



# Bosnia & Herzegovina

<b>Currency</b>	EURO
<b>Taxes</b>	VAT 17% per rental
<b>Surcharges</b>	Government Admin Rental Fee (GARS - Government contracts only) 4.03 EUR per day
<b>Collision Damage Waiver - Theft Protection (included)</b>	<p>Covers the vehicle's liability and fire with a deductible amount. CDW does not provide any coverage concerning damages to the underside of the vehicle, inside of the vehicle-saloon, wind shields, mirrors and tires. Any damage caused due to driver negligence and/or in breach of the Road Circulation Code which is the driving laws of the rental country is the responsibility of the renter and not covered by CDW. The Accident Statement should always be supplemented so that the insurances' coverage will be in effect. In case of car accident and damages police report is mandatory. Without a police report the client takes full responsibility.</p> <p>CDW Cost per day and deductible range: 8-15 Euro per day with a 600-3000 Euro deductible for each designated car class. The rates listed above do not include VAT.</p> <p>"Theft Protection (TP): covers the renter's financial responsibility in cases of theft. Theft Protection cover is not valid if the renter does not return the car rental documentation and rental vehicle keys to the rental company and if a Police Report is not provided. A police report is mandatory for all cases of theft.</p> <p>TP Cost per day and deductible range: 2 Euro per day with a 600-3000 Euro deductible for each designated car class. The rates listed above do not include VAT."</p>
<b>Rate/Day</b>	Included
<b>Third Party Liability (included)</b>	Supplementary liability protection SLP- third party liability -required by law- free of charge. Coverage limits- a. Third party bodily injury or death up to 500,000 EUR, b. Third party property damage 175,000 EUR.
<b>Rate/Day</b>	Included
<b>Personal Accident Insurance (PAI)</b>	Covers the driver of the vehicle up to the amount of 4000 EURO in case of disability or 2000 EURO in case of death. Daily charge- 2 EURO for all car groups. The rates above do not include VAT .
<b>Rate/Day</b>	EUR 2 per day excl VAT
<b>Tire &amp; Windshield Protection (TWP)</b>	N/A
<b>Rate/Day</b>	N/A
<b>Super CDW</b>	<p>Reduces the vehicle's liability and fire to zero. FDW does not provide any coverage concerning damages to the underside of the vehicle, inside of the vehicle-saloon, wind shields, mirrors and tires. Any damage caused due to driver negligence and/or in breach of the Road Circulation Code which is the driving laws of the rental country is the responsibility of the renter and not covered by CDW. The Accident Statement should always be supplemented so that the insurances' coverage will be in effect. In case of car accident and damages police report is mandatory. Without a police report the client takes full responsibility.</p> <p>FDW/FTW Daily premium ranges from 10-30 Euro per day. The rates listed above do not include VAT.</p>
<b>Rate/Day</b>	From EUR 10 to EUR 30 per day excl VAT

