



“MA LOCATION AVIS” CONDITIONS

With the constant desire to ensure that a trip or a journey takes place in the best possible conditions, Avis Location de Voitures, a Simplified Joint Stock Company [SAS], registered in the Nanterre Trade and Companies Register under the number 652 023 961, whose registered office is located at 1 rue du Général, 92800 PUTEAUX (hereinafter referred to as “Avis”), requests that you familiarise yourself with the specific conditions relating to your “Ma Location Avis” rental, offered by Avis in partnership with OUI.SNCF.

Summary

1.	Scope of application of the Ma Location AVIS offer	2
2.	Advantages of the Ma Location AVIS offer	2
2.1	Vehicle Meet & Greet.....	2
2.1.1	AVIS.....	2
2.1.2	BUDGET.....	2
2.2	Vehicle reservation modification or cancellation conditions	3
2.2.1.	France / Europe classic fleet.....	3
2.2.2.	Select Series Fleet France	4
2.3	Guaranteed discount according to SNCF Cards	4
2.4	Exclusive advantages according to SNCF Cards	5
3.	Ma Location AVIS Best Price Guarantee: Refund of twice the difference	5
3.1	Conditions as at 01/01/2020	5
3.2	Terms of refund	6
4.	Contact information for the Ma Location Avis offer	7

1. Scope of application of the Ma Location AVIS offer

The Ma Location AVIS offer is the result of an exclusive partnership between SNCF, AVIS and BUDGET, enabling customers to benefit from the exclusive advantages as described in this document.

In order to benefit from the Ma Location Avis offer, customers must present an SNCF train ticket when picking up the vehicle, the arrival date of which must be less than 24 hours before picking up the vehicle.

The Ma Location AVIS offer enables customers to reserve a car in almost 180 train stations in France and 90 train stations in Europe.

These conditions, that are specific to the Ma Location Avis offer (hereinafter referred to as “Ma Location Avis”) complete the Avis and Budget general conditions of rental, special conditions, and pricing conditions available on www.avis.fr and www.budget.fr (hereinafter referred to as the “Contractual Documents”). In the event of a contradiction between the Contractual Documents and the Ma Location Avis Conditions, the Ma Location Avis Conditions will apply.

2. Advantages of the Ma Location AVIS offer

2.1 Vehicle Meet & Greet

With Ma Location Avis, if you reserve a vehicle with Avis or Budget, and your train arrives outside the agency’s opening hours, the keys to your vehicle will be handed over to you upon your arrival, according to the conditions hereinafter.

2.1.1 AVIS

If your SNCF train arrives outside the agency's opening hours, the keys to your vehicle can be handed over to you upon your arrival, at no extra charge. If you arrive at the train station on a OUIGO train, this service will be charged at €9.99 incl.tax, and will either (i) be added to the total amount of your reservation if you choose the “Pay now” option when reserving, or (ii) be invoiced when you receive the keys if you choose the “Pay later” option when reserving.

2.1.2 BUDGET

If your train arrives outside the agency's opening hours, the keys to your vehicle can be handed over to you upon your arrival. This service will be charged at €9.99 incl.tax, and will either (i) be added to the total amount of your reservation if you choose the “Pay now” option when reserving, or (ii) be invoiced when you receive the keys if you choose the “Pay later” option when reserving.

2.2 Vehicle reservation modification or cancellation conditions

Within the framework of the Ma Location AVIS offer, advantageous conditions for the modification or cancellation of your reservation apply.

2.2.1. France / Europe classic fleet

In the event of the cancellation or modification of a vehicle reservation from the Avis or Budget classic fleet, fees may be applied, according to the time at which the cancellation or the modification takes place. The following fees apply:

