



Croatia

Disclaimer	All information, prices and conditions can be changed by the supplier without notifying Target Travel Services. We reserve all rights to change any information on the website without prior notice. The information in the policy is valid for all Alamo bookings, the information may differ per rental or location. Please contact our customer service for specific questions.
Currency	EUR
Value Added Tax (VAT)	VAT 25% per rental
Surcharges	Government Admin Rental Fee (GARS - Government contracts only) 4.03 EUR per day
Additional Driver	A fee of 20 EUR (VAT included) per rental will be added to the Rental Agreement.
Age Requirements	Minimum age for groups: Mini, Mini Elite, Economy, Economy Special, Compact, Compact Special, Compact Wagon, Compact SUV, Compact Convertible, Intermediate, Intermediate SUV, Standard, Standard Fullsize, Standard Wagon, Standard Van, Premium, Fullsize Van, Premium SUV, Premium Convertible, Fullsize SUV, Luxury, Luxury Van, Intermediate Elite is 18 yrs except the car group Luxury Elite for which the minimum age is 25 yrs. Maximum age for all car groups is 80 yrs. For all drivers aged 18-20 and 70-80 a fee of 40 EUR (VAT included) per rental applies.
Cross Border Policy	Cross Border Fee within the EU countries (including Switzerland and United Kingdom) is applicable in amount of 20 EUR (VAT included). For Montenegro, Bosnia and Herzegovina, Albania, Serbia, North Macedonia and Kosovo, and every non-EU country (excluding Switzerland and United Kingdom) a Cross Border Fee of 50 EUR (VAT included) applies per rental. In case of travelling through EU and non-EU countries (except Switzerland and United Kingdom) both charges of Cross Border Fee are applicable. The green card covers the rented vehicle with basic insurance (T.P.I.) as long as it remains in the borders of the country for which it is issued. Road assistance or car replacement while driving abroad is available. Exception: The 10 km long transit from Split to Dubrovnik driving through Bosnia and Herzegovina is free of charge.
Damage Dispute Resolution	If you wish to discuss or dispute any matters concerning damage to your rental vehicle then please contact the Rental Company using the contact information below: technical-support@autobenussi.hr, 00385953366000
Damage Waiver	Collision Damage Waiver (CDW) is an optional service and reduces the renters liability in the event of damage to the vehicle when no responsible third party is identified. If CDW is not included in the reservation, it is available for purchase at the rental counter. If CDW is not included in the rental or CDW is declined, the renter will be liable for the total cost of damages to the vehicle or the full value of the vehicle in case of damage. If purchased or included in the rental, the excess is: 1000 EUR for the vehicle categories Mini, Economy; 1200 EUR for the vehicle categories Compact; 1500 - 1800 EUR for Intermediate and Standard vehicles; 2000 EUR for all passenger Vans and all commercial vans; and from 2500 - 5500 EUR for all Premium and Luxury vehicles. The excess will be charged every time a vehicle is damaged Before purchasing CDW, it is advisable to determine if the renters personal coverage is adequate to cover damage, theft, loss of revenue, administration fees, diminishment of value, and any towing, storage or impound fees. If CDW is declined, the renter will be required to pay these charges and to seek compensation through their carrier of personal coverage. The Collision Damage Waiver (CDW) is not insurance.
Damage Waiver Exclusions/Voids	Collision Damage Waiver does not cover: mirror damage, tire punctures, wheel damage, interior damage, chipped or cracked windshield, wrong fuel, roof damage, undercarriage damage, damage to lights or lenses, mechanical damage, theft of the vehicle or damage resulting from theft, damage from weather or natural disasters, damage from riots or civil unrest, or damage from dangerous substances. Collision Damage Waiver will be voided if damage is caused by: driving under the influence of drugs or alcohol, unauthorized drivers, racing or speed contest or competition, an unlicensed driver or driver training, driving over state or international borders in violation of the Rental Agreement, towing or pushing, intentional damage, simple negligence, gross negligence or recklessness, driving off of a regularly maintained roadway, using the vehicle for hire, driving in violation of local traffic laws, failure to secure the car keys, or failure to lock or secure the vehicle.
Delivery and Collection	For delivery or collection of the vehicle, customer should contact the rental agent at least 24h before picking the vehicle. Charge per service is 25 euros.
Excess Reduction	Excess Reduction (ER) is an optional service which reduces the applicable excess in the event of damage or theft of the vehicle when no responsible third party is identified. If ER is not included in the reservation, it is available for purchase at the rental counter. If purchased or included in the rental, the excess is reduced to: 300 EUR for the vehicle categories Mini and Economy; 400 EUR for the vehicle categories Compact 500 - 600 EUR for Intermediate and Standard vehicles; 600 EUR for all Passengers vans and all commercial vans; 800 - 1200 EUR for all Premium and Luxury vehicles. The excess will be charged every time a vehicle is damaged, The purchase of ER does not lower the renters liability for damage to the tyres and windscreen. Additional coverage can be purchased to reduce the excess to zero for damage to the tyres and windscreens. If not included in the reservation, the purchase of CDW is required to be able to purchase ER. Before purchasing ER, it is advisable to determine if the renters personal coverage is adequate to cover damage, theft, loss of revenue, administration fees, diminishment of value, and any towing, storage or impound fees. If ER is declined, the renter will be required to pay these charges and to seek compensation through their carrier of personal coverage. ER is not insurance.
Exclusive Policy	Cost of rental includes include Unlimited Mileage and SLP - Third Party Insurance and VAT.

