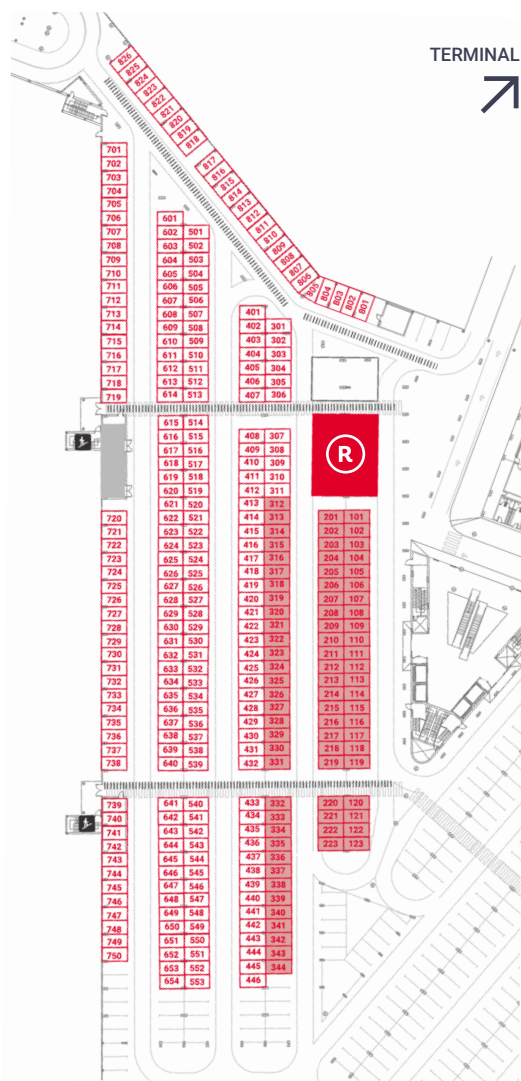




CAR PARK

Distribution plan of spaces

You can consult your space number in the 'Rental information' section of your rental agreement.



PICK-UP OFFICE



DROP-OFF SPACES



PICK-UP SPACES

Roadside assistance and breakdowns

How to proceed in the event of an accident



Do not abandon the rented vehicle without taking the necessary measures to protect it, and always stay with the vehicle until the towing service arrives.



Notify Record go within a maximum of 24 hours of any damage that may have been caused to the rented vehicle (with or without third-party involvement).

☎ Roadside assistance: (+34) 964 631 546



Hand in a duly completed accident or damage report (regardless of the contracted coverage) and send a copy of the report to:

aeropuerto.mallorca@recordrentacar.com



More information in Point 1.2 of the General Terms and Conditions.

What to do in the event of a breakdown

Depending on the type of breakdown



CALL THE OFFICE



(+34) 610 530 091

- The car has been in an accident or suffered mild damage (with or without third-party involvement or as a result of vandalism) but can be driven
- Problems with Adblue
- Orange or green warning lights showing
- Request for technical or any other type of information regarding the vehicle
- Replacements



CALL ROADSIDE ASSISTANCE



(+34) 964 631 546

If the towing service is requested when this is not necessary, or if the garage determines that there has been no breakdown, the cost of said service will be charged.

- The car has been in an accident or damaged (with or without third-party involvement or as a result of vandalism) and cannot be driven
- Red warning lights showing
- Flat tyre or puncture
- The car will not start because of the battery
- Possible issue with the vehicle's steering system

IMPORTANT:

Authorised driving territory

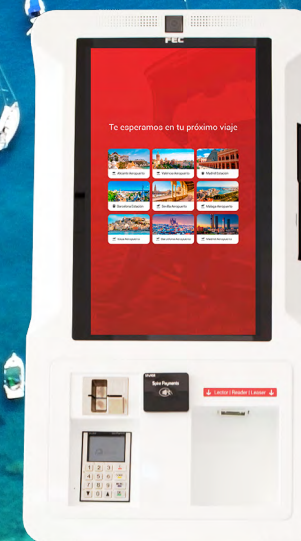
Under no circumstances may the vehicle be taken outside of the island of Mallorca (except between Mallorca, Ibiza and Menorca contracting the "Cross-border" extra).