		Pay later	Pay now		
Modification	No fees until the handover of the vehicle's keys.	No fees until the handover of the vehicles' keys. The difference, if higher, is to be paid at the agency. If it is lower, no reimbursement will be offered			
Cancellation	No fees until the handover of vehicles' keys. If there is no cancellation or if the cancellation takes place after time planned for the handover of the keys, €65 will be invoiced	AVIS		BUDGET	
		Up to 24 hours after the reservation		No fees	
		More than 48 hours before the handover of the keys		No fees	
		More than 6 hours before the handover of the keys		No fees	
		Between 6 hours before the handover of the keys and the handover of the keys	> 3 days rental	Average price of 3 days rental (total price / number of days X3)	
			< 3 days rental	100% of the price	
No show or cancellation after the handover of the keys		100% of the price			
		Up to 24 hours after the reservation		No fees	
		More than 48 hours before the handover of the keys		No fees	
		More than 6 hours before the handover of the keys		50 €	
Between 6 hours before the handover of the keys and the handover of the keys	> 3 days rental	Average price of 3 days rental (total price / number of days X3)			
	< 3 days rental	100% of the price			
No show or cancellation after the handover of the keys		100% of the price			

Any reservation made via a promotional offer cannot be modified, cancelled or refunded.

The exchange of a vehicle from the Select Series fleet and the classic fleet is not possible.

2.2.2. Select Series Fleet France

In the event of the cancellation or modification of a vehicle reservation from Avis' Select Series fleet, fees may apply, according to when the cancellation or modification takes place. The following fees apply:

	Pay later	Pay now		
Modification	No fees until the handover of the vehicle's keys	No fees until the handover of the vehicles' keys. The difference, if higher, is to be paid at the agency. If it is lower, no reimbursement will be offered		
Cancellation	No fees until the handover of the vehicles' keys. If there is no cancellation, or if the cancellation takes place after the time planned for the handover of the keys, €65 will be invoiced.	SELECT SERIES		
		More than 72 hours before the handover of the keys	65 €	
		Less than 72 hours before the handover of the keys	> 3 days rental	Average price of 3 days rental (total price / number of days X3)
			< 3 days rental	100% of the price
No show or cancellation after the handover of the keys	100% of the price			

The exchange of a vehicle from the Select Series fleet and the classic fleet is not possible.

2.3 Guaranteed discount according to SNCF Cards

The Ma Location AVIS offer enables customers of said offer to benefit from exclusive reductions on the rental of Avis tourism vehicles of any category (excluding Avis Prestige and utility vehicles), according to the SNCF cards in their possession and according to the following divisions and conditions:

- 10% guaranteed discount for all SNCF customers. Discount throughout the year on vehicle rentals upon the presentation of a train ticket, the arrival of which took place less than 24 hours before picking up the vehicle.
- 15% guaranteed discount for *Avantage Famille*, *Avantage Week-End*, *Avantage Jeune*, *Avantage Senior* and *Liberté* card holders, as well as holders of any SNCF loyalty card and for PRO customers: Pro 1st and 2nd class and Fixed Rate

This offer is valid on the prepaid Avis France public tariffs, for pick-ups in mainland France (excluding Corsica), for any rental period of 1 to 30 days.

It is understood that the guaranteed discount percentages indicated hereinabove are only available on prepaid offers (prepayment of the rental on the reservation date), and only apply to the basic vehicle rental price, excluding features, extras, insurance and additional protection policies.

2.4 Exclusive advantages according to SNCF Cards

The Ma Location AVIS offer also enables customers of said service to benefit from exclusive advantages according to the SNCF cards in their possession and according to the following divisions:

- Free upgrade of category A to D vehicles upon the pick-up of the vehicle at the Avis agency for maximum rental period of 14 days, and for Pro clients. As an exception, upgrades are not free for Pros using the vehicle meet & greet service within the terms of article 2.2 of the Ma Location Avis Conditions.

Free upgrades are subject to availability at the time of picking up the vehicle.

- This is a free option for customers with *SNCF Voyageur*, *Grand Voyageur*, *Grand Voyageur Plus* or *Grand Voyageur Le Club* loyalty cards and Pro Customers. Free features depend on agency availability, from amongst the following: additional driver, child seat, booster seat, baby seat, GPS, snow chains or roof bars (snow chains or roof bars are only offered in winter and in areas with frequent snowfall).

In the event that a customer subscribes to multiple features, the cheapest will be free.

