

GENERAL RENTAL TERMS

Informational and contractual document for Azul Cars customers. Includes booking conditions, vehicle use, coverages, deposits, charges and damage annex applicable to rental without driver.

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MINIMUM AGE

21 years for Mercedes A-Class, Mercedes B-Class and Mini Cooper S Cabrio. 26 years for all other vehicles.

OFFICE HOURS

From 07:00 to 21:00. Out-of-hours returns are accepted only with prior approval from Azul Cars.

CANCELLATION

Up to 48 hours before pick-up. If cancelled with less than 48 hours notice, no refund applies.

PERMITTED TERRITORY

Vehicles may only be driven within Mallorca. Leaving the island is strictly prohibited.

FUEL AND CHARGE

Full-to-full fuel policy. Fully electric vehicles must be returned with at least 90% battery charge.

MANDATORY CARD

A valid card in the main driver's name must always be presented. Debit cards require a 4x deposit.

CUSTOMER QUICK GUIDE

General Rental Terms

Downloadable customer document with a premium layout aligned with the Azul Cars visual style.

Bookings	Coverages	Deposits	Charges	Data protection
Minimum age 21 years for Mercedes A-Class, Mercedes B-Class and Mini Cooper S Cabrio. 26 years for all other vehicles.		Office hours From 07:00 to 21:00. Out-of-hours returns are accepted only with prior approval from Azul Cars.		
Cancellation Up to 48 hours before pick-up. If cancelled with less than 48 hours notice, no refund applies.		Permitted territory Vehicles may only be driven within Mallorca. Leaving the island is strictly prohibited.		
Fuel and charge Full-to-full fuel policy. Fully electric vehicles must be returned with at least 90% battery charge.		Mandatory card A valid card in the main driver’s name must always be presented. Debit cards require a 4x deposit.		

SUMMARY

Key points

Minimum age 21 years: Mercedes A-Class, Mercedes B-Class and Mini Cooper S Cabrio. 26 years: all other vehicles.	Driving licence age All drivers must have held a valid driving licence for at least 2 years.
Office hours 07:00 to 21:00.	Out-of-hours return Only with prior express acceptance by Azul Cars and always subject to an additional charge.
Off-office delivery Charge depends on area/location in Mallorca. Out-of-hours service has an additional charge.	Mileage Unlimited by default. Supercars and equivalent vehicles: 150 km/day unless otherwise agreed.
Territory Mallorca only. Leaving the island or transporting the vehicle by ferry is prohibited. Penalty: 950 EUR plus costs/damages.	Fuel Full-to-full policy.

COVERAGES

Coverage comparison

The references below are contractual rental coverages and follow Azul Cars' commercial terminology for the different applicable levels of coverage.

Coverage	Includes	Main limits	Guarantee
Basic coverage included	Mandatory third-party liability coverage of the vehicle in accordance with applicable regulations.	Does not limit the Customer's responsibility for damage to the rental vehicle, loss, theft, interior damage, mechanical damage, underbody/chassis damage, keys, cleaning, fuel, penalties, roadside assistance, loss of use, negligence, misuse or unauthorised use.	Deposit according to model and card type.
BLUE Road Assistance	Roadside assistance, towing and puncture repair.	Does not include tyre replacement, rims, vehicle damage, wrong refuelling, lack of fuel/AdBlue/charge, keys, recovery from unsuitable roads, negligence, abandonment, unauthorised driver, leaving Mallorca or breach of contract.	Does not remove the deposit.
BLUE Cover Plus	No deductible and no deposit for included damage. Includes exterior bodywork damage during normal use, collision, scratches, dents, vehicle theft, tyres, glass, rims and mobility service subject to availability.	Does not cover interiors, underbody, sump, chassis, structural damage, engine, clutch, gearbox, keys, wrong refuelling, lack of fuel/charge, negligence, unsuitable roads, unauthorised driver, leaving Mallorca, abandonment or breaches.	No deposit for included damage. Valid card mandatory for non-included charges.

DEPOSITS

Deposit table by model

Vehicle	Credit card	Debit card (x4)
Mercedes A-Class	150 EUR	600 EUR
Mercedes B-Class	150 EUR	600 EUR
Mini Cooper S Cabrio	300 EUR	1.200 EUR
Mercedes CLA	300 EUR	1.200 EUR
Mercedes GLA	300 EUR	1.200 EUR
Mercedes GLB 7 Seater	300 EUR	1.200 EUR
Mercedes E-Class Cabrio AMG Line	600 EUR	2.400 EUR
Mercedes GLC	600 EUR	2.400 EUR
Jeep Wrangler Rubicon	600 EUR	2.400 EUR
Mercedes GLE AMG Line	1.000 EUR	4.000 EUR
Mercedes V-Class 300d Extralang	1.000 EUR	4.000 EUR
Porsche Cayenne	2.000 EUR	8.000 EUR
Mercedes G 580 EQ	2.000 EUR	8.000 EUR
Porsche 992 Carrera Cabrio	2.000 EUR	8.000 EUR

BOOKINGS

Booking, pick-up and return

1

Purpose of the contract

The purpose of the contract is the rental without driver of the vehicle indicated in the booking or rental agreement, for the Customer's private use and transport of passengers and luggage, in accordance with these terms and applicable law. The booking guarantees a vehicle category or group, not necessarily a specific unit, unless expressly confirmed in writing by Azul Cars.

