

## **RENTAL INFORMATION LISBON AIRPORT**

### **Our Standard rate include**

Unlimited mileage (except when indicated differently), Collision Damage Waiver (CDW), Theft Cover, Third-Party Liability (TPL), Roadside Assistance, VAT, preparation of the vehicle, registration fees.

### **Our Standard rate does not include**

Total elimination of Damage and Theft penalties, fuel, refueling service charge, fines, optional coverages (Smart Silver Cover Protection, Smart Gold Cover Protection, Road Assistance Plus, Extra Protection), premium location fee, extras, supplements, administration fees in case of damages, fines, tolls, parking tickets, and any other penalty or charge issued by the competent Authority, and anything not expressly included.

### **Our super rate includes**

Unlimited mileage (except when indicated differently), Collision Damage Waiver (CDW), Theft Cover, Third-Party Liability (TPL) and **Smart Silver Cover Protection**, VAT, preparation of the vehicle, registration fees.

### **Our super rate does not include**

Fuel, refueling service charge, fines, optional coverages (Road Assistance Plus), premium location fee, extras, supplements, administration fees in case of damages, fines, tolls, parking tickets, and any other penalty or charge issued by the competent Authority, and anything not expressly included.

### **Super Rate Security Deposits**

<b>SUPER RATE DEPOSIT</b>	
Mini (Group A,A1,AA,AA1,B)	300 €
Economic (C, CA)	300 €
Economic PREMIUM (CP, CAP)	300 €
Compact (DS, DAS, E, EA, EWA, FS, FSA, IS, ISA ISA1)	300 €
Intermediate (GS, GA)	300 €
Intermediate PREMIUM (OS, OSA)	500 €
Premium (HA, HSA, HSAP)	500 €
Premium Plus (JWA)	500 €
Luxury (LSA)	N/A
Mini Van 5+2 (NA)	500 €
Mini Van PREMIUM 5+2 (NAP)	500 €

Minibus (M, MA, MEV)	500 €
Minibus PREMIUM (PA)	500 €

### **Standard Rates Security Deposits**

<b>Standard Rate Excess Amount vs Rental Deposit</b>		
<b>SEGMENT</b>	<b>EXCESS AMOUNT</b>	<b>DEPOSIT AMOUNT</b>
Mini (Group A,A1,AA,AA1,B)	1,600 €	1,200 €
Economic (C, CA)	1,850 €	1,300 €
Economic PREMIUM (CP, CAP)	1,950 €	1,400 €
Compact (DS, DAS, E, EA, EWA, FS, FSA, IS, ISA ISA1)	2,000 €	1,500 €
Intermediate (GS, GA)	2,500 €	1,700 €
Intermediate PREMIUM (OS, OSA)	2,750 €	1,900 €
Premium (HA, HSA, HSAP)	2,900 €	2,100 €
Premium Plus (JWA)	2,900 €	2,100 €
Luxury (LSA)	4,000 €	4,000 €
Mini Van 5+2 (NA)	2,900 €	2,100 €
Mini Van PREMIUM 5+2 (NAP)	2,900 €	2,100 €
Minibus (M, MA, MEV)	3,000 €	2,200 €
Minibus PREMIUM (PA)	3,000 €	2200 €

### **Method of payment**

Customers will be able to pay for the reservation by using Visa, Amex and Mastercard cards (credit card, debit card, prepaid cards) following the related instructions on the booking form. If the reservation has not been prepaid online, Customer will pay the amount due for the rental to the counter operator directly by using the same type of cards.

**In any case, as guarantee of the rental,** the customer must be in possession of a valid Visa, Amex and Mastercard credit card and registered under his name, the card must be present physically with the customer. **Prepaid, recharge or virtual cards are not accepted.**

### **Debit Cards Deposits**

Visa and MasterCard debit cards can only be accepted when **Super Rate** is purchased or on **Standard Rate** when **Smart Silver** or **Smart Gold Cover Protection** is purchased and must be registered under customer's name.

The card must be present physically with the customer. Prepaid, recharge or virtual cards are not accepted.

### **Important information**

Driving on unpaved roads is strictly forbidden.

The vehicle must be returned during office opening hours. If a customer returns the vehicle outside of the established hours, he will be responsible for any damage or theft that occurs to the vehicle during the time between the vehicle being parked and the office opening, once the Sicily by Car staff receive it.

