

CENTAURO RENT A CAR - TERMS & CONDITIONS

Last Update: 21.05.19

Note: Most recent changes on this document are marked in red.

Index

- 1. Terms & Conditions** 3
 - Prices include 3
 - Prices do not include 3
 - Rental period, Reservation time, No shows & Flight details 3
 - Payment 3
 - Documentation required 3
 - Driving License Requirements 3
 - Mileage 3
 - Delayed Flights & Trains 3
 - Insurance Conditions** 4-5
 - Fuel Policy** 5
 - Extras** 6
- 2. Groups & Codes** 7
- 3. Pick Up Instructions** 8-10
 - Spain 8-9
 - Portugal 9
 - Italy 9-10
 - Greece 10
- 4. Centauro Office Hours** 10-12
- 5. Contact Details** 12
 - Annex 1. Fuel amounts 13
 - Annex 2. One-Ways 14
 - Annex 3. Centauro Extranet 15

1. TERMS AND CONDITIONS

Prices include

- Unlimited Mileage (except Madrid & Barcelona airports/train stations).
- Applicable local taxes.
- Compulsory insurance for collision & theft with excess.
- Replacement car in case of accident.
- Emergency Contact Service.

Prices do not include

- Fuel cost.
- Optional SMART cover.
- Optional Extras (Charged for the whole rental period).

Rental period, Reservation time, No shows & Flight details

- All reservations have a maximum of **31** days.
- Reservation time before pick up: Airports/Train Stations: **1** hour before & Benidorm/Torrevieja: **12** hours before.
- In case of "No Show", we will only maintain the conditions of the original booking for **12** hours, as long as they correspond to the relevant office opening hours and with prior communication from either yourself or the customer. If there is no previous communication before the pick-up time, then a new booking must be made.
- There will be no refund for early return or unused days.
- Late returns will generate a penalty fee of **50€** per day plus the amount corresponding to the additional rental days.
- Extensions are not permitted.
- Flight number is mandatory for all airport offices.

Payment

- Payment must be made with a credit card, either Visa or MasterCard.
- We accept debit cards only when the customer takes the full cover (Centauro SMART cover) on collection and leaves a deposit of **300 €** that will be charged to the card and then returned at the end of the rental. Debit cards must be nominative.
- We do not accept: Prepaid Cards, Visa Electron, Maestro, American Express, Diners Club or cash.

(Due to fluctuations in the rate of exchange and other bank charges, Centauro will not be responsible for any difference between the rate charged and on any refunds made).

Documentation Required

On picking up the vehicle, customers must have Passport or Identity Card, Driving License, Credit Card and the Centauro booking number. The booking must be in the main driver's name and the cardholder must be the main driver.

Driving License Requirements

All drivers must have been in possession of a full EU-valid driving license for a minimum of **1** year. The minimum age of the driver must be **21**.

Drivers aged between **21** and **24** (both inclusive) or **75** or over, will be required to select an additional obligatory supplement.

Young Drivers: Aged 21 to 24 (both inclusive)

Country	Price per day	Minimum	Maximum
Spain, Portugal & Greece	5 €	15 €	70 €
Italy	13 €	26 €	182 €

Senior Drivers: Aged 75 or over

Country	Price per day	Minimum	Maximum
Spain, Portugal, Italy & Greece	5 €	15 €	70 €

It is the driver's responsibility to check the requirements from his/her country before travelling abroad, especially non-EU member, in the case of needing an international driving license, most EU countries don't need one, but non-Latin alphabet countries will.

Official translations have no validity if they are not translated into the destination country official language.

Mileage

There is limited mileage in Madrid & Barcelona (Airports & Trains Stations) only:

1-3 days → 400km per day / 4-6 days → 300km per day
7-20 days → 150km per day / 21 days + → 100km per day days

Excess mileage will be charged at **0.15€** per Km.

Note: The above limits apply to the actual days of the car hire, regardless of the original booking duration. This also applies to early returns of the vehicle.

Delayed Flights & Trains

If there is a confirmed reservation with collection before 23:00h, the customer must inform the office concerned, so we can collect/wait for them. This service will be available until 02:00h and we will apply the out of hours handling fee of **40€**. Service available for all offices and with a valid flight number for airports.

Exceptions:

- In Alicante, this service is available for reservations confirmed with collection before 00:00h.
- In Alicante & Malaga, there is no hour limitation. (See Out of Hours)
- In Barcelona Sants & Madrid Atocha, this service is available for reservations confirmed before 22:00h Monday to Friday and before 21:00h on Saturdays & Sundays.

Insurance Conditions

Compulsory insurance with excess

All rates include **compulsory insurance for collision & theft with an excess**. A deposit would be needed as a guarantee against the excess. Prices as follows:

Spain & Portugal

Vehicle Group	Damage & Theft Excess	Deposit
A,A1,B,B2,D2	1.050 €	1.050 €
C,C1,C2,E,F1,E1,E2,F2,F4,F6,F7,P1,P2	1.200 €	1.200 €
G1,G2,G3,G4,H,I	1.500 €	1.500 €

Greece

Vehicle Group	Damage & Theft Excess	Deposit
A,A1,B,B2,D2	750 €	750 €
C,C1,C2,E,F1,E1,E2,F2,F4,F6,F7,P1,P2	950 €	950 €
G1,G2,G3,G4,H,I	1.500 €	1.500 €

Italy

Vehicle Group	Damage Excess	Theft Excess	Deposit
A,A1,B,B2,D2	1.050 €	1650 €	1.050 €
C,C1,C2,E,F1,E1,E2,F2,F4,F6,F7,P1,P2	1.200 €	1800 €	1.200 €
G1,G2,G3,G4,H,I	1.500 €	2100 €	1.500 €

In the event of an accident or damage to the vehicle, customers will be charged up to the damage excess amount.

