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## TIPS FOR A SMOOTH RENTAL EXPERIENCE

**At pick-up**

Your vehicle will be inspected together with an Avant Car employee for any existing damages. If you notice additional damages not marked on your rental agreement, immediately notify our rental agent before starting your journey.

**Before returning**

Top up your tank before returning the vehicle, otherwise, you will be charged for fuel by a per-litre rate including an additional refueling fee.

**When returning**

Remember to take all your personal belongings with you before returning your rental vehicle. When dropping off the vehicle during after hours (drop-off box), any forgotten personal items will not be retrievable until the office opens.

*Valid from March 2023*

## Rental Terms & Conditions

### Driving licence requirements

Young driver fee for drivers between 18 and 21 years of age is 5.00 € per day, maximum 50.00 € per rental.  
Minimum requirement for rental of any car group is 18 years of age.  
Valid driving licence must be possessed for at least two years.

### Payment (Basic Insurance Option)

A valid **Credit Card** in the name of the renter must be presented as a guarantee for the rental.  
The amount of "Non waivable excess" increased by 200 € will be blocked on the renter's **Credit Card**.  
Accepted Credit Cards: MasterCard, Visa and Diners  
Cash and debit/prepaid cards are not accepted to cover the deposit.

### Payment (Full Insurance Option)

A valid **Credit or Debit Card** in the name of the renter must be presented as a guarantee for the rental.  
The amount of 100.00 € will be blocked on the renter's **Credit or Debit Card**.  
Accepted Credit/Debit Cards: MasterCard, Visa and Diners  
Cash and pre-paid cards are not accepted to cover the deposit.

### Driving restrictions

Cross-border travel permitted to Albania, Kosovo, Bosnia and Herzegovina, Bulgaria, Croatia, Greece, Montenegro, Serbia and Slovenia.  
Vehicles cannot be driven to **any other country not included in the list above**.  
To travel abroad, a Cross-border fee of **35.00 €** is charged **per visited country**.

### Fuel policy

The fuel policy is full-to-full. The renter receives a vehicle with a full tank and must return the vehicle with a full tank - unless otherwise instructed by a rental service agent.

## Pricing & Extras

### Rental price includes

- unlimited mileage
- Collision Damage Waiver (CDW)
- Third Party Liability (TPL)
- Theft Protection (TP)
- Winter tyres from the 15th of November until the 15th of March
- Airport surcharge
- VAT 18%

### Rental price does not include

Optional Extras	Per day	Max. price
- Additional driver	4.00 €	40.00 €
- Young driver fee (18-21 y/o)	5.00 €	50.00 €
- Cross-border fee	35.00 € <b>per country</b>	/
- GPS device	5.00 €	50.00 €
- Baby seat (0-13 kg)	5.00 €	50.00 €
- Child seat (9-18 kg)	5.00 €	50.00 €
- Booster Seat (15-36 kg)	5.00 €	50.00 €
- Snow chains	20.00 € <b>per rental</b>	/

## Fees and surcharges

- Refueling fee 10.00 € + fuel price

Fuel policy is full-to-full. This charge applies if the rental vehicle is returned without a full tank of fuel. Fuel cost is a separate charge.

- Fuel charge (per litre) Daily Market Price

- Prepaid tank of fuel Daily Market Price

An option to pre-purchase a full tank of fuel. Refunds for any unused fuel are not possible.

- Cross-border penalty 625.00 €

Penalty applies if a customer crosses a border of a foreign country without

- Lost and found items postage handling fee 25.00 €

Handling fee for packaging and postage of lost personal belongings to customer's home address. Shipping costs excluded.

- Damage handling fees 100.00 €

Fee applies in case of damage to or theft of vehicle

- Speeding, parking and traffic fine handling fee 50.00 €

Administration fee for review and forwarding of tickets, fines and charges to the authorities. The fine is not included in this price.

- Drop-off location change at pick-up 20.00 € + drop-off fee

Fee applies if the return location is changed by the customer at the time of vehicle pick-up.