2

Rental period

The rental period will be the one stated in the rental agreement or booking confirmation. Rental days are calculated in 24-hour periods unless otherwise agreed in the specific terms. The Customer must return the vehicle on the agreed date, time and location.

3

Office hours and out-of-hours service

Azul Cars' standard office hours are 07:00 to 21:00. Pick-up or return outside standard office hours may be subject to an additional charge. Out-of-hours return is only permitted with prior express acceptance by Azul Cars. If the vehicle is returned outside office hours without prior authorisation, the Customer remains responsible for any cost, damage, penalty, loss, delay, recovery cost or additional charge until Azul Cars has effectively received the vehicle.

4

Delivery and return outside Azul Cars offices

Vehicle delivery and/or return outside Azul Cars offices may be subject to an additional charge depending on the area, zone or location in Mallorca. The Customer may consult the applicable cost before confirming the booking. Delivery or return outside standard office hours will always carry an additional charge regardless of location.

5

Return location

The Customer must return the vehicle at the date, time and place agreed in the rental agreement or booking confirmation. Any change to the return location must be requested in advance and expressly accepted by Azul Cars. Returning or abandoning the vehicle at an unauthorised location may result in recovery costs, travel costs, assistance, penalties, damage, loss of use, delay charges, administrative fees and any other loss caused to Azul Cars.

6

Effective end of the rental

The rental does not end simply because the Customer parks or leaves the vehicle somewhere. The rental ends only when Azul Cars has physically received the vehicle and keys and has been able to check its condition, location, fuel or charge level, cleanliness, accessories and return conditions.

7

Late return

Azul Cars grants a courtesy period of 1 hour from the agreed return time. Once this period has expired, Azul Cars may charge a late return fee plus any additional rental time, additional days, operational loss, affected deliveries or other costs resulting from the delay, according to the current tariff.

8

Rental extension

If the Customer wishes to extend the rental period, they must request it before the original contract ends. Extensions are always subject to vehicle availability, express acceptance by Azul Cars and prior payment of the corresponding amount. The extension is not valid until confirmed by Azul Cars and paid or authorised by the Customer.

9

Failure to return the vehicle and unauthorised use

If the Customer does not return the vehicle once the rental period has expired and has no express extension approval, the continued possession or use may be considered unauthorised use. Azul Cars may take steps to locate and recover the vehicle and claim additional rental days, late return fees, recovery costs, assistance, towing, loss of use, damage, penalties, administrative costs, legal costs and any other losses.

10

Early return

If the Customer returns the vehicle before the agreed end date or time, no refund, price reduction, compensation or partial reimbursement applies for unused time, unless expressly accepted in writing by Azul Cars.

11

No-show

The Customer must appear for vehicle pick-up at the agreed date, time and location. If the Customer does not appear, does not contact Azul Cars and does not obtain a confirmed change, Azul Cars will hold the booking for a courtesy period of 3 hours from the scheduled pick-up time. After that period, the booking may be considered a no-show with no refund, unless Azul Cars expressly decides otherwise or a legally justified cause applies.

12

Cancellation policy

The Customer may cancel the booking without penalty provided that Azul Cars is notified at least 48 hours before the scheduled pick-up time. Cancellations must be communicated in writing. If the cancellation is communicated less than 48 hours before the scheduled pick-up time, the amounts paid are non-refundable.

DRIVERS

Drivers, documentation and payments

13

Minimum driver age

The main driver and any additional drivers must be at least 21 years old for Mercedes A-Class, Mercedes B-Class and Mini Cooper S Cabrio. For all other fleet vehicles, the minimum age is 26 years. All drivers must present a valid driving licence, valid identity document or passport and must have held a driving licence for at least 2 years.

14

Driver documentation

At vehicle pick-up, the main driver and any additional drivers must present original, valid, legible and current documents: identity document or passport, a driving licence valid for Spain and the required card in the main driver's name. Photos, screenshots, photocopies, scanned documents or digital copies of the required documents are not accepted.

15

Foreign driving licences

Driving licences issued in the European Union or European Economic Area are accepted if valid, legible and valid for driving in Spain. Licences issued outside the EU/EEA must be accompanied by an International Driving Permit when required by Spanish law. It is the Customer's responsibility to ensure that their licence is valid for driving in Spain during the rental period.

16

Right to refuse vehicle delivery

Azul Cars may refuse vehicle delivery if, at pick-up, it detects circumstances that may create risk for safety, the vehicle, third parties or the proper performance of the contract. This includes signs of alcohol or drug influence, aggressive behaviour, false or invalid documents, false or contradictory booking information, identity mismatch, payment/card issues, suspected fraud, misuse, non-payment or breach.

17

Payments, card and deposit

Azul Cars does not accept cash payments. Rental payments and contracted services may be paid by credit or debit card accepted by Azul Cars. At pick-up, the Customer must present a valid card in the main driver's name. With a credit card, the standard deposit applies. With a debit card, a deposit equal to 4 times the standard credit-card deposit applies. With BLUE Cover Plus, no deposit applies for included damage, but a valid card remains mandatory for non-included charges.

