

AVIS COUNTRY CONDITIONS

BULGARIA

last updated on 18 November 2024

Please read these Country Specific Conditions (“**Country Conditions**”) alongside the General Conditions of Rental (the “**General Conditions**”) before you sign the **Rental Agreement Form**. The Rental Agreement Form will include all of the important information about your specific rental. It is important to us that you enjoy your rental experience and that you have all the information you need. It might take you a little time now, but it could save you time later.

These Country Conditions are set out as follows:

<p><u>Part 1</u></p>	<p>Important (country specific) information about your rental.</p> <p>This includes information about costs you may be required to pay and details about your responsibilities.</p>
<p><u>Part 2</u></p>	<p>Important information about optional extras (including additional waiver and protection products) we (or our partners) offer.</p> <p>You can select these to form part of your rental, and you can add these to your original booking, or you can add them at the time of pick-up (or in some cases, they may be automatically included). All optional extras you select will be detailed as part of your Rental Agreement Form, including the price payable.</p>

PART 1 – IMPORTANT TERMS RELATING TO YOUR RENTAL AGREEMENT WITH US

1. RENTAL PROVIDER	
Who we are	<p>In Bulgaria the company that provides you with a rental vehicle is M Rent EAD, UIC: 131455456; 53 Cherni vrah Blvd, 1407 Sofia, Bulgaria ("us", "we", "our").</p> <p>Please note that this company may not be the same company that you made your booking with.</p>
2. RENTAL REQUIREMENTS	
Booking information	You must bring your reservation number or booking confirmation email with you. Please see the General Conditions for further information. All prices and fees in this document are inclusive of 20% VAT.
Driving licences	<p>Requirement to bring a valid driving licence with you.</p> <p>In Bulgaria, all drivers must bring their valid driving licence with them (featuring a photo of the individual) and always carry it with themselves while driving the vehicle.</p> <p>If any of the following applies:</p> <ul style="list-style-type: none"> • For countries outside of the European Union, an international driving licence in roman alphabet is mandatory. In case the customer/additional driver is from a non-EU country and has no valid international driving licence, issued in accordance to the Vienna Convention on the Law of Treaties (VCLT), their national driving licence must have an official translation in the Bulgarian language. If such a translation is missing, a one-time fee of EUR 24.00 applies for a standard translation of the driving licence. Keep in mind that the translation may not be recognized or accepted by some Bulgarian institutions. <p>Minimum licence requirements</p> <p>All drivers must have held their licences for at least 1 year from the date of pick-up, which period includes previously held driving licences and is proven by a letter from their driving licence authority stating that they have held it for this minimum period.</p>
Payment cards	You must bring the payment card used to make your booking. Please see the General Conditions for further information.
Pre-authorisations and Security Deposits	<p>Unless confirmed otherwise, the amount of the pre-authorisation taken on pick-up of the rental vehicle is calculated as follows:</p> <p>(The vehicle rental price* + a cost between EUR 600.00 and EUR 1,800.00**) MINUS (Any sum you have already paid when making a "Pay Now" booking).</p> <p><i>* The "vehicle rental price" includes the vehicle rental cost and all optional extras you've requested, calculated at the start of the rental based on the intended length of the rental. For the avoidance of any doubt, any "Pay at Location" amount you owe in relation to the vehicle rental (including any optional extras) will be included as part of the pre-authorisation and will be charged to you at the end of the rental (using the card provided for the purposes of the pre-authorisation, unless agreed otherwise).</i></p>

