

Terms And Conditions for renting in Romania

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Thank you for choosing Avis. This page gives you information concerning your rental, all available insurance and is designed to help you enjoy your trip to the fullest.

The information included here is only a summary of AVIS conditions and can be modified from time to time. The full terms and conditions will be printed on the rental agreement available at the rental office.

0. ONLINE BOOKING

Reservations will only be confirmed for a car group, not for a specific type/make model of the car. Some car groups

may not be available at some AVIS rental locations.

Amending your booking

The price guaranteed relates to the location/car group and date/time details specified. Once confirmed, any amendments to your reservation may affect the price and / or availability of the vehicle. Click to [modify or cancel](#) an existing reservation". You will need to have your reservation number handy.

Modify or cancel a prepaid booking

If you would like to modify or cancel a booking that you paid for online, please note that surcharges will apply. Click here to [check the amendment / cancellation fees](#) and complete online prepayment terms and conditions.

Not cancelling the booking and not picking up the car

If you do not cancel your booking before the reservation date and time shown on your booking and fail to pick up your vehicle within 24 hours from that time, a non- cancellation fee will apply. Depending on your country of rental, this will be £40.00, €50, 70 CHF or the equivalent amount in your local currency. This will be inclusive of VAT where applicable.

Online Discounts

The price displayed will include any applicable online discounts if the discount number (AWD) is added in the booking engine.

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1. GENERAL INFORMATION

Because we want your car rental experience with us to be the best, we provide you with the following information regarding the process of renting a vehicle (herein called „the car/cars“) with Avis, as well as information about the insurance and the optional protection services you can benefit from.

The car is rented out in compliance with the terms and conditions stipulated in the Car Rental Agreement. Please carefully read these terms and conditions (presented herein in the „Car rental conditions“ section). By signing the Car Rental Agreement you declare that you have read and understood the conditions herein and that you undertake to comply with such terms and conditions.

If you fail to comply with the Car Rental Conditions, the personal accident insurance and other optional protection services you have chosen become void. Therefore, you are liable for the entire value of the damage (especially damage caused to the car, within the car market value, plus any expenses and costs incurred with car towing and transport), as well as for any damage caused to a third party.

You are responsible for ensuring that any additional drivers you have added to the rental agreement or any passengers that you allow in the vehicle observe these terms and conditions. You are responsible for any costs or charges we incur because an additional driver or passenger does not comply with these terms and conditions.

Even if you are a member of our Avis Preferred programme, we want you to be sure of the terms for this rental. You have already signed the Avis master rental agreement so you may not be asked to sign your rental agreement. However, we strongly recommend that you check and read this contract and remind yourself of all the terms and conditions.

In compliance with the applicable legislation, we hereby inform you that smoking is not allowed in the car you have rented from Avis. Also, transporting animals in a Avis rental car is allowed only if the animal is inside a special transport cage. All vehicles in the Avis fleet are fitted with winter tires from 01 November to 31 March, at no extra charges. The tariffs mentioned in this document include added value tax.

1.1 Car rental conditions - Age and Driving License

In Romania, the minimum age for driving a car is 18 years. Drivers of the Rented Vehicle (contract holder and/or additional drivers) 25 years of age at the rental date and having a valid driving license of at least 1 year that corresponds to the requested vehicle category (car group) may rent Avis vehicles from all available car groups. Drivers (contract holders and/or additional drivers) younger than 21 years of age, young drivers (21-24 years old), beginners (driving license less than one year old) and senior drivers (over age 70 years) can rent Avis vehicles only

from certain car groups and or conditionally paying for supplements according to chapter 1.5.a. Surcharges. The driving license must be valid for driving a vehicle from the required group on public roads in Romania*.

Available car group	Age at rental moment	Driving license age	Supplements (acc. Chap. 15.1.a)
All Groups	25 - 70 ani years	1 year	No
Toate grupele	Over 70 years	1 year	Yes
A, B, C, J	21 - 24 years	1 year	Yes
A, B	18 - 20 years	1 year	Yes
A, B	Over 18 years	Under 1 year	Yes

*A valid driving license means a national license with the expiry date greater than or equal to the estimated date of delivery of the vehicle together with the international driving license, as the case may be.

To rent a car in Romania, all drivers have to submit a valid driving license to the rental office that corresponds to the car group of the requested vehicle. A valid driving license means both a national driving license with an expiry date greater than or equal to the estimated date of the vehicle handing over and the international driving license if they:

- a driving license was issued by one of the Member States of the European Union or the European Economic Area and they are renting in a country outside Europe;
- or a driving license was issued in a non-European country, and they are renting outside that country;
- or a driving license was issued in a non-roman alphabet like Arabic, Greek, Russian, Hebrew or Japanese.

If they do not comply with the above provisions on the international driving license, all drivers driving in Romania may be charged with driving without a valid license. Their driving license may be retained by the Road Police because it has not been accompanied by an international license and may be prosecuted. They will no longer be able to drive their rented car and will have to make other arrangements for returning the car, which would result in additional costs.

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1.2 Suitable payment methods

Avis accepts the following payment methods for any type of rental:

1.2.a Card payments

At the time of the rental, you must provide Avis with a valid credit card or debit card from a major card brand. The card holder details must be the same with the renter's details.

You can pay the value of the rental using a credit card or debit (Visa, Euro-Mastercard, American Express, Diners Club, Discover or an Avis Charge Card).

NB: Avis does not accept debit cards such as MasterCard Maestro, pre-paid cards nor American Express Travellers Cheque.

If you want to rent a premium car, included in the G, O and P categories of cars, you must present two different credit cards, one of which must be either American Express or Diners Club.

Car category	Number of credit cards required	Accepted type of card and payment method
Group A, B, C, D, E, F, H, I, J, K, L, N	1 credit card or 1 debit card	Visa, American Express, Diners Club, Mastercard, Discover
Categories G, O, P	2 credit cards	Visa, American Express, Diners Club, Mastercard, Discover and another American Express or Diners Club credit card

An amount to cover the estimated cost of renting, optional products and services, the amount of responsibility in case of theft or accident and the equivalent of a full tank of fuel must be available on the credit or debit card account. In cases when early payments were made, they will be taken into account. We pre-authorise an amount on

your card. This holds an amount on your card so you should ensure there are sufficient funds available, as we will only process payment at the end of the rental.

1.2.b Cash payments

You can pay the cost of the rental in cash, at the end of the rental period. Cash payments can be done in RON, in accordance with the applicable legislation. When picking up the car, you must provide a credit or a debit card so that Avis can block the amount for the estimated cost of the rental and that of the optional insurance (accident or theft), as well as the equivalent of a full tank of fuel.