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Deposit table

The deposit amount depends on the reserved vehicle model and the card type used by the Customer. The current deposit table forms part of these terms.

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Deposit release

After the rental ends, provided the vehicle has been returned as agreed and no damage, pending charge, penalty, incident, fuel charge, special cleaning, delay or other claim exists, Azul Cars will release or request release of the blocked deposit. The actual availability of the amount may take several days depending exclusively on the Customer's bank, card issuer or payment system.

20

Post-rental charges

The Customer authorises Azul Cars to charge the card provided for amounts arising from the rental contract that remain pending or are detected after the vehicle return. These may include non-covered damage, excluded damage, fines, penalties, tolls, fuel, electric recharge, special cleaning, keys, missing accessories, late return, abandonment, unauthorised use, assistance, recovery, loss of use or any other pending amount.

OPERATIONS

Vehicle use and operations

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Prices, VAT, extras and tariffs

All prices informed to the Customer by Azul Cars are expressed in euros (EUR) and include applicable VAT unless expressly stated otherwise. The total booking price may include the rental, contracted coverages, extras, delivery and/or return outside office, out-of-hours services, child seats, assistance, additional charges, taxes and any other accepted item.

22

Vehicle condition and pre-existing damage

At delivery, Azul Cars will make the vehicle available in the condition reflected in the check-out document, photos, video, delivery report or any other medium used by the company. The Customer must inspect the vehicle before driving and immediately report any damage, mark, defect, missing accessory or discrepancy not recorded in the check-out.

23

Reporting incidents at the start of the rental

Any visible issue relating to the vehicle condition, damage, cleanliness, fuel, charge, accessories, extras or any discrepancy must be reported at delivery or within the first 24 hours from the start of the rental. If no issue is reported within that period, the vehicle will be deemed received according to the check-out condition, except for hidden defects that could not reasonably have been detected.

24

Authorised use

The Customer must use the vehicle diligently, according to its nature, respecting traffic rules and these terms. The vehicle may only be driven by the main driver and additional drivers expressly authorised and included in the rental agreement.

25

Unauthorised driver

The vehicle may not be driven by anyone not listed in the contract as an authorised driver. If this occurs, any contracted coverage will be void in relation to any incident, damage, loss, theft, penalty or loss arising during such unauthorised use. The Customer will be responsible for all resulting costs and losses.

26

Unauthorised vehicle use

The following are prohibited: driving on unpaved roads, beaches, circuits or unsuitable areas; races or speed tests; towing; transporting dangerous or illegal goods; use as taxi, VTC or paid passenger transport; subleasing or lending the vehicle; smoking or vaping; transporting animals; carrying more passengers than legally authorised; or manipulating any vehicle element, system, key, accessory or installed device.

27

Animals

Transporting animals or pets in the vehicle is expressly prohibited unless Azul Cars gives prior express written authorisation. Breach may result in special cleaning, odour removal, disinfection, reconditioning, upholstery repair or any other damage charge.

28

Smoking, vaping and odours

Smoking, vaping or consuming any substance inside the vehicle is strictly prohibited, including tobacco, vapes, cannabis or similar substances. If the vehicle is returned with tobacco, vape, cannabis, smoke or similar odours, Azul Cars may charge special cleaning, deodorising, sanitising, reconditioning and, where applicable, interior repair and loss of use.

29

Permitted territory

The rental vehicle may only be driven within Mallorca. It is strictly prohibited to take the vehicle out of Mallorca or transport it by ferry, boat, maritime platform or any means that involves leaving the island. Breach carries a contractual penalty of 950 EUR, without prejudice to Azul Cars claiming any additional cost, damage, sanction, recovery, transport, immobilisation, assistance, economic loss or loss resulting from the breach.

30

Vehicle geolocation

Some Azul Cars vehicles may be equipped with geolocation, GPS or similar systems. These systems may be used for security, vehicle recovery, theft or fraud prevention, monitoring the permitted territory, incident management, operational assistance and fleet administration. The Customer is informed that the vehicle may not leave Mallorca under any circumstances.

31

Manipulation of devices, systems and vehicle elements

It is strictly prohibited to manipulate, disconnect, remove, block, hide, damage or interfere with any device, system or element installed or supplied by Azul Cars, including GPS devices, trackers, geolocation systems, sensors, cameras, electronic systems, keys, remotes, immobilisers, accessories, safety elements, diagnostic systems or any other component.

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Mileage

As a general rule, Azul Cars rentals include unlimited mileage. However, special category, premium, supercar or equivalent vehicles, including Ferrari, Lamborghini or similar models, are subject to a limit of 150 kilometres per rental day unless expressly agreed otherwise in writing. Exceeding the included mileage may result in an additional per-kilometre charge.

33

Fuel policy

Azul Cars will deliver the vehicle with a full fuel tank and the Customer must return it full. If the vehicle is returned with less fuel than delivered, Azul Cars may charge the missing fuel amount plus the applicable refuelling management fee according to the current tariff or charges table. The Customer must use the correct fuel for the rented vehicle.