In the event of theft of the vehicle, customers will be charged up to the theft excess amount.

In addition, if the vehicle is involved in an accident during the rental period, customers will have to pay an Accident Administration Fee of **50€**.

SMART cover

Customers will be offered an additional cover (**SMART cover**) to waiver the excess. Prices as follows:

Spain, Portugal & Greece

Vehicle Group	Price per day	Minimum	Maximum
A,A1,B,B2,D2	21 €	63 €	252 €
C,C1,C2,E,F1,E1,E2,F2,F4,F6,F7,P1,P2	22 €	66 €	264 €
G1,G2,G3,G4,H,I	23 €	69 €	276 €

Italy

Vehicle Group	Price per day	Minimum	Maximum
A,A1,B,B2,D2	25 €	50 €	300 €
C,C1,C2,E,F1,E1,E2,F2,F4,F6,F7,P1,P2	27 €	54 €	324 €
G1,G2,G3,G4,H,I	29 €	58 €	348 €

In Italy, if customers purchased our SMART cover, theft excess is eliminated except when traveling to Campania, where the excess is reduced to the amounts shown in the table below:

Vehicle Group	Reduced Theft Excess
A,A1,B,B2,D2	200 €
C,C1,C2,E,F1,E1,E2,F2,F4,F6,F7,P1,P2	300 €
G1,G2,G3,G4,H,I	400 €

What is included by Centauro SMART cover

- Punctures or any damage to the tyres or rims.
- Damage to the locks.
- Damage to the undercarriage of the car.
- Misuse of the clutch.
- Damage to the windows or windscreen during the hire period.
- Theft as a result of forced entry.
- Damages to the bodywork up to the excess amount.
- Accident Administration Fees.

Inclusions & exclusions of Insurance policies

All rates include Compulsory Insurance which covers Collision, Theft and accidental fire with an excess from **1.050€ - 1.500€**. This excess must be guaranteed by either:

- 1) Taking out additional Centauro SMART cover. This will eradicate the excess. (Except the reduced theft excess in Italy).
- 2) If the customer decides not to take the additional SMART cover, then Centauro will block the excess amount on the customer's credit card as a guarantee/deposit to cover any possible damages made to the vehicle. In the event of an accident the customer will be charged the amount for the damages caused, this is decided by Centauro Rent a Car. The maximum amount charged will be the equivalent of the excess.

The Compulsory Insurance will be valid as long as the following conditions are met:

- a) The customer, in the event of a collision or damage to the vehicle, provides Centauro the full details of the third party and possible witnesses within 48 hours, as well as a completed accident report form (provided by Centauro in every vehicle) signed by the two drivers involved in an accident and/or a police report. Without this documentation Centauro is entitled to charge the Customer for the full cost of damage to the vehicle.
- b) The collision, theft, fire, did not take place during unauthorized use.

What is not included by any cover

- Damage to a third party or to the hire vehicle due to negligence or inappropriate driving.
- Loss of child seats.
- Loss/damage/theft of keys, aerials, jack, safety triangles and vests, windscreen wipers, petrol cap, luggage covers, or any other fixed or mobile component of the vehicle.
- Damage to the engine through negligence.
- Theft of the vehicle with keys left in the ignition.
- Damage caused to the vehicle or to persons through driving under the influence of alcohol or drugs.
- Refuelling with the wrong type of petrol.
- Speeding and parking fines incurred during the hire period are the responsibility of the driver of the vehicle. In the event of a fine being received the amount of **40€** administration fee will be incurred for Spain, Portugal & Greece and **50€** for Italy for each fine received.
- Loss/Damage/Theft of personal belongings.
- **Damages to the vehicle outside of pick up country if the Cross Border road assistance cover has not been purchased.**
- In addition, the cover does not include any breach of the terms and conditions of the rental contract with Centauro Rent a Car.

Fuel policy

There are two fuel policies: **Pre-purchase with partial refund** or **Full/Full**. In both cases, fuel is charged on collection of the vehicle, the fuel tank will be full or partly full and depending on the vehicle size, the amount charged will be from **50€** to **135€**.

Pre-purchase with partial refund

The vehicle can be returned with the petrol tank as empty as the customer wishes. We will refund any unused fuel excluding the **25€** logistical and operational charge.

Full/Full

The customer must replace the fuel they have used. If they return the vehicle with less fuel than it had when they picked it up, they will be charge a non-refundable fuel service of **25€** for Spain, Portugal & Greece and **30€** for Italy plus any missing fuel.

In case of upgrade, the fuel price will be the price of fuel for the vehicle provided. This applies to all reservations. Petrol charge may change due to variances in the market.

