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GENERAL INFORMATION

This document contains additional information that you – and any additional drivers – need to know about your rental. You should read this document together with the General Conditions of Rental. If you received a booking confirmation email, it would also contain a link to the General Conditions of Rental and to these Location Specific Conditions. It is important to us that you enjoy your experience with us and have all the information you need. It might take you a little time now, but it could save you time later.

Important to know

The company that provides you with a rental vehicle in Croatia is Rental Viribus d.o.o., Oreškovieva 21, Zagreb, HR as set out on page 1 of your rental agreement. This may not be the same company that you made your booking with.

The individual prices and fees we charge for our various services are often subject to change, depending on availability and rental location. However, to give you an idea of the estimated cost, this document indicates price ranges within which these costs will be set. The exact prices will be either shown or disclosed to you before completing your booking. You may also ask us for the applicable prices.

To make a booking, change a booking or tell us about an issue during your rental, contact the rental station or the reservation team. Please find below contact email.

reservations@avis.com.hr

You will find the contact details for the rental station on your rental agreement.

To tell us about an issue after you've returned the vehicle, please find the contact email below.

customer-service@avis.com.hr

Additional Important Information

24 RECOVERY SERVICE

In case of brake down call +385 (1) 1987 and contact your rental station from which you've rented your vehicle.

Please find below station contacts.

ZAGREB AIRPORT (ZAG) +385 91 4854680

SPLIT AIRPORT (SPU) +385 91 3143011

DUBROVNIK AIRPORT (DBV) +385 91 3143019

ZADAR AIRPORT (ZAD) +385 95 2377190

ADDITIONAL SURCHARGES

At all stations an additional service charge may apply (e.g., airport locations) of 20,00 EUR (taxable) per rental.

LONG TERM RENTAL

Avis can offer you attractive prices for Long-Term rentals. For additional information please contact the following email address: reservations@avis.com.hr

HOURS OF OPERATION: Monday - Sunday 07:00 am – 11:00 pm



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DRIVER'S LICENSE

Do I need to bring my driving license with me?

Yes. All drivers must bring all parts of their valid driving license with them, also they must bring both their driving license and an international driving license. We do not accept digital driving license. All driving documents have to be valid for driving the rented vehicle in Croatia.

Is there a minimum length of holding a driver's license before renting a car?

Driver/Renter must hold a driver's license for at least one year. If a license doesn't show the driver has held it for the minimum period, then they must provide evidence, such as: previous driving license or a letter from their driving license authority stating that they have held it for this minimum period.



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ID REQUIREMENTS

Do I need to bring proof of identification?

Yes, you must bring:

- The payment card that was used to make your booking. For some vehicles, two payment cards in your name will be required. One must be the payment card used to make your booking and one must be the credit card under the same name of the booking which will be used for security deposit.
- Photo ID featuring a recognizable photo taken in the last 10 years. We will accept your passport or driving license if it contains a photo, a national identity card or any other form of government issued identification.
- You may also need to bring proof of where you live. This could include a recent utility bill or bank statement. If your driving license shows your address, we will accept it as proof of your address.

Other requirements

Will I need to give a pre-authorization or pay a security deposit?

Yes, you must give us a pre-authorization on your credit card before we release the vehicle to you. A pre-authorization holds money in your account.

The customers who have CDW (Collision Damage Waiver) included in their booking, we will take a pre-authorization amount for the excess which depends on the size of the vehicle (1.100,00 to 5.000,00 EUR + rental price), from the customers credit card.

What do I need to do to give a pre-authorization or security deposit?

You must provide to us a credit card on your own name that has enough money available on it. You can find more information about payment cards accepted by us under the "Payment Options" section in this document.



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AGE REQUIREMENTS

How old do I need to be to drive a rental vehicle?

To drive our vehicles, all drivers need to be at least 21 years old and have held a full, valid driving license for at least one year at the start of your rental.

I'm under 25; do I need to pay a young driver surcharge?

If you or any of your drivers are under 25 years old when you pick up the vehicle, you will each have to pay a young driver surcharge. Young driver fee is 9.00 EUR per day (taxable). For vehicle categories H, J, M, N, I, L minimum age is 24 years old.

No maximum renting age restrictions apply.

Senior driver surcharge is not applicable.



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ADDITIONAL DRIVER INFORMATION

Can I let anyone else drive?

Yes, but only if we have approved them. You may not let anyone drive the vehicle who hasn't been approved by us.

This shall not apply if, through no fault of your own, you are unable to drive the vehicle and the vehicle must be driven to prevent an imminent danger (e.g., if you're in a medical emergency and you need to be taken to the hospital). We charge a fee for every Additional Driver. We allow to drive the vehicle in amount of 9,00 EUR per day, 63,00 EUR per week, 90,00 EUR maximum, also the additional driver spouse is included in the price returned. All costs are taxable. All drivers must meet our conditions of rental. See the driver License / ID and Age Requirements section for full details.



