dollar CAR RENTAL

Tour Operator Car Rental Voucher

MAPPA MONDO WHOLESALE TOUR OPERATOR · ITALY

L6451507332
Reservation Number

Customer Details

Customer Name: CLAUDIO CONVERSA

Itinerary

Pick-up
Date and time: 22/11/2026, 12:00
City: MIAMI AP
Location: MIAMI INTL AIRPORT
Address: 3900 NW 25TH STREET
Phone: 8664342226
Business hours: 00:00 - 01:00, 05:00 - 24:00
Important information: ---

Drop-off
Date and time: 28/11/2026, 20:00
City: ORLANDO
Location: ORLANDO INTERNATIONAL AP
Address: 9201 AIRPORT BLVD
Phone: 8664342226
Business hours: 00:00 - 24:00:00
Important information: ---

Vehicle

FORD FOCUS or similar

- 5 passengers
- 2 bags
- automatic transmission
- air conditioning

Category: Compact
Group: B
Type: CCAR

16 km/l

Rate

Rate: PLATINUM

Documents required at the branch:

- Passport or ID card
- Driving license
- Credit card NOT prepaid

IMPORTANT INFORMATION!

To rent a vehicle, it is mandatory to have a non-electronic, NON-prepaid credit card or a debit card (depending on the country, check the T&Cs), issued in the name of the person to whom the reservation is made. The card must have sufficient funds to cover the deposit on the vehicle, plus any additional charges. Important: It is mandatory to have your own personal PIN to authorize the pre-authorization on the credit card.
The card must be in the name of the holder, which must match the name on the reservation, and the card number must be visible on the card.

VIAGGI DEL MAPPAMONDO SRL
VIALE REGINA MARGHERITA 270 - 00198 ROMA (RM)
Phone: 06487891
Email: booking.americalatina@mappamondo.com

Help Desk Global GSA GDSM phone number +39 02 36 212 200
from Monday to Friday from 09:00 to 18:00

Inclusions

INCLUSIONS	-Total Collision Damage Waiver (No Excess Applies) -Total Theft Protection (No Excess Applies) -Liability Insurance -Taxes -4 Additional drivers -Fuel
EXCLUSIONS	-PAI/PEC -Other additional coverages available at the branch N.B. Dollar rates are not valid for US citizens and for drivers with US driving license
NON WAIVABLE EXCESS	Damage: 0.00 USD Theft: 0.00 USD
SUPER COVER	included
INCLUDED KMs	unlimited
ADDITIONAL DRIVER	included
DEPOSIT Check conditions and limitations	$200 ($500 in case of using a debit card) + additional rental services.
DEBIT CARD Check conditions and limitations	Accepted with limitations
TAX	---

Optional Coverages

 SUPER COVER (SC - SCDW)	• An optional coverage that can be added on-site (if not included in the booked rate) which eliminates the already reduced liability in case of damage or theft. In some countries, a minimal non-waivable deductible may remain; consult the voucher under "Insurance" for more details. • It does not cover damages due to improper use of the vehicle. • In the event of an accident or theft, it is necessary to present a police report and fill out the Accident Report Form.
 PERSONAL INSURANCE (PI)	• An optional coverage that protects the driver and passengers, offering benefits in case of accidental death, injuries, and medical expenses resulting from an accident. • It also covers loss or damage to personal belongings contained in the rented vehicle.
 FUEL PURCHASE OPTION (FPO)	• If the car is returned without a full tank, the cost of the fuel plus a refueling charge will be billed. The increased per liter cost applied is specified in the rental contract. • If the vehicle is electric, only the cost of the missing charge will be billed unless the car is returned with a battery level below 10%; in this case, in addition to the cost of the missing charge, a charge for recharging will also be billed. • On-site, it is possible to purchase the Full Pre-Paid Option (FPO for fuel cars and CPO for electric cars) which allows you to pay in advance for the cost of fuel/charging and return the car without a full tank or without recharging.
 PREMIUM EMERGENCY ROADSIDE SERVICE (PERS)	• Reduces the customer's financial responsibility for services needed to solve non-mechanical vehicle problems caused by an accident and not attributable to the service provided by the company, such as: flat battery, spare wheel installation, fuel contamination, damage/loss of keys, car recovery, etc.
 GLASS AND TYRES	• An optional coverage limited to damages to glass and tyres, which eliminates liability for damages to these items (unless negligence persists). • In some countries, it is already included in the Super Cover, check the T&Cs.