1.2.c Voucher payments

You can pay the cost of the rental using a voucher issued by an intermediary (tourist agency, broker) or a voucher issued at the time of the booking, if you opted for online payment or advance payment for the estimated cost of the rental.

Voucher payments whose value is expressed in other currencies will be calculated based on the currency exchange rate valid at the time of the rental.

If you choose to pay in another currency than the one used by Avis, we will make the calculation based on the currency exchange rate applicable at the time of the payment.

Also, when picking up the car, you must provide a credit card so that Avis can block the amount for the estimated cost of the rental and that of the optional insurance (accident or theft), as well as the equivalent of a full tank of fuel.

Whatever means of payment you opt for, Avis reserves the right to carry out any necessary checks and to agree to or refuse the rental, based on solid reasons to do so.

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1.3 Car pick-up

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1.3.a Before you sign the Car Rental Agreement

When you are at the car rental office, you must take your time to read the Car Rental Agreement, the Car Rental Conditions, as well as information about the applicable fees and costs, guarantees, insurance and optional protection services which may or may not be included in the Rental costs.

Please do not hesitate to ask the Avis staff any questions you might have about the costs or additional services.

At the same time, you should be informed about:

- fuel charges:
 - if you return the car without a full tank;
 - if you choose the Pre-paid Fuel option;
- the value for any charges related to damage caused to the car you have rented.

The value of the damage caused to the car is calculated based on the average costs of the spare parts needed to repair the car.

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1.3.b Renters and authorized drivers included in the Agreement

The driver of the car is the titleholder of the Car Rental Agreement.

The name of the renter is specifically mentioned in the Car Rental Agreement. He/She must be present when the Car Rental Agreement is drafted and signed, and must acknowledge that all the expenses related to the car rental will be invoiced on his/her name.

Except for situations where there is a solid and unforeseeable situation, only the driver(s) stipulated in the Car Rental Agreement is/are authorised to drive the car.

You can add additional drivers to the Car Rental agreement, in exchange for an additional surcharge. The surcharge applies for each driver you add to the agreement. If you do not want to mention any additional drivers when you pick up the car, but you want to add them later on, the drivers must present themselves at an Avis car rental office and request they be added to the Car Rental Agreement, after the car has been checked by an Avis agent to see if any damage was caused to the car during rental.

If the car is damaged, or if there is any damage caused to a third party* during the rental period, while the car is driven by a driver who is not mentioned in the Car Rental Agreement, the personal accident insurance and the optional protection services you might have chosen become void. Therefore, you will have to reimburse Avis for all the damage you are responsible for, especially damage caused to the car, within the car market value, plus any expenses and costs incurred with car towing and transport, as well as for any damage caused to a third party.

*The driver is not considered to be a third party.

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1.3.c Documents to present when picking up the car

You should provide the following documents when you come to pick up the car :

- a valid ID card or passport ;
- a valid driver's licence;
- the credit card/cards accepted by Avis, in compliance with the information presented in chapter 1.2.a. Card payments.

If there is a need to conduct an additional check, the car rental office may request other documents as well (e.g: return airflight tickets, accommodation bookings, etc.)

If there is an additional driver that you want to include in the Car Rental Agreement, that person must be present when you pick up the car and must provide a valid ID card/passport, together with a valid driver's licence.

1.3.d The state of the car

The Car Rental Agreement and The Damage Report mention any visible damage caused to the car, the mileage (or number of kilometres) and the level of fuel in the tank at the time of the rental. When you pick up the car you should check to see if the state of car corresponds to the one mentioned in the rental documents. If you notice any damage which is not mentioned in the Car Rental Agreement, it is your duty to mention this to the Avis staff and to request that the Damage Report be changed accordingly. If you fail to do so, Avis will not consider any subsequent complaints regarding damage caused to the car.

You should compare the number of kilometres and the fuel level shown in the car dashboard to the values included in the Car Rental Agreement. If there are any differences, it is your duty to notify the Avis staff and to request that the Car Rental Agreement be changed accordingly.

You should check that the car registration licence, the TPL insurance policy and the amicable car accident settlement form are in the car. Avis fits all its cars with a safety kit (two fluorescent car warning triangles and one fluorescent warning vest, a fire extinguisher, a first aid medical kit). You should check to see if the fluorescent vest is inside the car and the warning triangles, the fire extinguisher and the first aid medical kit are in the trunk. If any of these items is missing, you should immediately request the Avis staff to provide you with the missing items.

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1.4 The Rental Period

1.4.a Territorial validity

Premium category cars (group G), e.g. 4x4 cars/SUV (groups H, O and P) and 8/9 minivans (group L), cargo vans (group N) cannot be driven outside Romanian borders.

All the other cars may only travel in the following European countries (it is necessary to notify the Avis Rental Office prior to your travel): Austria, Belgium, Bulgaria, Croatia*, the Czech Republic, France*, Germany, Greece*, Hungary, Italy*, Luxemburg, the Netherlands, Poland, Slovakia, Slovenia.

*Only the continental part of the country. It is forbidden to take the car to the islands.

If you are granted permission to leave Romanian territory, you will have to pay a border crossing surcharge of EUR 50-150.

The vehicles are allowed to cross borders only with a prior written approval of the Avis rental office or of the Reservations Department.

Outside the countries mentioned above, any personal insurance and any optional protection services which might have been included in the rental become void and you shall be held liable for any damage caused to the car, within the car market value, plus any expenses and costs incurred with car towing and transport. At the same time, the titleholder of the Agreement shall also pay for any damage caused to a third party.

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1.4.b Driving the car

You are legally responsible for the car starting from the pick-up time and the moment you have agreed to sign and comply with the Car Rental Agreement. As of this moment, you are responsible for the car. You undertake to take care of the car and to use it only for the purpose it is meant for and cautiously.

