

General terms and conditions

0. Vehicle groups

When a customer makes a booking with Record go, he/she reserves a vehicle group that includes different models. It is not possible to reserve a specific model and, therefore, the customer is not able to choose which specific model they receive.

The following table shows all the groups of vehicles available at Record go and an example of a specific model.

*Vehicles subject to availability

Car Class	ACRISS	Model
2 WHEELS	EYAZ	PIAGGIO LIBERTY 125CC OR SIMILAR
2 WHEELS	HYAZ	VESPA PRIMAVERA 125CC
3 WHEELS	CYAZ	PIAGGIO MP3 400
MINI	MBMR	FIAT 500 LOUNGE OR SIMILAR
MINI	MTMR	FIAT 500 CABRIO OR SIMILAR
MINI	MDAR	TOYOTA AYGO X AUTO OR SIMILAR
MINI ELECTRIC	MTAE	FIAT 500 ELECTRIC CABRIO AUTO OR SIMILAR
MINI ELECTRIC	MDAE	FIAT 500 ELECTRIC AUTO OR SIMILAR
MINI SPORT	NBMR	ABARTH 595
MINI SPORT	NDAR	AUDI A1
ECONOMY	EDMR	SEAT IBIZA OR SIMILAR
ECONOMY	EDAR	TOYOTA YARIS HYB AUTO OR SIMILAR
COMPACT	CDMR	SEAT ARONA OR SIMILAR
COMPACT	CGMR	OPEL CROSSLAND OR SIMILAR
COMPACT	CGAR	OMODA 5 AUTO OR SIMILAR
COMPACT	CGAE	TOYOTA BZ4X ELECTRIC AUTO OR SIMILAR
COMPACT	CWMR	SEAT LEON SP OR SIMILAR

COMPACT	CWAH	TOYOTA COROLLA TOURING AUTO OR SIMILAR
COMPACT	CDAH	TOYOTA C-HR AUTO OR SIMILAR
COMPACT	CVMR	FIAT DOBLO OR SIMILAR
INTERMEDIATE	IVMR	PEUGEOT 5008 OR SIMILAR
INTERMEDIATE	IVAR	EBRO S800 AUTO OR SIMILAR
INTERMEDIATE	JGAR	AUDI A3 SPORTBACK S LINE AUTO OR SIMILAR
INTERMEDIATE	JGAH	LEXUS UX 250H AUTO
INTERMEDIATE	IGMR	FORD KUGA OR SIMILAR
INTERMEDIATE	IGAR	JAECOO 7 AUTO OR SIMILAR
INTERMEDIATE	IGAH	ALFA ROMEO TONALE AUTO OR SIMILAR
INTERMEDIATE	IXAH	FORD KUGA AUTO 0 EMISIONES OR SIMILAR
INTERMEDIATE	IXAR	SKODA KAROQ AUTO OR SIMILAR
INTERMEDIATE	ISAR	DS 4 AUTO OR SIMILAR
PEOPLE CARRIER	FVMR	VW. CADDY MAXI OR SIMILAR
PEOPLE CARRIER	FVAE	TOYOTA PROACE CITY ELECTRIC AUTO OR SIMILAR
PEOPLE CARRIER	SVMR	TOYOTA PROACE OR SIMILAR
PEOPLE CARRIER	XVMR	TOYOTA PROACE VX OR SIMILAR
PEOPLE CARRIER	XVAE	TOYOTA PROACE ELECTRIC AUTO OR SIMILAR
PEOPLE CARRIER	SVAR	MERCEDES VITO AUTO
PEOPLE CARRIER	FVAR	SEAT ALHAMBRA AUTO OR SIMILAR
PREMIUM	PTAR	MINI COOPER CABRIO AUTO OR SIMILAR
PREMIUM	LTAR	MERCEDES CLASE C CABRIO AUTO OR SIMILAR
PREMIUM	LSAR	AUDI Q2 OR SIMILAR

PREMIUM	LLAR	MERCEDES CLASE E AUTO OR SIMILAR
PREMIUM	JVAR	MERCEDES GLB AUTO OR SIMILAR
PREMIUM	PFAR	ALFA ROMEO STELVIO AUTO OR SIMILAR
PREMIUM	PSAR	MERCEDES CLASE A AUTO OR SIMILAR
PREMIUM	PXAR	MERCEDES GLA AUTO OR SIMILAR
PREMIUM	PVAR	MERCEDES CLASE V AUTO OR SIMILAR
PREMIUM	PDAH	ALFA ROMEO GIULIA AUTO OR SIMILAR
PREMIUM	PDAR	MERCEDES CLASE B AUTO OR SIMILAR
PREMIUM	PGAH	LEXUS LBX ELEGANT AUTO HÍBRIDO
PREMIUM	PQAR	ICH-X K2 AUTO
PREMIUM	PJAR	ICH-X K3 AUTO
ÉLITE	XFAR	JEEP WRANGLER RUBICON AUTO
PREMIUM	PFAC	MUSTANG MACH-E AUTO ELECTRIC
PREMIUM	PFAH	MASERATI GRECALE AUTOMATIC HYBRID
VAN	CKMR	FIAT DOBLO 3m ³ OR SIMILAR
VAN	NKMR	FIAT SCUDO DOBLE CABINA 3m ³
VAN	DKMR	FIAT SCUDO FURGON BUSINESS 6m ³
VAN	IKMR	FIAT DUCATO 10m ³
VAN	JKMR	RENAULT MASTER 11m ³
VAN	SKMR	FIAT DUCATO SERIE 8 FURGON 13m ³
VAN	FKMR	FIAT DUCATO SERIE 8 MAXI FURGON 15m ³
VAN	PKMR	FIAT DUCATO EASY PRO 15m ³

1. Obligations of the contract holder and authorised drivers with regard to the hired vehicle

The contract holder is directly and jointly and severally liable for the fulfilment of the following contractual obligations by the main driver and any additional drivers authorised to drive the hired vehicle.

In the event that Record go considers that any of the following obligations are being violated, Record go reserves the right to take appropriate legal action, such as withdrawing the rented vehicle from the driver of the vehicle and/or requiring the return of the rented vehicle.

1.1. Obligations of the contract holder and authorised drivers at the time of take-back

- The rental invoice will be made out in the name of the contract holder and once the contract has been issued, it is no longer possible to change it. To request an invoice in the name of the company, please contact us before signing the rental contract.
- Check the vehicle before moving it from the parking space and inform Record go of any discrepancies with respect to the condition of the vehicle reflected in the section of the contract 'Annex of information and verification of damage'. Discrepancy both in terms of the list of accessories present in the vehicle and in terms of damage not marked or incorrectly marked in the previously signed rental contract.
- Sign in the 'Collection' section of the 'Annex of information and damage verification' of the contract as proof of acceptance of the condition of the vehicle at collection. The signing of the rental contract implies acceptance by the customer of the list of accessories present in the vehicle and the description of the damage included in the 'Damage Information and Verification Annex' section of the contract. Any damage not marked on the contract at the beginning of the rental will be considered as new damage and will be imputable to the contract holder. In the event of breakage, loss or misplacement of the accessory or additional equipment marked as present on the vehicle, the contract holder shall be liable to pay a replacement cost.
- If necessary, to be responsible for the installation of child seats or any other extras that require installation. Record go will not assume, under any circumstances, the responsibility for the installation of accessories in the rented vehicle.
- If you book the extra Meet & Greet Off-Airport, you must take into account the particularities indicated in point 4.2.3 when referring to this extra.
- The signature of the rental contract implies the acceptance of the particular conditions of the contract and of these general terms and conditions.

1.2. Obligations of the contract holder and authorised drivers during the rental period

Use the rented vehicle in accordance with the following conditions of use:

- Alert Record go to any sign of technical failure in the rented vehicle: fluid levels (oil, water), tyre pressure, etc.
- In the event of accident/damage, breakdown or mechanical failure, regardless of the cover contracted, follow the procedure established by Record go:
 - Do not repair the vehicle without prior authorisation from Record go.
 - Do not request a roadside assistance service without prior authorisation from Record go.

- Not acknowledging or prejudging responsibility for the act.
- Do not leave the rented vehicle without the necessary measures to protect it and remain with it until the arrival of the towing service.
- Notify Record go within 24 hours of any damage (with or without a third party) caused to the rented vehicle. Record go will assess the situation and consider the most effective solution: the driver may be advised to drive to the airport to obtain a replacement vehicle, assistance may be given to the rented vehicle at the site of the incident or, if the vehicle cannot be repaired on the spot, a tow truck will be sent to tow the rented vehicle to the office nearest and a replacement vehicle will be provided to the contract holder. Record go
- In addition, in the event of damage only, the driver must duly complete an accident or damage report, hand it in to the office at the Record go time of return of the rented vehicle and send a copy of the report to the email address asistencias@recordrentacar.com. In the event that this accident report is not duly completed and submitted, irrespective of the coverage contracted, the client shall become liable for any damage identified on the vehicle upon its return, up to the limit of the excess applicable to the category of the rented vehicle. The accident report must include a detailed account of the circumstances, location, date and time of the incident, any potential witnesses, and the full contact details of any third parties involved. The accident report must state the circumstances, place, date and time of the incident, possible witnesses and full contact details of any third party involvement. If the accident report is not duly completed or in the event of negligence on the part of the customer, Record go reserves the right not to provide a replacement vehicle. In addition, the cover may be invalidated.
- The contract holder is responsible for the security of the vehicle and must take the necessary precautions to minimise the risk of theft or vandalism, including parking it in a safe place, not leaving valuable items in view and ensuring that the vehicle is properly locked, otherwise the insurance cover will be invalidated.
- In the event of theft or robbery of the rented vehicle, irrespective of the insurance cover taken out, you must follow the procedure established by Record go:
 - Immediately notify the relevant authorities and file a police report, obtaining the corresponding signed police report.
 - Notify Record go of the theft or robbery of the rented vehicle within a maximum period of 24 hours. If you do not hand over this document to Record go, the insurance cover will be invalidated.
- Hand over the keys of the rented vehicle to Record go within a maximum period of 24 hours. If the contract holder does not hand over the keys, they will be responsible for paying Record go the value of the vehicle's total excess. Likewise, the client shall be liable for the full value of the vehicle in the event of theft of the vehicle keys and/or in the event of having acted with manifest negligence in their safekeeping, or of failing to return the keys to duly authorised Record go personnel and in accordance with their

instructions. The foregoing shall not apply in cases of theft, provided that the police report expressly states that the vehicle keys were stolen. Failing such statement, the client shall be liable for the full value of the vehicle, irrespective of the coverage contracted.

Respect the rules of the Highway Code. Respect the speed limits established for each type of vehicle.

The client is responsible for the proper driving of the rented vehicle in accordance with Spanish law. Any damage that may be caused to the rented vehicle as a result of driving the vehicle in the opposite lane will be considered as negligence, the contracted cover will be invalidated and the contract holder will be responsible for all expenses incurred.

