

TERMS & CONDITIONS

CHAUFFEUR SERVICE

Termini e Condizioni Generali NCC

Company name	RENTANDO ITALY S.R.L. <i>(formerly Calissi S.r.l. — rebrand April 2026)</i>
Legal form	Italian limited liability company (S.r.l.)
Registered & operating office	Via Maglio del Lotto 36 — 24126 Bergamo (BG), Italy
VAT / Tax code	10568350960
REA	BG-455672 · Bergamo Chamber of Commerce
Share capital	€ 10,000.00 fully paid-in
DUNS	439911815
SDI code (e-invoicing)	KRRH6B9
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Certified email (PEC)	rentandoitalysrl@legalmail.it
Website	www.rentando.it

Version 1.0 — April 2026 · These T&Cs apply to all chauffeur service bookings made from 1 May 2026.

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1. Introduction and parties to the contract

Welcome to Rentando. These **General Terms and Conditions of the Chauffeur Service (NCC)** (hereinafter the "T&Cs") govern the contractual relationship between **RENTANDO ITALY S.R.L.** (hereinafter "Rentando" or the "Operator"), an Italian limited liability company with registered and operating office at Via Maglio del Lotto 36, 24126 Bergamo (BG), Italy, VAT and Tax Code **10568350960**, registered with the Bergamo Companies Register under no. REA **BG-455672**, share capital € 10,000.00 fully paid-in, certified email rentandoitalysrl@legalmail.it, e-invoicing code (SDI) **KRRH6B9**, and the User (hereinafter "User" or "Client") who books a chauffeur transport service.

The contractual relationship between Rentando and the User is governed by the following documents, in decreasing hierarchical order:

- the **Booking Confirmation** sent by Rentando via email to the User's address;
- these T&Cs, including any annexes;
- any special conditions agreed (e.g. corporate rates, vouchers, discounts);
- the Rentando price list and surcharges in force at the time of booking.

In case of contradiction between the above documents, the one listed first shall prevail.

2. Operating model: direct execution and Network Partners

Rentando is a chauffeur transport operator authorised under Italian Law no. 21 of 15 January 1992, as amended, and the applicable regional and municipal provisions.

Service execution

The chauffeur service may be performed by Rentando in two ways:

- in a **direct manner**, through Rentando's own fleet and duly licensed chauffeurs;
- through **Rentando Network Partners**, namely independent licensed chauffeur operators, qualified and selected by Rentando through its commercial network.

The identification of the party who actually performs the transport is left to Rentando's operational organisation, depending on availability, the type of service requested and territorial coverage.

Single point of contact

Regardless of the party who actually performs the trip, the User concludes a single contract with Rentando under these T&Cs. Rentando remains the User's sole contact for commercial, contractual, invoicing and customer care matters.

Network quality standards

Rentando selects, qualifies and monitors its Network Partners according to standards of safety, decorum, punctuality and customer care consistent with its premium positioning.

3. Conclusion of the contract

3.1 Trip request

By submitting a booking form completed via the Rentando Tools (rentando.it/viaggia website, native iOS and Android apps), or by contacting Rentando customer service by phone, the User submits a proposal to enter into a chauffeur service contract.

3.2 Booking Confirmation

As a preliminary step, Rentando sends the User an email summarising the request received. This communication only confirms receipt and does not constitute contractual acceptance.

Only upon a separate and subsequent declaration sent by Rentando via email (the "Booking Confirmation") is the transport contract considered concluded. From that moment, the User is entitled to the transport service under the terms of the Booking Confirmation.

3.3 Assignment to Network Partners

If Rentando assigns the actual performance of the transport to a Network Partner, this circumstance does not change the contractual relationship with the User. Rentando remains directly bound to the User for the proper performance of the service, within the limits of liability set out in Section 16.

4. User obligations in the use of Rentando Tools

The User warrants that all information transmitted, also through authorised third parties, is complete, accurate and truthful, and undertakes to promptly notify any change in the data provided.

Registrations made through automated processes, bots or similar techniques are expressly prohibited. Rentando reserves the right to suspend or cancel accounts showing signs of automated registration or fraudulent use.