The following uses are considered abnormal uses of the car:

- using the car for other purposes than the ones set by the car manufacturer or the applicable road legislation or general legislation,
- using the car in areas or on roads which are not meant for public travel,
- using the car for taxi activities or driving lessons,
- using the car by a person who does not have a driver's licence valid for that particular category of car, or whose driver's licence has been suspended, annulled or confiscated,
- using the car by a person who is under the influence of alcohol, drugs or medicine with similar effects, or a person who has avoided or refused to give biological or toxicological samples or who has left the accident scene, unless such an action is allowed by the applicable legislation,
- using the car by a person who, at the moment the accident occurred, was willingly committing a crime or trying to escape after committing a crime,
- carry or transport any flammable, explosive, corrosive, oxidant, toxic, radioactive, harmful, dangerous or illegal materials,
- using the car in river beds, flooded areas or areas covered by water (on the road or off the road), without complying with the manufacturer's instructions regarding driving in such conditions,
- using the car on road sections or in areas where driving is forbidden, or on roads with a high risk of damage being caused to the car, or in areas where there are limits regarding gauge or tonnage,
- using the car in situations which do not comply with the manufacturer's instructions regarding the maximum loading capacity, wrong fuel usage, wrong use of the clutch and gear, wrong assessment of the car gauge, continuous use of the car in spite of the alarm signals lit up on the car dashboard, making changes to the car,
- using the car for any type of car racing or car competitions (including practice sessions), rallies, speed tests and endurance tests, and any such tests which are not part of an official program,
- ignoring road signs, as well as sound and/or light warnings signalling a railroad crossing,
- sub-renting the car to a third party,
- willingly destroying or damaging the car,
- taking the vehicle outside of the rental country without the written consent of the rental station,
- drive without due care and attention or at excessive speeds,
- using a mobile communication device that may distract you from driving (exception: usage of a hands-free device),
- fitting your own equipment to the outside of the vehicle which may cause damage to the vehicle (for example roof racks, bike racks, stickers etc.),
- selling, removing of any of their parts, disposing of any optional extras as well as allowing anyone

- else to do so,
- pushing or towing of any trailer or any other vehicle,
- letting anyone drive the vehicle other than a driver we have agreed to.

These examples are not exhaustive; any unlawful or dangerous conduct during the use of the Vehicle will be considered a breach of contract and the additional insurance and additional security services that may have been concluded will not be applicable and you will be considered liable for any damage caused.

For all cases where the vehicle is fueled with a fuel other than that used by the vehicle, a fee of EUR 1785.00 will be charged on the rental agreement for all items affected by the improper refill (e.g. injectors, exhaust gas catalyst, particulate filter, fuel filters, fuel tank cleaning, fuel system cleaning etc.).

The eventuality in which the clutch assembly is damaged due to improper use, is not covered by any additional protection or insurance product, the entire cost of the damaged parts and the related labour being charged on the rental contract.

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1.4.c Safety

You hereby undertake to comply with the safety measures established by the car manufacturer, especially regarding the maximum capacity of the car in regards to the number of passengers and/or the weight of the luggage or merchandise being transported ("useful load").

During the rental period and depending on the number of kilometres travelled, you undertake to check the state of the car (coolant level, motor oil level for more than 1000 km travelled, tire pressure). To this effect, you should comply with any warning signal visible on the car dashboard and take the necessary actions, if needed (especially emergency pull over). You must also notify the emergency road services regarding any warning signals on the car dashboard.

When the car is parked, please lock the car and put all your belongings in the trunk. Do not forget to lock the trunk.

The cars are fitted with a safety kit (two fluorescent car warning triangles and one fluorescent warning vest, a fire extinguisher, a first aid medical kit). This kit is provided for you for the entire rental period. If you fail to return the complete kit when you return the car, you shall pay a surcharge of EUR 40 in accordance with the Car Rental Agreement.

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1.4.d Contraventions

As User of the Vehicle, during the rental, you are legally and financially responsible for the failure to comply with the legislation in effect and you must pay the fines issued by any authorized institution, within the terms provided by law. The failure to comply with the legislation in effect refers strictly to the User/Driver, and not to the vehicle or to the owner of the vehicle.

Upon request from the authorities, and in compliance with the applicable legislation, Avis shall give your contact details in order for you to be sent any fines, in accordance with any contravention you are guilty of. In all these situations, Avis shall invoice any contravention with a fee of EUR 35 representing the costs of the administrative procedures incurred by Avis in sending your contact details to the authorities.

In the event of non-payment of any other charges provided by the legislation in force, both on the territory of Romania and in other countries for road taxes, bridging fees, parking fees at airports or special spaces of limited duration, fines resulting from noncompliance with traffic rules found and/or proven by technical means (cases of objective liability for the liability of the legal owner of the vehicle) Avis will charge the actual amount of the fine to the customer plus an administration fee of EUR 23.80 (VAT included)/fine.

Administrative charges and/or fines may, as the case may be, be charged by Avis on the customer's credit/debit card upon notification by e-mail of documents relating to contraventions or other traffic deviations during the rental period, according to the findings of the related bodies or institutions.

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1.4.e In case of technical failure

In case of an incident requiring immediate or rapid intervention, before making any repairs (including tires), please contact Avis Assistance:

From Romania or abroad

004 0374 47 55 31

1.4.f In case of accident

If there is an incident which needs immediate or emergency intervention, before carrying out any repairs (including tires), you should contact the Avis Assistance service:

From Romania or abroad

004 0374 47 55 31

If you have an accident, do not admit responsibility to any third party. If you admit responsibility, it may be harder for us to recover costs and reimburse you your excess. If possible, note the names and addresses of everyone involved, including witnesses and passengers. Complete the European accident report form and return it to us as soon as possible. If the vehicle is not safe to drive, make it as secure as possible and call us to arrange recovery. Report the accident to the police and get a police report and/or a repair authorisation.

Do not repair the vehicle yourself or let anyone else do so unless we have agreed to it. If you allow repairs to be carried out without our agreement, you will have to pay for it and to the extent we are allowed to do so by law, you will lose the benefit of any damage waivers, excess reduction products, personal accident insurance and/or third-party liability insurance.

If you are involved in an accident or there is damage caused to the car by an identified or by an unidentified third party and no immediate repairs are needed, you must immediately inform the Avis car rental office.

If the damage is caused by an unidentified third party, the customer has the obligation to obtain the repair authorization from the police before returning the car.

To help us, you must provide us a properly completed incident report form, including the contact details of the other parties involved, within the period of 48 hours following the accident.

It is mandatory to provide the following documents when returning the car:

- an amicable car accident settlement form, correctly filled out and signed, or a certificate issued by the police and a repair authorisation (in case of accident or damage where the third party has been identified, regardless of whether you are responsible for the accident or damage or not),
- a copy of the driver's licence,
- copies of ID cards,
- copy of the third party liability insurance policy,
- copy of the car licence of the third party involved in the accident.

If you fail to provide all these documents, the personal accident insurance and other optional protection services shall become inapplicable and you are liable for the entire value of the damage, especially damage caused to the car, within the car market value, plus any expenses and costs incurred with car towing and transport, as well as for any damage caused to a third party.

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1.4.g Theft

If the car is stolen: within 4 hours from the moment you become aware of the incident you must give a statement regarding the theft before the authorities and you must send the nearest Avis car rental office the complaints you submitted to the authorities, the documents of the car and the car keys.

If the car keys and/or the documents of the car are also stolen with the car, you must inform the authorities about this situation, in order to include these details in the complaint.