- Possess sufficient knowledge for the proper driving of the rented vehicle. The client is responsible for the knowledge and proper driving of the rented vehicle, especially with regard to the operation of the gearbox. Any damage that may be caused to the vehicle as a result of an error in the gear shift, will be considered negligence, the contracted coverage will be invalidated and the contract holder will be responsible for all expenses generated.
- In Mallorca, leave the on-street parking document visible on the front window. According to current regulations, it is forbidden to park vehicles for hire without a driver on public roads and in public areas that are determined when they do not have a valid rental contract. Vehicles for rental without a driver that are rented and parked must be visibly marked with the contract number, the duration of the contract, the start and end dates, the vehicle registration number and the name, address and telephone number of the rental company. In the event that the hirer parks on the public road and does not leave this document visible, Record go will not be held responsible for any sanction for this reason.
- Record go will not assume the repair of the following breakdowns or damages or any compensation that may be due: those produced as a consequence of negligence or inappropriate use by the drivers of the vehicles, failure to close the properly malfunctions in bonnet and those derived from failure to comply with the instructions for use and maintenance set out by the manufacturer in the instruction manual for each vehicle, in particular breakdowns that occur as a consequence of continuing to drive when the oil pressure gauges, temperatures or brakes indicate the systems, or those derived from failure to pay attention to the failure indications of breakdowns, temperature or brake gauges indicate malfunctions in the operation of the systems, nor those derived from not paying attention to the breakdown indications on the control panels, warning lights and alarms, the change of tyres due to vandalism or negligence of the driver or any other person for whom he is responsible, breakdowns produced by the absence of cleanliness in the vehicles when they are used in areas with mud, sludge or similar. Likewise, RGO shall not be obliged to bear the costs of repairing the vehicles, nor the corresponding indemnities, in the following cases: damages caused on the occasion of the commission of fraudulent offences, damages caused during the driving

of the vehicle by persons who do not have the appropriate driving licence or who have broken a sentence that implies its withdrawal or suspension, in an accident, if the driver of the vehicle causing the accident is convicted in a final sentence for the crime of omission of the duty to provide assistance, damages caused inside port or airport enclosures and all those that are derived from the non-fulfilment of the obligations of the contract.

1.3. Obligations of the contract holder and authorised drivers on return of the hired vehicle

- Return the rented vehicle with its corresponding keys, accessories and extras in the same working and clean condition in which it is delivered. In the event that the contract holder returns the rented vehicle in a different condition to that specified by Record go at the time of collection in the section of the contract 'Annex of information and verification of damage', the contract holder will be responsible for the alterations produced and for the missing documentation and accessories and, depending on the cover contracted (consult the types of cover offered by Record go in section '4. Extras, accessories, charges and coverages') may incur additional costs arising from non-compliance with the contractual conditions.
- If the contract holder has taken out cover with his bank card provider or a third party, Record go will charge the corresponding amount up to the limit of the excess to the contract holder's bank card provided at the time of payment of the rental and the contract holder will be responsible for claiming this amount from his bank card provider or a third party.
- Ask staff Record go to check the condition of the rented vehicle and sign in the 'Return' section of the 'Information and Damage Verification Annex' of the contract as proof of acceptance of the condition of the vehicle upon return. If upon return of the vehicle you do not ask staff to Record go check the vehicle, you will be giving your consent for the check to be carried out in your absence.
- Return the rented vehicle during office hours, except in offices where return outside hours is permitted office.

The contract holder must comply with s instructions Record go'for return outside office hours.

An out-of-office hours return is understood to be that which takes place outside the business hours indicated in point 9. In this case, it will not be necessary for the contract holder to make any arrangements with staff Record go . The keys of the vehicle must be deposited in the mailbox located in our offices in the car park.

The contract holder remains responsible for the rented vehicle until the rental office reopens. If the contract holder does not comply with the return instructions outside office hours, he/she shall remain responsible for the rented vehicle until Record go has access to it.

- Return the vehicle at the agreed place, date and time. Record go offers a courtesy margin of 60 minutes for the return of the rented vehicle with respect to the pick-up

time. However, this courtesy margin must be determined and applied at the time of the rental contract, when the return time is chosen.

- In case of late return of the rented vehicle, the contracted cover will be invalidated and Record go will apply a penalty for each day of delay in returning the vehicle. In addition to this payment, the contract holder will also be responsible for the payment of the daily rental rate (see table of rates in section '4. Extras, accessories, charges and coverage').
- The contract holder must return the rented vehicle at the same agreed office. If the contract holder returns the rented vehicle to another office, Record go will apply the corresponding penalty.
- Check the vehicle before returning the keys and make sure that you have not forgotten any belongings inside the vehicle. Record go cannot be held responsible for any loss or damage to personal belongings left or forgotten in the vehicle during or after the rental period. The contract holder is solely responsible for these goods and they will be destroyed after three months if they have not been removed by the renter or authorised person. If the hirer requests the return of his belongings via a courier service, he will be responsible for the shipping and handling costs, if any.
- If you book the extraMeet & Greet Off-Airport , you must take into account the particularities indicated in point 4.2.3 when referring to this extra.

1.4. Additional obligations of the contract holder and authorised drivers, the non-fulfilment of which will invalidate the contracted cover.

Failure to comply with any of the obligations described below will invalidate the contracted cover, so that the contract holder will be responsible for the payment of the damage caused to the rented vehicle, the cost of the tow truck, the repatriation of the vehicle, the additional days of immobilisation of the vehicle until it is recovered according to the extra day penalty table in point 4.4. Penalties and all expenses incurred, up to the amount of the total excess.

The following cases of loss of cover and rights are expressly detailed and informed to the client in the booking process, highlighting the key information, so that the information can be marked for acceptance.

- Not to drive the vehicle under the influence of alcohol, drugs or any other substance that may impair driving. Record go declines all responsibility for accidents or damage to property caused by the rented vehicle if the driver was driving under the influence of alcohol, drugs or any other substance that may affect driving. The simple fact of driving under the influence of any of the indicated substances will be sufficient cause for the contract holder to be responsible for the damage caused, regardless of whether or not the influence of such circumstances has been accredited in the accusation of the damage.
- To drive the rented vehicle only by drivers expressly authorised by Record go in the rental contract.

- The vehicle may not be driven outside the national territory of mainland Spain (except France, Portugal, Gibraltar and Andorra with the prior agreement and authorisation of Record go - not available for two and three-wheeled vehicles and vans), neither between islands nor between islands and mainland Spain. In this line, it is not permitted to transport the rented vehicle by ferry or any other type of maritime transport. In the event of non-compliance with this obligation, Record go will apply the corresponding penalty, the contracted cover will be invalidated and the contract holder will be responsible for all expenses incurred, including the cost of repatriation of the vehicle.
- Supply the rented vehicle with the correct type of fuel, which is indicated in the 'Vehicle details' section of the contract and also next to the fuel tank cap of the rented vehicle. A fuel error shall be considered as new damage and shall be attributable to the contract holder.
- Do not introduce water or agricultural diesel into the fuel tank. The presence of water or agricultural diesel in the tank shall be considered as negligence and shall be imputable to the contract holder.
- The vehicle must not run out of fuel and/or adblue or any other liquid necessary for the correct operation of the vehicle. The vehicle will be delivered with a minimum level of adblue and the customer is responsible for refuelling if necessary.
- (Electric vehicles) Not running out of charge
- Do not drive on unpaved, unauthorised or restricted roads.
- Do not travel with more persons than the number of persons allowed by law for the type of vehicle rented.
- Do not use the vehicle for public passenger transport.
- Do not use the rented vehicle for illegal activities.
- Not to participate with the rented vehicle in races, competitions, reliability or speed tests.
- Not to use the vehicle for commercial purposes, to provide courier services or to transport goods or people. In the case of vans (VANS) rental for these uses may be permitted provided that the customer proceeds with obtaining the permits, licenses and authorisations that may be necessary for the transport of goods, releasing Record go from any liability and must compensate Record go for any damage that such non-compliance may cause.
- Do not sublet the vehicle.
- Do not use the vehicle to tow other vehicles.
- Do not use the vehicle for animal transport.
- Do not use the vehicle for the transport of explosives.

- Do not use the vehicle for the transport of corrosive substances.
- No smoking inside the rented vehicle. In the event that the vehicle smells of tobacco, Record go will apply a penalty to cover the costs of treatment, special cleaning and vehicle shutdown (See point 4.4 penalties).
- Do not park the rented vehicle in the parking spaces Record go during the rental period.
- It is not permitted to remove or dismantle the seats of the rented vehicle.
- Do not leave the lights on and do not run out of battery power.
- Provide an accident report in case of damage and hand it in at the office Record go when returning the rented vehicle and send a copy of the accident report to the email address asistencias@recordrentacar.com within a maximum of 24 hours from the time of the incident. In the event that this accident report is not duly completed and submitted, irrespective of the coverage contracted, the client shall be liable for any damage identified on the vehicle upon its return, up to the limit of the excess applicable to the category of the rented vehicle. In the accident report, you must state the circumstances, place, date and time of the incident, possible witnesses and full contact details of any third party involvement.
- In case of theft of the vehicle, immediately inform the relevant authorities and file a police report, obtain the corresponding signed police report and return the vehicle keys or indicate in the report that the keys have been stolen. Failing such circumstances, the client shall be liable for the full value of the vehicle, irrespective of the coverage contracted. Likewise, the client shall be liable for the full value of the vehicle in the event of theft of the vehicle keys and/or in the event of having acted with manifest negligence in their safekeeping, or of failing to return the keys to duly authorised Record go personnel in accordance with their instructions.
- Fit snow chains correctly, use them properly and do not wear them for longer than necessary.
- **Parking the vehicle without the handbrake applied or without any other safety feature provided for this purpose.**
- Do not tamper with the vehicle or carry out installations without the authorisation of RECORD GO.
- Failure to return the vehicle at the agreed time and place.
- Do not leave the vehicle abandoned
- Driving on or between islands is not permitted. The renter will be solely responsible for any violation resulting from failure to comply with these regulations. In the event that the rental company receives an administrative penalty for any previous violation, the renter must pay the full amount of the penalty, as well as any interest and surcharges that may arise.

2. Qualification at the time of rental

2.1. Age requirements

- Minimum age 19 years

The minimum age to rent with Record go is 19 years old.

If any of the authorised drivers on the rental contract are 19 or 20 years of age, only car class MINI, MINI ELECTRIC, ECONOMY. COMPACT and 2 WHEELS and a junior driver surcharge will be added to the rental price for each driver in this age range.

- Drivers between 21 and 24 years old

If any of the authorised drivers on the rental contract are between 21 and 24 years of age (inclusive), all groups can be rented and a young driver surcharge will be added to the rental price for each driver in this age range.

