



Croatia

Currency	EURO
Taxes	25% VAT
Surcharges	Government Admin Rental Fee (GARS - Government contracts only) 4.03 EUR per day
Collision Damage Waiver (included)	<p>COLLISION DAMAGE WAIVER (CDW): Covers the vehicles liability and fire with a deductible amount of:</p> <p>800 EUR incl VAT for car groups MINI, ECONOMY and ECONOMY SPECIAL. 1000 EUR incl VAT for MINI ELITE, COMPACT MAN & COMPACT SPECIAL. 1200 EUR incl VAT for COMPACT WAGON, COMPACT AUT, COMPACT CONVERTIBLE & INTERMEDIATE MAN. 1800 EUR incl VAT for INTERMEDIATE SUV, INTERMEDIATE AUT, STANDARD, STANDARD VAN, STANDARD SUV AUT and CARGO VAN. 2000 EUR incl VAT for FULLSIZE VAN, PREMIUM AUT. 3000 EUR incl VAT for LUXURY, LUXURY VAN and PREMIUM SUV AUT.</p> <p>CDW does not provide any coverage concerning damages provoked at the underside part of the vehicle, inside part of the vehicle-saloon, windshields, mirrors and tires. Basic condition is that the damage is not due to infringement of road circulation code. The accident statement should always be supplemented so that the insurances covers will be in effect. In case of car accident and damages, police report is mandatory.</p>
Rate/Day	Included
Theft Protection (included)	<p>THEFT PROTECTION (TP): Covers the rented vehicle against total theft with a deductible amount of:</p> <p>800 EUR incl VAT for car groups MINI, ECONOMY and ECONOMY SPECIAL. 1000 EUR incl VAT for MINI ELITE, COMPACT MAN & COMPACT SPECIAL. 1200 EUR incl VAT for COMPACT WAGON, COMPACT AUT, COMPACT CONVERTIBLE & INTERMEDIATE MAN. 1800 EUR incl VAT for INTERMEDIATE SUV, INTERMEDIATE AUT, STANDARD, STANDARD VAN, STANDARD SUV AUT and CARGO VAN. 2000 EUR incl VAT for FULLSIZE VAN, PREMIUM AUT. 3000 EUR incl VAT for LUXURY, LUXURY VAN and PREMIUM SUV AUT.</p>
Rate/Day	Included
Super Collision Damage Waiver	<p>Super collision damage waiver and theft waiver (SCDW/TP) covers the deductible amount that is applied to the CDW coverage. Daily charge for car categories mini MDMR, economy EDMR, EXMR is 8 EURO, for mini elite NBAR, compact CDMR, CXMR 10 euro, for compact wagon and automatics CWMR, CDAR, CWAR, compact SUV CFAR, CFMR 12 EURO, for compact convertible CTMR, intermediate IDMR and IDAR 15 EURO, for intermediate special IFMR, standard SDMR, SDAR, SFAR, SVMR, SVAR 18 EURO, for luxury LDAR, PDAR, PFAR, FFAR and luxury van LVAR 25 EURO and for fullsize van FVMR 20 EURO SCDW/tp does not provide any coverage concerning damages provoked at the underside part of the vehicle, inside part of the vehicle-saloon, windshields, mirrors and tires. Basic condition is that the damage is not due infringement of road code circulation. The accident statement should always be supplemented so that the insurances' covers will be in effect. Police report is mandatory. If the police report is not provided the customer will be charged for the damage, even if the super collision damage waiver is included by the rental agreement.</p>
Rate/Day	See above
Third Party Liability (included)	<p>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.</p>
Rate/Day	Included
Personal Accident Insurance (PAI)	<p>Personal accident insurance (PAI) provides cover for the driver and passengers (subject to the permitted number of occupants in the vehicle) in the event of death or permanent disablement per accident. The cost of PAI is 3.20 EUR per day plus VAT. Coverage amounts vary from country to country and may also vary depending on whether an adult or a child is involved. Similarly partial disability may lead to a lower payment or to no payment at all if disability percentage is below a certain threshold.</p>
Rate/Day	Included
Tire & Windshield Protection (TWP)	N/A
Rate/Day	N/A