If you fail to comply with these instructions, and except for any force majeure event which can be proven and which prevents you from sending the complaint, the documents of the car and the car keys to Avis within the deadline previously mentioned, all the additional insurance and the optional protection services become void and you are liable for the entire value of the damage, especially damage caused to the car, within the car market value, plus any other additional expenses and costs.

1.5 Rental costs

The basic rental fee is comprised of a daily fee or/and a kilometre fee, calculated in compliance with the applicable fees.

This fee includes:

- third party liability insurance,
- road tax valid in Romania (it does not cover any special bridge tolls, where applicable),
- technical support for the car, 24/7. This service includes repairs or towing fees and/or offering a replacement car if the car becomes unusable due to an accident, a technical problem or a fire. This technical support service will not be provided if the car becomes unusable due to the fact that the car keys have been lost, the battery is low due to unsuitable use, the wrong type of fuel was used and/or the tires are damaged.

The following costs may be added to the basic rental fee when necessary:

- the cost of fuel, in compliance with Chapter 1.6.d. Fuel,
- the cost of optional protection services and personal accident insurance, offered by Avis in accordance with your request,
- the costs incurred with other surcharges and optional services mentioned hereinafter. You can get more information on this from the Avis Rental office.

The tariffs which include zero responsibility in case of accident or theft does not include zero responsibility in case of damage to the car windshield, this protection may be the subject of an additional billing.

Everything which is not expressly included in the rental fee shall be invoiced separately, especially the following costs:

- technical support 24/7 if the car is unusable due to loss of keys, battery discharge following wrong usage, wrong use of fuel, damaged tires, as well as all the costs incurred due to the consequences of this issues,
- loss or theft of the Vehicle and/or keys,
- repairing damages to the Vehicle.

We use a damage matrix to work out the estimated cost of repair. The damage matrix uses an average repair cost for the vehicle group selected, which takes account of different makes and models in that group. In order to determine the costs included in this matrix, the industry standard job duration (according to an industry standard estimating tool), the labor costs of the accredited repairers and the price of any original equipment manufacturer parts to be replaced have been taken into account.

The rental fee is calculated based on 24 hour intervals, which start at the time of the rental process and end when the Car Rental Agreement is terminated. Avis accepts a maximum delay of 29 minutes when returning the car, admitting that this time is needed to drop off the car. Once this period of time is exceeded, Avis will invoice an additional day of rental, as well as any costs related to the options chosen by the renter, for each day of delay.

Because some special offers and related discounts often refer to specific time slots in the situation in which you returned the Vehicle earlier than agreed upon the opening of the contract, it is possible that the special tariff originally set may no longer be applied, this leading to the tariff increase.

The number of kilometres is the one indicated by the car mileage. If there is a problem with the mileage meter of the car due to tampering with the device and if the rental fee includes a limited mileage, Avis will invoice 1000km per rental day, at the basic fee mentioned in the agreement.

1.5.a Surcharges

Avis shall invoice certain additional costs only after you have been informed about such costs, which are mentioned hereinafter:

Vehicle licence fee (VLF)

Avis charges an additional fee (EUR 3 per day) for all rentals, if applicable, to cover the vehicle licence costs. The value of the surcharge is included in the rental fee at the time of the reservation/rental.

Airport car pick-up surcharge

Avis charges an extra fee for cars with airport pick-up. The surcharge is 15% (maximum EUR 30) of the value of the rental, and it is included in the rental fee calculated at the time of the reservation/ rental.

Young driver surcharge

If the renter and/or the additional driver is/are between 21 and 24 years of age and meets the rental criteria regarding that type of car, an additional fee will be charged as follows: EUR 6 per rental day, for a maximum of 10 chargeable days.

Driver under 21 surcharge

If the renter and/or the additional driver is between 18 and 20 years of age and a driver's licence issued less than one year ago, he/she can rent a type A and B car, but an additional fee will be charged as follows: EUR 45 for each rental day.

Beginner driver surcharge

If the renter and/or additional driver holds a driver's licence which was issued less than one year prior to the rental date, he/she can rent a category A and B car. An additional fee shall be charged as follows: EUR 45 for each day of rental.

Senior driver surcharge

If the renter and/or the additional driver is/are over 70 years of age, an additional fee will be charged as follows: EUR 6 per rental day, for a maximum of 10 chargeable days.

Border crossing surcharge

If you plan to travel outside Romania, you will be charged an additional border crossing fee of EUR 50 -150.

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1.5.b Out of hours rentals

Certain car rental offices allow you to pick up or to return a car at hours which are not the normal working hours, and you will be offered assistance in doing so by an Avis agent. However, please note that an additional fee of EUR 45 shall be charged. Please check to see if you have this option at the Avis rental office in your area or check with the Reservation department.

1.5.c Loss of keys and/or thorough cleaning of the car

Avis will charge an additional fee if you lose the car keys. The costs for replacing lost keys are available and can be analysed at the car rental office.

Avis also charges an additional fee if, when returning the car, it needs a professional clean up, from a specialised company. The costs of cleaning are mentioned in Avis car rental offices.

Car cleaning costs:

Car type	Fee (VAT included)

A, B, C, D, E, F, I, J, N	60 EUR
G, H, O, K, P	80 EUR
L	100 EUR

All the cars are smoke-free vehicles, so Avis will assess customers a cleaning fee of 100 EUR, if the vehicle is returned with tobacco odor or residue.

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1.5.d Optional services

Avis offers you certain benefits, in exchange for the following fees:

Avis Travel Partner

By purchasing the Avis Travel Partner service, you can benefit from:

- Telephone translation services. Our operators can talk directly with your conversation partners in Romanian by sending your message correctly in the local language;
- Assistance in case of loss/theft of personal property: identity documents, bank cards, electronic devices, luggage;
- Addresses and contact details of restaurants, hotels, tourist attractions and medical institutions in Romania;
- Real-time flight time information.

The Avis Travel Partner service is available 24/7, by phone at 0040 800 400 926 or by email at travelpartner@avisconcierge.com.

Car equipment and Optional services

In order to ensure your safety and comfort, Avis offers you the following pieces of equipment, in accordance with their availability and in exchange for specific rental fees: baby car seat*, GPS device, anti-skid wheel chains, WI-FI, road safety net, diesel engine cars. When making a reservation for the car you want, please ask your Avis agent for any equipment or services you would like to benefit from during the rental period. In cases when any optional extras are damaged or they are not returned to the rental station, a replacement fee will be added on the rental agreement, on top of the rental fee.

*In Romania children who are less than 135cm in height may only be transported in cars fitted with safety systems for both the driver and the passengers only if they are seated in special car seats for children, fitted with seat belts and placed on the back seat of the car.