2.2. Documentation and information required

Record go declines all responsibility for accidents or damage to property caused by the rented vehicle if the contract holder has deliberately provided with Record go inaccurate information concerning his identity, address or the validity of his driving licence.

Faxed or photocopied driving licences will not be accepted.

If the contract holder fails to provide the documentation and information described below, Record go reserves the right to refuse the vehicle rental:

2.2.1. Identity document

The contract holder and all drivers named in the contract must present their valid national identity card (EU residents only), passport or equivalent document as proof of identity.

If this document is not available in Roman characters, it must be accompanied by a certified translation.

Faxed or photocopied documents will not be accepted. In the case of a Spanish National Identity Document (DNI), it may be submitted via the MiDNI application.

2.2.2. Driving licence

For rentals of three and four-wheeled vehicles (cars and motorbikes), all drivers listed in the contract must present a valid European Community (EU) driving licence or a driving licence from a country adhering to international conventions, type B, which is at least one year old.

For rentals of two-wheeled vehicles (motorbikes), all drivers listed in the contract must present a valid EU driving licence, which must be at least 3 years old for driving licence type B or at least 1 year old for driving licence type A1/A.

In the case of presenting a temporary driving licence, if it does not indicate the age of the driving licence, the expired licence must be presented to prove it, otherwise it will be understood that it is less than one year old and the vehicle may not be handed over.

If you have a non-EU driving licence or a driving licence from a country that is not a party to the international conventions (cars only), you must be accompanied by an international driving licence in order to be able to collect the vehicle. For motorbikes and non-EU driving licences, an international driving licence is always required.

If a driving licence in Roman characters is not available, an international driving licence must be presented or a certified translation of the driving licence must accompany the driving licence.

If the driver is resident in Spain for more than 6 months, he/she must present a valid Spanish driving licence, unless he/she presents a valid driving licence from a country belonging to the EU or Schengen area.

Driving licences sent by fax or photocopies will not be accepted, only the will be accepted original valid physical driving or in digital format for licences issued in Spain and visible on the Spanish DGT app , provided that its authenticity can be verified through a check prior to the opening of the contract by our staff.licence

Record go declines all responsibility for any traffic sanction imposed on the driver for not having a licence or licences to drive the vehicle in Spain. It is the responsibility of the driver to consult and understand the current regulations.

2.2.3. Addresses

The contract holder will have to provide Record go with a local address (flat, flat, villa, hotel, etc.) as well as the address of his/her usual residence in his/her country of residence.

The addresses you provide for the rental, both your usual address and the address where you use the vehicle, must be proven if required by the staff and may be grounds for refusal of the vehicle. Your usual address may be proven by a receipt or invoice and the address for use of the vehicle may be proven by a confirmed reservation or a receipt or invoice.

3. Tariffs

3.1. Web ratesRecord go

	JUST GO		
	TOURISM	MOTORCYCLES	VANS
Coverage	Total Comfort Coverage	Total Comfort Coverage	Total Comfort Coverage
Fuel policy	Full-full	Full-full	Full-full
Cancellation policy	Free cancellation up to 48h	Free cancellation up to 48h	Free cancellation up to 48h
Collection	Express	Express	Express
Mileage	Unlimited mileage, except in the cases indicated below.	Unlimited mileage	Limited Mileage – Car Class VANS

	- Limited mileage, applicable depending on the pick-up office and the vehicle group: - Madrid (all offices): applicable to all vehicle groups. - Barcelona (all offices): applicable to all vehicle groups, except those belonging to the MINI, MINI ELECTRIC, MINI SPORT, ECONOMY and COMPACT car classes. - In cases where limited mileage applies: - For rentals of less than ten (10) days, a maximum of 250 km per day shall be permitted. - For rentals of ten (10) days or more, a maximum of 2,500 km shall be permitted for the entire rental period.		Irrespective of the pick-up office, rentals of vehicles belonging to the VANS car class shall be subject to a limited mileage regime: - For rentals of less than ten (10) days, a maximum of 400 km per day shall be permitted. - For rentals of ten (10) days or more, a maximum of 3,000 km shall be permitted for the entire rental period.
Extras	Basic roadside assistance	Basic roadside assistance	Basic roadside assistance
		1 helmet	
		1 boot (2 WHEELS)	

	BASIC GO		
	TOURISM	MOTORCYCLES	VANS
Coverage	Basic coverage	Basic coverage	Basic coverage
Fuel policy	Full-full	Full-full	Full-full
Cancellation policy	Free cancellation up to 48h	Free cancellation up to 48h	Free cancellation up to 48h
Mileage	Unlimited mileage, except in the cases indicated below.	Unlimited mileage	Limited Mileage – Car Class VANS

	- Limited mileage, applicable depending on the pick-up office and the vehicle group: - Madrid (all offices): applicable to all vehicle groups. - Barcelona (all offices): applicable to all vehicle groups, except those belonging to the MINI, MINI ELECTRIC, MINI SPORT, ECONOMY and COMPACT car classes. - In cases where limited mileage applies: - For rentals of less than ten (10) days, a maximum of 250 km per day shall be permitted. - For rentals of ten (10) days or more, a maximum of 2,500 km shall be permitted for the entire rental period.		Irrespective of the pick-up office, rentals of vehicles belonging to the VANS car class shall be subject to a limited mileage regime: - For rentals of less than ten (10) days, a maximum of 400 km per day shall be permitted. - For rentals of ten (10) days or more, a maximum of 3,000 km shall be permitted for the entire rental period.
Extras	Basic roadside assistance	Basic roadside assistance	Basic roadside assistance
		1 helmet	
		1 boot (2 WHEELS)	

JUST GO AIRPORT			
	TOURISM	MOTORCYCLES	VANS
Coverage	Total Comfort Coverage	Total Comfort Coverage	Total Comfort Coverage
Fuel policy	Full-full	Full-full	Full-full
Cancellation policy	Free cancellation up to 48h	Free cancellation up to 48h	Free cancellation up to 48h
Collection	Meet & greet at the airport	Meet & greet at the airport	Meet & greet at the airport
Mileage	Unlimited mileage	Unlimited mileage	Unlimited mileage

Extras	Premium roadside assistance	Premium roadside assistance	Premium roadside assistance
		1 helmet	
		1 boot (2 WHEELS)	

4. Accessories, extras, coverage and penalty fees

4.1. Accessories

- Child seats and equipment.
 - Current Portuguese Spanish and legislation requires all minors with a height of 135 centimetres or less to use in the vehicle an approved restraint device adapted to their size and weight.
 - The contract holder is the only person who can assume responsibility for the installation of child seats. Record go will not assume, under any circumstances, the responsibility for the installation of child seats in the rented vehicle.
 - In the event of breakage, loss or misplacement, theft or robbery of the child seat, the contract holder will be liable to pay an additional €200 replacement cost.
 - Equipment subject to availability, if not booked in advance there may be no availability when collecting the vehicle.
 - Not available for two- and three-wheelers (motorbikes) and vans.
 - Types of child seats available at Record go:
 - Infant car seat (0-13 kg) (0-1 years)
 - 360° swivelling seat (0-18 kg) (0-4 years)
 - Forward-facing infant car seat (9-18 kg) (1-4 years)
 - High-back booster seat (15-36 kg) (4-12 years)
 - Travel cot (0-3 years)
 - Stroller (0-15 kg)
- Price of the extra 'Child seats':

	PER DAY	MINIMUM RENT	MAXIMUM PER RENTAL
High-backed booster seat	12,95 €	25,90 €	155,40 €
Forward-facing child seat	12,95 €	25,90 €	155,40 €

360° swivel seat	12,95 €	25,90 €	155,40 €
Infant car seat	12,95 €	25,90 €	155,40 €
Travel cot	12,95 €	25,90 €	155,40 €
Stroller	12,95 €	25,90 €	155,40 €

- GoPad (Samsung 7" Tablet + Wifi + GPS + Experiences)
 - Characteristics:
 - Features: GPS, map (even offline), function MiFi (wireless to provide internet access to devices connected to your network), navigation with unlimited data download, tourist and commercial guide and travel recommendations.router
 - Compatibility: Compatible with any device with WIFI reception function.
 - Surfing speed: 4G
 - Games
 - In the event of breakage, loss or misplacement of the GoPad or any of its accessories, the contract holder shall be responsible for the replacement cost of the corresponding item: Tablet: 220,00 €, case: 15,00 €, stand: 15,00 €, USB cable: 3,00 €, wall charger: 12,00 €, vehicle charger: 8,00 €, transport bag: 4,00 €.
 - Equipment subject to availability, if not booked in advance there may be no availability when collecting the vehicle.
 - Not available for two- and three-wheelers (motorbikes) and vans.
 - Price of the extraGoPad :

PER DAY	MAXIMUM PER RENTAL
8,95 €	107,40 €

- Snow chains:
 - In the event of breakage, loss or misplacement of snow chains, the contract holder will be responsible for the cost of replacement: €50.
 - The availability of snow chains is not guaranteed. Please ask at the counter when issuing the rental contract.
 - Not available for two- and three-wheeled vehicles (motorbikes).
 - Price of the extra 'Snow chains':

1 day	2 days/per day	3-4 days/per day	5-6 days/per day	7 days/per day	MAXIMUM PER RENTAL

19,95€	17,45€	12,95€	10,95€	9,95€	90€
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- Padlock:
 - In the event of breakage, loss or misplacement of the padlock or padlock key, the contract holder will be responsible for paying the replacement cost: €20.
 - The availability of padlocks is not assured if not included in the initial booking.
 - Only available for two and three-wheeled vehicles (motorbikes).

1 day	2 days/per day	3-4 days/per day	MAXIMUM PER RENTAL
5,00€	4,00€	3,00€	12,00€

- Transport trolley:
 - In case of breakage, loss or misplacement of the trolley, the contract holder will be responsible for the replacement cost: 150 €.
 - The availability of the transport trolley is not assured if it has not been included in the initial booking.
 - Only available for vans

1 day	2 days/per day	3-6 days/per day	MAXIMUM PER RENTAL
15,00€	12,50€	10,00€	70,00€

- Girths:
 - In case of breakage, loss or misplacement of each pack of webbing, the contract holder will be responsible for the replacement cost: 30 €.
 - The availability of webbing is not assured if it is not included in the initial booking.
 - Only available for vans

PER RENTAL/PER PACKAGE
10,00 €

- Additional helmet
 - In the event of breakage, loss or misplacement of each helmet, the contract holder will be responsible for the replacement cost: €100.
 - Availability of helmets is not assured if not included in the initial booking.
 - Only available for motorbikes.

1 day	2 days/per day	+ 3-6 days/per day	MAXIMUM PER RENTAL
4,00€	3,00€	2,00€	24,00€

- Tow ball
 - In the case of breakage, loss or misplacement of each tow ball, the contract holder will be responsible for paying the cost of replacement: €1012.54
 - Availability is not guaranteed if this has not been included in the original booking.
 - Only available for IXAR.