Fuel amounts: [Annex 1](#)

Extras

Additional Drivers

Maximum 3 additional drivers per contract. The price for each additional driver is as follows:

Country	Price per day	Minimum	Maximum
Spain, Portugal & Greece	7 €	21 €	84 €
Italy	9 €	18 €	126 €

GPS

Price	Price per day	Minimum	Maximum
Spain, Portugal & Greece	9 €	9 €	90 €
Italy	12 €	12 €	144 €

Child Seats

Charge of **7€** per day, maximum **84€**.

Baby (0-13 Kilos) / Child (9-25 Kilos) / Booster (16-36 Kilos).

Via Verde Transponder Device

Only available in Portugal. Charge of **1,80€** per day, maximum **18€**.

All vehicles must have a transponder/via verde device. Non-payment of a toll will incur a fine. The fine is 10 times the toll, with a minimum of **25€**.

If the customer declines the Via Verde device on arrival and uses any of the toll roads then they will be charged for the tolls used and will also incur a **40€** Toll Handling Fee.

Out of Hours

Charge of **40€**. Only available at the following airports and with a valid flight number:

- **Alicante** (00:01h - 06:59h): Charge for collection.
- **Malaga** (23:01h - 06:59h): Charge for both collection and drop off.

Snow Chains

Charge of **6€** per day, minimum **18€**, maximum **90€**.

In Spain: Only available in Madrid & Barcelona (Airports & train stations) & under request.

In Italy: Snow chains are included in the price and will be provided free of charge. Some car group models will have winter tyres.

Cross Border Road Assistance Cover

Obligatory charge of **9€** per day, minimum **27€**, maximum **90€**.

From Spain / Portugal: Vehicles can be taken outside of Spain/Portugal to Andorra/France/Portugal/Spain only.

From Italy: vehicles can be taken outside of Italy to France/Monaco/Switzerland/Austria/San Marino only.

From Greece: Service not available from any offices.

Note: Vehicles collected at any of our locations cannot be taken on any ferry to/between/from any islands or countries.

Pick-Up Service

Pick up Service only available from downtown offices of **Benidorm** & **Torreveija**. There is a charge of **18€**. It is essential to reconfirm with the Contact Center the pick-up date, time & place.

Inter-Branch Hiring (One Ways)

Cost between **65€** and **170€** depending on region. Not available on groups B2, D2, G2, G3, G4, H, I, P1, P2, P3, P4 in all destinations. In Portugal, this service is also not permitted for groups F6, F7. This service is also not available between mainland and/or between islands nor between countries. Prices: [Annex 2](#)

2. GROUPS AND CODES

SUMMARY

Groups	Sipp code	Status	Comments
A	MBMR	Free sale	
A1	MCMR	Free sale	
B	EDMR	Free sale	
C	CDMR	Free sale	
E	CDMD	Free sale	
E1	CVMR	Free sale*	
E2	CFMR	Free sale*	
C1	CXMR	Free sale*	Guaranteed Model
C2	CXMD	Free sale*	Guaranteed Model
D2	EDAR	Free sale*	
F1	CDAR	Free sale*	
F2	CWMR	Free sale	
F4	IWMR	Free sale	
F6	IVMR	Free sale*	5+2 seats
F7	IVMD	Free sale*	5+2 seats
G1	IDMR	Free sale*	
G2	IDAR	Free sale*	
G3	CTMR	Free sale*	
G4	CDAR	Free sale*	Guaranteed Hybrid
P1	IVAR	Free sale*	
P2	NTMR	Free sale*	Guaranteed Model
H	FVMR	Free sale*	7 seats
I	SVMR	Free sale*	9 seats

*On request for agencies NOT working via XML

ITALY

Groups	Description
A	Fiat 500 or similar
B	Ford Fiesta or similar
C	Peugeot 308 or similar
E	Fiat 500L Diesel or similar
E2	Opel Crossland or similar
F1	Ford Focus Automatic or similar
F2	Ford Focus SW or similar
F4	Ford Cmax or similar
P1	Volkswagen Touran Automatic 5+2p or similar
P2	Fiat 500 Cabrio
I	Volkswagen Transporter 9p or similar

PORTUGAL

Groups	Description
A	Fiat 500 or similar
A1	Fiat Panda or similar
B	Fiat Punto or similar
C	Citroen C4 Cactus or similar
E	Citroen C4 Cactus Diesel or similar
E2	Nissan Juke or similar
F1	Citroen C4 Automatic or similar
F2	Peugeot P308 or similar
F4	Peugeot P3008 or similar
F6	Citroen Gran C4 Picasso 5+2p or similar
F7	Opel Zafira Diesel 5+2p or similar
G1	Opel Insignia or similar
G2	Opel Insignia SW Automatic or similar
P1	Citroen Picasso Automatic 5+2p or similar
P2	Fiat 500 Cabrio
H	Ford Galaxy 7p or similar
I	Peugeot Traveller 9p or similar

GREECE

Groups	Description
A	Fiat 500 or similar
A1	Fiat Panda or similar
B	Peugeot 208 or similar
C	Peugeot 308 or similar
E	Fiat Tipo Diesel or similar
D2	Peugeot 108 Automatic or similar
E2	Peugeot 2008 or similar
F1	Ford Focus Automatic or similar
F2	Peugeot 308 SW or similar
F4	Nissan Qashqai or similar
P1	Peugeot 5008 Automatic 5+2p or similar
I	Fiat Talento 9p or similar