Additional driver/drivers

Only the drivers included in the Car Rental Agreement have the right to drive the Avis rental car. The agreement titleholder must notify the Avis car rental office in regards to any additional drivers to be included in the agreement, at the time of car pick-up. An additional fee of EUR 5 per day, for a maximum of 10 days will be charged.

The number of drivers that can be added to the agreement is unlimited.

If the car is driven by a driver who has not been authorised by Avis (i.e. who has not been included in the Car Rental Agreement) and the car is damaged, the entire costs shall be paid by the titleholder of the car, regardless of the type of protection he/she has chosen when signing the car rental agreement. The titleholder of the agreement will also pay for any cost due to damage caused to any third party.

Car delivery/pick up in Romania

This service is an on "demand" service and it depends on the availability of the Avis car rental office staff, as well as on the payment method. Car delivery and car pick-up requests must be sent at least 24 hours in advance. The car can be delivered during the working hours by the closest Avis car rental office.

Contact and identity details (passport, driver's licence) and other details necessary for The Car Rental Agreement must be provided at the time of the rental.

In cities where there are Avis car rental offices, car delivery and car pick-up will be done free of charge to/from any address within the city limits.

In cities where there are no Avis car rental offices, car delivery and car pick-up will be subject to a surcharge of EUR 0.60 /km (minimum EUR 30.00) to/from the nearest Avis car rental office.

Avis reserves the right not to process the end of the rental agreement, if the Vehicle is excessively dirty on the outside, thus preventing the identification of possible damage produced during the rental and you remain responsible for any expenses related to the damage brought to the Vehicle. The closure of the contract shall be processed after the Vehicle is washed and examined, with the hour of the effective delivery of the Vehicle to Avis.

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1.6 Returning the car

1.6.a Returning the car to another rental office

Applying certain fees is subject to returning the car to the car rental office or in the city where the rental period started. Other fees allow for the car to be returned to a car rental office in another city than the one where the car was picked-up, without any additional surcharges. In certain cases, you can return the car to a car rental office in another city than the one where you picked up the car, in exchange for an additional fee.

You should request more information on this matter from your Avis agent at the time of the rental.

In Romania, an additional fee shall be charged for different drop-off points between cities where there are Avis car rental offices. This surcharge ranges between EUR 0 and 300.

Outside Romania, in compliance with the border crossing conditions stipulated in chapter 1.4.a. Territorial validity, only for category A – E, the car can be returned in the following countries*:

Area 1 (Bulgaria, Hungary): EUR 600

Area 2 (Austria, Czech Republic, Greece, Poland and Slovakia): EUR 1,100

Area 3 (Germany, Slovenia): EUR 1,680

Area 4 (Italy, Belgium, France, Luxemburg and the Netherlands): EUR 2,500

*Only the continental areas. It is not allowed to take the car to the islands.

In all these cases it is necessary to make a reservation request. The request will be either confirmed or denied within no more than 72 hours, depending on the availability of the car you requested. A border crossing surcharge will also apply: EUR 50 -150/ agreement. For all the other categories of cars: the cars cannot be returned at an office outside Romanian borders.

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1.6.b Working hours

You must return the car, the car keys and the car documents to the Avis staff at the date and time stipulated in the Car Rental Agreement and in all cases, during the normal working hours for Avis car rental offices.

You must notify Avis, as soon as possible, in regards to any event which might prevent you from returning the car on the date and at the time established by agreement, but please take into account that this act constitutes an abuse of trust which you can be held responsible for in a criminal manner, in compliance with the law (art. 238 of the

Criminal Code). If you wish to extend the duration of the rental period, you must contact an Avis car rental office and make sure that you have the necessary amounts to cover the costs of any additional payments pertaining to an agreement extension.

In all cases, you must pay the costs of the rental, the costs pertaining to delayed drop off and any possible costs due to damage caused to the car until it has been returned to Avis.

Avis reserves the right not to proceed to terminating the car rental agreement if the car is extremely dirty, which hinders the identification of any potential damage that might have occurred during the rental period. The agreement will be terminated only after the car is washed and checked, at the exact time the car was actually returned to Avis.

If you drop off the car at other hours than the normal working hours of the car rental office and you leave the car keys in the car rental office key box, you are still responsible for and owe the cost of the rental and of any damage you are liable for (especially damage caused to the car) until the car rental office opens.

If Avis accepts to send an employee to pick up the car, you are responsible for and owe the cost of the rental and of any damage caused to the car until the car is returned to Avis.

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1.6.c Personal items forgotten in the vehicle

Although, upon its return, we inspect the Vehicle in detail, we do not assume any responsibility for items forgotten/left behind in the Vehicle. In order to avoid any inconvenience, we ask that you make sure you have not forgotten any personal items in the rented Vehicle. If we find any forgotten personal items, they will be collected and inventoried by the rental station where the Vehicle was returned. If you cannot retrieve them personally, we can have them delivered to you, following a written request from you, in which you mention the delivery address as well. For this, we shall request payment in advance of the delivery services performed by the courier company or the national post service and a manipulation fee, applied by Avis, in amount of 50 Euro. All items that are found and unclaimed shall be destroyed after a period of three months.

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1.6.d Fuel

Avis provides you with a car that has a full tank. When picking-up the car you can choose the Pre-paid fuel option. This means that when you return the car you will pay the equivalent of a full tank of fuel, at the cost calculated by the Avis car rental office and you do not have to worry about finding a petrol station before returning the car. This option is automatically cancelled if you return the car with a full tank of fuel (please see option 1 described hereinafter).

When returning the car, you will be presented with 3 options to pay for fuel:

Option 1: In all situations, you can fill up the tank yourself, before returning the car to Avis. In this situation, Avis will not issue an invoice for fuel costs (after you provide proof that the tank was filled up with no more 20 kilometres before arriving at the car rental office).

Option 2 : If you have chosen the Pre-paid Fuel Option when picking up the car, Avis will issue an invoice for the amount of a full tank of fuel, as stipulated at the time of the rental.

Option 3 : If you have not chosen Prepaid Fuel and you have not filled up the tank before dropping off the car, Avis will charge you for each missing litre of fuel, as stipulated in the Car Rental Agreement. Avis estimates number of litres of fuel using as a measuring unit an eighth of the fuel tank.

In the unlikely event in which you are provided with a car which does not have a full tank, you must notify the car rental office about this situation and you must return the car with the same level of fuel. If you do not do so, you will only pay the difference between the level of fueling the tank at the car return and the level of fuel at pick up in compliance with the conditions mentioned above (options 2-3).

If you return the car with a level of fuel which is higher than the fuel level at pick-up, Avis will reimburse you for the extra fuel, at the fuel price stipulated in The Car Rental Agreement. Please do not hesitate to contact Avis regarding any details of the way in which the estimates of fuel consumption is calculated.