1 day	2 days	3 days	4 days	MAXIMUM PER RENTAL
20€	30€	36€	40€	50€

4.2. Extras

4.2.1. Extras relating to the characteristics of the rented vehicle

- Top group

The contract holder has the possibility of hiring this extra at the counter to rent a vehicle of a higher category than the one previously booked.

If the contract holder has not taken out our Total Comfort cover, Record go will block the pre-authorisation corresponding to the vehicle group finally taken out and the contract holder will be liable up to the maximum of the excess corresponding to that group.

- Choice of vehicle

The contract holder has the possibility of contracting this extra to choose a vehicle model among the available models within the contracted category. Subject to availability.

4.2.2. Extras concerning drivers of the rented vehicle

- Additional driver supplement

The contract holder has the possibility to contract this extra in case he/she wants to add additional drivers to his/her rental.

- Price of the extra 'Additional driver':

PER DRIVER, PER DAY	MAXIMUM PER DRIVER, PER RENTAL
10,50 €	126 €

For car bookings class PREMIUM and PEOPLE CARRIER , price of the extra 'Additional driver':

PER DRIVER, PER DAY	MAXIMUM PER DRIVER, PER RENTAL
12 €	144 €
Record go allows a maximum of 3 additional drivers per car, 2 per van and 1 per motorbike.	

- Non-driver owner

The contract holder has the possibility of not being the main driver, provided that the following conditions are met:

- Take out Total Comfort Cover
- Be the holder of the bank card used to pay the rent.
- Provide all the required documentation marked in point 2.2 'Required documentation and information'.
- Contract 'Holder not driver' (motorbikes only)
 - Fee: 20 € per rental
- Junior driver supplement (Under 21 years old)

Price of the extra 'Junior driver'*:

AMOUNT PER DAY	MAXIMUM RENTAL SUPPLEMENT
10,95 €/day	131,40 €

This extra only allows the driving of MINI, MINI ELECTRIC, ECONOMY, COMPACT and 2 WHEELS.

- Young driver supplement (from 21 to 24 years old inclusive)

Price of the 'Young Driver' extra*:

AMOUNT PER DAY	MAXIMUM RENTAL SUPPLEMENT
9,95 €/day	119,40 €

For PREMIUM and PEOPLE CARRIER bookings, price of the 'Young Driver' extra:

AMOUNT PER DAY	MAXIMUM RENTAL SUPPLEMENT
25,00 €/day	300,00 €

4.2.3. Extras concerning the collection and return of the vehicle

- Meet & Greet Off-Airport.

This service offers you the possibility of having our staff deliver the vehicle to you and formalise the rental contract with you at the airport, so that you do not have to travel to our office.

Requirements, conditions and cost:

- You can hire this extra at the time of booking or at any time by telephone, by calling our call centre, but it will be necessary to have this extra hired **at least 24 hours in advance**. Subject to availability according to the rental office.
- Pre-payment in any of the accepted forms of payment shall be compulsory.
- The flight number must be provided. If it is not available at the time of booking, you will have to add it as soon as you know it. Without this information, Record go does not guarantee the correct provision of this service and cannot be held responsible.
- You must provide an email address where we will send you the location of the meeting point and a contact telephone number.
- Collection must always take place within the office's operating hours.
- If you wish to make any changes to the details provided at the time of booking, the contract must be formalised at the office Record go .
- It is recommended to set the pick-up time 30 minutes after the scheduled landing time.

Collection of the vehicle:

From the time you provide for the collection of the vehicle, you will have a courtesy margin of 30 minutes. If you do not show up during this period, you will have to arrange your own means or our shuttle to come to the office to pick up the vehicle. In this case, the fee Meet&Greet will not be refunded.

In the event of early or late pick-up, you have 60 minutes before the pick-up time to notify us; always via the telephone number of the pick-up office or our call centre.

In case of short notice, for late pick-up a penalty of €20 will be applied for parking costs and staff time and in the case of early pick-up no penalty will be applied, but may be refused for reasons of availability and preparation.

Return of the vehicle:

If you exceed the courtesy time of 30 minutes, you may return the vehicle in the same car park or at the return office indicated in the rental contract, but you will be subject to the penalties for late return and extra day, as set out in point 4.4 of penalties. In any case, you must notify the rental office confirming the time of return.

If the vehicle is returned to the car park outside office hours, in addition to the above-mentioned charges, the abandonment of the vehicle will also be charged in accordance with point 4.4 of the penalties.

It includes the ticket airport until the pick-up time, after which 15 minutes of courtesy parking will be applied. Once the courtesy time is exceeded, the additional cost of parking is at the customer's expense.parking

- Express collection

Free priority collection at certain rental rates.

- Flight/train diversion:

If the flight lands at an airport other than the one originally booked, the customer may pick up the vehicle at that airport, provided that Record go is present at that airport and there is vehicle availability at that office.

Flight diversion charge
40,00 €

4.2.4. Extras relating to the driving territory of the vehicle

- Crossing borders

Record go does not allow cross-border rentals. Exceptionally, if the contract holder takes out the "Cross-border" extra, Record go may authorise driving in France, Portugal, Gibraltar and Andorra. The "Cross-border" extra must be taken out for the entire rental period. It cannot be taken out for individual days. The "Crossing borders" extra does not, under any circumstances, authorise driving to or between islands.

It is expressly prohibited to enter the Balearic Islands with the rented vehicle without the appropriate administrative authorisation required by current regional and island regulations. The renter will be solely responsible for any infringement resulting from failure to comply with these regulations.

In the event that the rental company receives an administrative penalty for any of the above breaches, the renter shall pay the full amount of the penalty, as well as any interest and surcharges that may arise.

Price of the 'Border Crossing' extra:

PER RENTAL 20,00 € / PER DAY MINIMUM 40,00 € MAXIMUM 200,00 €.

If the contract holder has not taken out Total Comfort cover, in the event of a breakdown or accident abroad, the contract holder will be responsible for all costs incurred, including the cost of repatriation of the vehicle to the rental office.nearest Record go

4.3. Assistance and coverage

None of the following coverages include theft, loss or damage to the driver's personal belongings.

4.3.1. Basic roadside assistance

The Roadside Assistance service included in the basic cover provides a 24-hour roadside assistance service.

This service, which includes towing and taxi service and on-site repairs, will always be charged for.

Warning: if the customer has requested the assistance service, but does not need it, he/she must call the assistance telephone number Record go to cancel the service. Otherwise, the towing service fee will be charged according to the distance for the costs incurred by the service provider.

Towing service rates:

Service provided in the same province in which the vehicle was rented:	237 €
Service provided outside the province in which the vehicle was rented: (Charges based on distance to the officenearest go)Record	
- Distance <50 Km	302 €
- Distance ≥ 50 Km /<200 Km	566 €
- Distance ≥ 200 Km /< 400 Km	660 €
- Distance ≥ 400 Km	924 €

In cases of difficult removals of vehicles in the event of negligence or arising from events not covered by the cover, the amount of the cost of removing the vehicle will be charged, which may exceed the amount of 924 €.

4.3.2. Premium roadside assistance

The Premium Roadside Assistance service included in the Premium Total Comfort Cover provides a 24-hour roadside assistance service that includes, free of charge, the cost of labour for any repairs that can be carried out on site at the breakdown location, vehicle replacement at the office nearest - subject to availability - towing service for towing the vehicle and a rental vehicle for a maximum of 24 hours or taxi to the office.Record go

Exceptions:

- Failure to comply with any of the obligations set out in point 1.4. Additional obligations of the contract holder and authorised drivers, the breach of which shall invalidate the contracted coverage.
- In the event that the vehicle, for any reason, including loss, breakage, theft or robbery of the cable, is left without a charge during the rental period, Record go is not responsible

for the cost of roadside assistance or breakdown damage resulting from this situation, as this is an event not covered by any of our coverages.

- In the event of the vehicle running out of battery, Record go is not responsible for the cost of roadside assistance or any damage caused.
- In the event that a towing service is requested and it is not necessary or the workshop determines that there is no fault, the will be cost of this service .charged
- **Per dayper day:** 7,95 €
- **Minimum per rental:** 15,90 €.
- **Maximum per rental:** 111,30 €.

4.3.3.0

None of the following covers:

- Cases in which the loss or damage was caused by a breach or violation of the obligations and terms and conditions set out in this Rental Agreement (view section 1.Obligations)
- In the event of an accident, where the accident report is not duly completed and submitted, the client shall be liable for any damage identified on the vehicle upon its return, up to the limit of the excess applicable to the category of the rented vehicle.
- In the event of theft of the vehicle, should the obligation to immediately notify the competent authorities and to file a police report (obtaining the corresponding signed police report) and to return the vehicle keys, or to state in the police report that the keys were stolen, not be complied with, the client shall be liable for the full value of the vehicle, irrespective of the coverage contracted. Likewise, the client shall be liable for the full value of the vehicle in the event of theft of the vehicle keys and/or in the event of having acted with manifest negligence in their safekeeping, or of failing to return the keys to duly authorised Record go personnel in accordance with their instructions.
- Cases in which the loss or damage was caused by elevated or hanging objects, barriers and stops placed at an incorrect height, inappropriate transport of objects both inside and outside the vehicle, natural disasters, phenomena of a catastrophic nature, armed or warlike conflicts, demonstrations, riots, popular movements, terrorist acts, acts of sabotage, strikes or restrictions on free movement; those caused by a modification in the atomic structure of matter, or its thermal, radioactive and other effects, or the artificial acceleration of atomic particles, or by any other case of force majeure involving the action of any official relief organisations that may exist.
- The loss of the vehicle's documentation.
- The loss or damage of the vehicle's registration plate.
- Damage to the underbody and roof
- Loss or damage of the beacon.
- Damage to the interior of the vehicle and cargo area.
- Damage to clutch
- Fuel error
- Damage to engine
- Damage to optional extras (GoPad, child seats...)

- Damage to additional equipment (tray, spare wheel, antenna, warning triangle, waistcoat...)
- Damage to upholstery
- Damage to the bonnet.
- Breakage, loss, theft or damage to stickers/electronic devices inside the vehicle (E-toll, DGT, emissions, melib etc.).
- Damage caused by tampering with the vehicle and/or the installation of devices not authorised by RECORD GO.
- theft, loss or damage to the driver's personal belongings. RGO will not be held responsible for any objects left in the vehicle when it is returned.

A rental company will check the vehicle with the renter at the time of return and will take into account the renter's allegations. A valuation report will be sent to you with details of the costs and how they are calculated, as well as justification of the damage. In case of disagreement, the lessee may send his allegations to the customer service and complaints email within 14 days. In the event that they do not agree with the resolution, they may file a complaint with the consumer or with the competent courts.