MAINLAND SPAIN

Groups	Description
A	Fiat 500 or similar
A1	Fiat Panda or similar
B	Opel Corsa or similar
C	Ford Focus or similar
E	Renault Megane Diesel or similar
E1	Fiat Doblo Panorama or similar
E2	Nissan Juke or similar
C1	Volkswagen Golf
C2	Volkswagen Golf Diesel
F1	Ford Focus Automatic or similar
F2	Ford Focus SW or similar
F4	Ford Cmax or similar
F6	Volkswagen Touran 5+2p or similar
F7	Volkswagen Touran Diesel 5+2p or similar
G3	Opel Excellence Cabrio or similar
G4	Toyota CHR Advance Automatic Hybrid or similar
P1	Volkswagen Touran Automatic 5+2p or similar
P2	Fiat 500 Cabrio
H	Ford Galaxy 7p or similar
I	Volkswagen Transporter 9p or similar

PALMA

Groups	Description
A	Fiat 500 or similar
A1	Fiat Panda or similar
B	Ford Fiesta or similar
C	Ford Focus or similar
E	Ford Focus Diesel or similar
E1	Fiat Doblo Panorama or similar
E2	Ford Ecosport or similar
F1	Ford Focus Automatic or similar
F2	Ford Focus SW or similar
F4	Ford Cmax or similar
F6	Opel Zafira 5+2p or similar
F7	Citroen Gran C4 Picasso Diesel 5+2p or similar
G3	Audi A3 Cabrio or similar
P1	Ford Smax Automatic 5+2p or similar
P2	Fiat 500 Cabrio
H	Ford Galaxy 7p or similar
I	Ford Custom 9p or similar

IBIZA

Groups	Description
A	Fiat 500 or similar
A1	Fiat Panda or similar
B	Seat Ibiza or similar
C	Peugeot 308 or similar
E	Peugeot 308 Diesel or similar
F1	Opel Astra Automatic or similar
F2	Peugeot 308 SW or similar
F4	Kia Carens or similar
F6	Opel Zafira 5+2p or similar
F7	Opel Zafira Diesel 5+2p or similar
G3	Audi A3 Cabrio or similar
P1	Opel Zafira Automatic or similar
H	Ford Galaxy 7p or similar
I	Ford Custom 9p or similar

3. PICK UP INSTRUCTIONS

SPAIN

Alicante

On arrival at Alicante airport please go to the Centauro Rent a Car desk in the Arrivals Hall. Vehicles must be returned to the Centauro car park. (Contact number 0034 965681092).

Valencia

On arrival at Valencia make your way to the Arrivals Hall and go upstairs to the Departure Hall. Go through the exit doors and just to your left you will see a parking area with a sign that says "Info Point". Please wait here for the Centauro Shuttle Bus that will take you to the office situated just 5 minutes away from the airport terminal. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0034 961523640).

Valencia Joaquin Sorolla

Come out of the station using the main exit and turn left following the building round. Continue for about 100mts until you see the post office building 'Correos'. Cross over the road at the traffic lights and you will find the Centauro Rent a Car office straight in front of you. Vehicles must be returned to the Centauro car park. (Contact number 0034 960479139).

Murcia

Once you have collected your luggage, exit the Arrival Terminal building and just opposite, crossing over the road, you will find the Centauro Rent a Car shuttle bus to take you to our office. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0034 968572185).

Malaga

Once you have collected your luggage, proceed on the same floor to the exit where you will be met by a Centauro representative. If you cannot find our representative, then please make your way to the minibus parking area located outside the terminal building 100m on the right hand side. Here you can wait for the Centauro Shuttle Bus, which passes every 10-15 minutes. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0034 952177450 / 0034 650913045).

Malaga Maria Zambrano

Come out of the station taking the main exit and turn left. At the first street called 'Calle Mendivil' turn left where you will see the Centauro office. Vehicles must be returned to the Centauro car park. (Contact number 0034 966298020).

Seville

Once you have collected your luggage, come out of the Terminal building using the nearest exit. Cross over the road and turn left, after about 250m, having past the P1 parking area, you will see the long stay P2 parking where you will find the 'Meeting Point' sign and where the Centauro Shuttle Bus will be waiting for you. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0034 955100300).

Seville Santa Justa

Come out of the station taking the 'Salida Avenida Kansas City' exit sign, once outside the station make your way to the Ayre Hotel Sevilla, which is located 250mts in front of the station. The Centauro Rent a Car desk is located inside the Ayre Hotel Sevilla reception area. Vehicles must be returned to the Centauro car park. (Contact number 0034 955122799).

Barcelona

Terminal 1: Once you have your luggage go outside to Arrivals, and you will see "Caffe Di Fiore", continue walking along in direction of parking G, and at the end

go down the stairs where you can wait for the Centauro Shuttle Bus to take you to our office.

Terminal 2 A & B: Come out of the building and without crossing, turn right and pass the taxi rank continuing along you will find the minibus area, where you can wait for the Centauro Shuttle Bus to take you to our office.

Terminal 2 C: Come out of the building and on your left you will see an elevated walkway, walk under this, and then after a few meters to your left you will find the minibus area, where you can wait for the Centauro Shuttle Bus to take you to our office.

Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0034 931931844).

