

# 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.

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## 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**.

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## 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.

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## 5. INSURANCE COVERANCE

### 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.

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## 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.

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## 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.

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## 8. ROADSIDE ASSISTANCE

Roadside assistance is **not included..**

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## 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.

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## 10. MILEAGE POLICY

Unlimited mileage applies.

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## 11. CROSS-BORDER TRAVEL

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

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## 12. FERRY TRAVEL

Ferry travel is **not permitted**.

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## 13. ONE-WAY RENTAL

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

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## 14. VAT / TAXES

VAT is included in the rental rate.

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## 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**.

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## 18. GRACE PERIOD

A grace period of **59 minutes** applies.  
After 59 minutes, an **additional rental day will be charged.**

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## 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.