In case of "out of hours" reservations it is mandatory to provide the flight number and the customer's mobile number. If the flight is delayed, the customer must contact SBC using the designated phone number and email for this purpose.

### **Meet & Greet**

It is mandatory to provide the flight number (at least 3 days before the pick-up date). If possible, also the mobile number of the customer. If the flight is delayed, the customer is advised to contact SBC location.

### **How to find us at Lisbon Airport "Meet & Greet"**

Our location's address is - Av. Severiano Falcão 2, Prior Velho, 2685-378 Lisboa

In the Arrivals Hall, right after leaving baggage reclaim, customer should call Sicily by Car on – +351 911888369 (Shuttle) and +351 210944974 / +351 210935364 (Office)

– saying that is already available. Should then go to the meeting Point, close to Vodafone store, exit on "Exit 4" and wait for shuttle bus on the second sidewalk. On the shuttle's arrival, and with previous expeditious confirmation of the booking elements, the customer is conducted to the office in order to pick up his/her

automobile (auto facilities for car delivery and return are within the airport area, in a car rentals zone, about 5 min. away from the terminal). Car drop-off usually should be at the referred facility. Customers will then be transferred to the airport terminal via shuttle.

### **Office opening hours**

07:00 to 23:00 - Monday to Sunday

### **Minimum and maximum age**

The minimum age to rent a vehicle is 18 or 25 years old, depending on the category selected. All drivers must have held a valid driving license for at least one year. Please note that a Young Driver Surcharge of €8 per day (capped at a maximum of 10 days) applies to all drivers under the age of 25, typically including those between 18 and 24 inclusive.

For vehicles belonging to groups HA/HSA/HSAP/JWA/LSA/M/MA/PA and the driver must be 25 years old.

For all car groups, the maximum age permitted is 82 years old.

Copies of documents, digital driving licenses (except those issued by Portugal entity DGV, in this case the customer need to show the operator his driving license through the DGV application on his mobile phone), learning driving licenses and driving licenses with restrictions are not accepted.

Please note that if you do not have EU driving license you must show an international driving license on top. Driving licenses written in the non-roman alphabet must be accompanied by an international driving license.

### **Insurance**

Our rates are inclusive of a maximum of € 50,000,000,00 (Fifty Million) per single accident covering public liability, animals and property.

### **Rental Guarantee**

Sicily by Car requires that the main driver, once at the counter, provides a security deposit through a pre-authorization on his/her credit card (not prepaid/debit), registered under his/her name.

The card is required to be physically in the customer's possession, digital credit cards and contactless payment will not be accepted.

Credit cards accepted: VISA, AMEX and MASTERCARD. Cash deposits or bank checks will not be accepted. In the absence of a credit card, it will not be possible to proceed with the rental and the delivery of the vehicle. Prepaid, recharge or virtual cards are not accepted.

The deposit is never meant as a limitation of the customer's liability.

### **Fuel and Refueling Charge**

All the vehicles are usually delivered with a full tank of fuel. Should the vehicle be returned without a full tank of fuel a charge of € 20 will be applied for the refuel service surcharge plus the cost of the missing fuel calculated at the current market price per liter.

If the tank is not full, the customer is authorized to return it with the same level of fuel existing at the beginning of the rental. The counter staff will block a deposit on customer's credit card as guarantee.

### **Out-of-hours service**

The Out of Hours reservations are subjected to prior confirmation from Sicily by Car Spain. The out-of-hours fee costs 50€ (vat included).

**Drop Box – N/A**

### **Late returns**

For vehicle drop-offs, a maximum delay of 59 minutes is allowed. Once the indicated time has elapsed, an extra amount equivalent to the real value of 1 (ONE) day rental.

### **Baby and child seats**

Baby and child seats are available subject to a fee:

Child Seat (0 - 7 Years)	€ 11,00 per day (Up To 15 Days)
Child Booster Seat (7 – 12 Years)	€ 7,00 per day (Up To 15 Days)

### **Additional drivers**

Shall be applied a fee for additional drivers of €8,00 per day (VAT included) shall be applied up to a maximum of 10 days.

### **Oil and Maintenance**

Any expenses for engine oil require prior authorization from Sicily by Car. For reimbursement, a receipt or invoice issued in the name of Sicily by Car must be provided.

### **Fast Track**

Customers who want to skip the ordinary queue and get the car with priority can choose for the "Fast Track" service at the cost of € 30.00 (VAT Included) to be paid locally.