5. Trip types

Through the Rentando Tools (rentando.it/viaggia, native iOS and Android apps and phone customer service), the User may select one of the following three official trip types:

- **One-way (Solo andata)** — single-leg trip between a pickup and a destination address (transfers and long-distance trips, the latter being legs of 200 km or more).
- **Round-trip (Andata e ritorno)** — trip with two symmetrical legs between a pickup and a destination address, with return to the starting point on the agreed date and time.
- **By the hour (A disposizione)** — hourly booking under which the vehicle and chauffeur remain at the User's disposal for the agreed number of hours.

5.1 One-way and Round-trip

Pricing is based on a pickup address and a destination address. Additional intermediate stops may incur a surcharge under the applicable price list.

5.2 By the hour

"By the hour" bookings always start at the scheduled pickup time and end within the urban area of the pickup location. If the User requests to end the trip outside the pickup urban area, or if the included kilometres or duration are exceeded, surcharges may apply.

For "By the hour" bookings, each started half-hour is decisive for billing: the half-hour is rounded up from the first additional minute.

6. Pickup time

The agreed pickup time is the one specified in Rentando's Booking Confirmation.

For pickups at airports or long-distance railway stations, if the User has provided a correct flight or train number at booking — and provided this allows Rentando to track the arrival time — the agreed pickup time will be automatically postponed in case of flight or train delay.

7. Vehicle class, model and upgrade

Subject to regional availability, the User may choose between different vehicle classes proposed in step "1. Vehicle" of the booking flow on rentando.it/viaggia. By way of example, typical classes include "Business", "Business Van/SUV",

"First Class", "Sprinter/Minibus" and "Electric". Each class specifies the maximum number of passengers and luggage allowed.

Vehicles and models shown in the Rentando Tools are illustrative examples only; there is no right to a specific vehicle model within the booked class. The User may receive a different vehicle of equivalent or higher quality. Regional differences may apply.

7.1 Maximum capacity and safety disclaimer

For safety reasons, it is necessary to comply with the [maximum number of passengers and luggage](#) indicated for each vehicle class. In case of doubt, it is advisable to select a larger class, since the chauffeur may refuse the service if the declared capacity is exceeded. Vehicle images published on the Rentando Tools are for illustrative purposes only.

7.2 Upgrade

Rentando reserves the right to upgrade from the booked class to a higher class at any time and at no additional cost to the User, subject to availability.

7.3 Booking steps

The booking flow on rentando.it/viaggia consists of three consecutive steps: (1) Vehicle selection; (2) selection of optional Extras; (3) Finalize with confirmation and payment.

8. Services included in every trip

Every vehicle class booked through Rentando includes, at no additional cost, the following base services:

- **Meet & Greet service** — the chauffeur waits for the User at the agreed pickup point, including airports and stations, with proper identification.
- **60 minutes of free waiting time** for airport or long-distance railway pickups; 15 minutes in all other cases (see Section 15).
- **Free cancellation up to 48 hours before pickup** for retail customers; dedicated window up to 12 hours before pickup for business customers (see Section 12).
- **Complimentary water bottle** on board for each passenger.
- **Safe and protected travel** — professional chauffeurs licensed under Italian Law 21/1992, regularly insured and inspected vehicles.
- **Child seat available** on request at booking, in compliance with art. 172 of the Italian Highway Code.

Additional services, changes or customisations are governed by Section 9 (Purchasable Extras) and Section 14 (Fees and payment methods).

9. Extras purchasable during booking

In step "2. Extras" of the booking flow, the User may purchase, against an additional fee shown at checkout, optional services to supplement the base service. The list of available extras is published and updated on the Rentando Tools and may vary depending on vehicle class, route and local availability. By way of example only and not exhaustive, the extras typically offered include:

- Additional intermediate stop (extra stop)
- Foreign-language chauffeur (English, French, German and others, subject to availability)
- Personalised pickup sign at arrival (Meet & Greet with name or company logo)
- Special set-up (flowers, drinks, corporate gadgets, event kits)
- Additional waiting time agreed in advance
- Extra or oversized luggage (skis, bicycles, musical instruments, wheelchairs)
- Pet transport (in suitable carrier)

- On-board Wi-Fi (subject to vehicle availability)
- Service in night-time or holiday hours

Extra prices are communicated during the booking process, before the Booking Confirmation, and form an integral part of the fee due to Rentando. Once selected and confirmed, extras are subject to the same cancellation rules as the main service set out in Section 12.

