

Security Deposits and Guarantees

To rent a vehicle, it is necessary to present a personalized credit card (Visa, MasterCard, American Express) with the Customer's first and last name printed on the front.

The security deposit can only be made on a physical financial credit card, never virtual (virtual cards do not support the deposit function as they are contactless and charge directly).

The card must have sufficient availability to cover the vehicle's excess/deductible, any extra charges, or deposits required as a guarantee for the rental. Therefore, the credit card must be held by the person indicated as the reservation holder who will sign the rental agreement.

The following are not accepted as a guarantee: prepaid cards of any kind, Debit Cards, Revolving cards, Postepay, Visa Electron, V Pay, Pagobancomat, Viabuy, PayPal, cards with the "Electron" logo or the wording "Electron Use Only", cards belonging to the "Cirrus/Maestro" circuit, and virtual cards.

The credit card deposit is a sum of money blocked as a guarantee and serves to verify the validity of the credit card presented. The amount of the deposit varies based on the category of the vehicle rented and the type of coverage included in the Contract.

Below is the table with the specifications:

Deposits without coverage (CDW-TLW)	Limited New/PSC	Freedom/All Inclusive	Category/Segment	Vehicle Type
500	250	100	A-M-R-B-C-T	Car
700	250	100	N-D-L-E-O-F-I-G-S-V	Car
H 1500 J-Y 2500	700	250	H-J-Y	Car
1000	500	Not applicable	Q-R-Z-S_TR	Vans
1000	500	Not applicable	PZ-ZP-FL	Vans

Flexyrental consequently undertakes to return the sum in full after verifying the good condition of the vehicle and the correct fulfillment of the driver's obligations. Once our systems have released the sum held as a deposit, the Customer will have the full right to request evidence via email by writing to the branch where the vehicle was delivered. Our operators will send a receipt of the release; however, it may happen that the released amount is not immediately available due to interbank processes not dependent on Flexyrental.