4.3.3. Basic cover with deductible

Basic cover with excess is included in the rental price.

Only drivers expressly authorised by are covered by the basic cover with excess. Record go in the rental contract

The cover is only valid for the duration of the rental contract. In case of late return of the vehicle, the cover becomes invalid.

The basic cover with excess includes the following benefits:

- Collision damage and theft cover WITH excess (CDW and TP)

The partial waiver of liability for collision damage or theft reduces the financial liability of the contract holder for damage to or theft of the rented vehicle.

In the event of damage to the rented vehicle, the contract holder shall be liable to pay for the damage up to the limit of the excess corresponding to the group of the rented vehicle, provided that the driver uses the vehicle in accordance with the terms and conditions of the Rental Agreement.

In the event that the policyholder/driver does not follow the procedure in the Record go event of damage to the vehicle or in the event of theft or robbery of the vehicle (see section 1.4) or violates any of the terms and conditions of the rental contract, the basic cover with excess will be invalidated and the policyholder will be liable for payment of the total excess corresponding to the group of the rented vehicle.

The table below shows both the values of the excess and the total excess per vehicle group:

Car Class	ACRISS	Excess with CDW&TP/BASIC COVER	Excess with TC C/TCCP	Total excess	Pre-authorisation with CDW&TP/BASIC COVER	Pre-authorisation with TCC/TCCP
2 WHEELS	EYAZ	550 €	50 €	4.235,00 €	200 €	50 €
2 WHEELS	HYAZ	650 €	50 €	6.048,79 €	200 €	50 €
3 WHEELS	CYAZ	750 €	150 €	10.283,79 €	200 €	150 €
MINI	MBMR	1100 €	0 €	25.487,00 €	1100 €	0 €
MINI	MTMR	1100 €	0 €	22.764,75 €	1100 €	0 €
MINI	MDAR	1100 €	0 €	20.318,29 €	1800 €	0 €
MINI ELECTRIC	MTAE	1800 €	0 €	47.374,00 €	1800 €	0 €
MINI SPORT	NBMR	1800 €	0 €	38.478,00 €	1800 €	0 €
MINI SPORT	NDAR	1800	0	26.620,00 €	1800	0
ECONOMY	EDMR	1100 €	0 €	32.670,00 €	1100 €	0 €
ECONOMY	EDAR	1100 €	0 €	28.833,09 €	1100 €	0 €
COMPACT	CDMR	1400 €	0 €	38.452,28 €	1400 €	0 €
COMPACT	CDAH	1400 €	0 €	44.487,01 €	1400 €	0 €
COMPACT	CGMR	1400 €	0 €	38.452,28 €	1400 €	0 €
COMPACT	CGAR	1400 €	0 €	43.268,99 €	1400 €	0 €
COMPACT	CGAE	1400 €	0 €	51.245,26 €	1400 €	0 €
COMPACT	CWMR	1400 €	0 €	36.907,13 €	1400 €	0 €
COMPACT	CWAH	1400 €	0 €	40.205,50 €	1400 €	0 €
COMPACT	CVMR	1400 €	0 €	27.342,02 €	1400 €	0 €
INTERMEDIATE	IGAR	1800 €	0 €	52.730,24 €	1800 €	0 €
INTERMEDIATE	JGAR	1800 €	0 €	31.188,40 €	1800 €	0 €
INTERMEDIATE	IGMR	1800 €	0 €	41.012,55 €	1800 €	0 €
INTERMEDIATE	IVMR	1800 €	0 €	46.950,43 €	1800 €	0 €
INTERMEDIATE	IVAR	1800 €	0 €	35.766,20 €	1800 €	0 €
INTERMEDIATE	JGAH	1800 €	0 €	38.473,27 €	1800 €	0 €

INTERMEDIATE	IGAH	1800 €	0 €	54.537,30 €	1800 €	0 €
INTERMEDIATE	IXAH	1800 €	0 €	50.491,18 €	1800 €	0 €
INTERMEDIATE	IXAR	1800 €	0 €	43.063,84 €	1800 €	0 €
INTERMEDIATE	ISAR	1800 €	0 €	48.625,37 €	1800 €	0 €
PEOPLE CARRIER	SVMR	2000 €	0 €	52.937,50 €	2000 €	0 €
PEOPLE CARRIER	SVAR	2000 €	0 €	51.979,00 €	2000 €	0 €
PEOPLE CARRIER	FVAR	2000 €	0 €	41.557,00 €	2000 €	0 €
PEOPLE CARRIER	FVAE	2000 €	0 €	37.411,83 €	2000 €	0 €
PEOPLE CARRIER	FVMR	2000 €	0 €	36.803,51 €	2000 €	0 €
PEOPLE CARRIER	XVMR	2000 €	0 €	44.358,29 €	2000 €	0 €
PEOPLE CARRIER	XVAE	2000 €	0 €	51.848,50 €	2000 €	0 €
PREMIUM	PTAR	2000 €	0 €	32.694,03 €	2000 €	0 €
PREMIUM	JVAR	2000 €	0 €	40.662,00 €	2000 €	0 €
PREMIUM	PFAR	2000 €	0 €	63.295,10 €	2000 €	0 €
PREMIUM	PDAH	2000 €	0 €	54.277,51 €	2000 €	0 €
PREMIUM	PDAR	2000	0	48.363,7 €	2000	0
PREMIUM	PGAH	2000	0	38.436,86 €	2000	0
PREMIUM	PSAR	2000 €	0 €	56.384,94 €	2000 €	0 €
PREMIUM	PXAR	2000 €	0 €	62.505,17€	2000 €	0 €
PREMIUM	LSAR	2000 €	0 €	58.938,96 €	2000 €	0 €
PREMIUM	PVAR	2000 €	0 €	62.319,00 €	2000 €	0 €
PREMIUM	LTAR	4000 €	1000 €	70.671,44 €	4000 €	1000 €
PREMIUM	XFAR	4000 €	1000 €	82.850,00 €	4000 €	1000 €
ELITE	LLAR	3000	1000	82.835,45	3000	1000
PREMIUM	PQAR	2000	0	46.585 €	2000	0
PREMIUM	PJAR	2000	0	60.379 €	2000	0
PREMIUM	PFAC	4000 €	1000 €	74.533,58 €	4000 €	1000 €

PREMIUM	PFAH	4000 €	1000 €	84.049,02 €	4000 €	1000 €
VAN	CKMR	800 €	200 €	25.476,55 €	200 €	200 €
VAN	NKMR	800 €	200 €	33.403,13 €	200 €	200 €
VAN	DKMR	900 €	200 €	33.367,01 €	200 €	200 €
VAN	IKMR	900 €	200 €	40.710,45 €	200 €	200 €
VAN	JKMR	1000 €	200 €	42.561,75 €	200 €	200 €
VAN	SKMR	1000 €	200 €	30.250,00 €	200 €	200 €
VAN	FKMR	1000 €	200 €	40.008,65 €	200 €	200 €
VAN	PKMR	1000 €	200 €	43.977,45 €	200 €	200 €

A rental company will check the vehicle with the hirer upon return, and the hirer's comments will be taken into account. In case of disagreement, the hirer may send his complaints to the customer service and complaints email within 14 days. In the event of disagreement with the resolution, the lessee may file a complaint with the consumer or with the competent courts.

4.3.4. Total Comfort Coverage

If the policyholder takes out this cover, it will eliminate or reduce the excess applicable to the basic cover (see 4.3.3).

Only drivers expressly authorised by are covered by the Total Comfort cover. Record go in the rental contract

The cover is valid only for the duration of the rental contract. In case of late return of the vehicle, the cover becomes invalid.

Total Comfort cover includes the following benefits:

- Collision damage cover with no excess or reduced excess:

If the contract holder follows the procedure Record go in case of accident, breakdown or mechanical failure (see section 1. Obligations of the contract holder with regard to the vehicle), the contract holder will not be liable for the payment of any amount.

- Theft damage cover with no excess or reduced excess:

If the contract holder follows the procedure established by the event of theft or robbery of the rented vehicle (see section Record go in 1. Obligations of the contract holder regarding the vehicle), the contract holder will not be liable for the payment of any amount.

- Damage to tyres (including punctures), rims, mirrors, windows, locks and battery.
- Basic roadside assistance (4.3.1)

- Cases in which it is compulsory for the contract holder to take out Total Comfort cover in order to be able to hire the vehicle:
 - Method of payment: If the contract holder pays with an American Express card.
 - The contract holder is not the main driver

Premium Total Comfort Coverage

CAR CLASS	1-3 days / per day	4-6 days / per day	7 days or more / per day
2 WHEELS, 3 WHEELS	207€	72€	67,26€
VAN	267€	92,01€	78,39€
MINI, ECONOMY	220€	72€	67,26€
MINI SPORT, MINI ELECTRIC, COMPACT	222€	77,01€	70,32€
INTERMEDIATE	267,00€	92,01€	78,39€
PEOPLE CARRIER	321€	110,01€	93,45€
PREMIUM	384€	132€	114€

4.3.5. Premium Total Comfort Coverage

If the contract holder takes out this cover, it will eliminate or reduce the excess applicable to the basic cover.

Only drivers expressly authorised by are covered by the Total Comfort Premium cover. Record go in the rental contract

The cover is valid only for the duration of the rental contract. In case of late return of the vehicle, the cover becomes invalid.

The Total Comfort Premium cover includes the following benefits:

- Collision damage cover with no excess or reduced excess:

If the contract holder follows the procedure Record go in case of accident, breakdown or mechanical failure (see section 1. Obligations of the contract holder with regard to the vehicle), the contract holder will not be liable for the payment of any amount.

- Theft damage cover with no excess or reduced excess:

If the contract holder follows the procedure established by the event of theft or robbery of the rented vehicle (see section Record go in 1. Obligations of the contract holder regarding the vehicle), the contract holder will not be liable for the payment of any amount.

- Damage to tyres (including punctures), rims, mirrors, windows, locks and battery.

- **Breakage, loss, misplacement, theft or robbery of vehicle keys.**

Where this coverage is contracted, and provided that the procedure established by Record go in the event of theft or robbery of the keys is duly followed (see section 1. Obligations of the contract holder in relation to the vehicle), the contract holder shall not be liable for payment of the penalty for such cases (see section 4.4 Penalties)

- **Keys left inside the vehicle.**

Where the keys are left inside the vehicle, no charge shall be applied for the assistance required for their recovery.

- **Special cleaning**

Where the vehicle requires special cleaning, the contract holder shall not be liable for payment of the penalty provided for such cases (see section 4.4 Penalties).

