NOT COVER THE DEPOSIT AND THE COST OF ANY ADDITIONAL SERVICES. 4. IS NOT IN POSSESSION OF A VALID DRIVING LICENSE FOR AT LEAST ONE YEAR. 5. DOES NOT HAVE A VALID DRIVER'S LICENSE FOR INTERNATIONAL USE (FOR FOREIGN CITIZENS) 6. IS LESS THAN 19 YEARS OLD (THE MINIMUM AGE FOR DRIVING) OR HAS BOOKED A CAR GROUP NOT COMPLIANT WITH THE COMPANY RENTAL AGE POLICY. 7. IS MORE THAN 75 YEARS OLD. 8. REFUSES TO PROVIDE ADDRESS AND AVAILABILITY DETAILS. 9. REFUSES TO PROVIDE HOME ADDRESS AND E-MAIL ADDRESS - NO REFUND WILL DUE ON THE BOOKING; EVENTUAL PREPAID AMOUNTS WILL BE RETAINED AS PENALTIES. ALAMO ALWAYS RESERVES THE RIGHT - AT ITS SOLE DISCRETION TO ASK FOR A SECOND CREDIT CARD OR TO DECLINE THE RENTAL WHEN THE GUARANTEES OFFERED BY THE CUSTOMER ARE NOT CONSIDERED SUFFICIENT OR ANY OTHER MAJOR ISSUES MAKE HIM/HER NOT ELIGIBLE FOR RENTAL.
Cross Border Policy	Renter is allowed to drive the vehicle only in the countries included in the following list: Italy, Vatican City, San Marino, France, Spain, Andorra, Gibraltar, Portugal, United Kingdom, Ireland, Germany, Belgium, Holland, Luxembourg, The Principality of Monaco, Switzerland, Austria, Norway, Sweden, Finland, Denmark, Liechtenstein, Slovenia, Croatia, Montenegro, Czech Republic, Slovakia. In case of tolls/traffic fines, an administrative charge may apply.
Delivery and Collection	N/A
After Hours	CUSTOMER MUST PARK THE VEHICLE IN THE ALAMO PARKING AREA IN A SAFE AND CORRECT POSITION, APPLY THE MILEAGE AND THE FUEL LEVEL ON THE COPY OF THE RENTAL AGREEMENT THEN BRING THE KEYS TO THE LOCATION AND DROP THEM INTO THE DROP-OFF BOX WHICH IS LOCATED IN THE VICINITY OF THE RENTAL COUNTER TOGETHER WITH THE CONTRACT PAPER COPY. IN CASE OF ACCIDENT, THE CUSTOMER IS REQUIRED TO PROVIDE A WRITTEN REPORT DETAILING HOW THE ACCIDENT HAPPENED AND THE INFORMATION OF ALL PARTIES INVOLVED. THIS REPORT MUST BE DROPPED INTO THE DROP BOX TOGETHER WITH THE KEYS AND THE CONTRACT. LATE CUSTOMERS: THE CAR WILL BE KEPT AVAILABLE UP TO A MAXIMUM OF 59 MINUTES AFTER THE BOOKING TIME. FOR AIRPORT BOOKINGS, FLIGHT NUMBER IS REQUIRED TO PRESERVE THE CAR AVAILABILITY UP TO A MAXIMUM OF 59 MINUTES AFTER LANDING TIME AND IN ANY CASE NO LATER THAN 1.00 AM (AFTER CLOSING TIME AN OUT OF HOUR FEE OF 30 EUR PER HOUR - EXCLUDING VAT AND APT/RAIL FEES WHERE APPLICABLE - MAX 2 HOURS WILL BE APPLIED).