Forms of Payment	<p>Visa, Maestro, Discover, American Express, Diners and Mastercard credit cards are accepted. All cards presented must be in the renter's name. A security deposit will be blocked on the credit card and the estimated cost of the rental will be charged at the time of pickup. The deposit will be released by the cardholder's bank upon notification of return of the vehicle.</p> <p>Deposit amounts and categories: 700.00 EUR for Mini and Economy 900.00 EUR for Compact and small Commercial Van 1100.00 EUR for Compact Convertible, Intermediate and Standard Manual 1300.00 EUR for Standard Automatic, Std. SUV and Van; Intermediate, Standard and Fullsize Commercial Vans 1600.00 EUR for Premium and Fullsize SUV 2000.00 EUR for Intermediate Elite Electric and Large Peoplecarriers 2500.00 EUR for Premium Convertible and Luxury Elite</p> <p>Debit cards and cash cards are accepted as forms of payment for the rental or to purchase additional products. The deposit must be paid with a valid credit card. Please enquire at the local branch for details.</p>
Inclusive Policy	Rates include Unlimited Mileage, CDW Collision Damage Waiver, SLP Third Party Insurance, TP Protection against Theft and Fire and VAT.
Insurance Policy	SUPPLEMENTARY LIABILITY INSURANCE SLI: THIRD PARTY INSURANCE (REQUIRED BY LAW): FREE OF CHARGE. COVERAGE LIMITS: A) THIRD PARTY BODILY INJURY OR DEATH UP TO 2,000,000 EUR, B)THIRD PARTY PROPERTY DAMAGE 150,000 EUR.
One Way Drop Policy	One Way Rentals: One way rentals are available for all car groups between all rental locations within Croatia and selected international branches for an additional drop off fee. Please contact our reservations department at +385 99 7330862 for more information on one-way routes and associated fees.
Refueling Service	Refueling charges: Level to level. The Customer should return the vehicle with the same amount of fuel as it was at the time of pick-up. If the Customer returns the vehicle with less quantity of fuel he will be charged the amount of missing fuel according to the official rate of Enterprise Rent-a-Car Croatia. In case that vehicle is returned with more fuel than given at the time of pick-up no refund will be made.
Renter Requirements	All drivers must present a valid national (domestic) driving license that has been held for a minimum of 12 months along with an identity card or passport. An international drivers license along with the national driving license is required for drivers, whose license is issued in non-Latin characters. Upon the United Kingdom leaving the European Union (EU) the requirements for UK Driving license holders driving in EU member states may change. Please check requirements before travelling. Government advice may be found at https://www.gov.uk/driving-abroad .
Roadside Protection	Free 24/7 roadside assistance number: +385 72 606 606
Supplemental Liability Protection	Supplementary Liability Insurance - Third Party Insurance is required by law and free of charge. Coverage limits for third party bodily injury or death cover up to 2,000,000 EUR and for third party property damage, 150,000 EUR.
Supplemental Liability Protection Exclusions/Voids	Supplementary Liability Insurance - Third Party Insurance will be voided if damage is caused by: driving under the influence of drugs or alcohol, unauthorized drivers, racing or speed contest or competition, unlicensed driver or driver training, driving over state or international borders in violation of the Rental Agreement, towing or pushing, intentional damage, simple negligence, gross negligence or recklessness, driving off of a regularly maintained roadway, using the vehicle for hire, driving in violation of local traffic laws, failure to secure the car keys, or failure to lock or secure the vehicle.
Theft Protection	THEFT PROTECTION (TP) covers the rented vehicle against total theft with a deductible amount as per categories below. If TP is not included in the reservation, it is optional and available for purchase at the rental counter. 1000 EUR - Mini, Economy, Economy Special; 1200 EUR - Compact Manual, Compact Special; 1500 EUR - Compact Convertible, Intermediate Manual; Intermediate Automatic 1800 EUR - Intermediate SUV, Standard, Standard Fullsize, Station Wagon 2000 EUR - Standard Van, Fullsize Van; 2500 EUR - Fullsize SUV, Premium Convertible; 3000 EUR - Luxury, Luxury Van, Intermediate Elite; 5500 EUR - Luxury Elite, Premium SUV
Tire and Windshield Protection	Tyre and windshield protection is an optional coverage that reduces the renters financial responsibility in the event of damage to the tyres and/or windshield and is subject to the terms and conditions of your rental contract and applicable laws. It is available for an additional fee and reduces the excess for damage to the tyres and the windshield of the vehicle to ZERO. If not included in your reservation, a Collision Damage Waiver (CDW) is required to be able to purchase tyre and windshield protection.
Zero Excess	Zero Excess (ZE) is an optional service and the purchase of ZE requires the purchase of a Collision Damage Waiver (CDW) if not included in the reservation. Collision Damage Waiver(CDW) inclusions and exclusions are applicable. This cover reduces your excess to the following amounts: Car categories: Mini, Economy, Compact: Zero Car categories: Standard, Intermediate: Zero Car categories: Full-Size, Van: Zero Car categories: Premium, Luxury: Zero Note! An excess will still be applicable for tyre- and windshield-related incidents. You can buy additional coverage for tyres and windshield, which also lowers your excess on those items to zero.

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