Barcelona Sants

Leave the station via the "Plaça dels Paisos Catalans" exit and turn right onto "Rector Triad" road. Carry on for 180m until you reach a restaurant called "Zarautz" where you should turn left onto a road called "Carrer De L'Elisi". At the next crossroads turn right onto "Carrer de Bejar" and you will find the Centauro office 50 metres away. Vehicles must be returned to the Centauro car park. (Contact number 0034 935667228).

Mallorca

Once you have collected your luggage, go outside of the Terminal building and in front of you is the car park building. Walk towards this and just before you reach it, you will find an area which is for minibus parking. Here you will find the Centauro Shuttle Bus to take you to the office, which is 3 mins away. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0034 971494160).

Ibiza

Once you have collected your luggage, come out of the Terminal, turn left and keep on the walkway for about 100 meters until the end of the terminal building and you will find the parking area (Parking P3) where the Centauro Shuttle Bus will be waiting for you. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0034 971394917).

Madrid

Terminal 1: Once you have collected your luggage, follow the "Left Luggage" sign and exit the Terminal at the ground floor. When outside the Terminal building turn right and cross the zebra crossing opposite the EMT/local bus stops and look for the Left Luggage office. Once there, on your right you will see a yellow Bus Hotel sign, wait here for the Centauro Shuttle Bus, which passes every 10-15 minutes, this will take you to the office situated a few minutes away.

Terminal 2: Once you have collected your luggage, follow the "Bus Connecting" sign. In the Arrivals Hall, go to your left and follow the "Bus Connecting" sign until you see the P. Expres sign. Exit the terminal here, once outside cross at the zebra crossing and on your right follow the signs for "Bus Stop EMT Hotels-Agencies". Wait here for the Centauro Shuttle Bus which passes every 10-15 minutes, this will take you to the office situated a few minutes away.

Terminal 4: Once you have collected your luggage, follow the "Bus & Shuttle" sign to your left, use this exit, cross at the zebra crossing and follow the "Bus Hotel" sign to the left. Wait here for the Centauro Shuttle Bus which passes every 10-15 minutes, this will take you to the office situated a few minutes away.

Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0034 918330088).

Madrid Atocha

Make your way to 'Terminal de Salidas' and come out of the exit 'Ciudad de Barcelona'. Turn right and continue along the 'Avenida Ciudad de Barcelona' for 5 mins. Our office is located on the Avenida Ciudad de Barcelona 108 inside Premier Parking, where you will see a Centauro Rent a Car sign. Vehicles must be returned to the Centauro car park. (Contact number 0034 919017921).

PORTUGAL

Lisbon

Once you have collected your luggage, go out into the Arrivals Hall where a Centauro Rent a Car representative will be waiting for you on the right hand side (next to the Vodafone office), and escort you to the Centauro Shuttle Bus. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 00351 211303540).

Faro

Once you have collected your luggage, go out into the Arrivals Hall where a Centauro Rent a Car representative will be waiting for you at the signposted MEETING POINT to escort you to the Centauro Shuttle Bus. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 00351 289146800).

Porto

Once you have collected your luggage, make your way towards the Car Rental Area in the Arrival Halls where you will be met by a Centauro Rent a Car representative who will take you to the Centauro Shuttle Bus for a 3-minute journey to the office. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 00351 223160385).

Madeira

A Centauro Rent a Car representative will be waiting for you in the Arrivals Hall to escort you to the Centauro Shuttle Bus. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 00351 291091570).

ITALY

Rome Fiumicino

Once you have collected your luggage, make your way to Departures on the upper level. If you arrive at Terminal 1, go upstairs to arrivals and then come out of the building, turn right and make your way to Terminal 3. Please wait for the Centauro Shuttle Bus in front of Exit/Uscita 1 of Terminal 3 on the departures level. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0039 0683793686).

Rome Ciampino

Once you have collected your luggage, come out of the Terminal and make your way to parking 5 located on your right hand side. Here you will find the Centauro Shuttle Bus to take you to the office. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0039 0683664029).

Milan Malpensa

Terminal 1: Once you have collected your luggage, come out of the Arrivals Hall, then come out of the building using exit 6/Uscita 6 and opposite this exit, please wait for the Centauro Shuttle Bus to take you to our office.

Terminal 2: Once you have collected your luggage, make your way to the parking area situated in front of the Departure Terminal building which you will see on your right hand side. Please wait for the Centauro Shuttle Bus to take you to our office. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0039 03311133174).

Bergamo

Once you have collected your luggage, come out of the terminal building and turn left and continue until you reach exit number 4 of the departure terminal and just opposite in the parking area the Centauro Rent a Car shuttle bus will be waiting to take you to our office. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0039 0350033655).

Pisa

Once you have collected your luggage, come out of the terminal building using the main exit and turn right. Continue along the walkway for about 100m until you reach the minibus meeting point (Shuttle Bus Terminal Rent a Car). The Centauro Rent a Car shuttle bus will collect you here to take you to the office. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0039 0508075122).

Olbia

Once you have collected your luggage, come out of the main exit of the terminal and continue walking straight ahead on the pedestrian path in the direction of the parking area 'Settore A'. The Centauro Rent a Car shuttle bus will be waiting for you in parking A3 to take you to the office. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0039 07891902008).

Cagliari

Once you have collected your luggage, come out into the arrivals hall and without leaving the terminal go up to the first floor (departures). On the departures floor, come out of the terminal and by entrance 'B' the Centauro Rent a Car shuttle bus will collect you to take you to the office. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0039 0708046014).

