



Serbia

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 20% per rental
Surcharges	Government Admin Rental Fee (GARS - Government contracts only) 4.03 EUR per day
Age Requirements	AGE REQUIREMENTS: Minimum age for all car groups is 18. Maximum age for all car groups is 70. A fee of 40.00 EUR inclusive of VAT per rental applies to drivers aged 18-20 for all car groups.
Cross Border Policy	Vehicles can be driven into all countries except Kosovo, Ukraine and Russia. Ferry crossings with the vehicle are permitted. A cross-border fee of 150 EUR per rental applies. For regional border crossings to Albania, Bosnia and Hercegovina, Croatia, Montenegro or North Macedonia, a fee of 50 EUR per rental applies. In all cases, customers must inform the rental branch of their intention to leave the country with the vehicle and require authorization. Customers are required to inform the rental branch about any cross-border travel at least 7 days in advance.
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 renter's 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 renter's 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: mirrors, 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 damages resulting from theft, damage from weather, 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, 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
Exclusive Policy	COST OF RENTAL INCLUDES UNLIMITED KM, SLP - THIRD PARTY INSURANCE, WINTER FEE AND VAT.
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 renter's 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 renter's 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.
Forms of Payment	Visa, American Express 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. Deposit amounts and categories: 700.00 EUR for Mini and Economy 900.00 EUR for Compact - Special, SUV and Wagon 1100.00 EUR for Intermediate and Standard Manual 1300.00 EUR for Standard Automatic, Std. SUV, Passenger Van and Commercial Van as well as Fullsize Passenger Van 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.

Inclusive Policy	COST OF RENTAL INCLUDES UNLIMITED KM, CDW - COLLISION DAMAGE WAIVER, SLP - THIRD PARTY INSURANCE, TP - PROTECTION AGAINST THEFT AND FIRE, WINTER FEE AND VAT.
Insurance Policy	SUPPLEMENTARY LIABILITY PROTECTION, SLP - THIRD PARTY INSURANCE IS A LEGAL REQUIREMENT AND FREE OF CHARGE. IT PROTECTS THE RENTER, OR DRIVER, AND OTHER AUTHORIZED DRIVERS AGAINST LIABILITY IN THE CASE OF THIRD PARTY BODILY INJURY OR DEATH AND THIRD PARTY PROPERTY DAMAGE. THIRD PARTY LIABILITY INSURANCE DOES NOT COVER LOSS OF, OR DAMAGE TO THE RENTAL VEHICLE. RENTER, OR DRIVER, IS RESPONSIBLE FOR THE FULL VALUE OF THE VEHICLE REGARDLESS OF FAULT. SUBJECT TO ACCEPTANCE OF THE OPTIONAL INSURANCE OPTIONS.
Miscellaneous Policy	During the winter season of 1 November to 1 April and in cases of inclement winter weather conditions in the country of Serbia all rental vehicles are fitted with winter tires in accordance to local road laws. Winter tires are included in all rates.
One Way Drop Policy	One way rentals are available intra Serbia and also from Serbian rental offices to select International locations. Please contact our reservations department at +381 112061569 for additional information relative to available one-way routes and respective drop fee pricing. One way rentals intra Serbia are free of charge.
Personal Accident Insurance	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 4 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.
Personal Accident Insurance Exclusions/Voids	Personal Accident 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.
Refueling Service	REFUELING CHARGES- FULL TO FULL. ALL 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 THE RENTAL LOCATION. FEES FOR TANK SERVICES ALSO APPLY AT A COST OF 30 EUR PLUS VAT.
Renter Requirements	VALID INTERNATIONAL OR EUROPEAN UNION DRIVING LICENSE FOR AT LEAST 12 MONTHS, IDENTITY CARD OR PASSPORT.
Roadside Protection	ROADSIDE PROTECTION- ROADSIDE ASSISTANCE IS PROVIDED 24.7 AND IS FREE OF CHARGE. THE 24.7 ROADSIDE ASSISTANCE TEL IS 381 66441100.
Supplemental Liability Protection	Supplementary Liability Protection - Third Party Insurance is required by law and free of charge. It covers the renter and other authorized drivers against liability in the case of third party bodily injury or death and third party property damage.
Supplemental Liability Protection Exclusions/Voids	Supplementary Liability Protection - 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 renter's 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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