

## **1-Inclusions**

All rentals are offered on an all-inclusive basis.

The rental rate includes Unlimited Mileage, Collision Damage Waiver (CDW), Theft Waiver / Theft Protection, Third Party Liability Insurance (TPL), Airport Surcharge and VAT / Taxes.

Security deposit amounts by vehicle category:

- Economic vehicles: EUR 1500
- Mid-segment vehicles: EUR 1600
- SUV & Minibus: EUR 2000
- Premium / Luxury vehicles: EUR 2500

## **2-Driver's Age**

The minimum driver's age is 21 years, and the maximum driver's age is 65 years.

Drivers aged 18 to 21 years are considered young drivers. A young driver fee of EUR 15 per day applies.

## **3-Driver's License**

The renter must have a valid driving license and at least 2 years of driving experience.

Only driving licenses and documents issued in English are accepted.

Documents issued in Chinese, Arabic, or similar non-Latin alphabets are not accepted.

## **4-Insurance Coverage**

Insurance coverage for international customers and customers from USA and Canada:

Insurance coverage varies according to vehicle segment.

## **5-Excess Reduction**

Excess Waiver (Zero Excess):

An optional excess reduction is available at a daily rate ranging between EUR 10 and EUR 20, depending on the vehicle category.

Reduced Excess Option:

A reduced excess option is available at EUR 10 per day.

## **6-Fees**

Parking fees, road tolls, traffic fines, and similar charges are not included and will be documented and deducted from the renter's deposit

## **7-Roadside Assistance**

Roadside assistance is available 24/7.

## **8-Fuel Policy**

If the vehicle is not returned with the same fuel level as received, an additional fee applies.

Missing fuel will be charged at the current fuel price.

## **9-Mileage Policy**

Unlimited Mileage.

## **10-Cross Border Travel**

Cross-border travel is not permitted.

## **11-Ferry Travel**

Ferry travel is permitted only on domestic ferry routes.

## **12-One Way Rentals**

One-way rentals are permitted, provided the minimum rental period is 3 days.

## **13-VAT**

VAT is included.

## **14-Payment Methods and Deposit**

Accepted payment methods include Credit Card.

A security deposit will be blocked on a credit card issued in the driver's name.

Deposit refunds will be processed within 21 business days.

## **15-Delivery and Collection**

A complimentary valet service is provided for airport reservations.

Please check with the rental desk for more information.

## **16-Grace Period**

Grace period is 2 hours.

## **17-Out of Hours**

The rental office operates 24 hours a day.

## **18-Extras**

Extras such as child seats, GPS, and similar items may be available on request and are not included in the rental price.

Please check with the rental desk for more information.

**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. ALL TERMS, CONDITIONS AND PRICES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE.**