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DELIVERY AND COLLECTION

Can I have a vehicle delivered to me?

Some of our rental locations offer a Delivery Service.

Where a Delivery Service is available, the customer is obligated to inform us about mentioned service up to 48 hours before the pickup. According to above written send your request to following e-mail address: reservations@avis.com.hr

Can the vehicle be collected?

Some of our rental locations offer a Collection Service. If you want to have the vehicle collected, you or your authorized agent must be available to hand the vehicle over. You will be responsible for the fuel used – at the Pay on Return rates – to return the vehicle to our nearest rental location unless you buy Fuel up Front. Further information: See the "Fuel Policy" section in this document. Where a Collection Service is available the customer is obligated to inform us about mentioned service up to 48 hours before the pickup. According to above written send your request to following e-mail address: reservations@avis.com.hr



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FUEL POLICY

Should I bring the vehicle back with a full tank of fuel?

Yes. The vehicle will normally be supplied with a full tank of fuel. You must return it to us with the same amount of fuel it had in it when you picked it up usually full tank as shown on the factory-installed fuel gauge. 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 do not return the vehicle with a full tank and you cannot show us a receipt for fuel, we will charge you.

Fuel Options

I plan to travel long distances and want a peace of mind; do you have a fuel option for me?

Yes, with Fuel Up Front you pay for a full tank of fuel, based on the manufacturers stated fuel tank capacity for your vehicle plus our costs of refueling the vehicle for you. Then you just return the vehicle with whatever's left in the tank (even if it's virtually empty) so long as the engine still runs.

How do I calculate the cost of Fuel Up Front?

You will pay a one-off fee. This fee includes the cost of a full tank of fuel, plus the cost of us refueling the vehicle for you. You may also call us to ask about the price. We will not reimburse you for non-used fuel unless you return the vehicle with a full tank. In this case we will refund the Fuel Up Front charge.

Can I get "Fuel Up Front" at any time?

No, if you want to take Fuel Up Front, you must ask for it during the booking process or when you pick up the vehicle.

What are my options if I don't return the vehicle full and haven't bought Fuel up Front?

Pay on Return will apply if you:

- Don't buy Fuel Up Front
- Don't return the vehicle with a full tank.

How do I calculate the cost of Pay on Return?

You pay for fuel based on the factory-installed fuel gauge. We calculate the price by rounding down the fuel level to the nearest eighth (1/8) of a tank.

If a customer chooses not to refuel the vehicle to the same fuel level, they will be charged the local Avis rate which is typically above the local gas station price.



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PAYMENT OPTIONS

What payment cards do you accept?

We accept:

- American Express (excluding American Express Traveller's Cheque cards)
- Visa credit
- MasterCard credit
- Avis-issued charge cards/voucher
- Each rental driver should present a valid credit card under his name. Security deposit is required for all vehicle categories. The security deposit amount release depends on the credit card provider's terms, Rental Viribus d.o.o. is not responsible for releasing the security deposit.
- We do not accept:
 - Diners
 - Visa Electron cards
 - Maestro cards
 - V-Pay cards
 - Cirrus cards
 - JCB cards
 - Or any other cards not listed above

Can I pay by cash?

No, payment by cash for rental charges or security deposit is not accepted.

Debit Card Policies

Debit cards are not accepted as security deposits and cannot be used as a guarantee but can be used as a payment.



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WAIVER AND PROTECTION OPTIONS

Damage and Theft

Please be informed that police report is mandatory for any damages bigger than 15 cm bump or scratch, regardless of your waiver level.

If the customer didn't call the police and the customer does not have valid police report the damage waiver will not be applied.

What products reduce the amount I must pay if the vehicle is damaged, lost, or stolen during the rental through my own fault or that of any of my additional drivers or passengers?

If you have a Collision Damage Waiver (CDW) and the vehicle, keys, any accessories or any vehicle documents are damaged or lost through your own fault or that of any of your additional drivers or passengers, the amount you have to pay for the damage will be reduced to no more than the excess stated on your rental agreement, meaning you'll pay for the damage plus a damage processing fee of 50,00 EUR (taxable).

If you have Theft Protection (TP) and the vehicle is stolen or lost through your own fault or that of any of your additional drivers or passengers, the amount you must pay will be reduced to no more than the excess stated on your rental agreement, meaning you'll pay for the damage plus a processing fee of 50,00 EUR (taxable).

How much is the excess?

The amount will be shown or disclosed to you before completing your booking and is stated on your rental agreement.

Customer is liable for full value of the Avis vehicle if Collision Damage Waiver (CDW) is not taken.

If the customer does not have CDW included in the booking the deposit amount which will be hold on his credit card is up to 5.000,00 EUR.