One Way Rentals	ONE WAY DROPS Domestic one-way among Mainland locations, among Sicily locations, among Sardinia locations and from and to Sicily cost 60 € + VAT (+ APT or Railway fees where applicable); one-way from and to Sardinia cost 500 € + VAT (+ APT or Railway fees where applicable); car groups IDMR, IDAR, LWAR are mostly available in Northern and Center Italy locations and in islands. One-ways from these locations to Southern Italy locations (Naples-NAP, Bari-BRI, Brindisi-BDS, Lamezia Terme-SUF and Reggio Calabria-REG) is therefore prohibited for Car Groups E (IDMR), F (IDAR), and L (LWAR). For other car groups one ways are allowed.
Inclusive	TOTAL CHARGES INCLUDE COLLISION DAMAGE WAIVER (CDW) THEFT PROTECTION (TP), THIRD PARTY LIABILITY, VAT, AIRPORT/RAILWAY FEE AND ROAD TAX. ADDITIONAL SURCHARGES MAY APPLY. ADDITIONAL PROTECTION PRODUCTS MAY BE PURCHASED. FOR RENTALS IN EXCESS OF 28 DAYS A 3000 KM PER MONTH LIMIT WILL APPLY.
Exclusive	TOTAL CHARGES INCLUDE THEFT PROTECTION (TP) COLLISION DAMAGE WAIVER (CDW) AND THIRD PARTY LIABILITY. VAT, AIRPORT/RAILWAY FEE AND ROAD TAX ARE NOT INCLUDED BUT MANDATORY AT THE DESK. ADDITIONAL PROTECTION PRODUCTS MAY BE PURCHASED. FOR RENTALS IN EXCESS OF 28 DAYS A 3000 KM PER MONTH LIMIT WILL APPLY.
Baby Seat	N/A
Child Safety Seat	CHILD SAFETY SEAT-CST- 45 EUR PER RENTAL, 100 EUR REPLACEMENT FEE IF EQUIPMENT IS DAMAGED OR NOT RETURNED
Booster Seat	N/A
GPS	GPS- 7 EUR PER DAY, 126 EUR MAX PER RENTAL, 250 EUR REPLACEMENT FEE IF EQUIPMENT IS DAMAGED OR NOT RETURNED
WIFI	WIFI Device WIFI router devices are available for rental at all Italy locations, at a cost of EUR 8.50 per day exclusive of VAT and airport/railway fees (where applicable). WIFI is available on an on request basis. WIFI provides unlimited internet traffic at a maximum download speed of 42.2 MBPS. The maximum download speed is guaranteed up to a maximum daily traffic of 1 GB; after this threshold, download speed drops. The router allows up to 10 devices connected contemporarily. One way is allowed at no extra fees. The service does not work outside of Italian territory. Non return or damage of the WIFI router (or parts of it) will result in a maximum penalty of 550 euro.

Ski Racks	N/A
Winter Tires	N/A
Snow Chains	<p>SNOW CHAINS (MANDATORY WINTER EQUIPMENT)</p> <p>From the 15th November until the 30th April on most of the Italian road network there is an obligation to drive with winter equipment such as snow chains on board or cars provided with winter tires. This obligation applies regardless of the current weather conditions. Before you pick-up your car please check if your travel route is subject to this regulation (see www.poliziadistato.it for more information).</p> <p>In the rental stations of Turin, Milan Malpensa, Milan Linate, Bergamo, Verona, San Fior, Treviso, Venice, Trieste and Bologna snow chains are mandatory at an additional cost of 4.50 Euro per day plus Airport/Railway fees (where applicable) and VAT with a maximum chargeable of 8 days. Should you decline this mandatory prescription you will be required to sign a disclaimer letter.</p> <p>For your safety, Snow Chains are available on request also at the other Italy locations at the same cost. Vehicles equipped with winter tires may be available locally at an additional fee (please ask staff when you show up to pick up the rental vehicle).</p>
Safety Kit	N/A
Fuel Service Option	ALL VEHICLES ARE DELIVERED WITH A FULL TANK OF PETROL AND MUST BE RETURNED IN THE SAME CONDITION. IF THE VEHICLE IS RETURNED WITH LESS THAN A FULL TANK, IN ADDITION TO PETROL SHORTAGE AN EXTRA CHARGE OF EUR 35 (PLUS RAILWAY/AIRPORT FEES AND VAT) FOR REFUELING SERVICE WILL APPLY.