Record go

MOBILITY



PALMA DE MALLORCA



JUST GO BOX BOOKING

Follow the steps that appear on the screen to get your rental agreement

C-03-ed08-JGB-PMI-EN

RECORD GO OFFICE

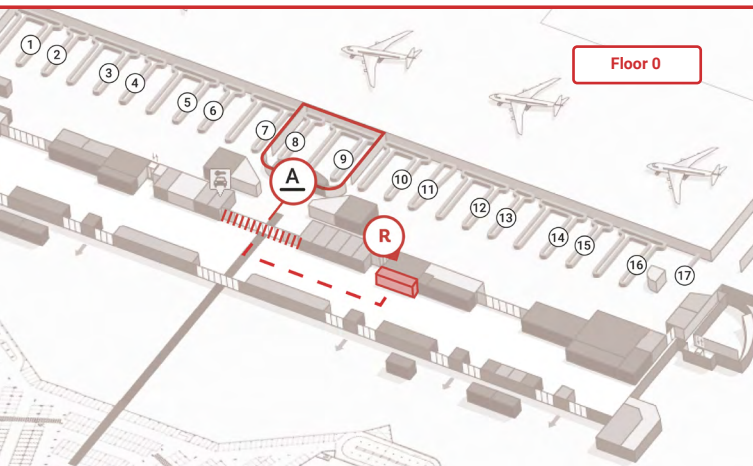
Mallorca Airport

www.recordgo.com



PICK-UP

Vehicle pick-up directions



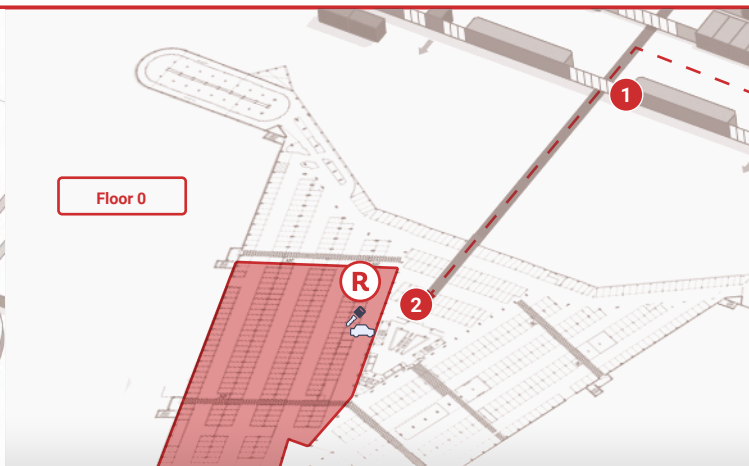
Floor 0



Customs /
Passport control

Record go
office

Landside
access door



Floor 0

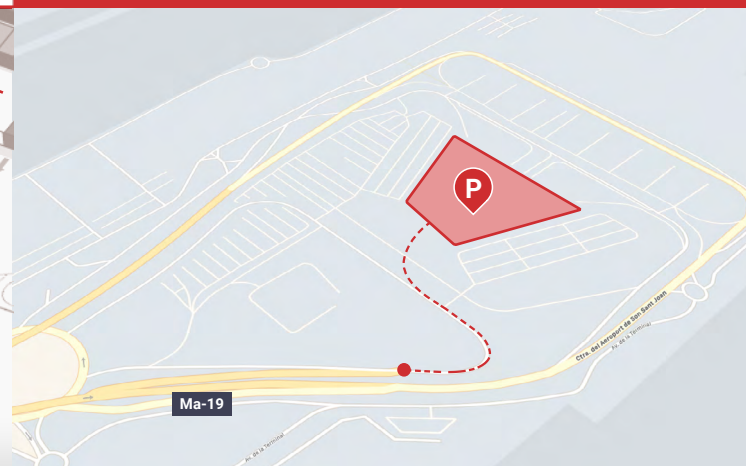


**PICK-UP
OFFICE**



DROP-OFF

Vehicle drop-off directions



RECORD GO OFFICE

Palma de Mallorca Airport

COORDINATES

39°32'53.2"N 2°43'50.5"E

Instructions for obtaining your rental agreement

Your rental agreement should be obtained by using one of our Just Go Box.

Head towards to the Just Go Box area of the Record go office located on the left of the 'landside' of the arrivals hall.

On the screen of our Just Go Box you'll be shown the steps to follow in order to obtain your rental agreement.



Pick-up outside of office hours



Check timetable in Point 9 of the General Terms and Conditions.

To guarantee this service, the customer must choose prepayment as the payment method, and the holder of the booking must notify Record go of their flight number at the time of making the booking or prior to the pick-up date. The holder of the booking has 40 minutes to get to the office after their flight has landed.



Vehicle late pick-up

Should the vehicle pick-up be late due to a flight delay:

If the customer expects to be more than an hour late, they should notify Record go of the delay by sending an email to reservas@recordrentacar.com or by calling (+34) 936 192 468 and giving their flight number. Should the person who made the booking fail to inform Record go of their flight delay, Record go cannot guarantee that the vehicle will be available for pick-up. The initial landing time of the flight cannot be later than the booking pick-up time. If the customer arrives at the counter outside of office opening hours, Record go will apply a fee for picking up outside of office hours (40 €). The person who made the booking has a margin of 40 minutes to show up at the office after their flight has landed.

Directions from the terminal office to the pick-up office

- 1 Once you have obtained the contract, exit the terminal and cross the walkway to head towards the car park building opposite the terminal.
- 2 Enter the building and turn right.
-  You will find the Record go pick-up office. The keys to your vehicle will be handed to you at this office.



Directions to the drop-off office in the cark park

- 1 Go to the airport and follow signs that will guide you to the car park building.
- 2 Once at the car park's entrance, access floor 0.
- 3 Park the vehicle in one of the drop-off spaces for Record go. They are the red spaces that appear in the plan in the "Car park" section on the next page.
- 4 Once the vehicle is parked, go to the Record go drop-off office and hand in the vehicle key to properly identified Record go staff only.

PLEASE NOTE: Drop-offs outside of office hours (Check timetable in Point 9 of the General Terms and Conditions): If you return the vehicle outside of office hours, deposit the vehicle's keys in the key mailbox at the Record go drop-off office.

REMEMBER

Lost property: Check the vehicle before giving your keys back and make sure that you haven't left any of your belongings inside. Record go will not be held responsible from any loss or damage to personal property left or forgotten in the vehicle during the rental period or thereafter. The contract holder is the only person responsible for such property.

Vehicle cleaning: The rental price includes standard cleaning of the rented vehicle. However, if the rented vehicle requires special cleaning, the contract holder will be charged the corresponding fee. Smoking is prohibited in all of our vehicles.

Vehicle inspection: Ask the Record go staff to check the condition of the hire vehicle. If the contract holder does not request a review of the hire car's condition, they will be giving their consent and authorisation to Record go to undertake the collection of the corresponding amount derived from the breach of any of the contractual obligations.