Catania

Once you have collected your luggage, exit the building and follow the directions to terminal C. Keep walking until you see the sign 'Autonoleggi-Rent a Car' and then you will see the signs to the Centauro Rent a Car office. Vehicles must be returned to the Centauro car park. (Contact number 0039 0958888180).

Palermo

Once you have collected your luggage, come out into the arrivals hall and without leaving the terminal go up to the first floor (departures). On the departures floor, come out of the terminal using the main exit and the Centauro Rent a Car shuttle

bus will collect you right in front of the chemist to take you to the office. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0039 0918049060).

GRECIA

Athens

If coming out of Gate B (intra Schengen) in the arrivals hall, please go to the Kimbo coffee shop straight ahead or if coming out of Gate A (extra Schengen), turn to your right and continue along for about 100m towards gate B and on your left is the Kimbo coffee shop where a Centauro Rent a Car representative will be waiting for you to take you to the shuttle bus. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0030 2111984799).

Thessaloniki

Once you have collected your luggage, exit the Arrival Terminal building and once outside you will see the 'meeting point' where a Centauro Rent a Car representative will be waiting for you to take you to the shuttle bus. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0030 2311181134).

Heraklion

Once you have collected your luggage, come out of the Arrivals Hall, exit the building and on your right hand side you will see a sign 'Wait area to pick up individual customers', this is where a Centauro Rent a Car representative will be waiting to escort you to the Centauro shuttle bus. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0030 2811180090).

Chania

Come out of the terminal building and in front of you is a taxi rank, just behind the taxi rank you will see Cityzen Parking & Services parking area, here you will find the Centauro Rent a Car shuttle bus to take you to our office. Vehicles must be returned to the Centauro car park and then you will be taken to the Departure Hall by Shuttle Bus. (Contact number 0030 2821888085).

4. CENTAURO OFFICE HOURS

SPAIN

Office code	Address	Opening Hours	GPS Coordinates
1 - Benidorm	C/ Berlín 2, Rincón de Loix 03503, Benidorm	Mon-Fri: 08:00-14:00 / 16:00-20:00 Sat: 08:00-14:00 / Sun: Closed	Latitude: 38°32'06"N (38.534873) Longitude: 0°06'25"W (-0.106838)
2 –Alicante Airport	Aeropuerto Alicante 03195 L'Altet, Alicante	Mon-Sun: 07:00-24:00	Latitude: 38°17'17"N (38.2879247) Longitude: 0°33'8"W (-0.5523131)
4 - Valencia Airport	Polígono Manises. C/ Catarroja, 21 46940 Valencia	Mon-Sun: 07:00-23:00	Latitude: 39°29'11"N (39.486456) Longitude: 0°28'00"W (-0.466769)
6 - Joaquin Sorolla Train Station	Carrer de Sant Vicent Màrtir, 190 46007 Valencia	Mon-Sun: 08:00-22:00	Latitude: 39°27'33.8"N (39.459377) Longitude: 0°22'59.9"W (-0.383302)
5 - Torrevieja	Av. de las Cortes Valencianas 6 03180, Torrevieja	Mon-Fri: 09:00-14:00 / 16:00-19:00 Sat: 09:00-13:30 / Sun: Closed	Latitude: 37°59'09"N (37.985813) Longitude: 0°40'42"W (-0.678427)
10 - Mallorca Airport	Camí de son Fangós, 147 07199 Palma de Mallorca	Mon-Sun: 07:00-23:00	Latitude: 39°32'09"N (39.535954) Longitude: 2°44'02"E (2.733793)
22 - Ibiza Airport*	Ctra. Ibiza-Aeropuerto, Km 6, Nº 24 07817 Sant Jordi des Salines	Mon-Sun: 07:00-23:00	Latitude: 38°52'57"N (38.8825193) Longitude: 1°22'40"E (1.3776579)
33 - Seville Airport	Polígono Los Espartales, 2 Ctra. N-339. Vía de servicios Aeropuerto, S/N 41300 La Rinconada	Mon-Sun: 07:00-23:00	Latitude: 37°25'50"N (37.430599) Longitude: -5°52'51"W (-5.880920)
34 - Santa Justa Train Station	Ayre Hotel Sevilla Av. de Kansas City, 7 41018 Sevilla	Mon-Sun: 07:00-23:00	Latitude: 37°23'21.7"N (37.389370) Longitude: 5°58'28.8"W (-5.974663)
35 - Malaga Airport	Polígono Villa Rosa, C/ Pascal, 30 29004 Malaga	Mon-Sun: 07:00-23:00	Latitude: 36°40'34"N (36.675974) Longitude: 4°29'05"W (-4.484825)
36 - Maria Zambrano Train Station	C/ Mendivil, 10 29002, Malaga	Mon-Sun: 07:00-23:00	Latitude: 36°42'46.2"N (36.712823) Longitude: 4°25'57.3"W (-4.432584)
50 - Murcia Airport	Polígono 161, Parcela 73, RM-17 30156 Lo Jurado, Murcia	Mon-Sun: 08:00-22:00	Latitude: 37°49'35.0"N (37.826389) Longitude: 1°06'32.0"W (-1.108888)