You can reduce the excess by buying an excess reduction product.

How do I get a Damage Waiver?

In most cases, a Damage Waiver is provided with the vehicle as standard. If it's included, it will be stated on your rental agreement and in your booking confirmation email. If it is not included, the price depends on the vehicle you are renting and the place you are renting it from. You may also call us to ask about the price.

Is there an excess reduction product available to reduce my excess further?

Yes, this can be arranged in our rental offices.

How do I get Windscreen Protection?

If you have bought Windscreen Protection, it will be stated on your rental agreement. The price depends on the vehicle you are renting and the place you are renting it from.

What happens if I damage any optional extras, I rent from you?

If any optional extras are damaged, you have to pay for the cost of replacement, or their estimated repair costs in

addition to the rental fee.

Are there any times when the excess would not apply?

Yes, the amount you pay will not be reduced if damage was caused by or as a result of:

Driving the vehicle without due care and attention

Driving or using the vehicle in breach of your contract

What happens if I lose any optional extras, I rent from you or if they are stolen?

If any optional extras are lost or stolen, you have to pay for the cost of replacement in addition to the rental fee.

Are there any times when a Damage Waiver (or Super Collision Damage Waiver) would not apply?

Yes, any agreed Damage Waiver or Super Collision Damage Waiver shall not apply, and the amount of your liability shall not be reduced, if:

- The damage, theft, or loss was caused by the willful act or gross negligence of you or any of your additional drivers or passengers.
- At the time the damage took place, the vehicle was being driven by a non-authorized driver, with or without your knowledge and consent.
- At the time of the accident, the vehicle's driver did not have a valid driving license or if the driver's ability to drive was impaired by alcohol, drugs or similar.
- You culpably breached your obligation to send us a police report, and thus made it significantly more difficult or impossible for us to ascertain the cause of the accident, the amount of damage, or the fault of the parties involved in the accident.
- The damage did not occur during the rental period agreed with us (i.e., particularly in the case of the vehicle's late return).
- The damage occurred while driving abroad without our authorization.

Damage to people and their property

What products cover the driver of the vehicle?

Personal Accident Insurance (PAI) covers the driver of the vehicle in the event of an accident. Personal Accident Insurance provides the following benefits:

- a maximum of 6.467,212,28 EUR in the event of death and permanent total disability.
- a maximum of 1.303,469,24 EUR in the event of damaging third party properties.

How do I get Personal Accident Insurance?

You can buy it at our rental stations. The price per day is between 3,00 to 5,00 EUR (taxable). Price depends on the vehicle group rented. PAI can be purchased for any group of vehicles.



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MISCELLANEOUS INFORMATION

Can I let anyone else drive?

Yes, but only if we have approved them. You must not let anyone else drive the vehicle.

We charge a fee for every Additional Driver we allow to drive the vehicle. The price per day is 9,00 EUR (taxable).

Can I pick up the vehicle outside your normal opening hours?

Yes, our rental locations offer an out of hours pick-up service where you can collect the vehicle outside the rental locations normal opening hours. This service is charged extra. Please contact our Reservation office for further information on email below: reservations@avis.com.hr

Can I drive the vehicle outside the marked roads?

No, you are not allowed to use rented vehicles on non-marked roads. (e.g., unpaved roads, macadam, forest road etc.)

If you choose to take the vehicle to mentioned roads above, you will be responsible for any charges which will occur

and Rental Viribus d.o.o. is not responsible for Roadside assistance.

Can I smoke in the vehicle?

It is strictly forbidden to smoke in vehicles. If we believe anyone has smoked in the vehicle during the rental period, a special dry-cleaning charge will apply.

I have been caught speeding, and did not pay a parking charge, what will I have to pay?

You are responsible for all fines and charges issued because of you or your additional drivers using the vehicle.

Fines and charges could include:

- All parking fines or charges
- Toll charges
- Towing charges
- Clamping costs
- Traffic fines or charges
- Speeding fines
- And any other charges or fines
- If a fine or charge is sent to us because you have not paid a charge or complied with the law, we will take payment for:
 - Our administration fee of 33,00 EUR (taxable) for each fine or charge issued, which will be charged in the currency of the country where the fine occurred.
 - Plus, the fine or charge if we must pay it.
 - Cleaning fee
 - If the interior of the vehicle is muddy, dirty, stained, or smelly, and our standard cleaning procedure will not fix it, you will be charged a Specialist Cleaning Charge in amount of 200,00 EUR (taxable).

Do you offer a 'meet and greet' service?

No, unfortunately we are unable to offer a 'meet and greet' service in Croatia.

Can I pick up the vehicle outside your normal opening hours?

Yes, all rental locations offer an out of hours pick-up service where you can collect the vehicle and any optional extras outside the rental location's normal opening hours.