- Drop-off location change after pick-up 50.00 € + drop-off fee

Fee applies if the return location is changed by the customer after vehicle pick-up.

- Drop-off location change without notice 100.00 € + drop-off fee

Fee applies if the customers returns the vehicle to a different location without prior notice.

- Early return of rental

Refunds for early returns or unused vouchers are not possible.

*All prices include 18% VAT. Extras are payable locally, available on request.*

## Return location fees

One-way fees apply when the pick-up location is different to the drop-off location. The rental company must be informed of different pick-up and return locations prior to the start of rental. One-way fees apply to non-domestic rentals.

### International One-way Fees from North Macedonia

#### Croatia

Dubrovnik airport [DBA] / downtown [DBD] 649.00 €

Split airport [STA] / downtown [STD] 708.00 €

Zadar airport [ZDA] 708.00 €

Zagreb airport [ZGA] / downtown [ZGD] 885.00 €

#### Slovenia

Ljubljana airport [LJAPT], downtown [LJDTN1], rwy. station [LJDTN2] 944.00 €

Maribor [MB] 944.00 €

Koper [KP] 1,062.00 €

## Insurance packages

Sample model	Car group	CDW	TP	Excess	Deposit	Excess	Deposit
	ACRISS			Basic Insurance		Full Insurance	
VW Polo or similar	EDMR	incl.	incl.	500.00 €	700.00 €	0.00 €	100.00 €
VW Golf or similar	CDMR	incl.	incl.	500.00 €	700.00 €	0.00 €	100.00 €
Skoda Octavia or simila	IDMR	incl.	incl.	1,000.00 €	1,200.00 €	0.00 €	100.00 €
VW T-Roc or similar	IFMR	incl.	incl.	1,000.00 €	1,200.00 €	0.00 €	100.00 €
VW T-Roc Aut or simila	IFAR	incl.	incl.	1,000.00 €	1,200.00 €	0.00 €	100.00 €
VW Arteon Aut or simila	SDAR	incl.	incl.	1,200.00 €	1,400.00 €	0.00 €	100.00 €
Renault Trafic Aut	FVAR	incl.	incl.	1,200.00 €	1,400.00 €	0.00 €	100.00 €

### Security deposit

Upon pick-up the customer is requested to present a valid credit card in the main driver's name, to cover the security deposit. The security deposit is held as a guarantee in the event of damage to/theft of the vehicle. Depending on the booked car group the deposit varies from a minimum amount of 700.00 € up to a maximum amount of 1,400.00 €.

Prior to the start of rental the amount of the security deposit is blocked on the renter's credit card and is released after a maximum period of 30 days, if no new damage or theft of the vehicle occurs during the rental period. Deposit holding times depend on the policy of the card's issuing bank. If the renter fails to present a valid credit card in their name or if insufficient funds are available on the card, Avant Car can refuse to release the vehicle.

By purchasing Avant Car's full insurance "Carefree package" the excess and security deposit amounts are lowered to 100.00 €.

### Insurance and liability

All offers include basic insurance with deductible excess and liability Collision Damage Waiver (CDW), Theft Protection (TP) and Third-Party Liability protection (TPI). The Excess liability is the maximum amount the driver is responsible for in case of damage to the rental vehicle during the rental period. CDW insurance does not cover damage to tyres, windscreen, glass, undercarriage, damage to or loss of the car's documents or keys, damage caused by the renter's negligence (i.e. wrong fuel), or driving under the influence of drugs and/or alcohol.

The security deposit, reserved on the renter's card, can be deducted by Avant Car in case of damage to the rental vehicle, traffic fines and charges, lack of fuel, refueling the incorrect fuel, not returning the rental vehicle on time, incurred penalties according to the T&Cs, chemical cleaning or loss of documents and keys.

## Vehicle fleet

### Car groups

The vehicles and vehicle models listed in the pricelist or offer are the most common vehicles in the Avant Car fleet. We cannot guarantee an exact brand or model of the rental vehicle as displayed on our website, our partners' websites or the rental voucher (unless explicitly stated that the chosen model is guaranteed)



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