

VEHICLE RENTAL VIA WEBSITE - TERMS & CONDITIONS (T&C)

These Terms and Conditions (“T&C”) apply to all vehicle rental reservations made through the website. By completing a reservation, the customer is deemed to have read, understood, and electronically accepted the following terms and conditions.

1. INCLUSIONS

All rentals are offered on an **all-inclusive** basis and include the following services:

- Unlimited mileage
 - Collision Damage Waiver (CDW)
 - Theft Waiver / Theft Protection
 - Third Party Liability Insurance (TPL)
 - Airport surcharge
 - VAT / applicable taxes
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2. DRIVER AGE LIMIT

- **Minimum age:** 21 years
 - **Maximum age:** 99 years
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3. YOUNG DRIVER FEE

A young driver surcharge of **EUR 20 per day** applies to drivers aged **21–26**.

4. DRIVER’S LICENCE

4.1. No minimum driving experience requirement is specified.

4.2. An **International Driving License is not required**, even if the domestic license is not issued in the Roman/English alphabet.

5. INSURANCE COVERAGE

5.1. International Customers

Compulsory insurance includes:

- Collision Damage Waiver (CDW / LDW)
- Third Party Liability (TP)

5.2. Customers from the USA and Canada

No additional insurance coverage is included.

6. EXCESS / DAMAGE LIABILITY (EXCESS REDUCTION)

6.1. Excess Waiver

Not available.

6.2. Reduced Excess Option

PAI + Deposit / Excess Reduction is available at the following rates:

- **EUR 14** – Mini / Economy / Compact
- **EUR 50** – Intermediate / Luxury

A **Super CDW** option is available, reducing the deductible amount.

7. FEES AND PENALTIES

7.1. Airport Fee

No specific airport fee is stated.

7.2. Traffic and Parking Fines

The following additional fees may apply:

- Vehicle immobilization fee: **EUR 25 per day** (in certain insurance cases)
- Extra cleaning or sticker removal fees (e.g. **EUR 50 removal fee**)

Parking fees and traffic fines are **not specified** in the rental rate and remain the renter's responsibility.

8. ROADSIDE ASSISTANCE

Roadside assistance is **not included**.

9. FUEL POLICY

A **Same-to-Same** fuel policy applies.

AdBlue:

AdBlue is considered a consumable item and **must be refilled by the customer** if used.

10. MILEAGE POLICY

Unlimited mileage applies.

11. CROSS-BORDER TRAVEL

Cross-border travel is **not permitted**.

12. FERRY TRAVEL

Ferry travel is **not permitted**.

13. ONE-WAY RENTAL

International one-way rentals are **not permitted**.

14. VAT / TAXES

VAT is included in the rental rate.

15. PAYMENT METHOD

The following payment methods are accepted:

- Credit Cards: **Visa, MasterCard**
 - Additional option:
 - **Quick Release (same day): EUR 6**
 - Cash payments and cash deposits are **not accepted**.
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16. DEPOSIT

A **security deposit is required at pick-up** and will be blocked on the renter's credit card.

- Deposit amount is determined at vehicle collection
 - Deposit **cannot be split** or paid in cash
 - No separate fuel deposit is required (included in the main deposit)
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17. DELIVERY AND COLLECTION

Delivery and collection services are **not available**.

18. GRACE PERIOD

A grace period of **59 minutes** applies.

After 59 minutes, an **additional rental day will be charged**.

19. EFFECTIVE DATE

These T&C shall enter into force upon the renter's electronic approval during the online reservation process. The renter declares acceptance of all terms and conditions.