- **Premium roadside assistance**

Premium Total Comfort Coverage

VEHICLE GROUP	1-3 days / per day	4-6 days / per day	7 days or more / per day
2 WHEELS, 3 WHEELS	220€	72€	67,26€
VAN	267€	92,01€	78,39€
MINI, ECONOMY	225€	78€	74,76€
MINI SPORT, MINI ELECTRIC, COMPACT	240€	83€	77,82€
INTERMEDIATE	285€	98€	85,89€
PEOPLE CARRIER	336€	110,01€	100,95€
PREMIUM	400€	150€	148€

4.3.6. Basic Coverage

Only drivers expressly authorised by are covered by the Basic cover with excess. Record go in the rental contract

The cover is valid only for the duration of the rental contract. In case of late return of the vehicle, the cover becomes invalid.

The **Basic Cover** includes the following benefits:

- Collision damage and theft cover WITH excess (CDW and TP)

Consult the characteristics of this cover in section 4.3.3 Basic cover with excess.

- Basic roadside assistance

4.4 Penalties

- **Charge for breakage, damage, loss, theft or robbery of accessories inside the vehicle as a replacement cost:**
 - Vehicle stickers (per sticker): 30 €.
 - Vehicle documentation
 - Tray: official valuation depends on vehicle model
 - Top case (motorbikes only): 100 €.
 - Helmet (motorbikes only): 100 €.
 - Spare wheel: official valuation depends on vehicle model
 - Antenna: 30 €.
 - Emergency triangles: €30
 - Waistcoat: €20
 - Puncture/wheel repair kit: 100 €.
 - Lug, strap, cable tie (vans): €30
 - Goods transport trolley (vans): 150 €.
 - Registration plate: 20 €.
 - Beacon: 50€
- **Flat tyre repair charge:**
 - Tyre repair charge (without replacement): 100,00 €.
 - Tyre repair charge (with replacement): from €250.00 per axle.
- **Charge for breakage, loss, theft or robbery of keys**

In case of breakage, loss, theft or robbery of the keys of the rented vehicle, Record go will apply a penalty of a minimum of 302.50 € plus a penalty for the time the vehicle cannot be used, which will be at least equivalent to one day's rental according to the daily rate in force at that time.

- **Charge for breakage, loss, theft or robbery of charging cable**

For electric vehicles, in case of breakage, loss, theft or robbery of the charging cable, Record go will apply the following penalty depending on the specific model:

- Domestic charging cable (from domestic socket): up to 1,900 €.
- Station charging cable: 1.000 € 1.000
- **Fuel error charge**

Record go will apply a penalty of a minimum of €302.50 and a maximum of up to the value of the total excess of the vehicle depending on whether the engine has broken down (official valuation).

- **Penalty for vehicle replacement**

In case of negligence, cases excluded from the contracted insurance cover, and in case of non-compliance with the obligations in point 1.4: 100€.

- **Special cleaning charge**

The rental price includes a standard cleaning of the rented vehicle. However, in the event that the rented vehicle requires special cleaning, Record go will charge the contract holder 75 € (examples: mud or dirt, animal hair, sand, waste, cigarette butts, ashes, stickers, , etc..) or 150 € to cover the costs of treatment, special cleaning and vehicle stoppage (examples: cement, plaster or any other material implying that the vehicle has been used for building work, extremes, vomit, stains affecting splashes etc): remains of cement, plaster or any other material that implies that the vehicle has been used for building work, extremes, vomit, stains affecting the dashboard, seats, upholstery, trim, belts and elements of the passenger compartment in general, strong smells, chemical products or paint stains, oils, fuels, etc).

Special cleaning is considered to be any cleaning that requires a more thorough action and involves taking the vehicle out of its usual standard wash cycle.

A rental company will check the vehicle with the lessee upon return and will take the lessee's allegations into account. You will receive a report and details of the costs, as well as photographs and proof of the state of dirtiness of the vehicle. In case of disagreement, the lessee may send his allegations within 14 days to the customer service and complaints email. In the event of disagreement with the resolution, the lessee may file a complaint with the consumer or with the competent courts.

- **Charge for smoking inside the vehicle**

Record go does not allow smoking inside its vehicles. In case the vehicle smells of tobacco, Record go will apply a penalty of 50 € to cover the costs of treatment, special cleaning and vehicle shutdown.

A rental company will check the vehicle with the renter upon return and the renter's comments will be taken into account. In case of disagreement with the assessment of the rental, the renter may send their comments to the customer service email within 14 days and if they do not agree with the decision, they may go to consumer arbitration, to whose decision the parties submit themselves for the resolution of these disputes.

- **Charge for driving outside the territory authorised by Record go**

If you travel around permitted territories by crossing borders without having taken this out, Record go will apply a penalty of €400. Regardless of whether or not the 'Crossing borders' extra has been taken out, if the vehicle travels beyond the territories authorised under this extra (see point 4.2.4), a penalty of €1000 will be charged, plus €0.25 for every kilometre

travelled from the start of the rental. The insurance coverage will also be invalidated and the consequences specified in point 1.4 of the "Obligations of the contract holder regarding the vehicle" will ensue, which include the invalidation of the insurance coverage taken out, to the extent that the contract holder will be responsible for paying any damages caused to the vehicle rented, towing fees, vehicle repatriation and all expenses incurred, up to the total value of the excess.

- Charge for return to another office

Record go does not offer rentals with return to another office or rentals one-way. The contract holder must return the rented vehicle at the same pick-up location. In the event that the contract holder returns the rented vehicle to another office other than the pick-up office, Record go will apply a penalty of € 200.00. In addition to this payment, the contract holder will also be responsible for the payment of the daily rental rate (see table of rates in section '4. Extras, accessories, charges and coverage', Late return charge), the repatriation of the vehicle and the cost of recovering the vehicle.

- Charge for late return of the vehicle

Record go offers a courtesy margin of 60 minutes for the return of the rented vehicle with respect to the pick-up time.

However, in order to be applied, this courtesy margin must be determined and applied at the time the contract is made, when the return time is chosen, otherwise it cannot be applied.

Record go rental rates are calculated on the basis of 24-hour periods from the start of the rental.

If the contract holder does not return the rented vehicle to the agreed return point at the time indicated on their rental contract, the contract shall be deemed to have expired and the insurance cover taken out will be invalidated, to the extent that the contract holder will be liable for:

Payment of damages caused to the rented vehicle and all the expenses incurred, up to the total excess amount.

Record go will apply a €40 penalty in addition to the expenses incurred for recovering the vehicle and for filing a report after 24 hours, which will be a minimum of €508.20 for the Car Class MINI category and motorbikes, €568.70 for Car Class MINI ELECTRIC, MINI SPORT, ECONOMY and COMPACT, €689.70 for Car Class INTERMEDIATE, PEOPLE CARRIER and VAN, and €871.20 for Car Class PREMIUM.

In addition to the above, the contract holder will also be responsible for paying the current daily rental rate (1) at that time, including charges for the options contracted for every day of delay in the vehicle return.

In reciprocation, in the event that Record go delays handing over the vehicle by more than 60 minutes after signing the rental contract, the customer will be compensated in the same amount of €40.

This penalty shall also apply to the extra on the Meet & Greet terms set out in 4.2.3.

(1) Current daily rental rate:

CAR CLASS	1 day	2 days	3-6 days	7-89 days
MINI, ECONOMY, 2 WHEELS, 3 WHEELS	88,55€	49,20€	44,27€	36,90€
MINI SPORT, MINI ELECTRIC, COMPACT, VANS	119,37€	66,32€	59,69€	59,75€
INTERMEDIATE	146,64€	81,47€	73,33€	61,11€
PEOPLE CARRIER	167,83€	93,24€	83,92€	69,64€
PREMIUM	227,61€	182,56€	152,31€	120,60€

- **Charge for abandonment of the rented vehicle**

In case of abandonment of the vehicle, Record go will apply a penalty of 200,00 €. In addition to this payment, the contract holder will also be responsible for the payment of the daily rental rate (see table of rates in section '4. Extras, accessories, charges and coverage') and the cost of recovering the vehicle.

This penalty shall also apply to the extra on the Meet & Greet terms set out in 4.2.3.

- **Charge for returning the rented vehicle to the public at the airport of pick-up car park**

In the event that the contract holder returns the rented vehicle in a public at the pick-up airport, if the rented vehicle is recovered on the same day of return established in the contract, car park Record go will apply a penalty of 30,00 €. If the rented vehicle is not collected on the same return day as stated in the contract, Record go will apply the penalty corresponding to the late return charge of the vehicle and the customer will be responsible for paying the costs of collecting the vehicle.

- **Charge for parking the rented vehicle in the parking spaces Record go during the rental period.**

In case the driver parks in spaces Record go parking during the rental period, Record go will apply a penalty of 25,00 €/day.

- **Additional kilometre charge for limited mileage rates (Basic go and Just Go, Madrid and Barcelona, vehicles with limited mileage).**

In case of exceeding the mileage included per rental, Record go will apply a penalty of 0.35 € for each additional kilometre. In case of early return of the vehicle, the kilometres applicable per day will be calculated for the days used and the penalty will be applied if applicable.

Additional kilometre charge on limited mileage fares (Basic go Vans and Just Go Vans)

In case of exceeding the mileage included per rental, Record go will apply a penalty of 0,26 € for group CKMR, 0,28 € for group NKMR, 0,30 € for group DKMR, 0,32 € for group IKMR and JKMR and 0,36 € for group SKMR, PKMR and FKMR for each additional kilometre. In case of early return of the vehicle, the applicable kilometres per day will be calculated for the days used and the penalty will be applied if applicable.

The above penalties are detailed and informed to the customer in the booking process by highlighting key information, so that the information can be marked for acceptance.

Upon return of the vehicle, a rental company will check the vehicle with the hirer, and the hirer's comments will be taken into account. The customer will be informed of any penalties that may be applicable according to the above. He will be provided with a report and details of the costs, photographs, as well as the necessary supporting documentation. In case of disagreement, the lessee may send his allegations to the customer service and complaints email within 14 days. In the event of disagreement with the resolution, the lessee may file a complaint with the consumer or the competent courts.

5. Fuel

5.1. Petrol/Diesel

The prices of the fuel tank and the service and refuelling charge are calculated on the basis of the official oil prices at the time of collection of the rented vehicle. These prices should be consulted regularly, as they may be updated according to fluctuations in official prices.

Conditions of the full-full fuel return system:

- At the time of collection of the vehicle, Record go delivers the vehicle with a full tank of fuel and collects the amount of the tank.

The amount charged depends on the model/make of vehicle received and the market price on the day of collection (see table). The contract holder will pay the price of fuel for the vehicle used.

- When the vehicle is returned, Record go checks the fuel level in the tank and refunds the amount corresponding to the fuel in the tank. In order to consider that the vehicle has been returned with a full tank, it is essential to present the receipt from a petrol station within a maximum distance of 10 km from the office where the vehicle is returned.

The unit of measurement of the fuel tank shall be per 1/8 of the full tank of the vehicle.