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1.6.e Checking the state of the car

We offer you the possibility to check the state of the car, together with the Avis agent, when dropping off the car and to compare it with the one mentioned in the Car Rental Agreement and in The Damage Report. If the state of the car at drop off is different than the one at pick up, Avis will issue an invoice for any damage that is noticed (e.g.: damage to the car body, missing accessories or other elements), estimated in compliance with the values available and which can be presented at the car rental office, within the maximum applicable financial liability (in accordance with the optional protection services that might have been chosen at the time of the rental). If you decide not to participate in the car check together with the Avis agent, when dropping off the car, you empower Avis with checking the state of the car and you hereby accept any findings and, consequently, any invoices for any damage noticed when checking the car, if applicable.

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2. INSURANCE

2.1 Territorial validity of the insurance and of the optional protection services

Premium cars (group G), 4X4 / SUV cars (groups H, O and P) and minivans with 8/9 seats (group L) cannot leave Romanian territory. For all other cars, in all the other groups, third party liability insurance is valid in all the countries mentioned in chapter 1.4.a. Territorial validity:

Austria, Belgium, Bulgaria, Croatia*, the Czech Republic, France*, Germany, Greece*, Hungary, Italy*, Luxemburg, the Netherlands, Poland, Slovakia, Slovenia.

*Only the continental areas. It is forbidden to take the car to the islands.

2.2 Third party liability insurance (TPL)

When renting a car, you benefit from a third party liability insurance, in accordance with the applicable legislation. Third party liability insurance guarantees the financial consequences of any injuries or material damage which the driver may cause to third parties while driving the car.

Third party liability does not include:

- injuries suffered by the driver and/or the passengers of the car (especially in case of an accident),
- damage caused to the car,
- damage caused to merchandise, objects and animals transported in the car.

You are liable for any material damage caused to the car and theft of the car, up to a maximum financial liability.

Please ask for information from an Avis agent, when you pick up the car.

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2.3 Personal Accident Insurance (PAI)

We offer you the possibility to take a complementary insurance which covers:

- bodily injuries and death of the passengers and/or driver;
- emergency medical expenses;
- medical support 24/7.

PAI (Personal Accident Insurance): reimburses the driver and the passengers for unintentional bodily injuries they might suffer during the rental period and for emergency medical expenses, within the guarantee limits mentioned hereinafter.

If you choose a PAI, you will benefit from coverage for the following risks:

- death;
- permanent disability;
- permanent functional and plastic consequences of injuries, burns or frostbites;
- temporary loss of work capabilities – hospital periods/ medial services without hospitalisation.

Personal accident insurance for road accidents	Insured amount - EUR	
	Driver	Passenger*
Death – due to car accidents	25.000	12.500
Permanent disability – caused by a road accident	Maximum 50.000	Maximum 25.000
Surgical interventions – caused by road accidents	Maximum 1.000	Maximum 500
Hospital admission due to road accidents	Max. 50/day	Max. 25/day

* Limited to the number of seats provided by the manufacturer.

PAI conditions

This type of personal additional insurance must be signed at the beginning of the rental period and must be included in The Car Rental Agreement. The enforcement of this type of insurance is subject to respecting the conditions for renting a car, especially territorial validity. The coverage for the Personal accidents insurance will not cumulate with that of any other individual insurance. The PAI coverage is not cumulated with that of other individual accident insurance or life insurance that the driver or the passengers may already have. For other guarantees, you can recover the claim from other insurers that offer identical guarantees with those of PAI. For each insured person, the reimbursement in case of death or disability caused by the accident cannot be cumulated. Reimbursement is subject to providing documents proving any expenses. Failure to comply with the rental conditions will lead to any optional insurance to become void.

Personal Accident Insurance is provided by an authorized insurance company and is intermediated by Avis Romania.

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3. OPTIONAL PROTECTION SERVICES

Optional protection services in case of car damage or car theft

In the following pages you are presented with the conditions and the exclusions of the optional protection services. These protections only apply during the period stipulated in the Car Rental Agreement and are subject to compliance to the rental conditions.

Risk	Avis coverage	Abbreviation used in the agreement
Reimbursement for the damage caused to the car, up to a maximum amount	Reducing liability in case of car damage	Collision Damage Waiver (CDW)
Reimbursement of an amount equal to the maximum liability in case of car theft	Reducing liability in case of car theft	Theft Protection Coverage (TPC)
Reimbursement of damage caused to the car in case of accident or theft	Protection in case of accident and theft	Super Cover (SCDW)
Reimbursement for damages to the car windshield	Windshield protection	(LI)
Reimbursement of the expenses pertaining to technical assistance if the car is unusable due to loss of keys, keys locked inside the car, dead battery, insufficient fuel and/or flat tire/ damaged tire	Exemption from costs with technical assistance	Road Safety Net (RSN)

By agreeing to and signing for additional protection services, you reduce the level of the maximum financial liability (simply called liability) applicable in case of damage to the car or in case of car theft.

If you choose not to have Optional protection services, you are liable for all the damage caused during the rental period, within the liability limit without the optional protection services.

If you do not comply with the Rental Condition, the optional protection services you did choose become void. In this case, you are liable for the entire value of the damage (especially damage caused to the car, within the car market value, plus any expenses and costs incurred with car towing and transport), as well as for any damage caused to a third party.

If you guarantee the rental using a credit/debit card, the rental office will block an amount of money equal to a full tank of fuel, even if at car pick up you chose the full additional protection service in case of accident or car theft (Super Cover).

The following table contains the prices in euro for the optional protection services offered by Avis, when they are not included in the rental fee, as well as the corresponding maximum financial liability (liability).

Car group	Liability without accepted protection services	Collision Damage Waiver(CDW)*	Theft Protection Coverage(TPC)	Collision Damage Waiver + Theft Protection Coverage (CDW + TPC)*	Liability if you take CDW and TPC
A	11 900.00	10.56	10.56	21.11	892.50
B	11 900.00	12.96	12.96	25.91	892.50
C	17 850.00	14.40	14.40	28.79	1 071.00
D	17 850.00	15.35	15.35	30.71	1 071.00
E	29 750.00	16.79	16.79	33.59	1 190.00
F	29 750.00	18.23	18.23	36.47	1 190.00
G	35 700.00	20.63	20.63	41.27	1 785.00
H	29 750.00	23.99	23.99	47.98	1 190.00
I	17 850.00	15.35	15.35	30.71	1 071.00
J	11 900.00	12.96	12.96	25.91	892.5
K	29 750.00	23.99	23.99	47.98	1 190.00
L	29 750.00	20.63	20.63	41.27	1 785.00
N	29 750.00	20.63	20.63	41.27	1 785.00
O	41 650.00	28.79	28.79	57.57	2 380.00
P	41 650.00	28.79	28.79	57.58	1 785.00