Collision Damage Waiver	DAMAGE WAIVER REDUCES THE COSTS ASSOCIATED WITH DAMAGE OF THE VEHICLE SUBJECT TO THE TERMS AND CONDITIONS OF YOUR RENTAL AGREEMENT. AN EXCESS AMOUNT RELATED TO EACH CAR CATEGORY APPLIES. CDW DAILY RATES ARE 35 EUR OR LESS AND EXCESS RANGES ARE 1750 EUR OR LESS DEPENDING ON CAR CATEGORY. IN CASES OF DRIVER NEGLIGENCE OR IN VIOLATION OF APPLICABLE LAWS, ROAD REGULATIONS OF THE COUNTRY WHERE THE VEHICLE IS BEING DRIVEN CDW COVERAGE IS INVALID. IN THESE CASES THE RENTER WILL INCUR THE ENTIRE FINANCIAL LOSS SUFFERED BY THE LESSOR.
Collision Damage Waiver & Theft Protection	N/A
Partial Collision Damage Waiver	N/A
Super Collision Damage Waiver	N/A
Super Collision Damage Waiver & Theft Protection	N/A
Super Collision Damage Waiver & Tires and Windshield Protection	N/A
Loss Damage Waiver	N/A
Excess Protection	N/A
Personal Accident Insurance	PROTECTION AGAINST INJURIES (PAI) COVERS THE DRIVER IN CASE OF INJURIES OR DEATH UP TO A MAXIMUM OF EUR 100,000, HEALTH CARE COSTS AND TRANSFER TO A HOSPITAL UP TO A MAXIMUM OF EUR 10,000, A DAILY INDEMNITY FOR HOSPITALIZATION UP TO A MAXIMUM OF EUR 100 PER DAY (MAXIMUM APPLICABLE 360 DAYS) AND A DAILY INDEMNITY FOR COSTS UP TO A MAXIMUM OF EUR 100 PER DAY (MAXIMUM APPLICABLE 100 DAYS). THESE DAILY INDEMNITIES ARE NOT CUMULATIVE. THE PAI ALSO COMPENSATES FOR ANY COSTS OF REPATRIATION OF THE BODY UP TO A MAXIMUM OF EUR 5,000. PAI ONLY COVERS THE RENTER IN THE CASE OF AN ACCIDENT/EVENT WHEN INSIDE THE RENTAL VEHICLE.
Supplemental Liability Protection	N/A
Tire and Windshield Protection	N/A
Theft Protection	THEFT PROTECTION REDUCES THE RENTER'S FINANCIAL LIABILITY IN THE EVENT OF THE VEHICLE'S THEFT OR FIRE. IN ALL CASES OF TOTAL OR PARTIAL THEFT THE CUSTOMER MUST REPORT THIS TO THE LOCAL POLICE AUTHORITIES AND PROVIDE A COPY OF THE POLICE REPORT TO THE NEAREST ALAMO LOCATION. THEFT PROTECTION IS VOID IN THE EVENT OF DRIVER NEGLIGENCE AND IN CASES WHERE THE APPLICABLE LAWS AND/OR ROAD REGULATIONS OF THE COUNTRY IN WHICH THE VEHICLE IS DRIVEN WAS VIOLATED. IN THESE CASES THE RENTER WILL BE LIABLE FOR THE ENTIRE FINANCIAL LOSS INCURRED BY THE LESSOR.