60 - Madrid Airport	AC Hotel Coslada-Aeropuerto by Marriott Camino de las Rejas, 5 28022 Madrid	Mon-Sun: 07:00-23:00	Latitude: 40°26'42.3"N (40.445071) Longitude: 3°32'26.8"W (-3.540784)
61 - Atocha Train Station	Avenida Ciudad de Barcelona 108, Parking Premier 28007 Madrid	Mon-Fri: 07:00-22:00 Sat-Sun: 07:00-21:00	Latitude: 40°24'17.7"N (40.404910) Longitude: 3°40'60.0"W (-3.683319)
90 - Barcelona Airport	Polígono Mas Blau II. C/ Alta Ribagorça, 30-34 08820 El Prat de Llobregat	Mon-Sun: 07:00-23:00	Latitude: 41°18'37"N (41.310262) Longitude: 2°04'25"E (2.073659)
91 - Sants Train Station	Calle de Bejar 63-73, Local 8 08014 Barcelona	Mon-Fri: 07:00-22:00 Sat-Sun: 07:00-21:00	Latitude: 41°22'41.5" N (41.378200) Longitude: 2°08'39.9" E (2.144403)

* The Ibiza Airport office is closed during the winter.

PORTUGAL

Office code	Address	Opening Hours	GPS Coordinates
100 – Lisbon Airport	Av. Severiano Falcão, 2 2685-378, Prior Velho, Lisboa	Mon-Sun: 07:00-23:00	Latitude: 38°47'01.8"N (38.783824) Longitude: 9°07'27.8"W (-9.124386)
101 - Faro Airport	Estrada Nacional 125, Km 99 Sítio do Arneiro 8005-412, Faro	Mon-Sun: 07:00-23:00	Latitude: 37° 3' 42"N (37.061908) Longitude: -7° 58' 1"W (-7.967192)
102 - Porto Airport	Rua Joaquim Alves de Sousa Moreira, 148 4470-573 Maia	Mon-Sun: 07:00-23:00	Latitude: 41°14'02"N (41.233889) Longitude: 8°39'54"W (-8.665000)
103 - Madeira Airport	Rua 24 de Julho, 9 (ER 237) 9200 – 229 Agua de Pena Machico, Madeira	Mon-Sun: 07:00-23:00	Latitude: 32°42'14"N (32.703895) Longitude: 16°46'36"W (-16.776703)

ITALY

Office code	Address	Opening Hours	GPS Coordinates
200 - Fiumicino Airport	Vía Portuense, 2483 00054, Fiumicino, RM	Mon-Sun: 07:00-23:00	Latitude: 41°46'19.9"N (41.772183) Longitude: 12°14'28.6"E (12.241271)
201 - Fiumicino Airport	ParkinGO Ciampino, Via Luigi Bandini 00043, Ciampino, RM	Mon-Sun: 07:00-23:00	Latitude: 41°46'45.7"N (41.779364) Longitude: 12°36'21.2"E (12.605876)
202 - Malpensa Airport	Via del Barchello, 1 21019, Somma Lombardo, VA	Mon-Sun: 07:00-23:00	Latitude: 45°40'06.0"N (45.668322) Longitude: 8°42'22.3"E (8.706206)
203 - Bergamo Airport	Via Cremasca, 96 24052, Azzano San Paolo, BG	Mon-Sun: 07:00-23:00	Latitude: 45°38'57.5"N (45.649298) Longitude: 9°40'58.2"E (9.682822)
204 - Pisa Airport	Vía Darsena, 1 Next to hotel Galilei 56121 Pisa	Mon-Sun: 07:00-23:00	Latitude: 43°42'07.0"N (43.701941) Longitude: 10°23'11.6"E (10.386550)
205 - Cagliari Airport	Via G. Nervi, 1 09030 Elmas	Mon-Sun: 07:00-23:00	Latitude: 39°16'03.0"N (39.267489) Longitude: 9°04'35.4"E (9.076502)
206 - Olbia Aiport	Via Roma, 143 07026 Olbia	Mon-Sun: 07:00-23:00	Latitude: 40°54'42.7"N (40.911866) Longitude: 9°30'07.3"E (9.502025)
207 - Palermo Airport	Contrada Feudo Orsa 90045 Cinisi	Mon-Sun: 07:00-23:00	Latitude: 38°10'41.1"N (38.1780899) Longitude: 13°06'44.9"E (13.1124803)
208 - Catania Airport	Via San Giuseppe alla Rena Fondo, 4 95121, Catania	Mon-Sun: 07:00-23:00	Latitude: 37°28'12.8"N (37.470219) Longitude: 15°04'10.9"E (15.069692)

GREECE

Office code	Address	Opening Hours	GPS Coordinates
120 - Athens Airport	Leoforos Markopoulou Athens Airport Area 19003 Markopoulou	Mon-Sun: 07:00-23:00	Latitude: 37°53'43.506"N (37.8954182) Longitude: 23°54'47.58"E (23.9132167)
121 - Thessalonikis Airport	16 th kilometre Thessalonikis neas mihanionas 57001 Thermi	Mon-Sun: 07:00-23:00	Latitude: 40°30'49.3"N (40.513694) Longitude: 22°59'22.9"E (22.989444)
122 - Heraklion Airport	Leoforos Ikarou 87 N. Alikarnasos Heraklion 71601	Mon-Sun: 07:00-23:00	Latitude: 35°20'16"N (35.337777) Longitude: 25°09'47"E (25.163055)
123 - Chania Airport	Main Nat Road Akrotiriou Soudas 73100 Pazinos Akrotiriou	Mon-Sun: 07:00-23:00	Latitude: 35°31'04.55"N (35.517930) Longitude: 24°07'23.57"E (24.123213)