34

Battery level in fully electric vehicles

Fully electric vehicles must be returned with a minimum battery charge of 90%. If a fully electric vehicle is returned below 90%, Azul Cars may charge the Customer for the recharge needed to reach that level, plus the applicable recharge management fee according to the current tariff or charges table. This minimum battery percentage does not apply to hybrid or plug-in hybrid vehicles.

35

Lack of fuel, AdBlue or charge

The Customer is responsible for keeping the vehicle with sufficient fuel, AdBlue or electric charge during the rental. Becoming immobilised due to lack of petrol, diesel, AdBlue or battery charge is considered negligence or misuse and is not covered by BLUE Road Assistance or BLUE Cover Plus.

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Battery discharged by misuse

A discharged battery caused by leaving lights on, climate control, ignition, open doors, open boot, multimedia systems, connected accessories or any incorrect use is considered negligence or misuse. The Customer will be responsible for assistance, towing, jump-starting, battery replacement if needed, diagnosis, immobilisation, loss of use and any related cost.

37

Vehicle cleaning

The Customer must return the vehicle in a reasonable state of cleanliness and preservation, similar to the delivery condition. Azul Cars may charge additional cleaning for dirt beyond normal use, including excessive sand, mud, rubbish, food remains, stains, liquids, very dirty windows, animal hair, bad odours, tobacco smell, vomit or any situation requiring special cleaning or reconditioning.

38

Rental agreement and visible rental card

The Customer must always carry a physical or digital copy of the rental agreement inside the vehicle and show it to Azul Cars, authorities, traffic officers or security forces when required. Azul Cars may provide a visible rental identification document, internally called "corbata", which must be placed visibly, preferably hanging from the interior rear-view mirror or in the position indicated by Azul Cars.

39

Owner's manual and items supplied

Azul Cars does not leave the original vehicle documentation inside the car unless expressly stated otherwise. The vehicle may include the original owner's manual or other items supplied by Azul Cars at the start of the rental. Loss, damage, theft, deterioration or failure to return the manual or any supplied item may be charged according to the current charges table or replacement cost.

40

Cables, chargers and electric vehicle accessories

For electric vehicles or any vehicle including specific charging equipment, the Customer must return all cables, chargers, adapters, charging cards, cases, connectors or accessories supplied by Azul Cars at the start of the rental. Loss, theft, damage, deterioration or failure to return any such item is the Customer's responsibility and is not covered by BLUE Cover Plus or BLUE Road Assistance unless expressly accepted in writing by Azul Cars.

41

Extras and accessories

The Customer must return all extras, accessories, keys, tools and items supplied at the start of the rental in the same condition in which they were received. This includes child seats, GPS, cables, chargers, warning triangles, safety vests, emergency kits, tools, keys, cards, remotes, removable accessories or any other item supplied by Azul Cars.

42

Child seats and restraint systems

Azul Cars may offer child seats, boosters or child restraint systems as optional extras, subject to availability. The Customer is responsible for requesting the appropriate restraint according to the child's age, height, weight and needs, and for correctly installing, adjusting and using it during the rental.

COVERAGES

Coverages and exclusions

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Basic coverage included

All bookings include the mandatory third-party liability coverage of the vehicle in accordance with applicable regulations. Basic coverage does not remove or limit the Customer's responsibility for damage to the rental vehicle, loss, theft, interior damage, mechanical damage, underbody/chassis damage, tyres, glass, rims, accessories, keys, cleaning, fuel, penalties, assistance, loss of use, negligence, misuse, unauthorised use or any item not expressly included.

44

BLUE Road Assistance

BLUE Road Assistance includes roadside assistance, towing and puncture repair under the contract conditions. It does not include tyre replacement, rim damage, vehicle damage, wrong refuelling, lack of fuel, AdBlue or charge, loss/breakage/theft of keys, recovery from unsuitable roads or areas, or incidents caused by negligence, misuse, abandonment, unauthorised driver, leaving Mallorca or breach of contract.

45

BLUE Cover Plus

BLUE Cover Plus removes the deductible and the damage deposit for included damage, according to the contract conditions. It includes reduction of the Customer's responsibility for collision, scratches, dents, exterior bodywork damage, theft of the vehicle, protection of tyres, glass and rims, and mobility service, provided the Customer has complied with the contract and no exclusion applies.

46

Bodywork damage included in BLUE Cover Plus

BLUE Cover Plus includes reduction of the Customer's responsibility, with no deductible, for exterior bodywork damage arising from normal and authorised vehicle use, including scratches, scuffs, dents and collision damage, provided that no exclusion applies.

47

Glass, tyres and rims

BLUE Cover Plus includes protection for glass, tyres and rims, provided the damage occurs during normal, authorised use and in accordance with the contract. It does not apply when the damage results from negligence, unsuitable roads, unpaved roads, serious kerb impact due to negligent use, reckless driving, unauthorised use, leaving Mallorca, abandonment, unauthorised driver or any breach.