Skip the Line with Fast Track Service! Experience convenience and speed with our Fast Track service. Avoid the wait and get on the road faster with priority access to your rental.

### **Hotel Collection**

On request, subject to a fee

### **Type of vehicle**

Although Sicily by Car endeavors to deliver the vehicle requested by the client, do not guarantee the specific model but can guarantee the car group.

If the booked car group is not available, another vehicle of a higher category will be delivered without any extra charge.

### **Payment of fines**

All fines issued by the General Directorate of Traffic, Municipalities, Autonomous Communities with relevant authority, and through the appropriate agencies, as well as any related receipts during the rental period, will be notified to and covered by the customer.

Additionally, a supplementary charge of €25.00 (VAT included) will be applied to the designated credit card as an additional service fee for each fine issued in this regard.

### **24 Hours Assistance**

In case of an accident, the customer should contact 24-hour assistance number [+351 214 405 008](tel:+351214405008), [+351 965 938 400](tel:+351965938400), [+351 912788400](tel:+351912788400) and [+351 935 228 400](tel:+351935228400)

The tow truck service will collect the vehicle and will move it to the nearest Sicily by Car office for the replacement

In case of any damage causing the breakdown of the vehicle, the Customer will be charged for the tow truck service fee, starting from 120€ to the full excess amount, except in case of subscription to the optional clause "Roadside Assistance Plus". The price may be increased in the case of "special rescue", for example, driving on unpaved roads or in unappropriated places.

### **Cross Border**

Sicily by Car Spain vehicles is strictly for use within Portugal. Travel to **Spain** is permitted with **prior written authorization** and is subject to a cross-border fee ranging from **€95 to €190**, depending on the vehicle category

### **One way rentals fee**

One way's available to be paid at the desk.

<b>ONE WAYS (SPECIAL CARS ON REQUEST)</b>	
LISBOA / PORTO / LISBOA	140.00 €
VALENCIA / LISBOA / VALENCIA	1,000.00 €
ALICANTE / LISBOA / ALICANTE	1,000.00 €

### **Missing Car Documents**

The cost of issuing new vehicle documentation in the event of theft or loss by the Customer is €30,00.

### **Check Out sheet**

The customer is obliged to carefully check the vehicle's condition before leaving the airport parking lot. In case of any difference in the condition of the vehicle after signing the rental contract, the customer must immediately inform the reception staff.

The customer will not be able to make any complaints regarding the condition of the vehicle noted after signing the rental agreement and the delivery sheet, nor after the vehicle has been delivered, as they will be deemed solely responsible for these conditions. Sicily by Car will not be liable for such conditions and will not accept any claims in this regard.

### **Vehicle Cleaning**

Return the Vehicle with its interior in a clean condition similar to that at the time of delivery. Failure to comply with this obligation will result in the charge up to €95.00 for the Extra Special cleaning.

### **Prohibition of driving on unpaved roads**

The customer is fully responsible for any damage incurred to the vehicle as a result of driving on unpaved roads, even if they have subscribed to the Smart Silver Cover Protection or the Smart Gold Cover Protection, due to the prohibition established herein.

### **Pets on board**

No pets on board the rented vehicle are accepted, except guide dogs and service dogs.

## **CUSTOMER'S RESPONSIBILITY IN CASE OF DAMAGES AND THEFT OF THE RENTED VEHICLE**

### **Coverages**

The Customer's liability for the occurrence and repair of any damage will be limited to the maximum amount of the excess, calculated according to the prices in effect at the start of the rental. This does not include towing and vehicle collection, which are fully the responsibility of the Customer.

### **CDW - Collision Damage Waiver**

Covers damages caused to the vehicle, as well as damage resulting from Crash, Collision, Rollover, Fire, Lightning or Explosion, Theft and Robbery, Vandalism and Natural Phenomena, with the Customer being subject to the payment of an excess whose calculation basis varies according to the group of vehicles. Renter excess liability limits per car category:

<b>Damage Excess by Car Category</b>	
Mini (Group A,A1,AA,AA1,B)	1,600 €
Economic (C, CA)	1,850 €
Economic PREMIUM (CP, CAP)	1,950 €
Compact (DS, DAS, E, EA, EWA, FS, FSA, IS, ISA ISA1)	2,000 €
Intermediate (GS, GA)	2,500 €
Intermediate PREMIUM (OS, OSA)	2,750 €
Premium (HA, HSA, HSAP)	2,900 €
Premium Plus (JWA)	2,900 €
Luxury (LSA)	4,000 €
Mini Van 5+2 (NA)	2,900 €
Mini Van PREMIUM 5+2 (NAP)	2,900 €
Minibus (M, MA, MEV)	3,000 €
Minibus PREMIUM (PA)	3,000€

### **TP - Theft Protection**

The Customer's liability for damages caused by theft or robbery of the Vehicle is limited to the maximum amount of the excess, calculated according to the respective table in effect at the time of booking confirmation, unless the Customer violates any of the provisions of this rental agreement, the rules of the Traffic Code, or other applicable laws.

Renter excess liability limits per car category:

<b>Damage Excess by Car Category</b>	
Mini (Group A,A1,AA,AA1,B)	1,600 €
Economic (C, CA)	1,850 €
Economic PREMIUM (CP, CAP)	1,950 €

Compact (DS, DAS, E, EA, EWA, FS, FSA, IS, ISA ISA1)	2,000 €
Intermediate (GS, GA)	2,500 €
Intermediate PREMIUM (OS, OSA)	2,750 €
Premium (HA, HSA, HSAP)	2,900 €
Premium Plus (JWA)	2,900 €
Luxury (LSA)	4,000 €
Mini Van 5+2 (NA)	2,900 €
Mini Van PREMIUM 5+2 (NAP)	2,900 €
Minibus (M, MA, MEV)	3,000 €
Minibus PREMIUM (PA)	3,300 €

The penalties for theft, fire, and/or damage will be considered on an individual basis; therefore, the Customer agrees to indemnify the Lessor for any damage caused to the vehicle, unless they can prove that the damage occurred due to reasons not attributable to themselves.

The rental agreement contains specific information about the rules regarding responsibility in using the vehicle. Among these pieces of information, it is particularly important the compliance to the rules about the correct and diligent use of the rented vehicle (such as avoiding driving the vehicle on unpaved roads and sticking to the usual rules of attention and maintenance) as well as the compliance to the traffic rules.

In case of any fault or breach of such rules, the customer will be deemed the only responsible for any damage that occurred, even if Smart Silver Cover Protection and/or Smart Gold Cover Protection have been subscribed.

Considering the above, for further details, all customers are kindly invited to go through the current General Conditions carefully. We also remind that the reduction / reduction of liability will not be effective in case of malice or gross negligence.

## **SUPPLEMENT FOR THE ELIMINATION / REDUCTION OF DAMAGE AND THEFT**

### **Smart Silver Cover Protection**

It covers the total elimination of the damage and theft penalties, damage caused to the vehicle, resulting from Crash, Collision, Rollover, Fire, Lightning or Explosion, Theft and Robbery, Vandalism and Natural Phenomena, Glasses in general, Locks and Wheels. All the damage caused by negligence and carelessness in driving the cars is never covered even if the customer has subscribed to this protection.

**Cover protection price and excess liability limits per car category:**

<b>Smart Silver Cover Protection</b>		
SEGMENT / CAR GROUP	PRICE	DEPOSIT
Mini (Group A,A1,AA,AA1,B)	24.90 €	300 €
Economic (C, CA)	25.90 €	300 €
Economic PREMIUM (CP, CAP)	25.90 €	300 €
Compact (DS, DAS, E, EA, EWA, FS, FSA, IS, ISA ISA1)	26.90 €	300 €
Intermediate (GS, GA)	27.90 €	300 €
Intermediate PREMIUM (OS, OSA)	27.90 €	300 €
Premium (HA, HSA, HSAP)	30.90 €	500 €
Premium Plus (JWA)	30.90 €	500 €
Luxury (LSA)	N/A	N/A
Mini Van 5+2 (NA)	28.90 €	500 €
Mini Van PREMIUM 5+2 (NAP)	28.90 €	500 €
Minibus (M, MA, MEV)	30.90 €	500 €
Minibus PREMIUM (PA)	30.90 €	500 €

### **Smart Gold Cover Protection**

It covers the total elimination of the damage and theft penalties, damage caused to the vehicle, resulting from Crash, Collision, Rollover, Fire, Lightning or Explosion, Theft and Robbery, Vandalism and Natural Phenomena, Glasses in general, Locks and Wheels, PAI and Road Assistance Plus.

