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## TIPS FOR A SMOOTH RENTAL EXPERIENCE

**At pick-up**

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

**Before returning**

Please ensure to fill up the 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 outside of business hours using the key box, any forgotten personal items will not be retrievable until the office opens.

*All indicated prices include 25% VAT*

## Rental Terms & Conditions

### Driving licence requirements

**Young driver fee** for drivers between 18 and 21 years of age is € 10.00 per day, maximum € 100.00 per rental.

**Senior driver fee** for drivers between 70 and 85 years of age is € 10.00 per day, maximum € 100.00 per rental.

**Minimum age** requirement for rental of any car group is 18 years old.

**Maximum age** limit for rental of any car group is 85 years old.

Drivers must have held a valid driving licence for at least **one year**.

### Payment and safety deposit

A valid credit card in the name of the main driver must be presented as a guarantee for the rental. We accept **MasterCard, Visa, and Diners**. Please note that cash and debit or prepaid cards are not accepted to cover the deposit. We do not accept American Express for payment or safety deposit.

### Driving restrictions

Crossing the border with the rental vehicle is allowed only if the Cross-border insurance is purchased, in the form of a Cross-border Fee. This fee offers cover and protection of the vehicle while travelling outside of Croatia.

Cross-border travel permitted to Bosnia and Herzegovina, Serbia, Montenegro, N. Macedonia, Switzerland, Liechtenstein, Monaco, San Marino and EU member states (**except** Ireland, Estonia, Latvia, Lithuania, Malta, Sweden, Finland).

Driving in other countries is not permitted and is subject to a **penalty of € 625.00**.

To drive abroad, a Cross-border fee of **€ 85.00 per rental is charged**.

### Fuel policy

The fuel policy is full-to-full. The renter receives a vehicle with a full tank or EV battery and must return the vehicle with a full tank - unless otherwise instructed by staff.

## Pricing & Extras

### Price of rental includes:

- unlimited mileage
- Collision Damage Waiver (CDW)
- Third Party Liability (TPL)
- Theft Protection (TP)
- Winter tyres from 15 November to 15 April
- Airport Surcharge
- 25% VAT

### Price of rental does not include:

Optional Extras	Per day	Max. price
- Additional driver	€ 10.00	€ 100.00
- Young driver fee (18-21 y/o)	€ 10.00	€ 100.00
- Senior driver fee (70-85 y/o)	€ 10.00	€ 100.00
- Baby seat (0-13 kg), Child seat (9-18 kg)	€ 12.00	€ 120.00
- Booster seat (15-36 kg)	€ 12.00	€ 120.00
- Cross-border fee	€ 85.00 <b>per rental</b>	
- Island fee (islands connected by bridge)	€ 75.00 <b>per rental</b>	
- Ferry fee (islands connected by sea)	€ 100.00 <b>per rental</b>	

## Fees and surcharges

Refueling fee	€ 50.00 + fuel price
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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
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Missing fuel is charged based on the daily market rate.

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

Cross-border penalty	€ 625.00
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Penalty applies if a customer crosses a border of a foreign country without permission.

Damage handling fee	€ 150.00
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Fee applies in case of damage to or theft of vehicle.

Parking fine and traffic violation handling fee	€ 30.00
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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	€ 50.00 + OW fee*
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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	€ 100.00 + OW fee*
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Fee applies if the return location is changed by the customer after vehicle pick-up.

Drop-off location change without notice	€ 200.00 + OW fee*
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Fee applies if the customer returns the vehicle to a different location without prior notice.

Cleaning Fee	€ 30.00
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Additional Vehicle Cleaning Fee (does not include extensive or chemical cleaning)

Administrative fee for notices to the client	€ 25.00
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Late payment notice and other reminders.

Early return of vehicle	No refund
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Refunds for early returns or unused vouchers are not possible.

*\*One-Way Drop-off Fee*

*All prices include 25% 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. Avant Car must be informed of different pick-up and return locations prior to the start of rental. One-way fees only apply to rentals between international locations.

### Domestic One-way Fees within Croatia

From Zagreb, Zadar & Split to Dubrovnik (and vice versa)	€ 200.00
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Between Zagreb, Zadar & Split	€ 107.50
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Between Dubrovnik Airport and Dubrovnik Downtown	€ 30.00
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Between Split Airport and Split Downtown	€ 30.00
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Between Zagreb Airport and Zagreb Downtown	No cost
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### To Slovenia

From Zagreb to Ljubljana (incl. Airport), Maribor, Koper	€ 200.00
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From Zadar, Split, Dubrovnik to any location in Slovenia	€ 400.00
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### To North Macedonia

Skopje (incl. Airport)	€ 800.00
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## Insurance and liability

Customers can choose between **basic** and **full** (optional) insurance. The Avant Car full insurance option reduces the exterior damage responsibility amount to € 0 and the safety deposit to € 200 - € 300 depending on booked car group. Full insurance packages of 3rd party providers are standalone, and are not associated with Avant Car insurance products. These 3rd party offers fall under our basic insurance policy.

### Basic insurance option summary

- a security deposit ranging from **€ 1,400.00** to **€ 3,800.00**
- maximum damage and theft responsibility in form of an insurance excess
- security deposit can only be made on the renter's **Credit Card**

### Full insurance option summary

- a security deposit in the amount of **€ 200 - € 300** (depending on car group)
- reduced damage and theft responsibility
- security deposit can be made on the renter's **Debit or Credit Card**

### Security deposit

At the time of vehicle pick-up the renter is required to leave a security deposit to cover the value of the insurance excess, increased by an additional amount of € 200 to cover the value of an empty fuel tank or a potential loss of documents and keys

The security deposit is held as a guarantee in the event of damage or theft of the vehicle. Depending on the booked car group, the deposit varies from a minimum amount of **€ 1,400.00** up to a maximum amount of **€ 3,800.00**. By purchasing Avant car's full insurance "Carefree package" the excess and security deposit amounts are lowered to **€ 200.00 - € 300.00**.

The deposit can only be blocked on the renter's **Credit Card** (or Debit Card if full insurance is purchased). Cash deposits, pre-paid cards and virtual cards **are not accepted**.

The security deposit is released after the end of the rental period, within a maximum of 30 days after the rental contract is closed, provided no new damage or theft occurs and if the vehicle is returned with a full tank of fuel.

If the renter fails to present a valid credit card in their name or if insufficient funds are available on the card, Avant car reserves the right to refuse the release of the vehicle.

## 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 type), or driving under the influence of alcohol, drugs and other illegal substances.

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 traffic charges, lack of fuel, refueling the incorrect fuel type, not returning the rental vehicle on time, incurred penalties according to the T&Cs, chemical cleaning or loss of documents and keys.

The Lessor may charge the Lessee's credit card for the purpose of settling all the obligations arising from the lease, including Lessee's outstanding debts towards the Lessor.

## Vehicle fleet & car groups

### Car groups, Excess and Deposit amounts

The vehicles and vehicle models listed in the pricelists or offers 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 booked model is guaranteed).

*All sample models may be substituted for a directly comparable vehicle of the same car group.*

*All prices include 25% VAT. Extras are payable locally, available on request.*



### Contact & Support

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### Reservations & Sales

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