Additional info / To know

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RENTAL REQUIRMENTS

Unless otherwise stated, rates are only valid for residents and holders of an EU driving licence.

DRIVING LICENSE

At the time of rental the driver must present a valid **driver's license.**
Please note, that some countries require the driver's license to be issued at least one year prior to rent (please see T&C).
Virtual licenses and copies of the license are never accepted (only in Italy it is possible to drive with the replacement sheet issued by the motor vehicle department and/or by the responsible authorities).

In Italy, the presentation of the driving licence on **App IO is permitted** (the rental office will verify authenticity with the QR Code).

Additionally, in some countries, an **International Driving Permit (IDP)** may be required, which must always be presented along with the national license, especially where the driver or the rental country does not use Latin characters.

AGE

At the time of rental, the driver must be at least **25 years old.**
In some countries, it is possible to drive from a younger age (21 or 23 years depending on the rental country) by paying an additional fee on site.
For some categories of cars, a higher minimum age may be required.
In some countries, a higher minimum or maximum age for rental may be set (always check in the T&Cs).

CREDIT CARD

At the time of rental, the driver must have a **non-electronic, non-prepaid credit/debit card** (except for Full Credit rentals where not specified).
In some countries, for special groups of cars, 2 credit cards may be required, or one card but with a significant limit.
The credit card must be in the name of the person to whom the reservation is made, who will sign the rental agreement and will drive the car.
The card must be linked to a bank account, not a postal one, and must have strong sufficient funds to cover the deposit on the rental, plus any extras signed at the time of the contract.
In most countries, Dollar also accepts a Visa or Mastercard debit card as a guarantee, which must have specific features (read the article on our blog https://global2rent.com /noleggiare-con-carta-di-debito/).
Virtual cards, PagoBancomat, prepaid cards, electronic cards, v pay, postepay, Paypal, Via Buy, Viva, Compass, Discover, entertainment, Maestro, and all cards bearing the inscription "Electron" or "Electronic use" are never accepted.

The debit card must be a single-circuit card; it cannot be a debit card and a PagoBancomat at the same time.

It is recommended to **check in advance all the above requirements** and contact the Help Desk to delve into exceptions (such as the International Driving Permit, age limits, and debit cards).
All driver's license, age, and credit card requirements must be met by the same person to whom the reservation is made.
Failure to meet even one of the necessary requirements results in the inability to pick up the rented vehicle and the application of the strong penalties provided by the rate.

DEPOSIT

At the start of the contract, Dollar will hold an amount on the renter's card as a deposit.
The amount required as a security deposit is not predeterminable as it depends on a series of factors (inclusions of the rate, insurance coverages that will be added on-site...) and is automatically calculated by the system at the start of the contract.
Generally, Dollar blocks an amount corresponding to the cost of the rental plus a full tank of gas. If the rate includes the Super Cover (or if the renter decides to subscribe to it at the counter), the blocked amount as a deposit will be lower (about 250.00 EUR but it depends on the rental country).
Presenting a credit card as a guarantee, the amount blocked as a deposit will be lower than if the driver presents a debit card.
In some licensee countries (Northern Europe, Portugal, and Ireland) if the Super Cover or SCDW is not included and not added on-site, they may block as a deposit up to the entire amount of the deductible + fuel.

INSURANCE COVERAGE

The insurance coverages offered by Dollar cover the main risks incurred when driving a vehicle.
Additional comprehensive coverages can be signed on-site.

Insurance coverages, as well as the total Super Cover (which in some countries may have different names such as Total Cover, Max Cover, etc.) never cover damages resulting from improper use of the vehicle and non-compliance with rental conditions.
Tires (simple puncture) and glass, in some countries, may not be included in the total Super Cover (refer to the inclusions listed in the rate).
Not covered are: interiors, chassis, damages to the roof, loss/damage of keys, and gasoline contamination.
Moreover, all rented accessories are not covered, for example: Navigator, car seats, Wi-Fi, and winter equipment.
In some countries, exceptions or additional restrictions may apply.