	<p>**The fee of between EUR 600.00 and EUR 1,800.00 is included as part of the pre-authorisation in case we have to charge you at the end of the rental for any of the following:</p> <ul style="list-style-type: none"> <i>i. costs to refuel the vehicle (where relevant);</i> <i>ii. additional rental charges in circumstances where you fail to return the vehicle or any optional extras at the end of the agreed rental period or to the agreed return location;</i> <i>iii. any additional charges or fines you incur relating to your use of the vehicle (which we have been notified of prior to you returning the vehicle, which will include, for example, charges relating to traffic violations); and/or</i> <i>iv. costs incurred as a result of exceeding any relevant mileage restrictions.</i> <p>Where the pre-authorisation we take does not cover the charges you incur, we will request you make a further payment for the additional amounts owed.</p> <p>In relation to certain high value vehicles, we may require you to provide us with two payment cards for the purposes of the pre-authorisation. Where this is the case, this will be confirmed when making a booking.</p> <p>If you'd like more details, please call our customer support team or ask a member of our team.</p>
<p>Valid form of identification</p>	<p>As well as your driving licence, you must bring:</p> <ul style="list-style-type: none"> • the payment credit card that was used to make your booking. For some vehicles, two payment cards in your name will be required and one of these must be a credit card, in addition to the payment card used to make your booking; and • photo ID featuring a recognisable photo taken in the last 10 years. We will accept your passport or a national identity card for citizens of the European Union.
<p>Driver age restrictions</p>	<p>Minimum driver age restrictions</p> <p>When you book, you'll be told if there are any minimum age restrictions for the vehicle you request. If you're not sure, please check your booking confirmation email – or call our customer support team.</p> <p>You need to be at least 21 years old to hire and drive most of our vehicles.</p> <p>Young driver surcharge</p> <p>If you – or any of your drivers – are under 25 when you pick up the vehicle, you will each have to pay a young driver surcharge. The cost of a young driver surcharge will be built into the price confirmed at booking stage. If you add an additional driver onto the rental at pick up, you may be charged a young driver surcharge, you will be asked to agree to this and is likely to be EUR 7.20 per day but will be no more than EUR 72.00 per rental.</p> <p>Maximum driver age restrictions</p> <p>When you book, you'll be told if there are any maximum age restrictions for the vehicle you request. If you're not sure, please check your booking confirmation email – or call the reservations team.</p> <p>In most cases there is no maximum driver age restriction. If you are renting with one of our affiliates listed in 1. (Rental Provider) there may be a maximum driver age set at either 75 or 80 years of age for insurance reasons.</p>
<p>Driving related convictions</p>	<p>If any driver has any unspent driving convictions for:</p> <ul style="list-style-type: none"> • careless, reckless, or dangerous driving, • driving or attempting to drive whilst under the influence of drink or drugs, • using a vehicle uninsured against third party risks or insurance offences, • theft or unauthorised taking of a vehicle,

	<ul style="list-style-type: none"> • license offences, • accident offences, • failure to provide information offences, • racing offences, • been disqualified – or • if they have two or more unspent convictions for offences not listed above, <p>they will not be able to drive our vehicles.</p>
Security/credit checks	Save for identity checks (carried out by reviewing your identification and payment card), no other security or credit checks are carried out in Bulgaria .
3. ACCEPTED PAYMENT METHODS	
Payment methods	<p>We accept:</p> <ul style="list-style-type: none"> • American Express • Master Card • Visa • Cash Payment (only when returning the vehicle) <p>Payment by Debit card is not accepted.</p>
Late payment interest	If you are late in paying us, we reserve the right to charge interest and compensation to the maximum extent permitted by law.
4. DURING THE RENTAL	
Taking your vehicle outside the country	<p>Unless we agree otherwise, you are only allowed to use the vehicle in:</p> <ul style="list-style-type: none"> • countries in the EU the price is EUR 78.00 • countries not in the EU the price is EUR 102.00, except for the European territories of Turkey, for which the price is EUR 240.00. <p>Available on request only. Confirmation from our head office is a requirement at least 3 working days prior to rental start date.</p> <p>The customer must send scanned copies of their driving licence and passport to office@avis.bg and reservations@avis.bg, the price depends on the countries of visit and the length of rental.</p> <p>If documents are not provided 3 days prior to the reservation pick-up date, the travelling abroad is not guaranteed. In case the cross border is still allowed, the above fees will increase with € 24.00 / 46.94 лв.</p> <p>The following rules are applicable to cross border rentals: For rentals up to 10 days in length mileage is limited to 2500KM, rentals between 11 and 30 days the mileage limit is 4000KM.</p> <p>It is not permitted to travel off road or to transport the vehicle by ship or ferry.</p> <p>You are not permitted to travel into the following countries:</p> <ul style="list-style-type: none"> • Albania • Afghanistan • Belarus • Bosnia and Herzegovina • Georgia • Iraq • Montenegro • Moldova • Russia