All the damage caused by negligence and carelessness in driving the cars is never covered even if the customer has subscribed to this protection.

### **Cover protection price and excess liability limits per car category:**

<b>Smart Gold Cover Protection</b>		
SEGMENT / CAR GROUP	PRICE	DEPOSIT
Mini (Group A,A1,AA,AA1,B)	28.90 €	150 €
Economic (C, CA)	29.90 €	150 €
Economic PREMIUM (CP, CAP)	29.90 €	150 €
Compact (DS, DAS, E, EA, EWA, FS, FSA, IS, ISA ISA1)	30.90 €	150 €

Intermediate (GS, GA)	31.90 €	150 €
Intermediate PREMIUM (OS, OSA)	31.90 €	150 €
Premium (HA, HSA, HSAP)	34.90 €	250 €
Premium Plus (JWA)	34.90 €	250 €
Luxury (LSA)	N/A	N/A
Mini Van 5+2 (NA)	32.90 €	150 €
Mini Van PREMIUM 5+2 (NAP)	32.90 €	150 €
Minibus (M, MA, MEV)	34.90 €	250 €
Minibus PREMIUM (PA)	34.90 €	250 €

### **EP – Extra Protection**

It covers damage to glasses, tires and wheels, rear-view mirrors, headlights, and optics of the rented Vehicle. It does not include damage to the under and upper car body and vehicle, interiors, loss of or damage to keys and documents.

The daily cost of EP-Extra Protection amounts to € 7,00 per day up to 15 days.

### **RAP- Road Assistance Plus**

When this assistance is subscribed, at a rate of €7.00 per day (VAT included) up to 10 days, the Customer's liability for towing and on-site assistance services will be eliminated for damages incurred at the site of the incident, including broken glass, windows, locks, wheels, as well as damage to the vehicle's underside, roof, interior, loss of keys, and damage to electric vehicle batteries, where responsibility is attributed to the driver

### **Exclusions**

The following are expressly excluded from coverages CDW, TP, SSCP, SGCP and EP, therefore are not subject to any reduction or cover, Damage due to negligence to the Vehicle, Damage under the Vehicle, Damage to the Roof, Damage to the Interior of the Vehicle, Change of Fuel, Loss of Keys and Damage to the Batteries of Electric Vehicles. The following are considered to be acts of negligence, and therefore not subject to any reduction or cover, by way of example only and without exclusion of others:

- Unauthorized or unlicensed driving of the vehicle.
- Non-compliance with the maximum height of the vehicle.
- Driving in areas unsuitable for traffic.
- Improper use of the vehicle or contribution to its damage / theft.
- Collision with objects hanging, suspended, or obstructing the carriageway.
- Driving through a barrier that is too low for the vehicle to pass.
- Damage caused by gates or barriers in car parks.
- Driving on a road in poor condition without due care, resulting in damage to the vehicle.
- Driving on the beach or on unauthorized land or where the integrity of the vehicle may be at risk.
- Driving on flooded roads.

- Fueling the vehicle with the wrong fuel or otherwise contaminating the fuel with other substances, including additives.
- Damages occurred as a result of ignoring a signaling or trafficking light.
- Damage to the clutch (due to frequent misuse) or using the handbrake incorrectly.
- Wheel damage caused by driving with a flat tire.
- Placing unauthorized objects inside or outside the vehicle.
- Carrying dirty or contaminated materials that require extra cleaning costs or that damage or burn the interior.
- Damage resulting from leaving keys inside the car or losing the keys.
- Damage resulting from leaving the window open.
- Use of the vehicle in demonstration races, sports events or circuits, including private track days or those open to the public.
- Negligent driving, misuse of the vehicle, violation of the Traffic regulations, driving under the influence of alcohol or psychotropic substances.
- Failure to return the Vehicle or the keys

In such cases Renter will have to compensate the Rental Company for all expenses for all expenses incurred in this regard.

#### **Damage caused by vegetation**

Customer will be liable for any damage caused to the vehicle due to vegetation, even if has subscribed to the Smart Silver Cover Protection or Smart Gold Cover Protection clauses, as this can be considered his negligence to drive the car in the countryside or in places where the vegetation can cause scratches and damage to the vehicle.

#### **Procedure in case of accident**

In the event of an accident, with or without third parties, an accident report ('Friendly Accident Report') must be submitted, written and detailed according to the applicable regulations.