Roadside Assistance	ROADSIDE PROTECTION: Road Assistance is free and provided 24/7. For assistance please call +385 72606606.
Surcharges	N/A
Roadside Assistance Protection Plus	N/A
Rate/Day	N/A
Renter Requirement	Valid latin alphabet characters or EU Driving License for at least 12 months, ID or passport.
Age Requirements	"AGE REQUIREMENTS: Minimum age for all car groups is 18. Maximum age for all car groups is 80. A fee of 40.00 EUR inclusive of VAT per rental applies to drivers aged 18-20 for all car groups."
Payment Policy	Visa, 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. The car categories Mini, Economy require a deposit of 300€, Compact & Intermediate have a 500€ deposit and Standard, Fullsize, Premium and Luxury vehicles require a 1000€ deposit. 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.
Deposit	See above
Additional Driver	20 EUR per rental inclusive of VAT for all car groups. All rental terms and conditions apply.
Rate/Day	EUR 20 per rental incl. VAT
Infant Seat	Daily Charge: 10 Euro max 100 EUR per rental. In cases of loss or damage a replacement fee of 100 EUR will apply. All fees include VAT.
Rate/Day	See above
Child Safety Seat	Daily Charge: 10 EUR max 100 Euro per rental. In cases of loss or damage a replacement fee of 100 EUR will apply. All fees include VAT.
Rate/Day	See above
Child Booster Seat	Daily Charge: 5 EUR max 50 EUR per rental. In cases of loss or damage a replacement fee of 100 EUR will apply. All fees include VAT.
Rate/Day	See above
GPS Navigation Device	Daily Charge: 10 EUR per day max 100 EUR per rental. In cases of loss or damage a replacement fee of 200 EUR will apply. All fees include VAT.
Rate/Day	EUR 10 per day, with a max of EUR 100 per rental.
Ski Racks	10 EUR per day max 100 EUR per rental. In cases of loss or damage a replacement fee of 200 EUR will apply. All fees include VAT.
Rate/Day	See above
Snow Chains	Daily charge 5 EUR plus VAT, max 50 EUR plus VAT per rental. In cases of loss or damage a replacement fee of 100 EUR will apply. All fees include VAT.
Rate/Day	See above
Snow Tires	Daily Charge: 10 EUR max 50 EUR per rental. In cases of loss or damage a replacement fee of 200 EUR will apply. All fees include VAT.
Rate/Day	See above
Toll Pass Waiver	N/A
Rate/Day	N/A
Wifi Device	N/A
Rate/Day	N/A
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 EUR 25.
Rate/Day	EUR 25
Cross Border Policy	Cross border rentals are allowed within the European countries. For Montenegro, Bosnia and Herzegovina, Albania, Serbia, Macedonia and Kosovo a Cross Border Fee of 50 euro inclusive of VAT applies per rental. 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."
Oneway rentals	One way rentals are available for all car groups between all rental locations within Croatia and select international branches for an additional drop fee. Please contact our reservations department at +385 99 7330862 for more information on one-way routes and associated fees.

Refueling Policy	Refueling charges: Full to full. All rental vehicles are delivered with a full tank and must be returned in the same condition. In cases when the vehicle is returned with less than a full tank the difference will be charged according to the official rate of Enterprise-Rent-A-Car Croatia. Fees for tank services also apply at a cost of 37.50 EUR inclusive of VAT. In case the pre-sold fuel is purchased by the Lessee, no refund will be made for unused fuel.
After Hours	After Hours Service pickup: For reservation after hours pickups you should contact the rental agent at least 24h before picking the vehicle. Phone number for after-hours pickups is 00 385 99 733 0862. After hours pickups include a fee which is 30 EUR inclusive of VAT per service. After Hours Returns: If customer returns the vehicle after working hours it is free of charge. Procedure will be communicated on spot.
Safety Kit	"The following mandatory safety kit is fitted in all Croatia rental vehicles: Reflective jackets Warning Triangle First Aid Kit Headlamp beam deflectors Lights - Vehicles must have their passing lights (dipped headlights) on at night and in cases of bad visibility. These lights must also be switched on during the day in winter - last Sunday in October to last Sunday in March. Failure to comply will result in a fine of 300 HRK. It is compulsory to carry spare bulbs for the vehicle; this does not apply if the vehicle is fitted with xenon, neon, LED or similar lights."
Languages Spoken	English
Driving Side of the Road	Right

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