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BLUE Cover Plus exclusions

BLUE Cover Plus never covers damage, charges, costs or liabilities arising from underbody, sump, chassis or lower vehicle parts; structural damage; engine, clutch, gearbox or mechanical components; interior damage; keys, accessories or extras; wrong refuelling; lack of fuel, AdBlue or charge; negligence, misuse or reckless driving; driving under alcohol/drugs; unauthorised drivers; unsuitable roads; leaving Mallorca or maritime transport; abandonment; or breach of contract.

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Interior damage

Interior damage is never covered by BLUE Cover Plus or any other coverage, unless expressly agreed in writing by Azul Cars. Interior damage includes upholstery, seats, dashboard, trims, inner doors, screens, controls, mats, boot, seat belts, headrests, armrests, airbags, roof lining, plastics, trim pieces, permanent stains, burns, cuts, breakage, persistent odours or any deterioration of the cabin.

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Vehicle theft

BLUE Cover Plus includes reduction of the Customer's responsibility in case of vehicle theft or unlawful taking, provided the Customer has fully complied with the contract. To apply, the Customer must file a police report, return the vehicle keys, return any item related to the vehicle in their possession and cooperate with Azul Cars. It does not apply in case of negligence, abandonment, lost keys, unlocked vehicle, keys left inside, unauthorised use, unauthorised driver, leaving Mallorca or any breach.

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Mobility service and replacement vehicle

BLUE Cover Plus includes mobility service for incidents covered by that coverage. If the vehicle cannot continue driving due to a covered breakdown, accident or incident, Azul Cars may provide a replacement vehicle, always subject to availability, category available and operational conditions. No replacement vehicle applies when the incident results from negligence, misuse, unauthorised driver, leaving the permitted territory, wrong refuelling, lost keys, abandonment, unsuitable roads or breach.

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Mechanical damage due to misuse

Damage to clutch, gearbox, transmission, engine or any mechanical component caused by misuse, negligent driving, incorrect use, reckless driving, overheating, ignoring dashboard warnings, wrong refuelling or failure to follow Azul Cars' instructions is the Customer's responsibility and is not covered by any coverage, including BLUE Cover Plus.

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Warnings, alerts and vehicle anomalies

If any dashboard warning, alert or message appears during the rental, including engine, temperature, oil, coolant, tyre pressure, brakes, battery or similar alerts, the Customer must stop the vehicle as soon as it is safe and immediately contact Azul Cars or the indicated assistance service. Continuing to drive may be considered negligence or misuse.

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Accidents, damage or incidents

The Customer must report any accident, impact, damage, theft, attempted theft, vandalism, breakdown, warning light, mechanical anomaly or other vehicle-related incident to Azul Cars within 24 hours of becoming aware of it and, in any case, before returning the vehicle. The Customer must follow Azul Cars' instructions and must not order repairs, transfers or interventions without prior express authorisation.

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Conditions for application of coverages

The application of any contracted coverage, including BLUE Road Assistance and BLUE Cover Plus, is conditional on the Customer's full compliance with the contract. In case of accident, damage, theft, attempted theft, vandalism or relevant incident, the Customer must report it within 24 hours and provide an accident report, police report, photos, statement, third-party details and any documents requested by Azul Cars when applicable.

56

Unauthorised repairs

The Customer may not repair the vehicle, take it to a workshop, authorise repairs, replace parts, manipulate components or carry out any intervention without prior express authorisation from Azul Cars. Any unauthorised repair, intervention, diagnosis, transfer or part replacement is the Customer's sole responsibility and does not entitle the Customer to reimbursement.

CHARGES

Damage, penalties and charges

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Damage, loss and charges table

Damage, loss, theft of items, missing accessories, special cleaning, assistance, administrative management, delays, unauthorised use and other rental charges will be billed according to the Damage, Loss, Theft, Administrative Charges and Related Services Table in force at the time of contracting. Fixed amounts apply when indicated. Where "prior valuation by Azul Cars" applies, the amount is determined according to vehicle type, damage extent, repair/replacement cost, labour, parts, immobilisation, loss of use or related costs.

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Loss of use

If the vehicle is immobilised, unavailable, pending diagnosis, repair, recovery, special cleaning, appraisal or any management arising from damage, negligence, misuse, unauthorised use, breach of contract or non-covered damage, Azul Cars may claim loss of use from the Customer for the days during which the vehicle cannot be rented or commercially used due to the incident attributable to the Customer.

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Fines, penalties and administrative costs

The Customer is responsible for all fines, penalties, tolls, parking charges, traffic offences, tow removals, municipal impound costs, surcharges, interest or any other cost generated during the rental period or arising from vehicle use. Azul Cars may provide Customer or authorised driver data to competent authorities when legally required and may charge an administrative management fee per case according to the current tariff.

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Parking, tow removal and municipal impound

The Customer is responsible for parking the vehicle correctly and in accordance with applicable rules. Any fine, penalty, surcharge, fee, tow removal, municipal impound stay, recovery cost, travel cost, administrative management or loss arising from improper parking is the Customer's sole responsibility.

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Tolls, car parks, restricted areas and similar charges

The Customer is responsible for all tolls, car parks, restricted access areas, low-emission zones, urban cameras, radars, congestion charges, urban access fees, unauthorised access or any similar charge generated during the rental period or arising from use of the vehicle.