In case of theft or accident, it is always **mandatory to present the police report** and promptly notify the rental office.
In some countries, it is also mandatory to report any damage to the car, even in the case of total coverage.
In case of theft or accident, even with total coverage, the customer is **required to pay an administrative Fee** for handling the file.

It is recommended to **verify the insurance coverages** included in the booked rate and to review any deductibles applied.
It is also advisable to carefully read the table with the summary of mandatory and optional insurance coverages included in the **rental voucher** and to download the **Rental Guide** available for the main rental countries.
The amounts of the deductibles, the Super Cover, and the conditions of the insurance coverages can vary at any time without notice.

VEHICLES

The vehicles offered are periodically renewed and checked to offer the best rental experience.
Vehicle models are never guaranteed and can vary, within the same category, in terms of size, features, and trunk capacity.
Exceptions are vehicles from the Prestige, Adrenaline, Fun, and Green fleets where specified.
The number of bags listed is indicative and may vary depending on the rented model and the size of the bags.
It is recommended to evaluate in advance the most suitable car group for the customer's needs, considering the number of people and bags.

EARLY OR LATE RETURN

Dollar reserves the right to **apply a fee** in case of early or late return, if the customer has not previously notified the rental office.
The application and amount of the Fee may vary based on the booked rate and the country of rental.
In case of early return of the vehicle, no refunds are provided (for prepaid rentals).

RECEIPTS, FINES, AND TOLLS

If the rental occurred in a Corporate country, at the end of the rental, it is possible to download the final receipt from this link: https://www.hertz.com/rentacar/receipts/request-receipts
Fines and tolls can be notified up to 6 months after the end of the rental.
If the fine is notified during the rental, it is recommended to pay it on the spot, through the affiliated points (payshop, tobacconists...).
If the fine is notified after the rental has ended, Dollar will send an email with the copy of the report and will charge on the card an administrative fee for handling the file (about 35.00 EUR).
The actual fine will arrive directly at the customer's home address and must be paid following the procedures reported in the fine itself.
The request for payment will be effective from the moment the customer receives the fine at home.
Payment of tolls is the responsibility of the customer; in some countries, Dollar provides an automated electronic toll payment system (e.g., Portugal and the USA with the Platepass All Inclusive).
All information is available in the drop-down menu of the T&Cs under the "tolls" item.

USEFUL INFORMATION FOR A BETTER TRAVEL EXPERIENCE

It is useful to have entered the personal email of the driver in the reservation, this will be used by Dollar exclusively for rental operations.
A copy of the contract will be sent, and depending on the country: vehicle status, management of recharges (for electric vehicles), guided Self Service procedure (in locations where the service is available).
In case of rentals at Airport offices, it is useful to have entered the arrival flight number and for rentals at railway stations in Europe, the customer's mobile number.

SAVE TIME WITH DOLLAR ONLINE CHECK-IN

By entering the email of the reservation holder in the "customer email" field, a link will be forwarded 48 hours before the start of the rental to carry out the online check-in.
Online check-in is available 7 days before the rental start date. The customer must enter their reservation number, last name, and documents to proceed with the confirmation.
Upon arrival at the counter, they will only need to show the original documents to the colleagues and can pick up the keys.
Connect to the Check-In link https://dollar.com/us/en/checkin/start and: 1. Enter your confirmation number, last name, and pick-up date to view the reservation.
2. Complete and submit the check-in form.
3. When you arrive at the Dollar rental office, you simply need to show your identification documents to pick up the keys and go!

SELF-SERVICE KIOSKS

Some locations in Northern Europe are fully automated and allow car pick-up at any time.
The delivery procedure is produced by an automatic kiosk that will scan the documents and, once completed, will deliver the vehicle keys.
In case of problems, there is a local helpdesk line to contact.

READ OUR BLOG

For further information, you can consult our blog at www.global2rent.com

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