*Prices in euro per day of rental. If you choose to buy a full protection package covering accidents or theft, Road safety net or windshield protection you will have zero liability (i.e. you will pay 0 EUR)

Car group	Protection in case of accident and theft (SCDW)* - 1-2 days & weekend -	Protection in case of accident and theft (SCDW)* - more than 3 days -	Liability if you take SCDW	Windshield protection (LI)*	Road Safety Net*	Personal accident insurance for the people in the car (PAI)*	Full protection package* - 1-2 days & weekend -	Full protection package* - more than 3 days -
A	40.00	20.00	0.00	4.00	3.00	6.00	53.00	33.00
B	40.00	22.00	0.00	4.00	3.00	6.00	53.00	35.00
C	45.00	24.00	0.00	4.00	3.00	6.00	58.00	37.00
D	45.00	24.00	0.00	4.00	3.00	6.00	58.00	37.00
E	58.00	35.00	0.00	7.00	3.00	6.00	74.00	51.00
F	61.00	37.00	0.00	7.00	3.00	6.00	77.00	53.00
G	88.00	55.00	0.00	10.00	3.00	6.00	107.00	74.00
H	71.00	44.00	0.00	7.00	3.00	6.00	87.00	60.00
I	45.00	24.00	0.00	7.00	3.00	6.00	61.00	40.00
J	40.00	22.00	0.00	4.00	3.00	6.00	53.00	35.00
K	71.00	44.00	0.00	7.00	3.00	6.00	87.00	60.00
L	101.00	55.00	0.00	7.00	3.00	15.00	126.00	80.00
N	101.00	55.00	0.00	7.00	3.00	6.00	117.00	71.00
O	124.00	79.00	0.00	10.00	3.00	6.00	143.00	98.00
P	100.00	63.00	0.00	10.00	3.00	6.00	119.00	82.00

*Prices in euro per day of rental. If you choose to buy a full protection package covering accidents or theft, Road safety net or windshield protection you will have zero liability (i.e. you will pay 0 EUR)

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3.1 Optional protection services in case of car accident -CDW: Collision Damage Waiver)

IMPORTANT! If you decide to purchase additional protection or insurance from an external supplier, you will still have to pay if the Vehicle is stolen or damaged. To do this, you must follow the steps described below:

- Pay in full to Avis the amounts due for the damage or theft of the Vehicle up to the maximum liability agreed with Avis.
- Submit a claim for compensation to your external supplier. It is your responsibility to make sure you understand the terms of any cover you buy from an external provider and for any claim you make. We are unable to help you with your claim.

Protection

If you choose the CDW option, this will reduce the financial responsibility of the renter, regardless of blame, to the minimum mandatory limit for damaging or losing the rental car or its accessories or car parts, except for car theft or vandalising.

CDW conditions

This optional protection service must be chosen at the beginning of the rental period and stipulated in the Car Rental Agreement.

Not applicable

Regardless of whether you opt for a CDW or not, the titleholder of the agreement is liable for the entire costs of the damage if the damage was caused by:

- using the car in other purposes than those intended by the manufacture or the applicable legislation,
- using the car in areas or roads which are not included in the public traffic network, on unpaved roads, on road segments or in areas where cars are not allowed or on roads which pose a risk to the car being damaged, or if the damage was caused following the entrance into an area with restrictions regarding gauge and tonnage,
- using the car for taxi services or driving school,
- using the car by a person who does not own a valid driving licence for that type of car or whose driver's licence has been suspended, annulled or confiscated,
- fitting your own equipment to the outside of the vehicle which may cause damage to the vehicle (for example roof racks, bike racks, stickers etc.),
- selling, removing of any of their parts, disposing of any optional extras as well as allowing anyone else to do so,
- pushing or towing of any trailer or any other vehicle,
- using the car by a person who is under the influence of alcohol, drugs or medicine with similar effects, or a person who has avoided or refused to give biological or toxicological samples or who has left the accident scene, unless such an act is allowed by the applicable legislation,
- using the car by a person who, at the moment the accident occurred, was willingly committing a crime or trying to escape after committing a crime,
- carrying or transporting any flammable, explosive, corrosive, oxidant, toxic, radioactive, harmful, dangerous or illegal materials,
- using the car in river beds, flooded areas or areas covered by water (on the road or off the road), without complying with the manufacturer's instructions regarding driving in such conditions,
- using the car in situations which do not comply with the manufacturer's instructions regarding the maximum loading capacity, wrong fuel usage, wrong use of the clutch and gear, wrong assessment of the car gauge, keep using the car in spite of the alarm signals lit up on the car dashboard, making changes to the car,
- using the car for any type of car racing or car competitions (including practice sessions), rallies, speed tests and endurance tests, and any such tests which are not part of an official program,
- sub-renting the car to a third party,
- willingly damaging the car,
- if the titleholder of the agreement or the additional driver do not stop the car after an accident has occurred or if he/she does not take necessary action: i.e. inform the police, take the name and address of the parties involved and/or witnesses,
- driving the car without complying with the load limits, speeding,
- driving the car by unauthorised persons, meaning under age drivers, or drivers who have not been included in the Car Rental Agreement,
- not complying with applicable road legislation: running the red light, not respecting the railroad crossing road light or the STOP sign, speeding, driving on the opposite side of the road, driving in the road direction on one-way streets,
- damage caused to the engine, car wheels, tires and the interior of the car, under the body of the car if the damage is not the direct result of a driving accident,
- damage caused due to theft attempts from the car of GPS / WIFI / baby car seats or personal belongings,
- damage of the windshield if they are not caused by a collision to another car.

If the car is driven by a driver who has not been authorised by Avis (i.e. a person who is not stipulated in the Car Rental Agreement) and a damage is caused to the car, the titleholder of the agreement is liable for the entire value of the damage (especially damage caused to the car, within the car market value, plus any expenses and costs incurred with car towing and transport), as well as for any damage caused to a third party.

The additional protection service - CDW is not valid outside Romania, without the consent from the car rental office to leave the country. Insurance covering driving the car outside Romanian borders is subject to special conditions and fees.

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3.2 Optional protection services in case of car theft - TPC: Theft Protection Coverage

If you choose to buy a TPC, you reduce the level of the maximum financial liability you will have if the car is stolen. However, you are liable for the damage within the liability stipulated in chapter 3. Avis shall reimburse the invoiced amount if the liability of a third party is clearly proved.