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Vehicle abandonment and failure to return keys

Vehicle abandonment includes leaving the vehicle at an unauthorised place, failing to deliver it at the agreed location, failing to return the keys correctly, failing to communicate the exact location, leaving it out of hours without prior acceptance or preventing Azul Cars from effectively receiving the vehicle. Azul Cars may locate, recover, transfer, open, immobilise or protect the vehicle and charge all related costs and losses.

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Withdrawal or recovery of the vehicle during the rental

Azul Cars may withdraw, immobilise or recover the vehicle during the rental if it detects a serious breach of contract or a situation creating risk for the vehicle, third parties, Azul Cars staff or proper performance of the rental. This includes non-payment, invalid card, failure to maintain the required guarantee, unauthorised use, unauthorised driver, leaving Mallorca, suspected fraud, abandonment, unlawful taking, or risk of damage, loss, theft, penalty or loss.

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Customer personal belongings

The Customer is responsible for removing all personal belongings from the vehicle before returning it. Azul Cars is not responsible for belongings left, forgotten, lost, stolen, damaged or removed from the vehicle during or after the rental period. The Customer must not leave personal belongings, luggage, documents, electronics, money, jewellery or valuables visible inside the vehicle.

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Return conditions

The Customer must return the vehicle following Azul Cars' instructions. At return, the vehicle must be correctly parked, closed, free of personal belongings and the keys must be correctly delivered to Azul Cars or deposited only in the place previously authorised. Failure to do so makes the Customer responsible for theft, damage, penalties, tow removal, recovery costs, loss of use, administrative costs or any resulting loss.

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Substitution of reserved vehicle

For operational, logistical, technical or availability reasons, breakdown, accident, delayed prior return or any justified reason, Azul Cars may replace the reserved vehicle with another of similar or higher category at no additional cost to the Customer. If a higher category is provided, no price difference is due unless the Customer voluntarily requests a different change.

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Unavailability of similar or higher category

If Azul Cars cannot deliver the reserved vehicle or another of similar or higher category, it may offer the Customer a lower-category vehicle, informing the Customer in advance. The Customer may accept the lower category with a proportional price adjustment or cancel the booking with refund of the amounts corresponding to the service not provided.

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Cancellation or termination for justified cause

Azul Cars may cancel a booking or terminate the contract when there is a justified cause preventing or advising against service provision under normal safety, legality or operational conditions. Causes include non-payment, payment failure, invalid card, document issues, false information, suspected fraud, breach of contract, unauthorised driver/use, risk, breakdown, accident, supervening unavailability, force majeure, operational cause or administrative/police/judicial order.

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Bookings through intermediaries or external platforms

When a booking is made through intermediaries, brokers, agencies, partners, OTAs, external platforms or third parties other than Azul Cars, there may be separate commercial terms between the Customer and such intermediary. However, vehicle use, driver obligations, documentation, deposit, guarantee card, coverages, exclusions, damage, fuel, cleaning, penalties, assistance, accidents, territory, geolocation, keys, accessories, unauthorised use and responsibilities towards Azul Cars are governed by Azul Cars' rental terms and signed or accepted contract.

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Coverages or protections contracted with third parties

Any coverage, protection, guarantee, reimbursement or similar product contracted by the Customer with an intermediary, broker, agency, partner, OTA, external platform or any third party other than Azul Cars does not bind Azul Cars unless expressly accepted in writing. The Customer must pay Azul Cars directly for any damage, charge, fine, fuel, cleaning, keys, accessories, assistance, loss of use, excluded damage or other amount due under the Azul Cars contract and claim reimbursement from that third party if applicable.

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Customer cooperation obligation

The Customer must cooperate with Azul Cars in managing any accident, damage, theft, attempted theft, vandalism, fine, penalty, claim, vehicle recovery, administrative, police or judicial procedure or any rental-related incident. The Customer must provide accident reports, police reports, photos, statements, third-party details, official documents or any useful information requested. Lack of cooperation may result in loss of coverage for the affected incident.

LEGAL

Data protection and final provisions

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Personal data protection

Azul Cars will process the personal data provided by the Customer and authorised drivers to manage the booking, formalise and perform the contract, verify identity and documents, manage payments, deposits, guarantees, post-rental charges, incidents, damage, accidents, fines, penalties, claims, assistance, fraud prevention, vehicle recovery and compliance with legal obligations. The controller is AZUL VENTURES 2022 S.L., CIF B72770365, with registered address at Carrer del Canal de Sant Jordi 29, Local 3, 07610 Palma, or the updated address stated in the contractual documentation or legal notice.

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Customer service and complaints

The Customer may send any query, incident, complaint or claim related to the rental to Azul Cars by email at info@azulcars.com. The claim should include, where possible, the Customer's name, contract or booking number, vehicle registration, rental dates, description of the facts and any relevant documents, photos or proof. Official complaint forms are available to customers at Azul Cars' facilities.

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Signature, online acceptance and contractual validity

Booking acceptance, digital signature, electronic signature, checkbox acceptance, online confirmation, scanned signature or any equivalent electronic method has full contractual validity between Azul Cars and the Customer. The Customer declares that they had access to these general terms, specific terms, charges table, contracted coverages and applicable information before confirming the booking or signing the contract.