3. Ma Location AVIS Best Price Guarantee: Refund of twice the difference

3.1 Conditions as at 01/01/2020

Avis undertakes to refund twice the difference, if the customer finds a car rental offer from a competitor of the same category as Avis (excluding features, extras and additional insurance and protection policies) that is strictly equivalent to Avis' offer, for a lower total price incl.tax (hereinafter referred to as the "competitor's offer").

In order to be eligible to receive a refund of twice the difference, the following conditions must be respected:

- The compared competitor and Avis offers must relate to the rental of tourism vehicles (excluding Prestige vehicles and utility vehicles) in Mainland France, excluding Corsica,
- The comparison must be based on a vehicle of the same category (for example, small city car and small city car),
- The same payment method must be used, at the same time (for example, an offer with a "pay at agency" price type cannot be compared with a "pay at reservation" price type),
- The competitor's offer must relate to a rental of the exact same duration, with the same dates and pick-up and drop-off times, as the compared Avis offer,
- The vehicle pick-up location must be identical (the same train station agency), the drop-off location may be of any type (city centre, train station or airport) in the same city
- The comparison must have the same add-ons, i.e.:
 - o The same number of kilometres included,
 - o The same features and/or extras,
 - o The same insurance and additional protection policies,
- The competitor's offer being compared with the Avis offer must relate to public tariffs that are accessible on a national level via the website of the competitor car rental company, which must be a French website (URL ending in ".fr") or its national reservation service.

All comparisons made with competitors' offers, for which all or part of the tariff is linked to a contractually negotiated tariff that is not accessible to the general public, or a loyalty offer that is only offered to some clients, are excluded.

Once these conditions have been respected, the customer must then:

1. Rent a car from AVIS. The AVIS rental must have been carried out in order to proceed with the refund. In the event of the cancellation of the Avis rental or the vehicle is not picked up, the customer cannot benefit from the refund of twice the difference.
2. Send a copy of their rental agreement and proof of the competitor's offer (quote, screenshot of their website) to AVIS

3.2 Terms of refund

In order to benefit from the refund, the customer must send their refund request to AVIS within 72 hours following the pick-up of their vehicle from Avis, either:

- By email, by writing to fr.avis-sncf@abg.com with the subject "Ma Location AVIS - Twice the difference refund operation",
- By post (date as per postmark) to the address: AVIS France Customer Relations Service - Ma Location AVIS - Twice the difference refund operation - Immeuble Linéa – 1 rue du Général Leclerc – 92800 Puteaux

The dossier sent via these delivery methods must include all the following supporting documents:

- The copy of the Avis rental agreement
- The surname, first name, full address and telephone number of the principal driver of the Avis vehicle
- The screenshot of the competitor car rental company's website featuring the competitor's Offer, which must fulfil the conditions provided for in this article. The screenshot must be legible and must be of the final reservation page, with the date on which the quote was produced, the rental price offer, the availability of the vehicle and all the rental conditions of car rental company.

The refund of twice the difference will be credited to the account of the credit card used to pay for the rental of the AVIS vehicle.

4. Contact information for the Ma Location Avis offer

Subject	Telephone number	Email address	Address
Offer, services	36 42 (€0.34 incl.tax/min)		
Reservation			
Modification following an online payment	01 70 99 48 40 (Price of a local call, from 8am to 9pm)		
Refund	Automatic refund following your cancellation - fees may be applied (see section 3)		
Best Price Guarantee		fr.avis-sncf@abg.com With the subject "Ma Location AVIS - Best Price Guarantee"	Avis France Customer Relations Service "Ma Location AVIS - Best Price Guarantee" Immeuble Linéa 1 rue du Général Leclerc 92800 Puteaux
Accident or theft	Avis Agency from which the vehicle was picked up		
Claims	01 70 95 18 56 (Price of a local call, from 8am to 6pm Monday to Friday)	fr.avis-sncf@abg.com	Avis France Customer Relations Service "Ma Location AVIS - Claims" Immeuble Linéa 1 rue du Général Leclerc 92800 Puteaux
Meet & Greet	01 70 95 18 57 (Price of a local call from 8am to midnight)	This number may be used following a vehicle not being available for meet & greet, the absence of a reserved feature, a refused rental agreement, a cancelled reservation, any observed damage, a fuel level error, and a vehicle of the wrong category being provided.	