	<ul style="list-style-type: none"> • Ukraine • Kosovo • The Asian territories of Turkey. <p>For travelling to the European territories of Turkey the following additional rules apply:</p> <ul style="list-style-type: none"> • SCDW is mandatory to be accepted for the full duration of the rental; • the full excess amount is required and blocked for the corresponding vehicle type taken; • additional driver product is unavailable and the corresponding cross border documents are issued only for the main driver of the rental, who may solely drive the vehicle in the European territories of Turkey. <p>Please note that if you are permitted to take the vehicle outside of Bulgaria, it is your responsibility to make sure you comply with legal requirements applicable in the relevant country/countries you travel in.</p>
<p>One-way rentals</p>	<p>If you want to pick up the vehicle and return it to a different location, an additional fee will be payable.</p> <p>If you asked for a one-way rental when you booked, the fee will be included in your total rental price.</p> <p>If you didn't ask for a one-way rental when you booked and you want to return the vehicle to a different location in the same country, you can expect to pay an additional fee of between EUR 72.00 and EUR 216.00.</p> <p>Drop offs at a different location must be agreed with us in advance. Please contact us if you would like to understand what additional fee will apply to a one-way rental in circumstances where it didn't form part of your original rental agreement.</p> <p>International one ways are on request only and subject to additional charge. Contact the rental station for approval, price details and additional information.</p> <p>If you did not request a one-way rental but return the vehicle to a different location, you will be charged a one-way fee at the 'pay at location' prices available on the day you return the vehicle.</p>
<p>Maximum mileage</p>	<p>Many of our vehicles are provided with unlimited mileage. If a mileage allowance does apply, it will be confirmed during the booking process, and be stated on your rental agreement and in your booking confirmation email.</p> <p>For cross boarder rentals, the following mileage limits apply:</p> <ul style="list-style-type: none"> - Up to 10 days there is a limit of 2500km, - Between 11 and 30 days the limit is 4000km
<p>Mileage allowance</p>	<p>If you go over the mileage allowance, the price depends on the vehicle and location – but you can expect it to cost between EUR 0.24 and EUR 0.55 per KM you've driven over the allowance. Your excess mileage charge will be stated on your final Rental Agreement.</p>
<p>Returns</p>	<p>The General Conditions provide more information about what happens if you want to extend your rental, or if you do not return the vehicle to us as agreed.</p>
<p>In the event of a breakdown caused by customer fault (or where the breakdown takes place in an unpermitted country)</p>	<p>In these circumstances you will be charged a "call out" charge for our partners to come out and provide assistance "roadside" – price depending on circumstances.</p>