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Reading and acceptance of terms

Before signing the contract or confirming the booking, the Customer declares that they have accessed, read, understood and accepted these general terms, specific booking terms, contracted coverages, exclusions, deposits/guarantees, applicable charges, cancellation policy, fuel policy, damage, loss and charges table and any applicable annex.

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Update of terms

Azul Cars may update, modify or replace its general terms, specific terms, annexes, coverages, deposits, charges, commercial policies and damage table when necessary. However, the Customer is bound by the terms in force and accepted when confirming the booking or signing the rental contract. Any later change applies only if expressly accepted by both parties or required by law or regulation.

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Partial invalidity

If any clause is declared null, unfair, invalid, illegal or unenforceable, this will not affect the validity of the rest of the contract. The affected clause will be deemed not included or interpreted, to the extent legally possible, in the way closest to the original intention of the parties without affecting the validity and effectiveness of the remaining terms.

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Translations

Azul Cars may provide translations of these terms, annexes, charges table or other contractual documents in other languages. Such translations are provided for information and customer convenience only. In case of discrepancy, contradiction, interpretation difference or conflict between the Spanish version and any translation, the Spanish version will prevail.

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Applicable law and jurisdiction

The contract will be governed and interpreted in accordance with Spanish law. In case of dispute between Azul Cars and the Customer, the parties will submit to the courts and tribunals competent under the applicable rules, especially in consumer and user matters when the Customer has that status.

ANNEX

Table of charges, damage, losses and related services

Where the table states "Prior valuation by Azul Cars", the amount will be determined based on vehicle type, damage extent, parts, labour, immobilisation, loss of use and related costs, and communicated to the customer before charging where applicable.

Concept	Category 1	Category 2	Category 3	Category 4	Category 5
Slight damages per part	300 €	350 €	400 €	450 €	Según valoración previa de Azul Cars
Medium damages per part	450 €	450 €	500 €	600 €	Según valoración previa de Azul Cars
Heavy damages per part	600 €	700 €	800 €	950 €	Según valoración previa de Azul Cars
Forced doors *	360 €	360 €	360 €	420 €	Según valoración previa de Azul Cars
Rubber sealing doors (Price per unit)	150 €	200 €	250 €	300 €	Según valoración previa de Azul Cars
External rear-view mirror	300 €	450 €	600 €	800 €	Según valoración previa de Azul Cars
Rear-view mirror cover / Fuel Cap / Door handle	100 €	120 €	150 €	200 €	Según valoración previa de Azul Cars
Under-body footboard	500 €	600 €	900 €	1.000 €	Según valoración previa de Azul Cars
Plate roof	800 €	1.000 €	1.400 €	1.700 €	Según valoración previa de Azul Cars
Sunroof *	2.000 €	2.500 €	3.500 €	4.000 €	Según valoración previa de Azul Cars
Headlights	650 €	1.200 €	1.600 €	1.900 €	Según valoración previa de Azul Cars
Rear lamps	250 €	300 €	350 €	500 €	Según valoración previa de Azul Cars
Fog light	150 €	250 €	300 €	300 €	Según valoración previa de Azul Cars
Indicator light	100 €	150 €	250 €	300 €	Según valoración previa de Azul Cars
Bumper reflector	30 €	40 €	50 €	50 €	Según valoración previa de Azul Cars
Front grille	200 €	250 €	300 €	300 €	Según valoración previa de Azul Cars
Side grille	80 €	100 €	150 €	150 €	Según valoración previa de Azul Cars
Parking sensors (per unit) / Rear view camera	180 €	250 €	300 €	300 €	Según valoración previa de Azul Cars
Windscreen wiper blade or windscreen wiper arm	50 €	70 €	80 €	80 €	Según valoración previa de Azul Cars
Windscreen	600 €	700 €	800 €	800 €	Según valoración previa de Azul Cars
Back or side windows	200 €	250 €	400 €	500 €	Según valoración previa de Azul Cars
Locks	300 €	400 €	500 €	500 €	Según valoración previa de Azul Cars
Tyre	250 €	350 €	350 €	450 €	Según valoración previa de Azul Cars
Rim replacement	500 €	900 €	900 €	1.100 €	Según valoración previa de Azul Cars

