

### **Cancellation / Postponement Coverage**

#### **A / Purpose of coverage**

##### **1 / Definition**

To be valid, this coverage must be purchased when you make your **BOOKING**. For €12/day of rental, it protects you in case of serious unforeseeable events occurring before your departure.

It covers either the fees applied for a possible cancellation, or the postponement of your rental free of charge to a later date within one year, up to the amount already paid for the rental.

This Cancellation and Postponement coverage is non-refundable. It remains valid until the day before your departure. The terms of application for the two cases, which break down into two sections depending on notification time, are indicated below.

##### **2 / General exclusions**

Beyond the specific exclusions provided in each section of the coverage plan, no reimbursement or free postponement of bookings will be permitted in case of the following:

- Your voluntary participation in gambling, criminal activity or physical altercations, except in legitimate self-defence;
- Your intentional acts or deliberate misconduct, including suicide and attempted suicide;
- Your consumption of alcohol, drugs or any narcotic substance mentioned in the Public Health Code and not medically prescribed to you;
- A nervous breakdown, or any need to enter care, undergo an aesthetic treatment or receive psychotherapy.

#### **B / Notifications received more than 30 days prior to departure date**

More than 30 days prior to the departure date, regardless of the originating event except for those specified in the general exclusions, the RENTER may obtain a reimbursement of cancellation fees up to the amounts previously paid, or may postpone the rental dates free of charge for up to a maximum of one year from the original date of departure.

Cancellation or free postponement requests must be submitted to Hertz Trois Soleils by certified mail with delivery confirmation; the postmark will serve as proof of the submission date. Trois Soleils will retain the amounts paid for postponement/cancellation coverage.

#### **C / Notifications received less than 30 days prior to departure date**

##### **1 / Covered events within 30 days of departure**

Cancellation or postponement requests made less than 30 days prior to the departure date must be submitted to Hertz Trois Soleils by certified mail with delivery confirmation at least 24 hours in advance of the start of the rental period; the postmark will serve as proof of the submission date. Such requests are possible only as a result of one of the following events:

##### **Occupational impairment caused to:**

- Yourself
- Your spouse

as a direct result of one of the following events: economic redundancy, transfer to another territorial department, change of leave dates imposed by employer, including occupational

impairments among self-employed workers, craftsmen, liberal professions, managers or directors with majority shareholding.

##### **Impairment caused to:**

- Yourself,
- your legal or common-law spouse,
- your or your spouse's relatives in the ascending or descending line,

as a direct result of an accident, illness, relapse or pregnancy (or complications thereof) occurring after you made your **BOOKING**.

##### **Impairment caused to:**

- Yourself,
- your legal or common-law spouse,
- your or your spouse's minor relatives in the descending line,

as a direct result of an administrative summons or vaccination contraindication occurring after you made your **BOOKING**.

##### **The death or incapacitation of:**

- Yourself, your legal or common-law spouse, or your or your spouse's relatives in the ascending or descending line,
- Your brothers, sisters, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, father-in-law, mother-in-law, legal guardian, or a person under your guardianship

as a direct result of a serious illness or injury occurring after you signed your Contract. The term serious illness or injury refers to any change in health status or bodily injury requiring hospitalisation for more than five days, as evidenced by a copy of the corresponding hospital admission form.

If one of the abovementioned events occurs and original documents can be submitted providing evidence thereof, the RENTER may obtain a reimbursement of cancellation fees up to the amounts previously paid, or may postpone the rental dates free of charge for up to a maximum of one year from the original date of departure. Trois Soleils will retain the amounts paid for postponement/cancellation coverage.

**We reserve the right to refuse requests made less than 30 days prior to the date of departure if sufficient evidence of the relevant impairment or event is not provided.**

##### **2 / Non-covered events within 30 days of departure**

For requests made less than 30 days before departure, no reimbursement or postponement of bookings will be provided in case of the following:

- Criminal proceedings to which you may be subject
- RENTER negligence or omission rendering impossible their taking possession of the VEHICLE
- Riots, social movements, strikes, hostage taking
- Epidemics, local health situations, pollution, weather or climate events