10. Transport safety

10.1 Luggage and animals

The price stated in the Booking Confirmation includes the number of pieces of luggage specified in the booking form. Excess luggage, bulky luggage (e.g. wheelchair), weapons or animals must be expressly indicated at booking.

Rentando, directly or through the Network Partner, may refuse the transport of luggage, weapons or animals not previously agreed; this right does not apply if animals are not housed in a closed and suitable carrier. The right of refusal does not apply where the law of the region of execution requires acceptance.

10.2 Transport of minors

Children. The need for child restraint systems must be communicated at the time of the trip request, indicating number, age of the children and type of restraint required, in accordance with art. 172 of the Italian Highway Code.

Unaccompanied minors. The transport of unaccompanied minors may be refused. Minor status is determined according to the laws applicable in the region of execution.

10.3 Number of passengers and luggage

The maximum number of passengers, luggage pieces and their dimensions are communicated by Rentando for each vehicle and stated in a binding luggage policy. Transport may be refused if space and safety conditions do not allow it.

10.4 Transport hindrance

Transport may be refused if mandatory legal obligations have not been communicated or have been incorrectly communicated by the User in the trip request. In such case, Rentando's right to compensation remains unaffected.

11. Delays

Exceptional events such as strikes by air or air-traffic-control personnel, adverse weather, road blocks, demonstrations or force majeure can be compensated only within reasonable limits. In such cases, the User must accept longer waiting times or short-notice cancellations.

12. Cancellations, changes and no-shows

12.1 Standard cancellation — retail customers

For retail customers (private users booking directly on rentando.it/viaggia or via the apps, without a dedicated corporate contract), for "One-way", "Round-trip" and "By the hour" services, cancellation is governed by the following three-tier schedule, based on the notice given relative to the agreed pickup time:

- **more than 48 hours before pickup** — cancellation is **free** (no fee due).
- **between 48 and 24 hours before pickup** — **50% of the trip fare** is due as a cancellation fee.
- **less than 24 hours before pickup** (including the last 12 hours and beyond) — **100% of the trip fare** is due.

12.1-bis Cancellation — business customers

Business customers — companies, organisations and entities holding a corporate contract signed with Rentando, or deferred-billing accounts registered as business on the Rentando Tools — benefit from an extended free-cancellation window up to 12 hours before the agreed pickup time, subject to the cancellation terms set out in the applicable

corporate contract. Where the corporate contract is silent, for cancellations within the last 12 hours, 100% of the trip fare is due.

Cancellation is effective only if made via the dedicated function on the Rentando website or app, or — for business customers — through the communication channels set out in the corporate contract.

12.2 Instant bookings (on-demand rides)

For instant bookings — those made with **less than 4 hours' notice** before pickup — cancellation is **always subject to a cancellation fee**, according to the price list in force at the time of booking. After the scheduled pickup time, the full trip fare is due.

12.3 Booking changes

Booking change requests are treated as new bookings. Cancellation rules apply to the original booking.

12.4 No-shows

If the User fails to show up for the trip and has not cancelled it ("no-show"), the right to transport is lost; Rentando's right to compensation remains in place.

One-way and Round-trip: no-show if the User does not show up within 30 minutes of the agreed pickup time; for airport or long-distance railway pickups, within 60 minutes.

By the hour: no-show if the User does not show up by the end of the booked hours, calculated from the scheduled pickup time.

13. On-board conduct

Throughout the trip, all passengers are subject to the rules of the Italian Highway Code, including the obligation to wear seatbelts pursuant to art. 172. The chauffeur's instructions must always be followed. Opening doors during travel, throwing objects out, leaning out or shouting from windows is forbidden. Use of on-board equipment requires the chauffeur's prior consent.

Smoking is prohibited inside the vehicle, in accordance with applicable law. In case of breach, the User shall bear the costs of vehicle cleaning and operational downtime.