5. FUEL CHARGES	
Fuel charges - traditional fuel (diesel or petrol) and hybrid vehicles	<p>Returning the vehicle</p> <p>Unless you agreed a different refuelling option (see below), you must return the vehicle to us with the same amount of fuel it had in it when you picked it up – usually a full tank – as shown on the factory-installed fuel gauge or automatically logged in respect of connected cars. We recommend you fill up as close to the return location as you can on the return date and keep the receipt to show us. If you don't return the vehicle with a full tank – and you can't show us a receipt for fuel – we will charge you.</p> <p>If the car is not returned with a full tank, you would be charged EUR 12.00 (refueling charge), plus the cost of the missing fuel - EUR 2.40 per litre.</p>
Fully electric vehicles	N/A
6. OTHER IMPORTANT INFORMATION	
Damage/Loss/Repair Processing Fee	<p>Please see the section titled "Damage, loss, injury or theft" in the General Conditions which provides information on how and when we charge costs if the vehicle, keys, any accessories, or any vehicle documents are lost, stolen or damaged.</p> <p>You can purchase additional waiver and protection products to reduce the amount you would otherwise owe – please see details in Part 2 below.</p> <p>As well as charging for any damage or loss suffered, we will also charge you a damage processing fee in accordance with our "Theft, Loss & Damages Policy" (see General Conditions). In Bulgaria, the Damage/Loss/Repair Processing Fee is EUR 36.00, irrespectively of renter's liability.</p>
Fines and charges	<p>We recommend you check the Internet to find out about any restricted areas before you travel. If the rental location is in or near a restricted area, we will tell you about it when you pick up the vehicle. We are unable to tell you about any other restricted areas.</p> <p>If a fine or charge is sent to us because you haven't paid a charge or complied with the law, we will take payment for:</p> <ul style="list-style-type: none"> • Our administration fee of EUR 36.00 for each fine or charge issued to cover our costs of dealing with the fine or charge; and • the actual amount of the fine or charge imposed – if we have to pay it. <p>In case of lost or stolen car documents and/or keys, the fee is EUR 420.00 for the documents and EUR 420.00 for the keys.</p>
Keeping the vehicle interior clean	<p>Please note the following:</p> <ul style="list-style-type: none"> • You are not permitted to smoke or transport animals in your rental vehicle. If we believe anyone has smoked in the vehicle during the rental period, a specialist cleaning charge will apply. • If the interior of the vehicle is especially muddy, dirty, stained, or smelly, and our standard cleaning procedure will not fix it, you will be charged a specialist cleaning charge which will be determined at the time of return.
If you have an accident	<p>If you do not complete a required accident report form, or we find out the accident report form contains any significant missing or incorrect information, all insurances and additional coverage will invalidate.</p>

<p>Dispute Resolution</p>	<p>Provided that parties cannot reach mutual agreement, the dispute shall be taken to the competent Bulgarian court and shall be resolved according to the Bulgarian legislation.</p>
<p>Contact Us</p>	<ul style="list-style-type: none"> • To tell us about an issue while you're renting, contact the rental station or the customer support team: <p style="margin-left: 40px;">Tel: +359 (0) 700 911 50</p> <p style="margin-left: 40px;">E-mail: office@avis.bg; customer.service@avis.bg</p> <p style="margin-left: 40px;">You will find the contact details for the rental station on your rental agreement.</p>

PART 2 – IMPORTANT TERMS RELATING TO OPTIONAL EXTRAS WE OFFER

If you have opted to buy any of these products (or they are otherwise included as part of your rental), they will be detailed on your Rental Agreement Form. You will be required to expressly agree to the costs of these optional extras before they form part of your rental.

You can find details on the excesses which apply, as well as the costs relating to additional waiver and protection products in respect of each car type, on our website (or please contact our customer support team).