Opening Hours Christmas & New Year

Office	Christmas Eve	Christmas Day	New Year's Eve	New Years' Day
Airports	07:00 – 22:00	08:00 – 22:00	07:00 – 22:00	08:00 – 22:00
Train Stations	07:00 – 22:00	08:00 – 22:00	07:00 – 22:00	08:00 – 22:00
Local Offices (Benidorm / Torrevieja)	As normal	Closed	As normal	Closed
Head Office	T.B.A.	Closed	T.B.A.	Closed

5. CONTACT DETAILS

Product & Pricing Department

Email: pricing@centauro.net

Tel: +34 966830597

Product & Pricing Manager: Laura Diaconu

Email: ldiaconu@centauro.net

Contact Center

Email: reservas@centauro.net

Tel: +34 966830159

Head of Reservations: Maria Jose Madrid

Email: mjmadrid@centauro.net

Customer Service

Email: customerservice@centauro.net

Accounts

Email: clientes@centauro.net

Commercial Department

Commercial Director: Luigi Bagnoli

Email: lbagnoli@centauro.net

Office	Address	Telephone	Monday – Thursday	Saturday	Sunday
Contact Center	Av. País Valencia 9, Bloque A, Local 4 03509, Finestrat	0034 966 830 159	08:00 - 00:00	08:00 - 00:00	08:00 - 00:00
Admin / Accounts	Av. País Valencia 9, Bloque A, Local 4 03509, Finestrat	0034 966 815 300	09:00 - 14:00 15:30 - 18:30	09:00 - 13:00	CLOSED
Customer Service	Av. País Valencia 9, Bloque A, Local 4 03509, Finestrat	0034 966 830 597	09:00 - 14:00 15:30 - 18:30	CLOSED	CLOSED

ANNEX 1. FUEL AMOUNTS

**Fuel Charge by group:
Spain & Portugal**

GROUP	Minimum Charge	Maximum Charge	Flexi-Fuel (not included)
A-P2	50	55	25
A1-B2	50	55	25
B	60	80	25
C-C1	70	95	25
D-D2	55	80	25
E-C2	70	90	25
E1	80	90	25
E2-G4	60	70	25
F1	70	90	25
F2	70	90	25
F3	70	95	25
F4	79	85	25
F5	70	90	25
F6	85	95	25
F7-P1-P3-P4	85	105	25
G1	80	110	25
G2	100	105	25
G3	80	95	25
H	80	110	25
I	105	135	25

**Fuel Charges by group:
Italy & Greece**

GROUP	Minimum Charge	Maximum Charge
A	55	65
A1-B2	55	65
B	60	80
C-C1	70	95
D-D2	55	80
E-C2	70	90
E1	80	90
E2-G4	70	90
F1	70	95
F2	70	90
F3	70	95
F4	79	85
F5	70	90
F6	85	95
F7-P1-P2-P3-P4	85	105
G1	80	110
G2	100	105
G3	80	95
H	80	110
I	105	135

ANNEX 2. ONE-WAYS

DESTINATION →

SPAIN	ALICANTE AIRPORT	VALENCIA AIRPORT	JOAQUIN SOROLLA TRAIN STATION	MURCIA AIRPORT	MALAGA AIRPORT	MARIA ZAMBRANO TRAIN STATION	SEVILLE AIRPORT	SANTA JUSTA TRAIN STATION	BARCELONA AIRPORT	SANTS TRAIN STATION	MADRID AIRPORT	ATOCHA TRAIN STATION	BENIDORM	TORREVIEJA
ALICANTE AIRPORT	0 €	65 €	65 €	65 €	120 €	120 €	120 €	120 €	170 €	170 €	170 €	170 €	65 €	65 €
VALENCIA AIRPORT	65 €	0 €	65 €	65 €	120 €	120 €	120 €	120 €	170 €	170 €	170 €	170 €	65 €	65 €
JOAQUIN SOROLLA TRAIN STATION	65 €	65 €	0 €	65 €	120 €	120 €	120 €	120 €	170 €	170 €	170 €	170 €	65 €	65 €
MURCIA AIRPORT	65 €	65 €	65 €	0 €	120 €	120 €	120 €	120 €	170 €	170 €	170 €	170 €	65 €	65 €

O R I G I N ↓

ANNEX 3. CENTAURO EXTRANET

Dear Partner,

In order to reduce consultations from your Customer Service Departments to Centauro Customer Service, we have designed a simple management tool where you can access and view reservation details, reservation status (i.e. confirmed, cancelled or “no show”) and view all final invoices, charges and refunds.

You can Access our Extranet here: <https://partners.centauro.net/>

To log in, enter your Agency Code number and your Password. If you have more than one code, you must log in with each one to view the corresponding reservations.

Once you have access, go to “View bookings”, enter the Voucher number and click “Generate report”. Then you can click on the reservation number to access all related info.

In order to take maximum advantage of the Extranet, please pass this information to the relevant department members.

If there are any issues with access, please contact webmaster@centauro.net with a copy to lbagnoli@centauro.net and ldiaconu@centauro.net

If you have any queries or comments to make, then please let us know and we will be pleased to help you.