Theft Protection - 2	N/A
Zero Risk Pack	ZERO EXCESS PROTECTION REMOVES THE EXCESS CHARGED TO THE CUSTOMER FOR DAMAGE CAUSED TO THE BODY OF THE RENTAL VEHICLE BUT ONLY ON CONDITION OF NON-NEGLIGENCE OR VIOLATION OF THE APPLICABLE LAWS AND/OR ROAD REGULATIONS OF THE COUNTRY THE VEHICLE WAS DRIVEN. IN CASES OF DRIVER NEGLIGENCE OR VIOLATIONS THE RENTER WILL BE LIABLE FOR THE ENTIRE FINANCIAL LOSS INCURRED BY THE LESSOR. IN THE EVENT OF THEFT OR FIRE WITHIN THE ITALIAN REGIONS OF CAMPANIA AND PUGLIA (REGARDLESS OF THE LOCATION WHERE THE RENTAL ORIGINATED), ZERO EXCESS PROTECTION WILL COVER THE RENTER UP TO A LIMIT OF 50% OF THE EXCESS WITH A MINIMUM EXCESS OF EUR 1250 APPLICABLE. IN ALL CASES ZEP DOES NOT COVER DAMAGE CAUSED TO THE ROOF, RIMS, WHEEL COVERS, TYRES, LIGHTS, CRYSTALS, INTERIORS AND UNDERBODY OF THE VEHICLE, EXTREME WEATHER EVENTS, NATURAL DISASTERS AND RIOTS.
Zero Risk Pack Plus	SUPER ZERO EXCESS PROTECTION WHEN PURCHASED AT THE COUNTER IN ADDITION TO ZEP ZERO EXCESS PROTECTION REMOVES THE RENTER'S FINANCIAL LIABILITY FOR DAMAGES TO LIGHTS, CRYSTALS, TYRES, RIMS, WHEELS, WHEEL COVERS, ROOF AND THE UNDERBODY OF THE VEHICLE AND/OR DAMAGES CAUSED BY ATMOSPHERIC EVENTS. DAMAGES CAUSED TO THE INTERIOR AND/OR BY NATURAL DISASTERS AND/OR RIOTS ARE NOT COVERED BY SZEP OR ZEP. SUPER ZEP CAN BE PURCHASED ONLY IN ADDITION TO ZEP. IN ALL CASES ZEP COVERAGE AND SZEP COVERAGE WILL NOT COVER THE RENTER IN CASES OF DRIVER NEGLIGENCE OR VIOLATION OF THE APPLICABLE LAWS AND/OR ROAD REGULATIONS OF THE COUNTRY IN WHICH THE VEHICLE IS DRIVEN. IN THESE CASES THE RENTER WILL BE LIABLE FOR THE ENTIRE FINANCIAL LOSS INCURRED BY THE LESSOR.
Roadside Assistance	ALAMO RENTAL LOCATIONS DO NOT PROVIDE DIRECT ROADSIDE ASSISTANCE TO THE CUSTOMER. THIS SERVICE IS HANDLED BY AN ITALIAN ROADSIDE ASSISTANCE COMPANY (ACI GLOBAL) ON BEHALF OF ALAMO. THIS SERVICE IS AVAILABLE 24/7. FREE TOLL ASSISTANCE NUMBER (ONLY WITHIN ITALY) 800.020.670. INTERNATIONAL ASSISTANCE NUMBER +39.02.66165125. ROADSIDE ASSISTANCE IS PROVIDED WITH THE RENTAL IN CASE OF MECHANICAL BREAKDOWN NOT DUE TO DRIVER NEGLIGENCE OR WILLFUL MISCONDUCT. CUSTOMERS HAVE THE OPTION TO PURCHASE ROADSIDE PLUS WHICH INCLUDES FREE TOWAGE IN CASE OF ACCIDENT. ROADSIDE PLUS IS AVAILABLE FOR AN ADDITIONAL CHARGE OF 2.00 EUR PER DAY PLUS AIRPORT/ RAILWAY FEES. WITH BOTH ROADSIDE ASSISTANCE AND ROADSIDE PLUS THE CUSTOMER WOULD BE RESPONSIBLE FOR THE COST OF THE TOWING IF BREAKDOWN OR ACCIDENT WAS A RESULT OF DRIVER NEGLIGENCE OR WILLFUL MISCONDUCT.