

# Terms and conditions

**1)** Requirements that the client must meet, identified in the rental contract

- a. Be 25 years old at the time of vehicle pick-up.
- b. Present your valid driver's license and fit to drive the vehicle
- c. Present your identity card. If you are a foreigner, you must present your passport or ID along with your international driver's license, as the case may be.
- d. Present a Credit Card for guarantee purposes. Along with this, a blank voucher must be issued for a minimum amount of \$850,000 Chilean pesos plus the rental value. Accepted credit cards: Visa, Mastercard, American Express and Diners. The credit card holder must be present at the time of vehicle pick-up and must have a valid driver's license.

All this documentation is mandatory regardless of the method of payment for the reservation.

**2)** Conditions associated with web reservations all web reservations can only be generated by entering the portal [www.traeger.cl](http://www.traeger.cl). In turn, the date and time of withdrawal or return associated with the reservation can be selected from the day calendar subsequent to the current date and up to two years onwards from the current date. The data entered to generate the reservation is the complete and strict responsibility of the client, as is the payment method used, if applicable. Prepayment of reservations is made through the Webpay platform. All rates associated with web reservations include CDW or LDW coverage, which means that said coverage cannot be declined because it is included in a package rate. Reservations can only be created and canceled through the website but not modified. Cancellation of a reservation implies the loss of the reserved space, which may not be available when trying to make a new reservation. The customer will receive a copy of the rental contract at the time of picking up the vehicle.

**3)** Conditions for refunding money associated with prepaid reservations To make the reservation you need to pay 20% of the total rental in the Account. Bco Current 280-14659-00. of Chile in the name of Óscar Rolf Traeger Schwarz, Rut: 7,166,836-3. It can also be done with a Credit Card through WebPay at [www.traeger.cl](http://www.traeger.cl) or it can be done through Western Union. A copy of the transaction must be sent.

Penalties for Cancellation:

- Minimum 30 days before the start of the Lease: 50% of the total amount.
- From 29 to 15 days before the start of the Lease: 20% of the total amount.
- From 14 to 5 days before the start of the Lease: 10% of the total amount.
- Less than 5 days before the start of the Lease: 0% of the total amount.
- Non-presentation of the passenger upon arrival 0% of the total amount.

The percentages are based on the amount to be returned, for the advance reservation of a Vehicle Lease.

- Full payment is made at the time of picking up the vehicle.

**4)** Duration of the reservation Traeger will keep the vehicle category reserved for up to two hours after the time indicated in the reservation. In the case of prepaid reservations, the reservation maintenance period will be extended up to four hours after the reservation time. Once the aforementioned deadlines have been met, the reservation will be cancelled; In the case of prepaid reservations, the money will be refunded according to the previously indicated criteria. Traeger confirms vehicle category, but not the model, color or specific brand. Traeger reserves the right to cancel a non-prepaid reservation.

**5)** Duration of the Rental The minimum rental period is 24 hours, counted from the time and date of opening the contract, however, an additional grace period of 2 hours is granted at no cost to complete the return. If this grace period is exceeded, an additional day will be charged. **6)** Conditions for returning the vehicle: The vehicle must be returned within the corresponding office hours. If delivered outside of this, the total rental amount, along with possible additional fees, will be charged directly to the client's final account. It is the client's responsibility to visually check the external situation of the vehicle both at the beginning and at the end of the rental since each detail, damage, dent or other, is recorded in the corresponding record; as well as vehicle accessories.

**7)** Fuel The vehicle must be returned with the fuel tank, as it was rented. Otherwise, the refueling will be charged at the value per liter indicated in the rental contract. **8)** Possible Additional Charges associated with a contract a. Drop off: An additional charge applies for returning the leased vehicle to an office or location other than the one where it was picked up. b. Tag, Televisión or similar: For those leases initiated at any branch in Santiago, an additional charge of \$10,000 Chilean pesos plus VAT will be applied, associated with the use of interurban highways concession.