

AN IMPORTANT NOTICE ABOUT RENTAL CAR ARRANGEMENTS AT GEMINI SOUTH

Your cooperation in reading and then carefully following this guidance will be very much appreciated. *Please do bear in mind that, in the absence of compliance with this guidance, damage or loss reported to us by third parties such as the rental company or the police, may be assumed by Gemini to have been incurred while you were in charge of the vehicle.*

Picking up a Vehicle at the Airport

When you pick up a vehicle booked for you at the airport, please make sure to understand and check that the information provided in the document ENTREGA – RECEPCIÓN DE VEHÍCULOS is in accordance to the actual conditions of the vehicle when you receive it.

Do not sign this document without having checked the vehicle to your entire satisfaction for observable damage of any kind.

If you notice that any dent or scratch or other damage is not recorded in the document, please make sure to write it on the OBSERVACIONES part of the document [in English will be fine] and bring it to the attention of the rental company representative.

Picking up a Vehicle at the Gemini South Base Facility on the AURA Compound, “the SBF”

If the vehicle is received at SBF before your arrival – which we’ll do if you request this* - a member of the Gemini staff will perform this check on your behalf, will sign the document ENTREGA – RECEPCIÓN DE VEHÍCULOS and leave the document for you. If you have any observations about inaccuracies in the document or can’t find it, please raise the issue with the person on the Gemini staff as soon as possible [* and the request is responded to positively in writing].

Returning a Vehicle at the Airport

Please make sure that an employee from HERTZ receives the vehicle. Do not leave the vehicle locked and without supervision. Contact one of the HERTZ employees at the airport to receive the vehicle. Don’t just leave the rental car keys in the locked vehicle. Always remember to check the hire car for your personal belongings.

At the end of July 2013 all of the rent-a-car agencies at the La Serena airport moved out of the terminal and into the public parking lot. All rental vehicles must be picked up and returned at this new location. To return a vehicle you must enter the public parking lot and leave the car parked in one of the parking spaces designated for HERTZ.

There is not a parking fee charged to Gemini when our clients enter the public parking lot. Unless, the client loses the entrance ticket and/or the ticket is not presented to the counter person when the vehicle is returned to the agency.

Rental booths remain in the same place. Inside the terminal, right hand side.

Returning a Vehicle at the SBF

You must make sure that the person who organized your rental is made aware in good time, if you choose to return the vehicle at the SBF. The car's reception at the SBF can be performed from Monday to Friday between 08.30am and 1.00pm or between 2.00pm and 5.30pm, excluding Holidays. Only exceptionally, can this be done at weekends and in these cases certainly the arrangements should be made as far in advance as possible to the person on Gemini staff who arranged the rental.

Possible accidents in a rented vehicle

All HERTZ vehicles have insurance cover against small bumps to a total loss. This insurance DOES NOT cover theft of accessories neither theft of radios or personal damages. To make effective this insurance is it mandatory, in the case of an accident, that you go to the nearest Police Station and provide evidence of the accident. Carabineros [the police] will make a report and provide a number of the evidence certificate ["constancia"] that will allow the rental agency to make their insurance claim.

In any such case, you are obliged to also urgently contact the person at Gemini South who arranged your car rental and inform him or her of what has occurred.

Procedures in the event of an accident

In the event of an accident involving a car rental driven by staff members or visitors, the following procedures will apply:

- Stop your vehicle in as safe a place as possible. Turn off the ignition. Get out carefully and determine if anyone is injured. You may administer first aid, if needed, but usually shouldn't try to move the injured person.
- Immediately after getting the urgent medical attention that might be needed, call the police (phone 133)
- If your vehicle cannot be moved, turn on the hazard lights.
- If another vehicle was involved, record the vehicle's year, make, model and license plate number. Get the driver's name, address, license number and the name of his/her insurance company. If the driver does not own the vehicle, get the name of the vehicle's owner. Also get the names and addresses of any passengers in the vehicle, or other witnesses.

- Write down the name and badge numbers of police and other emergency personnel at the scene.
- If you think the other driver was under the influence of alcohol or drugs, insist on a test for you and the other driver.
- Contact the Gemini office, phone 2205 600, or AURA Security at 2205 351 [out of normal office hours] to request assistance.
- Cooperate with the police and other people involved, but don't apologize for or acknowledge the accident in any way. Do not offer insurance settlements on your own or sign anything without obtaining advice.
- Do not give any statements - except to the police
- If the other person takes responsibility for the accident, do not accept money he or she may offer you. By accepting money, you may give up the right to file a claim against the other driver.
- If there are injured persons, you must expect temporary detention at the police precinct closest the place of the accident. We recommend you to fully cooperate with the police in their proceedings, and request assistance as soon as possible. If you are injured because of another person's negligence, you may have a case for liability compensation.
- Also, you must be aware that mandatory blood samples will be taken from you at a Hospital or Clinic, for the requisite alcohol ingestion tests.