

## RENTAL CONDITIONS IN CROATIE

**Landlord: Last Minute**

**Car rental type: Car optional airport**

**Season: Summer 2019**

### INCLUDED IN THE RENTAL RATE:

- UNLIMITED MILEAGE
- AIRPORT SERVICE CHARGES
- LIABILITY INSURANCE according to the rental terms and conditions: \$\$PARTCCS\$\$
- ADDITIONAL LIABILITY INSURANCE of EUR 7.5 million
- CDW INSURANCE (damage to the rental car): included, no excess.
- TP INSURANCE (theft protection): included, no excess.
- WINDOW-TYRE-UNDERCARRIAGE (INCLUDING OIL PAN AND CLUTCH)-ROOF COVERAGE: In case of damage you will pay the amount locally to the rental company and Sunny Cars will refund this after returning home. It is therefore not necessary to purchase an extra insurance locally.
- REFUND OF THE ACCIDENT PROCESSING FEE
- REFUND OF TOWING COSTS AND COSTS CAUSED BY DAMAGE/LOSS OF THE CAR KEYS OR PAPERS
- REFUND OF DAMAGES TO EQUIPMENT SUCH AS RADIO AND GPS CAUSED BY (ATTEMPT TO) THEFT
- ADDITIONAL DRIVER: 1 included, every other additional driver € 15 per rental period
- ACCIDENT INSURANCE (PAI) with a coverage of 20.000 EUR for each passenger of the rental car

### IMPORTANT RENTAL INFORMATION:

- PICK UP OUTSIDE OFFICE HOURS: on request only; € 35
- DEPOSIT: credit card (with pin code) in main driver's name is obligatory. EC-, Debit-, Prepaid Cards, Visa Electron and non-embossed Credit Cards are not accepted. The deposit is € 300 for cat. YB, BB, DB, DF; € 500 for cat. FV, FBA; € 700 for cat. CL, WB
- DRIVERS LICENSE: renter must have been in possession of valid European drivers license for at least 2 years (or international drivers license).
- MINIMUM AGE: minimum age is 24 years
- UNDER AGE SUPPLEMENT: 21 years old for cat. YB, BB, CB and DB for € 15 per rental period per driver ex tax.

### ONE WAY/CROSS BORDER

- NATIONAL ONE WAY RENTALS: On request possible with charges. Free of charge for more than 15 days and within Dubrovnik. Not possible from/to Brac island
- Please note: from/to Dubrovnik you will cross the border to Bosnia-Herzegovina (Neum corridor). The charges will be € 20 instead of the cross border charges of € 50,
- INTERNATIONAL ONE WAY RENTALS: Available on request with additional charges. The charges will be mentioned on the voucher upon confirmation.
- FERRY TRIPS: please inform the rental company at pick up when you will be using a ferry during the rental, there will be an extra charge of € 20 per rental so you are insured during the ferry trip and on the islands
- CROSSING BORDERS: on request only from € 50 per rental period, regardless of the number of countries. Not possible to Albania, Bulgaria, Latvia, Macedonia, Moldavien, Romania, Russia, Byelorussia, the Ukraine and Greece. Please note: from/to Dubrovnik you will cross the border to Bosnia-Herzegovina (Neum corridor). The charges will be € 20 instead of the cross border charges of € 50,

### ACCESSORIES

- BABY SEAT: (until 11 months) available only on request € 5 per day, max. € 50 per rental period.
- CHILD-SEAT: (1-7 years) available only on request: € 5 per day, max. € 50 per rental period
- BOOSTER SEAT: (until 12 years) available only on request: € 5 per day, max € 50 per rental period

- GPS: only on request. € 8 per day, max. € 100 per rental period. (400 EUR Deposit)
- WINTER TYRES: Only on request for € 8 per day, max. € 100 per rental period. Only available 01.10.-31.03.
- All mentioned costs for accessories and local surcharges such as 'one way' or 'young driver fee' are exclusive of local taxes.

#### **INFORMATION ABOUT THE GLASS/TYRE-/UNDERSIDE OF CAR INSURANCE, WHICH YOU CAN RECLAIM FROM SUNNY CARS**

- It is not necessary to buy any additional insurance (DVW, Super CDW, EXW) for the excess waiver coverage and damages to windscreens, tyres, the underside or roof of the car. Should you decide to take these optional insurances, Sunny Cars will not refund the charge.
- IMPORTANT!: for all damages a police report is mandatory, even when there is no other party involved!

#### **EXTRA INFORMATION**

- LOSS ADMINISTRATION FEES: in case the car is returned without keys, official documents or registration plates, the rental company will charge you € 200

EMERGENCY NUMBER: In case of an emergency you can contact Sunny Cars on the following number: +31 23 - 5 699 690 on Monday - Friday from 09.00 - 20:00 hrs, Saturday and Sunday from 09.00 - 17.30 hrs. Outside of these hours you will be automatically forwarded to our 24 hours emergency assistance.

EMERGENCY NUMBER: In case of an emergency you can contact Sunny Cars on the following number: +49 (0)89/ 82 99 33 10 on Monday - Friday from 09.00 - 20:00 hrs, Saturday - Sunday from 10.00 - 18.00 hrs.

PLEASE NOTE: COMPLAINTS THAT HAVE NOT BEEN REPORTED TO SUNNY CARS ON THE DAY OF OCCURRENCE CAN NOT BE DEALT WITH AFTERWARDS