1. OPTIONAL EXTRAS - ADDITIONAL WAIVER & PROTECTION PRODUCTS		
<u>Product</u>	<u>What it is</u>	<u>Indicative costs</u>
Damage Waiver (CDW)	<p>In most cases, Collision Damage Waiver is provided with the vehicle as standard. If it is included, it will be stated on your Rental Agreement Form (and in your booking confirmation).</p> <p>Collision Damage Waiver reduces the amount you pay for each clearly separate incident of damage if the vehicle is damaged.</p> <p>The amount you pay for each clearly separate incident of damage will be the lower of a) the applicable cost payable under the Theft, Loss, and Damages Policy; or b) the excess stated on your Rental Agreement Form.</p> <p>If CDW is not included in your rate, and you do not purchase CDW, you will be liable for the full market value of the vehicle in case of damage.</p>	Normally between EUR 14.40 and EUR 30.00 per day (if not included as standard)
Super Damage Waiver (SCDW)	An excess reduction product which reduces your damage and/or theft waiver excess to EUR 36.00 .	Normally between EUR 13.20 and EUR 28.80 per day
Theft Protection waiver (TP)	<p>In most cases, Theft Protection waiver is provided with the vehicle as standard. If it is included, it will be stated on your Rental Agreement Form (and in your booking confirmation).</p> <p>Theft Protection waiver reduces the amount you pay if the vehicle is stolen during the rental period.</p> <p>The amount you pay will be the lower of a) the applicable cost payable under the Theft, Loss, and Damages Policy; or b) the excess stated on your Rental Agreement Form.</p>	Normally between EUR 7.20 and EUR 21.60 per day (if not included as standard)
Super Theft Protection waiver (STP)	Included when accepting Super Cover (SCDW) – see above	
Windscreen protection	This protection reduces the amount you pay to EUR 36.00 if the windscreen is damaged while you're renting the vehicle.	Normally between EUR 2.40 and EUR 5.76 per day

Personal Accident Insurance (PAI)	Covers the driver of the vehicle in the event of an accident.	Normally EUR 4.20 per day
Super Personal Accident Insurance (SPAI)	N/A	
Required actions in case of theft or damage to the rented vehicle Forbidden Actions	<p>In case of damage or theft to the rented vehicle, a police protocol or mutual agreement statement is required. Otherwise, the additional coverage reducing your Non-Waivable Excess, will be invalid.</p> <p>In case there are no other participants or the police refuses to come on sight, the customer is required to notify the Avis company and to receive additional instructions.</p> <p>All insurances do not cover the below occasions: Theft or damage of wipers, Radio or Multimedia Player, antenna, tyres, rim covers, license plate number/s, keys and mirrors, damages on the underbody of the vehicle (including the bottom parts of the bumpers and side skirts) or loss of car documents; Any interior damages; Any mishappening, resulting from alcohol or drug abuse; Damages caused to the vehicle due to off road driving; Theft or damage of any personal belongings in the Avis car or if they have been forgotten in it; Damage caused by not using correct fuel; The car being transported by ship or ferry.</p>	
Protection packages - Zero/Reduced Excess includes Super Damage Waiver, Super Theft Protection, Windscreen Protection		Normally between EUR 15.60 and EUR 34.56 per day
Protection packages - Complete Protection includes Super Damage Waiver, Super Theft Protection, Windscreen Protection, Super Personal Accident Insurance and Roadside Assistance Plus	N/A	