TPC conditions

This optional protection services must be chosen at the beginning of the rental period and stipulated in the Car

Rental Agreement. If the car is stolen, you must submit a complaint to the responsible authorities and notify the nearest Avis agency, no later than 4 hours after you have discovered the theft, and also provide the agency with the proof that you have submitted a complaint and hand in the keys of the car. If the car key and/or the car documents have also been stolen, you must also mention this fact when you submit the complaint. The TPC additional protection service is not valid outside Romania, without the consent from the car rental office to leave the country. Insurance covering driving the car outside Romanian borders is subject to special conditions and fees.

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3.3 Full optional protection services in case of car accident or car theft: SCDW - Super Cover

Protection

If you choose to buy a SCDW you will not be liable for any financial payment if the car is damaged or stolen.

Super Cover conditions

This optional protection services must be chosen at the beginning of the rental period and stipulated in the Car Rental Agreement. SCDW can only be chosen as a supplement to the CDW and the TPC.

Not applicable

Damage caused to the windshield is not covered by the SCDW. However, the damage caused to the panoramic sunroof and rear-view mirrors are covered by the SCDW.

The SCDW additional protection service is not valid outside Romania, without the consent from the car rental office to leave the country. Insurance covering driving the car outside Romanian borders is subject to special conditions and fees.

Regardless of whether you opt for a SCDW or not, the titleholder of the agreement is liable for the entire costs of the damage if the damage was caused by any of the situations mentioned at chapter 3.1 Optional protection services in case of car accident - CDW: Collision Damage Waiver, Not applicable.

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3.4 Road safety net (RSN)

Protection

If you choose a Road Safety Net you will not be liable for any expenses with 24/7 car technical assistance if the car becomes unusable due to:

- loss of car keys,
- car was locked with the car keys inside,
- dead battery due to wrong use,
- wrong fuel use,
- damaged tires.

If the RSN additional service was not purchased, following a case of immobilization presented above, an intervention fee of 50 EUR will be applied, if the immobilized vehicle is within the following cities: Bucharest, Sibiu, Timișoara, Iași or Cluj-Napoca, namely 180 EUR in all other cases.

RSN is only valid within Romanian borders.

Not applicable

Road Safety Net does not reduce your financial liability regarding the consequences caused by the car becoming unusable, or the costs or repairs, damage and/or car theft, which you will still be liable for.

Road Safety Net does not apply if the car becomes unusable off public roads.

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3.5 Zero liability in case of damage to the car windshield (LI)

Protection

If you buy this additional protection service you will not be liable for any damage caused to the windshield (scratches, chipping, breaking).

Not applicable

The protection against windshield damage does not reduce your liability in regards to other damage caused to the car (especially to the panoramic sunroof or rear-view mirrors) or if the car is stolen, which you will still be liable for.

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4.GENERAL CONDITIONS

4.1 Consent regarding agreement support

The image of the Car Rental Agreement is saved on a support which cannot be physically damaged. Both you and Avis hereby agree that this image shall have the legal value of an original document.

4.2 Competence clause

Any litigation arising from or in connection to the Car Rental Agreement and which cannot be solved amicably shall be presented to the competent courts in Bucharest.

4.3 Personal data processing

Avis collects and processes personal data, in accordance with the provisions of Law no. 677/2001 for the protection of natural persons regarding the processing of personal data and the free movement of such data (with subsequent amendments) and the EU Regulation no. 679/2016 regarding the protection of natural persons with regard to the processing of personal data and the free movement of such data.

Through the terms and conditions of the Rental Agreement, Avis informs the persons concerned, whose data are collected, with regard to the manner and purpose in which such data is used and, at the same time, brings to the knowledge of the persons concerned their due rights.

a) Contact data:

AVIROMS Rent a Car S.R.L.

Registration no.: J40/10559/1994, Sole Identification Code 5771120

Address: Bucharest, no. 51 Theodor Pallady Bd., 4th floor, district 3

Telephone number: 021/210.43.44

b) Contact data of the person responsible for data protection:

Telephone number: 021/210.43.44

E-mail: dpo@avis.ro

c) The purposes of the personal data processing

Avis collects personal data, which it may process for purposes such as:

- Providing car rental services (registration of the rental reservation, conclusion of the rental agreement, assistance services throughout the duration of the rental agreement, issuing fiscal documents);
- Observing legal provisions;

- Purposes of marketing/ promotion/ service quality evaluation for Avis/Budget (including through sending newsletter/ text message type messages);
- Resolving complaints;
- Issuing insurance certificates/ damage claims solutions;
- Issuing power of attorney for crossing the border;
- Issuing letters to bank entities for unlocking the pre-authorized amounts.

The legal grounds for collecting and processing the data of the persons concerned for each of the purposes defined above may be:

- The legitimate interest of Avis;
- The Rental Agreement which the person concerned is part of;
- The agreement of the person concerned;
- A legal obligation.

d) Recipients of the personal data

In the collection and storage flux, the personal data may be transferred, depending on necessity, to the following categories of recipients:

- State authorities (including fiscal authorities);
- Suppliers involved directly/indirectly in the rental process (for example, IT services suppliers, billing services suppliers, marketing services suppliers, newsletter, client satisfaction evaluation);
- Insurance companies;
- Car leasing companies;
- Bank institutions that issued the payment instruments used by the person concerned;
- The Avis Budget group.

e) The transfer of data outside the country

Within specific operational processes, Avis stores the collected personal data on the servers of the Avis Budget group, situated geographically outside of Romania.

f) Period for the storage of data

The personal data shall be kept for a time period mentioned in the specific legal provisions and as much as necessary for the purposes mentioned above.

g) The rights of the persons concerned

The persons concerned, whose data are collected by Avis, have the following rights, according to the legislation in the field:

- The right to request Avis, with regard to the personal data regarding the person concerned, access to such data, their rectification or deletion or the restriction of the processing or the right to oppose the processing, as well as the right to the portability of the data;
- The right to withdraw consent at any moment, without affecting the legality of the processing made based on the consent given before its withdrawal;
- The right to file a complaint before the National Supervisory Authority for Personal Data Processing.

4.4 Car rental agreement termination

The Car Rental Agreement may be unilaterally terminated, following a written notification sent to the other party if one of the parties fails to perform, or inadequately performs its main obligations undertaken by agreement. The agreement is terminated immediately, without the need for court intervention, and without the need to carry out any other formality, at the date of the notification. For the purpose of this agreement, the following obligations are regarded as the main obligations of the renter:

1. General information
2. Insurance
3. Optional protection services
4. General conditions

You are responsible for all the actions, the costs, the requests and the damage derived from Avis entering into possession of the car.

Termination of this agreement does not affect any outstanding payments owed to Avis in accordance with this agreement. Also, Avis has the right to charge any additional amounts needed to cover the damage caused by any breach of the provisions herein by you.

If any of the provisions of this agreement is, or becomes void or inapplicable, all the other provisions remain in force.

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