If the contract holder does not return the vehicle with a full tank, Record go will charge €30.00 for the refuelling service.

5.2. Electrical

Full-full loading system conditions:

- At the time of collection of the vehicle, Record go delivers the vehicle partially or fully charged and charges the customer's credit card for the amount of €1 as an 'Electric Deposit', an amount which, in any case, will be refunded when the vehicle is returned.
- When returning the vehicle, Record go checks the battery charge level.

In order for the electric vehicle to be considered fully charged, the vehicle must have a minimum range of 50%.

In the event of returning the vehicle with a shorter range than indicated, there may be additional charges for towing and breakdown as the vehicle may run out of range before reaching our recharging area.

The lessee of an vehicle electric may go to the recharging points distributed in the different service stations and recharge the vehicle's battery. The lessor is not responsible for the impossibility of recharging the vehicles at the recharging points for reasons not attributable to the lessor. All electric vehicles, provided that this is compulsory in accordance with current legislation, shall be provided with an environmental sticker associated with the vehicle's registration number. In the event of damage to the environmental , the lessee will be charged the corresponding fee for compensation for such loss, theft or damage as specified in point 4.4 of the penalties.badge(s)

6. Payment

The signing of the rental contract and the collection of the vehicle shall constitute an obligation to pay without the right of withdrawal.

By signing the rental contract, the contract holder expressly authorises Record go to use the bank card provided at the time of rental for the following purposes:

- Charge the vehicle rental with all the contracted options: extras, additional coverage and fuel tank (**Consult Table**).
- If applicable, block the amount of the pre-authorisation for the rented vehicle group. This amount will not be available for use until the release is made.

For special group bookings and payments made by debit card, the pre-authorisation will be charged, not blocked.

Depending on the bank issuing the card, the release of the amount pre-authorisation may take up to 30 calendar days after the end date of the rental contract to appear on the cardholder's bank card statement.

Record go is not responsible for any fees charged by the contract holder's bank on the return of the pre-authorisation.

- If applicable, levy any charges resulting from alterations caused to the vehicle during the rental (damage, documentation, missing accessories, level of cleanliness) and from

the breach or violation of any of the obligations and/or terms and conditions set out in this rental agreement.

- Make a possible pre-authorisation of up to €1,000 for PREMIUM & PEOPLE CARRIER groups.

6.1. Methods of payment

6.1.1. Types of cards accepted

- Visa and MasterCard credit cards
- Visa and MasterCard debit cards
- Prepaid cards (a credit card must be used at the beginning of the rental)
- American Express cards (on condition that the contract holder takes out our Total Comfort cover).
- EC-Karte, Girocard and UnionPay cards.

Exceptions:

- **Reservations for PREMIUM vehicles: only payment by credit card is allowed.**

6.1.2. Payment restrictions and considerations

- **Payment by cheque or bank transfer is not accepted.**
- **The holder of the bank card used to pay the rent must be the holder of the contract and must be present at the time of payment.**
- **Only one bank card can be used per contract and must be nominative. For Car class Premium only credit cards are permitted.**
- **In the event that the contract holder is not the main driver, it is compulsory to take out the Total Comfort Cover and, additionally, the 'Non-driver holder' charge for two-wheeled vehicles.**
- **The same customer may be the holder of several contracts, provided that he/she takes out Total cover Comfort or Total Comfort Premium and in no case may he/she be the main driver on more than one contract for vehicles of the same type.**
- **The payer will be responsible for knowing the PIN of his bank card if he pays with a card that includes this technology.**
- **The payer must ensure that his bank card has sufficient funds at the time of collection of the vehicle in order to be able to collect the rental with all the contracted options and, in addition, if applicable, to block the amount of the pre-authorisation corresponding to the group of the rented vehicle.**
- **Unnumbered credit and debit cards must be nominative and it must be possible to prove the card number and expiry date at the time of opening the contract.**

6.2. Payments and blocking on collection

At the time of collection of the vehicle and payment of the rental, Record go will debit the bank card of the contract holder for the rental charges to be paid at the counter and will block the pre-authorisation corresponding to the type of vehicle rented.

The pre-authorisation will not be available for use until it has been released. Record go is not responsible for any fees charged by the tenant's bank on the return of the pre-authorisation.

The pre-authorisation is the amount of the excess that will be blocked on the contract holder's bank card provided at the time of collection of the vehicle, in the event of not taking out Total Comfort cover.

- Table of rental charges:

TABLE OF RENTAL CHARGES	
TOTAL COMFORT OR TOTAL COMFORT PREMIUM CONTRACTED (no risk of damage)	Charge for rental charges payable at the counter* (including optional services) + blocking/pre-authorisation charge* (see tables).
TOTAL COMFORT OR TOTAL COMFORT PREMIUM NOT CONTRACTED (risk of damage)	Charge for rental charges payable at the counter* (including optional services contracted) + fuel tank + blocking/pre-authorisation charge* (see tables).

*If the contract holder has chosen prepaid payment, the prepaid amount is not included in the rental charges payable at the counter. If you have booked a non-prepaid rate (pay at destination), Record go collects the rental fee at the time of collection of the vehicle.

6.3. Foreign Currency Collection Service (CCD)

Through the DCC, we provide you with the possibility to manage your payments in any currency by exchanging them automatically. This service is available both on our website (www.recordrentacar.com) and at our offices.

DCC is a financial service offered by our bank, informing you immediately of the amount in the corresponding currency, applying the active exchange rate plus a very competitive conversion rate and replaces the currency conversion normally carried out by your credit card company.

In the event that the customer requests the currency collection service (DCC), the rental charges will appear in the 'Payment' section of the rental agreement in Euro, together with the exchange rate information in the selected currency and the conversion charge.

6.4. Cash collection

Only exceptionally, cash payment will be accepted and will be required at the time of collection of the vehicle:

- Leave a cash deposit, which will be refunded upon return of the vehicle, unless there is a breach of contract or additional obligations are generated according to the general terms and conditions of hire. The amount of the deposit will be as detailed below depending on the category of the vehicle.

CAR CLASS	DEPOSIT
MINI	2.000 €
ECONOMY	2.000 €
COMPACT	2.300 €
INTERMEDIATE	2.300 €

Cash payment is not available for group bookings not mentioned in the table above.

7. Rental period: modifications, cancellations, no-shows (rental not made), early return and late pick-up.

The maximum rental period with Record go is 89 days.

7.1. Amendments

7.1.1. Modifications prior to the commencement of the tenancy

If the customer has booked directly with Record go, the booking can be cancelled free of charge up to 24 hours before the start of the rental.

If the customer has made the booking through an intermediary, he/she must contact the intermediary to arrange the cancellation of the booking.

Modifications to the booking will also be permitted, if the modification concerns the pick-up and/or return time of the vehicle (provided that there is no change of days) or the flight number.

Restrictions

- Modifications relating to the reservation holder, the vehicle group rented, the dates of rental, the number of days of rental or the extras contracted will not be permitted. In these cases, it will be necessary to cancel the reservation and make a new one.
- It will not be allowed to modify bookings that have a discount applied. The booking will have to be cancelled and a new booking made.

If the customer has booked through an intermediary, he/she must contact the intermediary to arrange any changes or cancellations.

7.1.2. Changes during the rental period

7.1.2.1. Extensions

Record go does not accept extensions of the rental contract.

7.1.2.2. Replacements due to theft, accident/damage, breakdown or mechanical failure.

In case of theft, accident or breakdown, Record go reserves the right to replace the vehicle, which will always be subject to availability, and may be refused if Record go considers that the alterations produced in the rented vehicle were caused by the breach or violation of the obligations and conditions established in this rental contract, which have been previously accepted by the renter (see section 1.4 of the obligations of the contract holder and drivers), by accident of the renter or by any other circumstance that by law may entitle the renter to do so.

Record go has up to 72 hours to assess the situation with the information at its disposal and decide on the delivery of a replacement vehicle.

Only one replacement per vehicle shall be made.

The replacement must always be carried out at the collection office and is always subject to availability, possible penalties, additional charges and new excess, the first excess being available for the fulfilment of the obligations of the first vehicle delivered. The new excess will be charged. The contract holder and his card must be present at the time of replacement.

If Record go proceeds to the replacement of the rented vehicle in case of theft, accident/damage, breakdown or mechanical failure, Record go will assess the situation and study the most effective solution: the driver may be advised to drive to the office to obtain a replacement vehicle or a tow truck will be sent to tow the rented vehicle to the office. nearest Record go

If it is possible for the contract holder to drive to the office for the replacement, he/she must come to the parking office Record go with the rented vehicle with a full tank of fuel at the time previously agreed by Record go.

It is compulsory for the contract holder to be present at the time of replacement and to present his national identity card, passport or equivalent document as proof of identity.

7.2. Cancellations

If the customer has made the booking directly with Record go, the can be cancelled free of charge and a full refund will be made booking up to 48 hours before the start of the rental. No refund will be made if the booking is cancelled less than 48 hours before the scheduled pick-up time, after the scheduled pick-up time or if the vehicle cannot be delivered due to non-compliance with any of the obligations.

If the customer has made the booking through an intermediary, he/she must contact the intermediary to arrange the cancellation of the booking.

7.3. No show (rental not made)

If the customer does not show up at the desk on the date and time agreed at the time of booking, the booking will be considered a 'no show'.

If the customer shows up at the desk on the date and time agreed at the time of booking and does not comply with the booking conditions and contractual terms and/or is in debt to this company, the booking will be considered a 'no show'.

If the customer has booked directly with Record go, he/she will have 24 calendar hours to arrive at the rental office after the pick-up time stated in the reservation before the reservation is not honoured and it will be considered as a 'no show'. This condition will always be subject to vehicle availability.

If the customer has made the booking through an intermediary, the intermediary will have a margin of 6 working hours to be present at the rental office after the pick-up time stated in the reservation before the reservation is not honoured and will be considered as a 'no show'. This condition is always subject to vehicle availability.

Record go will not reimburse the amount of the reservation in case of 'no show'.

7.4. Late collection of the vehicle

In case of late collection of the vehicle due to flight/train delay, if the customer is going to be delayed for more than one hour, he/she must notify of the delay Record go via email to reservas@recordrentacar.com or via telephone by calling (+34) 936 192 468 indicating his/her flight or train number. Record go will assess the flight/train delay and inform the customer whether they can wait for them or not, depending on the office closing time. If the reservation holder does not inform Record go about the delay of his/her flight, Record go will not be able to guarantee the pick-up service.

If the customer arrives at the counter outside office hours, Record go will apply the 'Out of office hours collection charge' (40,00 €).

The reservation holder has 60 minutes from the time of booking to report to the office.

In case you have contracted the extraMeet&Greet, please check the specific conditions in 4.2.3.