Eating on board is discouraged. Consumption of alcoholic beverages is allowed only with the chauffeur's prior consent.

14. Fees and payment methods

The Booking Confirmation states the fee due to Rentando. The main factors determining the fee are: vehicle class, route, booking lead time, pickup time and (where relevant) pickup location. Special requests (multilingual chauffeur, individual vehicle marking, intermediate stops, bulky luggage, child seats) may increase the price.

14.1 Trip changes

In case of upgrade requests or additional services (kilometres or hours), the actual service will be recalculated and billed under the applicable price list. If the booked mileage or number of hours is reduced compared to the booking, the agreed fee remains unchanged.

14.2 Payment methods

The User may pay the trip fare via:

- Credit or debit cards of the main international circuits
- SEPA direct debit
- Digital wallets (Apple Pay, Google Pay)
- Other electronic payment methods made available by Rentando from time to time

Credit card fees are borne by Rentando. The User bears transaction fees in case of bank transfer (e.g. due to different currencies or local accounts).

By adding a payment method to the account, the User authorises Rentando and its payment service providers to collect and store the relevant data. If the default method is expired, invalid or non-chargeable, the User authorises Rentando to charge any other available payment method on file.

14.3 Reminders and failed charges

For each payment reminder, Rentando may charge a reasonable reminder fee. In case of a failed charge or refused authorisation, Rentando will invoice actual expenses incurred (bank, issuer) and reserves the right to apply a reasonable administrative fee per event.

15. Waiting times and additional charges

15.1 Waiting times for transfers

For each trip, every vehicle class includes **60 minutes of free waiting time** from the agreed pickup time at airport or long-distance railway pickups. In all other cases, **15 minutes of free waiting time** are included from the agreed pickup time. Each additional minute will be invoiced in proportion to the applicable hourly rate, plus VAT.

15.2 Additional kilometres for hourly bookings

Hourly bookings include the number of kilometres (per hour) stated in the booking form. Additional kilometres will be billed separately based on the per-leg prices for the booked vehicle class, plus VAT.

16. Invoicing

Rentando will make the invoice available electronically for download in the User's account, in compliance with Italian e-invoicing regulations (Sistema di Interscambio — SDI, recipient code KRRH6B9). For credit card payments, the fee is due immediately. For bank transfers, the term stated in the invoice applies.

17. Vouchers

Vouchers may be redeemed once, are personal and not combinable with other vouchers. They are not convertible into cash and do not give right to change.

18. Liability

Rentando is liable for the proper performance of the chauffeur service covered by the Booking Confirmation, whether the transport is performed directly with Rentando's fleet and chauffeurs or through a Network Partner.

Rentando is liable for damages caused by intent or gross negligence. In case of slight negligence, Rentando is liable only for breach of an essential contractual obligation and only for foreseeable and typical damages. "Essential contractual obligations" means those whose performance enables the contract to be performed and on whose performance the User can ordinarily rely.

Liability limitations do not apply to any warranty given, to injuries to life, body or health, nor to claims under D.P.R. 224/1988 and the Italian Consumer Code (Legislative Decree 206/2005) regarding product liability. Mandatory consumer rights are also reserved.

18.1 Indemnity

The User shall indemnify and hold Rentando harmless from any claim and cost, including reasonable legal defence costs, asserted by third parties against Rentando as a result of non-contractual use of the Rentando Tools or breach of these T&Cs.

18.2 Items left behind

No liability is assumed for items left in the vehicle. Rentando will use good-faith efforts to facilitate recovery, within the operational policies and the vehicle's availability.

19. Availability of the digital service

Rentando assumes no responsibility for the correct and complete transmission of information and for its timely receipt by Users or chauffeurs, except for the content of the Booking Confirmation.

Rentando is not liable for impairments in the access quality of the Rentando Tools due to force majeure or events not attributable to Rentando, in particular failures of communication networks or gateways. Rentando does not warrant that the website operates without interruption or error.