In the case of an accident involving a third party, it is essential to communicate the license plate number, the insurance company details, the full name of the driver and all possible witnesses, and the full name of the vehicle owner (as stated in the vehicle documentation). If new damages (not pre-existing upon pick up) are found when checking the vehicle in (drop off) and if these are not covered by the clauses reducing and/or eliminating Customer's liability (Smart Silver Cover Protection or Smart Gold Cover Protection clauses), the procedure will be the following:

- In the event of damage included in the "Damages Table" of SBC, the drop-off location will immediately identify the damage jointly with the Customer, proceeding to quantify it and charging the corresponding amount to the credit card designated by the Customer for such purposes.
- In the event of damage not included in the SBC "Damages Table", once it has been identified jointly with the Customer, the drop-off location will temporarily block an amount on the Customer's credit card as a precaution, without charging it, and will wait for the damage to be quantified through the required damage report. Once the damage report has been issued, the Customer will receive a communication containing the documents that prove the damage and the relevant quantification.
- For cases where it is not possible to identify the damage together with the Customer (for any reason attributable to them), Sicily by Car will temporarily block an amount on the

Customer's credit card as a precaution, to proceed with the assessment of the damage either by the SBC Damages Table or by a damage expert. Subsequently, the Customer will be sent a communication with the documents that verify the damages and the relevant quantification. After 5 days of this communication, the amount quantified by the damage expert will be charged to the Customer's credit card.

- The Customer may dispute the damage and/or its quantification as documented by Sicily by Car. For this purpose, the reasons provided by the Customer will be recorded and Sicily by Car will respond to them within a maximum period of 30 days. If the reasons provided by the Customer are valid and duly substantiated, no charge will be made, or a refund will be issued to the designated credit card if the quantified amount has already been charged. Additionally, if the Customer's dispute is received within 5 days following the communication sent with the notice of the required charge, the case will be temporarily put on hold, and no charge will be made until all necessary checks have been completed.

If the Customer reports an accident or incident for which he/she is not responsible or which was not caused by him/her, Sicily by Car will charge a deposit based on the amount calculated in accordance with the SBC "Damages Table" or, in the case of damages not listed in the table, according to an applicable damage report. This deposit will remain at the disposal of Sicily by Car while the claim is processed with the insurance company.

Additionally, if the insurance covers the damages, the indemnified amount will be deducted from the sum charged to the Customer.

If the accident is attributable to the Customer, the cost of the damage report (if applicable) as well as any shipping expenses will also be charged. In the event the customer reports an accident not caused by them and provides a signed accident report from the third party involved, they will be exempted from the damage liability amount established herein.

Should the third party's insurance not cover the damage due to an incomplete or inadequate accident report, or if the accident involves contributory or passive negligence, Sicily by Car will claim from the Customer the amount for damages to the Vehicle, up to the maximum contractual penalty established.

The Damage Report Form signed by the third party must be submitted in all cases, even if the damages are covered by optional clauses for limiting and/or eliminating liability (Smart Silver Cover Protection or Smart Gold Cover Protection).

### **No-show**

If the customer does not arrive within 2 hours of the pickup time indicated in the reservation, the vehicle may no longer be available upon their arrival, unless the customer has provided their arrival flight number and an active mobile phone number for contact at the time of booking.

### **Cancellation**

There is no cancellation fee.

### **Unused Days**

Unused days are non-refundable.

### **Request of refund**

Any requests of refund must be made by e-mail at [customers-spain@sbciberia.com](mailto:customers-spain@sbciberia.com)

### **Complaints**

The Contract is governed by Portuguese law. For disputes arising from the contract, the following jurisdiction is stipulated: Lisbon District Court.

Under the terms of Law no. 144/2015 of 8 September, the Consumer Customer may also resort to the Alternative Dispute Resolution Entities available at [www.consumidor.gov.pt](http://www.consumidor.gov.pt) , namely the Lisbon Consumer Conflict Arbitration Centre.

Sicity By Car has a physical and online Complaints Book, in accordance with the law, and customers can send their complaints directly to the following email address [apoioaocliente@sbcportugal.pt](mailto:apoioaocliente@sbcportugal.pt), as well as to the AMT address: [reclamacoes@amt-autoridade.pt](mailto:reclamacoes@amt-autoridade.pt)