7.5. Early return of the vehicle

In case of early return of the rented vehicle, Record go will not apply any penalty to the contract holder. Likewise, no reimbursement will be made for unused days, as well as for the extras contracted for the unused days.

Limited mileage rates: in the event of early return of the rented vehicle, the customer may only drive the kilometres corresponding to the rental days used.

8. Fines

In the event that the driver is imposed a traffic fine during the rental period, Record go is obliged by law to identify the driver and provide the authorities with his personal details, so that the contract holder will receive the fine imposed for payment at his home address.

In the event that the identification of the driver cannot be carried out for reasons not attributable to Record go, the renter will be responsible for the payment of any fine or sanction committed during the rental period. The lessee must indemnify the lessor against any penalties, fines, taxes, fees, surcharges and in general costs of any kind imposed by the authorities as a result of the driver's infringement.

In case of a fine, with Record Go, the driver will not be alone, he will be informed and will have at his disposal our external legal service that can help him to pay the fine and/or advise him on the possibilities of appeal. For this additional service, Record Go will charge a fee of €40.00 (VAT included). The above amount does not include the payment of the traffic fine if applicable.

9. Office hours

The office hours according to delegation and season are as follows:

		Office hours	Out of hours			
Office location	Offices	Opening	Closing	Collection	Out-of-hours rate	Return
Airport	Alicante	07:00	23:00	23:01 - 23:30	40,00€	24/7
Airport	Malaga	07:00	23:00	23:01 - 23:30	40,00€	24/7
Airport	Palma de Mallorca	07:00	23:00	23:01 - 23:30	40,00€	24/7
Out of Airport	Ibiza *	07:00	23:00	23:01 - 23:30	40,00€	Office hours
Out of Airport	Menorca *	07:00	23:00	23:01 - 23:30	40,00€	Office hours
Out of Airport	Seville	08:00	21:00	N/A	40,00€	Office hours
Off-Station	Seville Santa Justa	08:30	22:00	N/A	40,00€	24/7
Out of Airport	Valencia	07:00	22:00	N/A	40,00€	Office hours
Off-Station	Valencia Joaquín Sorolla	08:00	22:00	N/A	40,00€	Office hours
Airport	Madrid Barajas	07:00	22:00	N/A	40,00€	24/7
Airport	Barcelona Prat	07:00	23:00	23:01 - 23:30	40,00€	24/7
Off-Station	Madrid Atocha	07:00	21:00	N/A	40,00€	24/7

Off-Station	Madrid Chamartín	07:00	21:00	N/A	40,00€	Office hours
Off-Station	Barcelona Sants	07:00	22:00	N/A	40,00€	Office hours
Out of Airport	Bilbao	07:00	20:00	N/A	40,00€	Office hours
City	Bilbao City	08:00	19:00	N/A	40,00€	Office hours
Off-Station	Malaga María Zambrano	08:00	21:00	N/A	40,00€	24/7
Off-Station	Alicante station	08:00	22:00	N/A	40,00€	24/7
Out of Airport	Santiago de Compostela	07:00	23:00	N/A	40€	Office hours

		Office hours			Out of hours			
Office location	Offices	Opening	Closing	Opening	Closing	Collection	Out-of-hours rate	Return
City	Castellón de la Plana (Monday to Friday)	09:00	13:00	16:00	19:00	N/A	40,00€	24/7
City	Castellón de la Plana (Saturday)	08:30	13:30	Closed	Closed	N/A	40,00€	24/7
City	Castellón de la Plana (Sunday)	Closed	Closed	Closed	Closed	N/A	40,00€	24/7
Out of Airport	Barcelona Sant Boi (Monday to Friday)	08:00	13:00	17:00	19:00	N/A	40,00€	24/7
Out of Airport	Barcelona Sant Boi (Saturday)	08:00	13:00	Closed	Closed	N/A	40,00€	24/7
Out of Airport	Barcelona Sant Boi (Sunday)	Closed	Closed	Closed	Closed	N/A	40,00€	24/7

*Temporary office closure from November, please contact us for exact dates and times of closure.

Special office hours								
		Christmas Eve/New Year's Eve	Christmas			New Year		
Office	Offices	Opening	Closing	Opening	Closing	Opening	Closing	
Airport	Alicante	07:00	19:00	08:00	22:00	08:00	22:00	
Off-Station	Alicante station	08:00	19:00	09:00	17:00	09:00	17:00	
Airport	Malaga	07:00	19:00	08:00	22:00	08:00	22:00	
Airport	Palma de Mallorca	07:00	19:00	08:00	22:00	08:00	22:00	
Out of Airport	Ibiza	Closed	Closed	Closed	Closed	Closed	Closed	
Out of Airport	Menorca	Closed	Closed	Closed	Closed	Closed	Closed	
Out of Airport	Seville	08:00	19:00	09:00	20:00	09:00	20:00	
Off-Station	Seville Santa Justa	08:30	19:00	09:00	17:00	09:00	17:00	
Out of Airport	Valencia	07:00	19:00	09:00	20:00	09:00	20:00	
Out of Airport	Valencia Joaquín Sorolla	08:00	19:00	09:00	17:00	09:00	17:00	
Out of Airport	Madrid Barajas	07:00	19:00	08:00	22:00	08:00	22:00	
Out of Airport	Barcelona Prat	07:00	19:00	08:00	22:00	08:00	22:00	
Off-Station	Madrid Atocha	07:00	19:00	09:00	17:00	09:00	17:00	
Off-Station	Madrid Chamartín	07:00	19:00	09:00	17:00	09:00	17:00	

Off-Station	Madrid Delicias	08:00	19:00	Closed	Closed	Closed	Closed		
Off-Station	Barcelona Sants	07:00	20:00	09:00	19:00	09:00	19:00		
Out of Airport	Bilbao	07:00	19:00	09:00	20:00	09:00	20:00		
City	Bilbao City**	08:00	19:00	Closed	Closed	Closed	Closed		
City	Castellón de la Plana**	09:00-13:00	16:00-19:00	Closed	Closed	Closed	Closed		
Off-Station	Malaga María Zambrano	08:00	19:00	09:00	17:00	09:00	17:00		
Out of Airport	Santiago de Compostela	07:00	19:00	09:00	20:00	09:00	20:00		
Out of Airport	Barcelona Sant Boi**	08:00-13:00	17:00-19:00	Closed	Closed	Closed	Closed		

**Possible closure on public holidays, please contact us for exact dates and times of closure.

10. Data protection, legal status and jurisdiction, code of conduct, taxation and reservation of rights

10.1. Data protection

Record Go Alquiler Vacacional S.A. (hereinafter, "RECORD GO") is responsible for the processing of the following data: a) the Client's own data, in the event that the Client is considered self-employed or self-employed and b) the data of the natural persons who, providing their services to the Client, come into contact with RECORD GO to enable the maintenance, development and management of the business relationship formalised by means of the rental contract (contact persons), to whom the Client undertakes to inform of the full content of this section.

The personal data of the data subjects indicated above will be processed for the following purposes:

1. To enable the maintenance, development and management of the business relationship formalised by means of this document. The data processed for this purpose will be kept for as long as the said business relationship is maintained and, once it has ended, for the legally stipulated periods of conservation and prescription of responsibilities. The

legal basis for the processing is: a) In relation to the self-employed or self-employed Client, the execution of a contract to which the interested party is a party; b) In relation to the contact persons, the legitimate interest of RECORD GO in contacting the Client through them.

2. To keep the Customer informed, including by electronic means, about RECORD GO's products, services and news, including profiling. The data processed for this purpose will be retained until the revocation of the consent given for the receipt of such communications and, thereafter, for the legally stipulated periods of retention and limitation of liability. The legal basis for the processing is consent. If you do not consent to the processing of your data for this purpose, please do not tick the box on the front of the contract. The advertising opt-out systems listed on the website are available to data subjects www.aepd.es.

3. Pursuant to Article 6.1.f) of the General Data Protection Regulation (GDPR), which establishes the satisfaction of legitimate interests pursued by the data controller as the legal basis for data processing, Record go hereby informs that the vehicles may be equipped with a GPS device installed therein, which shall allow the geolocation of the vehicle in the following cases:

1. Theft or misappropriation.
2. Failure to return the vehicle upon termination of the contract.
3. To locate the vehicle in the event of an accident or breakdown.
4. To verify that the rented vehicle has not left the peninsular or national territory without due authorisation.
5. To ensure compliance with the obligations arising from the rental agreement.

Such information may be used both during and after the end of the rental period. The lessee and/or driver declares having been informed of the existence of said system, of the limited purposes for which it may be activated, and hereby gives consent to its use under the terms set out in this clause.

For these purposes, the data may be communicated to the following third party recipients: Public Administrations for compliance with legal obligations (e.g. traffic fines) and banking institutions for the management of collections, payments and attempts to reverse payments (in which case we may provide the geolocation data required to accredit the breach of contractual conditions by the customer). They may also be communicated to the following categories of data processors: providers of electronic communications, office automation, hosting, computer maintenance, management, accounting, auditing, consultancy, legal representation, insurance companies, brokers. These data processors may transfer personal data to data processors located in third countries and with whom the standard data protection clauses adopted by the European Commission (Commission Decision (EU) 2010/87/EU) have been formalised. The Hirer is aware, knows and accepts that, in the event of an administrative sanction caused by the Hirer, RECORD GO may transfer his or her personal data to related or unrelated companies (owners of the hired vehicle) so that they in turn can identify him or her to the competent authorities. This communication of data is covered by art. 11.1 a) of Royal

Legislative Decree 6/2015, of 30 October, which approves the revised text of the Law on Traffic, Circulation of Motor Vehicles and Road Safety.

Data subjects may exercise their rights of access, rectification, erasure, limitation of processing, data portability and objection (including profiling), as well as withdraw their consent at any time without affecting the lawfulness of the processing prior to its withdrawal, by sending their request to Avda. Casalduch nº 61. Castellón C.P.:12005; or to privacy@recordrentacar.com. In any case, the interested parties have the right to lodge a complaint with the corresponding supervisory authority if they deem it appropriate.

10.2. Legal status and jurisdiction

The rental contract is governed by the Terms and Conditions described in the previous points and by the Spanish legislation on the lease of things. Any divergence that may arise between the Lessor and the Lessee, they agree to submit to the Spanish Courts that legally correspond with express will against the submission to arbitration.

10.3. Code of Conduct

SPAIN

Our company is a member of the National Federation of Car Rental Companies without Driver (FENEVAL) and all our practices are carried out in accordance with the codes of this Association and the provisions of the legislation in force.

10.4. Reservation of rights

Record go reserves the right not to rent vehicles to customers who violate any of the conditions or obligations set out in this document.

Likewise, Record go reserves the right not to rent the vehicle in case of justified doubts about the possibility of non-compliance with the obligations of this contract, due to a history of non-payment or incidents on the part of the client.

10.5. Taxation

All our prices include VAT.