<b>Roadside Assistance</b>	<p>Enterprise rental locations do not provide direct roadside assistance to the customer. This assistance is provided by Bihamk on behalf of Enterprise. This service is available 24-7 by calling tel. 387 61 990 900 within the country of rental. Roadside assistance may include jump starting, towing a vehicle, helping to change a flat tire, providing a small amount of fuel when a vehicle runs out of it, pulling out a vehicle that is stuck in snow or helping people who are locked out of their cars, delivering new pair of keys-fee for lost keys will apply. These services are free of charge within 10 km of our stations. Services provided outside the range of 10 km from our stations will incur a fee.</p> <p>Roadside assistance services are not available where, under initial inspection, it can be reasonably determined that the vehicle has undergone major body modifications, has been participating in any form of motor sport, the driver has been engaged in unlawful activity, the driver is under the influence of alcohol or drugs, if the driver has left the scene of an accident in which he participated, if there is no police record of the car accident or where there is a perceived safety risk in supplying any of the services.</p> <p>Remote areas- in remote areas you may experience delays in obtaining roadside assistance remote areas are defined as areas that are sparsely populated and where normal auto club services are not readily available.</p> <p>Towing- if the service provider is unable to mobilize your vehicle from the breakdown site, then towing will be supplied.</p> <p>Collision accident- if your vehicle is damaged as a result of a collision or impact with any object, whether caused by mechanical failure or for any other reason or incident including fire, towing assistance can be arranged at the drivers expense.</p> <p>Unattended vehicles- the driver, or a representative, must wait with the vehicle until the service provider arrives. Unattended vehicles will not be serviced under any circumstances. Where the driver has elected an authorized representative, the representative must hold a current driver license in case the vehicle is required to be moved. Where the vehicle is found to be unattended, any subsequent calls for assistance will be at the driver's expense.</p>
<b>Surcharges</b>	Free of charge within 10 km of our stations, above 10 km there will be a fee.
<b>Renter Requirement</b>	<p>Renter requirements - all drivers, including additional drivers, must produce at the time of rental a valid international or European union driving license valid for at least 24 months, identity card or passport with photo and a major debit or credit card in their name.</p> <p>International driving permit required with all non-European licenses if the driving license is written in a language or characters different to those of the renting country. Please note, we reserve the right to request additional id or conduct further identification checks if needed.</p>
<b>Age Requirements</b>	Mini and Economy - minimum age 21 years. Compact, Intermediate - Full Size - Specialty - minimum age 23 years. Maximum age to rent is 75 years old for all car categories. A fee of 17.55 EUR per day inclusive of VAT applies to drivers aged 21-22 for Compact CDMR, CDAR, CXMR Intermediate IDAR, IDMR and Standard SDMR, SDAR.
<b>Payment Policy</b>	"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 and Economy require a deposit of 300€, Compact and Intermediate 500€ and Standard, Fullsize & Luxury vehicles require a 1000€ deposit. Debit cards, cash cards and cash 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."
<b>Deposit</b>	Estimated cost of the rental, plus EUR 300 for Mini and Economy, EUR 500 for Intermediate and Compact, EUR 1000 for Standard, Fullsize and Luxury vehicles
<b>Additional Driver</b>	Additional Driver - 7.02 EUR per day for all car groups. All rental terms and conditions apply for additional drivers. Fee quoted is inclusive of VAT.
<b>Rate/Day</b>	EUR 7,02 per pay incl VAT
<b>Infant Seat</b>	Baby Seat -CSI- Daily rental charge 7.02 EUR, Maximum 70.20 EUR. In the case of loss or damage a replacement fee of 81.90 EUR will apply. A minimum advance notice of 48 hours is applicable for the rental of optional special equipment. All fees quoted are inclusive of VAT.
<b>Rate/Day</b>	See above
<b>Child Safety Seat</b>	Child Toddler Seat -CST- Daily rental charge 7.02 EUR, Maximum 70.20 EUR. In the case of loss or damage a replacement fee of 81.90 EUR will apply. A minimum advance notice of 48 hours is applicable for the rental of optional special equipment. All fees quoted are inclusive of VAT.
<b>Rate/Day</b>	See above

<b>Child Booster Seat</b>	Booster Seat-BST- Daily rental charge 7.02 EUR, Maximum 70.20 EUR. In the case of loss or damage a replacement fee of 81.90 EUR will apply. A minimum advance notice of 48 hours is applicable for the rental of optional special equipment. All fees quoted are inclusive of VAT.
<b>Rate/Day</b>	See above
<b>GPS Navigation Device</b>	"Global Positioning System - GPS - Daily rental charge 7.02 EUR, Maximum 58.50 EUR. In the case of loss or damage a replacement fee of 152.10 EUR will apply. A minimum advance notice of 48 hours is applicable for the rental of optional special equipment. All fees quoted are inclusive of VAT.
<b>Rate/Day</b>	See above
<b>Ski Racks</b>	Ski, Luggage, Roof Racks -SKV- Per rental charge 35.10 EUR. In the case of loss or damage a replacement fee of 877.50 EUR will apply. A minimum advance notice of 48 hours is applicable for the rental of optional special equipment. All fees quoted are inclusive of VAT.
<b>Rate/Day</b>	EUR 35,10 per day incl VAT
<b>Snow Chains</b>	Snow Chains -SNO- Daily rental charge 3.51 EUR, Maximum 35.10 EUR. In the case of loss or damage a replacement fee of 29.25 EUR will apply. A minimum advance notice of 48 hours is applicable for the rental of optional special equipment. All fees quoted are inclusive of VAT.
<b>Rate/Day</b>	EUR 3,51 per day, max EUR 35,10 per rental incl VAT
<b>Snow Tires</b>	N/A
<b>Rate/Day</b>	N/A
<b>Cross Border Policy</b>	<p>"Cross border rentals are allowed within the European countries except Albania, Belarus, Bulgaria, Czech Republic, Romania, Russian Federation, Turkey, Ukraine and Kosovo. A prior written authorization is required. There is also an insurance premium fee that applies depending on the length of the trip and the country.</p> <p>Process and publication of green card: These kind of rentals should be requested at least 7 working days prior the pickup date. Please contact the Reservations Department for further information. Process of publication of green card: Minimum time of publication of a green card is 7 working days. Charge 58.50 EUR. 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 not available. The rates above include VAT ."</p>
<b>Oneway rentals</b>	One Way Drops are allowed with a minimum advance notice of 24 hours. Drop fees will apply for all one-ways to and from Sarajevo to Mostar, Tuzla and International one-ways from all Bosnia locations.
<b>Refueling Policy</b>	Refueling charges: Full to full. All vehicles are delivered with a full tank of fuel 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 Bosnia and Herzegovina. A fee for tank services at 11.70 EUR inclusive of VAT also applies.
<b>Languages Spoken</b>	English
<b>Driving Side of the Road</b>	Right

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