Concept	Category 1	Category 2	Category 3	Category 4	Category 5
Rim repair	300 €	300 €	300 €	450 €	Según valoración previa de Azul Cars
Hubcap / Wheel cover	50 €	70 €	80 €	80 €	Según valoración previa de Azul Cars
Puncture repair	60 €	60 €	60 €	80 €	Según valoración previa de Azul Cars
Shock absorbers	850 €	850 €	850 €	1.200 €	Según valoración previa de Azul Cars
Anti-theft screws	150 €	150 €	150 €	150 €	Según valoración previa de Azul Cars
Spare wheel	300 €	300 €	300 €	300 €	Según valoración previa de Azul Cars
Engine	7.000 €	8.000 €	9.000 €	15.000 €	Según valoración previa de Azul Cars
Radiator	450 €	550 €	750 €	900 €	Según valoración previa de Azul Cars
Gear box	6.000 €	7.000 €	8.000 €	10.000 €	Según valoración previa de Azul Cars
Clutch	1.000 €	1.200 €	1.500 €	2.000 €	Según valoración previa de Azul Cars
Motor undercarriage protector	250 €	250 €	250 €	300 €	Según valoración previa de Azul Cars
Oil pan	500 €	600 €	800 €	1.000 €	Según valoración previa de Azul Cars
Damage to undercarriage	700 €	800 €	900 €	1.100 €	Según valoración previa de Azul Cars
Exhaust line	900 €	1.200 €	1.500 €	2.000 €	Según valoración previa de Azul Cars
Undercarriage	2.000 €	2.500 €	3.000 €	3.000 €	Según valoración previa de Azul Cars
Structural damage	4.000 €	6.000 €	9.000 €	12.000 €	Según valoración previa de Azul Cars
Brand logo	50 €	70 €	80 €	120 €	Según valoración previa de Azul Cars
Roof antenna	30 €	50 €	60 €	60 €	Según valoración previa de Azul Cars
Registration plate	60 €	60 €	60 €	60 €	Según valoración previa de Azul Cars
Administration fee of damages	60 €	60 €	60 €	60 €	60 €
Replacement of vehicle in the event of breakdown	110 €	110 €	110 €	110 €	Según valoración previa de Azul Cars
Abandonment of Vehicle	250 €	250 €	250 €	300 €	Según valoración previa de Azul Cars
Road assistance service	390 €	390 €	390 €	390 €	Según valoración previa de Azul Cars
Leaving Mallorca / maritime transport without authorization	950 €	950 €	950 €	950 €	Según valoración previa de Azul Cars
Removal, loss or hiding of rental identification card	Sanción + gasto de gestión	Sanción + gasto de gestión	Sanción + gasto de gestión	Sanción + gasto de gestión	Sanción + gasto de gestión
Improper use of the vehicle	250 €	250 €	250 €	250 €	Según valoración previa de Azul Cars
Accident admin Fee	60 €	60 €	60 €	60 €	Según valoración previa de Azul Cars
Unauthorized driver	70 €	70 €	70 €	70 €	70 €
Late return fee	45 €	45 €	45 €	45 €	Según valoración previa de Azul Cars

Concept	Category 1	Category 2	Category 3	Category 4	Category 5
Additional cleaning (Smoke, crystals, sand or similar, rubbish or similar)	80 €	80 €	100 €	100 €	Según valoración previa de Azul Cars
Special cleaning (Animal hairs, liquids, vomiting)	160 €	160 €	190 €	250 €	Según valoración previa de Azul Cars
Misfuelling	300 €	400 €	500 €	600 €	Según valoración previa de Azul Cars
Ignition key	350 €	450 €	450 €	600 €	Según valoración previa de Azul Cars
Jack / tools	200 €	200 €	200 €	200 €	Según valoración previa de Azul Cars
Manual / Safety vest / triangles kit / snowchains	60 €	60 €	60 €	60 €	60 €
Penalty fines admin. Fee	50 €	50 €	50 €	50 €	50 €
Gel Inflation kit	80 €	80 €	80 €	80 €	150 €
Inflation kit	200 €	250 €	300 €	350 €	400 €
Battery charge	100 €	100 €	100 €	100 €	200 €
Dashboard	1.000 €	1.500 €	3.000 €	4.700 €	Según valoración previa de Azul Cars
Airbag	3.000 €	3.500 €	4.000 €	4.000 €	Según valoración previa de Azul Cars
Safety belt	300 €	450 €	500 €	500 €	Según valoración previa de Azul Cars
Internal rearview mirror	150 €	200 €	250 €	250 €	Según valoración previa de Azul Cars
Trims	300 €	700 €	1.000 €	1.000 €	Según valoración previa de Azul Cars
Radio	600 €	800 €	1.400 €	1.900 €	Según valoración previa de Azul Cars
Navigator	2.500 €	3.500 €	4.500 €	4.500 €	Según valoración previa de Azul Cars
Navigator card	300 €	300 €	300 €	300 €	Según valoración previa de Azul Cars
Complete seat	1.500 €	2.000 €	2.500 €	2.500 €	Según valoración previa de Azul Cars
Seat upholstery	600 €	750 €	900 €	900 €	Según valoración previa de Azul Cars
Additional seats	2.000 €	3.000 €	3.000 €	3.000 €	Según valoración previa de Azul Cars
Headrest / Armrest	200 €	200 €	200 €	200 €	Según valoración previa de Azul Cars
Rear tray	250 €	350 €	450 €	450 €	Según valoración previa de Azul Cars
Portable GPS	300 €	400 €	450 €	450 €	Según valoración previa de Azul Cars
Child car seat	150 €	150 €	150 €	150 €	150 €
EV recharge for return below 90%	Coste recarga + gestión según tarifa vigente	Coste recarga + gestión según tarifa vigente	Coste recarga + gestión según tarifa vigente	Coste recarga + gestión según tarifa vigente	Coste recarga + gestión según tarifa vigente