

Cancellation / Postponement Cover

A / Object of the insurance cover

1 / Definition

Mandatory cover taken out at the same time as your booking, priced at 12 € per day of rental, protects you against a serious and unforeseeable incident which may take place before your departure.

It covers either the refund of cancellation fees or postponement of your rental without charge to a later date within one year, limited to the amount of rental already paid.

Cancellation Postponement cover is not refundable. It is valid until the day before your departure. Consisting of two parts depending on the period of notice, terms of application are detailed below.

2 / General exclusions

Apart from the specific exclusions for each part, no refund or free postponement can be given in the case of the following events:

- Your voluntary participation in betting, crimes or fights, except in the case of legitimate defence;
- Your intentional acts and intentional misconduct, including suicide and attempted suicide;
- Your consumption of alcohol, drugs and all narcotics listed in the French Public Health code, not prescribed by a doctor;
- Nervous breakdown, need for treatment, plastic surgery or psychotherapy.

B / Notification received more than 30 days before departure

More than 30 days before departure, for whatever event it may be, not including general exclusions, the renter may be refunded cancellation costs limited to the amount of rental already paid or postpone, without charge, rental dates up to a maximum of one year as from the original date of departure.

Request for cancellation or postponement must be notified to Hertz Trois Soleils by registered post with acknowledgement of receipt, date of reception as proof. The amount corresponding to insurance cover subscription is conserved by Trois Soleils.

C / Notification received within 30 days before departure

1 / Events within 30 days before the start of rental

Within 30 days before departure, request for cancellation or postponement must be notified to Hertz Trois Soleils by registered post with acknowledgement of receipt, date of reception as proof at the latest 24 hours before the start of rental. It must be the result of one of the following events:

Professional incapacity concerning:

- Yourself
- Your spouse

directly resulting from one of the following events: lay-off for economic reasons, transfer to another region, modification of holiday dates imposed by the employer, including professional incapacity for self-employed persons, artisans, self-employed professionals, senior managers or majority stakeholders.

An incapacity concerning:

- Yourself,
- Your spouse or common-law partner,
- Your ascendant or descendant relatives, as well as those of your spouse,

directly resulting from an accident, illness, relapse or pregnancy (or its complications) which occurred after you had completed your booking.

An incapacity concerning:

- Yourself,
- Your spouse or common-law partner,
- Your minor descendants, as well as those of your spouse,

Directly resulting from an administrative convocation, a contraindication for a vaccination which occurred after you had completed your booking.

Death or incapacity concerning:

- Yourself, your spouse or common-law partner, your ascendants or descendants as well as those of your spouse,
- Your brothers and sisters, brothers-in-law, sisters-in-law, fathers-in-law, mothers-in-law, legal guardian, as well as the person placed under your guardianship,

directly resulting from an illness or serious injury which occurred after the signature of your rental contract. By illness or serious injury, it is understood any alteration of health or other physical injury needing hospitalisation of more than five days justified by a copy of a certificate of admission issued by the hospital.

If one of the above events occurred, and subject to the submission of the original documents as proof, the renter may be refunded cancellation costs limited to the amount of rental already paid or postpone, without charge, rental dates up to a maximum of one year as from the original date of departure. The amount corresponding to insurance cover subscription is conserved by Trois Soleils.

Less than 30 days before departure, if you cannot provide proof of this incapacity or if information submitted does not show material proof of the facts, we reserve the right to refuse the request.

2 / Events not covered within 30 days from the start of rental

Within 30 days of the start of rental, no refund or postponement of booking may be obtained for the following events:

- Criminal proceedings where you are implicated,
- Any neglect or failure by the renter to notify he is prohibited from taking possession of the vehicle,
- Uprisings and public disorder disturbances, strikes, taking of hostages,
- Epidemics, local health situation, pollution, weather-related events.