2. OPTIONAL EXTRAS - SERVICES

Additional drivers	<p>Additional drivers must be approved and specified on the Rental Agreement Form. You must not let anyone else drive the vehicle.</p> <p>All additional drivers must meet our age, driving licence, ID requirements and must be present when you collect the car (additional driver surcharges may also apply).</p>
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	<p>If we agree to additional drivers, any fees and surcharges will be stated on your Rental Agreement Form.</p> <p>You will be responsible for all costs – whether they’re down to you or your additional drivers. It is your responsibility to make sure all additional drivers read the terms set out in the Rental Agreement carefully before they drive the vehicle.</p> <p>We charge a fee for every <i>Additional Driver</i> we allow to drive the vehicle. The price is EUR 3.60 per day for each driver (charged for a max of 10 days to cover rental up to 28 days).</p>
<p>Delivery and Collection</p>	<p>Delivery and collection within city limits and up to 10 km from the Avis location is available free of charge.</p> <p>For delivery > 10 km from Avis rental location a charge of EUR 0.72 / km will apply For collection > 10 km from Avis rental location a charge of EUR 0.72 / km will apply.</p>
<p>Out of Hours</p>	<p>Any change to the reserved rental period (or agreed upon at the time the vehicle was picked up) will result in a change in the applied rate.</p> <p>If you are late for pick-up, your rental is guaranteed for 1 hour. After this time your reserved car may be released and provided to another customer. If you have provided a correct flight number and your flight is delayed, your rental is guaranteed for 2 hours after the actual flight arrival.</p> <p>In the event of delayed flights, if the vehicle is picked up outside working hours, a meet late arrival surcharge between EUR 24.00 and EUR 48.00 applies.</p> <p>Out of Office Hours - Collection It may be possible to collect the vehicle out of office hours. This must be requested at the time of booking or at least 24 hours prior to the pick-up time.</p> <p>Sofia Airport locations (T1 and T2), the charge is EUR 48.00 after closing hours. For all other locations the charges are: within 1 hour after closing hours - EUR 24.00; up to two hours - EUR 36.00; over 2 hours - EUR 48.00.</p> <p>We need the following information when you make your booking.</p> <ul style="list-style-type: none"> • Flight number • Contact telephone number • Credit card details <p>Out of Office Hours - Return If the vehicle is returned outside of office hours the driver is liable for damage or theft until the car has been inspected by a member of the Avis staff.</p> <p>You may return the vehicle out of hours if you request this option at the time of booking. There is no charge for this service.</p> <p>Instructions to return your vehicle outside of office hours: There are drop-off boxes available at the airport offices into which keys and documents should be placed.</p> <p>Sofia Airport T1 only – customers arriving at Terminal 1 should take the shuttle bus to Terminal 2 (Arrivals Hall) where the Avis counter is situated.</p> <p>Sofia Airport T2 only - Upon accessing the Sofia airport (SOF) premises through the first main barrier gate, the renter is allowed a 15-minute grace period to reach the rent-a-car parking lot and to check-in. Failure to check-in within the grace period will result in a fee of €8.00 per hour until the car was properly parked at the allocated Avis parking spaces. The fee is added to the total charges in the rental agreement and is due by the renter’s payment card.</p>

3. OPTIONAL EXTRAS – OTHER PRODUCTS

<p>Special equipment</p>	<p><u>Car seats</u></p>
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We offer baby, infant and child seats. A baby seat is typically suitable for a child from birth to 12 months old and weighing no more than 13 kilos. An infant seat is typically suitable for a child aged 9 months to 4 years old and weighing between 9 and 18 kilos. A child seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos.

If you would like further information, please contact our Reservations team or a site employee.

Please remember that it is always your responsibility to place the child seat and to check whether the seat is fitted correctly before you drive away.

The fee for renting a seat is **EUR 4.20** per day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the seat for the duration of your rental, up to 28 days.

If the seat is damaged, lost or stolen, you are responsible for the cost of the replacement, unless you were not culpable for the damage, loss, or theft and/or it was not due to your fault or to that of your passengers or additional drivers.

Snow chains

Snow chains are also available in some other rental locations. The fee for snow chains depends on where you're renting – but you can expect it to cost **EUR 4.20** per day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the snow chains for the duration of your rental, up to 28 days.

If any snow chain is damaged, lost or stolen, you'll have to pay for a replacement pair.

We can't fit snow chains for you, and we can't arrange for them to be fitted.

Winter tyres

Winter tyres & ice scrapers - price is included in the rate during the period **01 November - 31 March**.

GPS Navigation

The fee for renting a GPS will depend on where you're renting – but you can expect it to cost **EUR 8.40** per day. If you rent the vehicle for more than 14 days, you'll only be charged for a maximum of 14 days and get to use the GPS for the duration of your rental, up to 28 days.

If the GPS device is damaged, lost or stolen, you are responsible for the cost of the replacement.

Ski Racks

Some rental locations offer ski racks. You can expect to pay **EUR 4.20** per day. If you rent the vehicle for more than 10 days, you'll only be charged for a maximum of 10 days and get to use the ski rack for the duration of your rental up to 28 days.

If the ski rack is damaged, lost or stolen, you are responsible for the cost of the replacement.

Thank you for choosing Avis.