20. Changes to Rentando's offering

Rentando reserves the right to modify the Rentando Tools at any time in a manner reasonable to the User, in order to develop and improve them. Rentando also has the right to suspend or permanently discontinue its offering through the Rentando Tools for good cause, even without individual notice to the User.

21. Content protection and licence of use

Content made available through the Rentando Tools is protected by copyright pursuant to Italian Law no. 633 of 22 April 1941, as amended. The "Rentando" trademark and related logos are exclusive property of Rentando Italy S.r.l.

Rentando grants the User the revocable right to use the Rentando Tools for their intended purpose, subject to compliance with these T&Cs. Any use beyond such scope (modification, copying, republishing, transmission, distribution or other non-conforming uses) is prohibited.

22. Privacy and data protection (GDPR)

Processing of the User's personal data is governed by the extended Privacy Notice published at rentando.it/privacy, pursuant to EU Regulation 2016/679 (GDPR) and Legislative Decree 196/2003 (Italian Privacy Code). The data controller is Rentando Italy S.r.l.

23. Complaints and online dispute resolution (ODR)

Complaints may be sent to info@rentando.it. The European Commission provides an online dispute resolution platform ("ODR"), accessible at: ec.europa.eu/consumers/odr.

Rentando, save legal obligations, is not available nor required to participate in dispute resolution proceedings before a consumer arbitration body. Consumers retain the right to refer to mediation and conciliation bodies provided by Italian law, including those established at the competent Chambers of Commerce.

24. Jurisdiction and governing law

All legal relationships between Rentando and the User are governed by Italian law, expressly excluding conflict-of-laws rules and the United Nations Convention on Contracts for the International Sale of Goods (CISG). Place of performance is Bergamo.

Any dispute arising from these T&Cs shall be exclusively referred to the Court of Bergamo, where the User is a professional or has no residence, domicile or stable establishment in Italy at the time of proceedings. Mandatory provisions on consumer jurisdiction under art. 66-bis of the Italian Consumer Code remain unaffected — for consumers, exclusive jurisdiction is the court of the place of residence or elective domicile.

25. Right of withdrawal (consumers)

Consumers (as defined in art. 3 of Legislative Decree 206/2005) have the right to withdraw from the contract within 14 days of conclusion, without giving any reason, pursuant to arts. 52 et seq. of the Italian Consumer Code. The right of withdrawal does not apply where the transport service has already been performed, or where pickup is scheduled on a specific date determined by the consumer (art. 59 letters m and n of the Consumer Code).

26. Final provisions

26.1 Entire agreement, written form

These T&Cs constitute the entire agreement between Rentando and the User regarding the contracted services. No collateral agreements exist. Amendments and additions must be made in writing to be valid.

26.2 Set-off, retention and assignment

The User may set off Rentando's claims and assert retention rights only if their counterclaims are court-established or undisputed. The User may not assign rights from the contractual relationship to third parties without Rentando's express written consent.

26.3 Severability

Should any provisions of these T&Cs become ineffective, unenforceable or contain gaps, the remaining provisions shall remain fully effective. The parties undertake to replace the ineffective, unenforceable or missing provision with one that comes as close as possible, in meaning and economic purpose, to what the parties intended.

27. Unfair terms (Italian Civil Code art. 1341–1342)

Pursuant to and for the purposes of Articles 1341 and 1342 of the Italian Civil Code, the User declares to have read, understood and specifically approved the following clauses: 2 (Operating model and Network Partners); 3.3 (Assignment to Network Partners); 5 (Trip types); 7.1 (Maximum capacity); 9 (Purchasable extras); 10 (Transport safety); 11 (Delays); 12 (Cancellations and no-shows); 14 (Fees and changes); 15 (Waiting times and additional charges); 14.3 (Reminders); 18 (Liability limitations); 18.1 (Indemnity); 18.2 (Items left behind); 20 (Unilateral change of offering); 26.2 (Set-off, retention, no-assignment); 24 (Governing law and jurisdiction).

Service protection and quality

Rentando is a member of the leading Italian and international industry associations of the transport and mobility sector, ensuring service quality, professional standards and customer protection.

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CONFINDUSTRIA BERGAMO

Confindustria Bergamo



National Limousine Association

National Limousine Association



Sistema Trasporti