The out of hours pick up fee is 40,00 EUR (taxable).



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ROADSIDE ASSISTANCE

What happens if I break down because of a mechanical failure?

All our vehicles are maintained to the manufacturer's standards, and they are roadworthy when you pick them up so mechanical failure in our vehicles is rare. So long as you are using the vehicle in a country we have agreed to, we provide roadside assistance service. You can only use our roadside assistance provider to help you. You will find their contact details on the contract.

What happens if I break down because of a non-mechanical failure or in another country?

You must tell us if you break down or have an accident. If you need roadside assistance, we will arrange this for you, but you will have to pay for it. You will also be charged for any costs we incur getting the vehicle back on the road in the country of rental. This may include, but is not limited to:

- Towing Call out and recovery costs up to a maximum of 2.000,00 EUR
- Repair costs
- Repatriation costs
- Processing Fee for Damage up to 50.00 EUR (taxable)

I parked the vehicle at the entrance to a property or in a private parking space without authorization.

Will I be charged for the costs that ensue?

Yes, if you parked the vehicle at the entrance to a property or in a private parking space without authorization and you are charged with trespass by the person affected, you must compensate us the ensuing reasonable costs of proceeding, in addition to a processing fee of 33,00 EUR (taxable).

I've left the interior of the vehicle very dirty and made it smell. Will I be charged to clean it?

Yes, if the interior of the vehicle is especially muddy, dirty, stained or has an unpleasant odor, and our standard cleaning procedure cannot deal with this, you will be charged a Specialist Cleaning Charge of 200,00 EUR (taxable).

What happens if I don't return the police report?

If you are involved in an accident, or the vehicle, key, accessory, a vehicle document, or an extra is damaged, lost or stolen, you must complete a damage report form and in the case of an accident a police report correctly and in full and send it to us as soon as possible. If you do not send us the police report form following the accident, loss or theft, a processing fee for our additional work amounting up to 186,00 EUR (taxable) will be levied, insofar as you are culpably responsible for the fact that we have not received a properly completed damage/accident report form. The payment of this processing fee does not, however, indemnify you from the obligation to submit to us the properly completed damage report form.



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ONE WAY RENTALS

Can I pick up the vehicle from one rental location and return it to another?

Yes, you can rent a vehicle and drop it off at a different location.

How much is the One-Way fee?

The price depends on the rental location. If you want to pick up the vehicle in Croatia and return it to a different location in Croatia, you can expect it to be between 50,00 EUR and 200,00 EUR (taxable). If you want to pick up the vehicle in Croatia and drop it off in another country, the expected range cost for international one-way rentals is between 300,00 EUR and 5.000,00 EUR (taxable). The exact price for this will be either shown or disclosed to you before completing your booking and stated in your rental agreement. Please be informed that this fee is mandatory for local one-way rentals as well as international one-way rentals. You may also contact us to ask about the price.

How do I get a One-Way rental?

You can request a one-way rental when you book – or you can ask for it when you get to the rental location.

If you asked for a one-way rental when you booked, the fee will be included in your rental price.

How much will it cost if I did not request a One-Way rental but return the vehicle to a different location?

You will be charged a one-way fee at a different location on the day the vehicle was returned.

You may also call us to ask about the price.



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COLLECTING AND RETURNING THE VEHICLE

AMENDED RETURN STATION If the car is returned to a station other than agreed - outside the same city - at time of Check Out and noted in the Rental Agreement, an amended return fee of 46,00 € (taxable) will be charged for the additional fleet disposition cost. If the customer returns the vehicle to another location without notifying the rental station where the vehicle was collected, the company Rental Viribus d.o.o. can take the necessary legal actions against the current user of the vehicle. After Hours Information Out of office hours - arrival Meet late arrival fee will apply. For winter season after 21:00 hours and for high season after 23:00 hours. The price for MLA is 40,00 EUR (taxable). The following information is needed when you make your booking for the MLA: • Flight number • Contact

telephone number • Credit card details 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. During office hours If you are late, we will guarantee your rental for 2 hours. After this time your reserved vehicle may be released and rented to another customer. [



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RETURNS

I want to keep the vehicle for longer, what should I do?

If you want to extend the rental, please contact us as soon as possible. At the latest, this should be before the end date and time on your rental agreement. Extra days will be charged at pay at location prices.

What happens if I do not extend the rental?

If you fail to extend your rental and are late returning the vehicle, we will charge you for the extra day's rental plus a late return fee for each day or part of the day until the vehicle is returned.

If you fail to extend your rental and are late returning the vehicle, we will make a new preauthorization for the additional days of the rental charge on your credit card.

If you fail to return your vehicle as agreed, we will also charge you a late return administration fee until the vehicle is returned.



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TAKING YOUR VEHICLE OUTSIDE THE COUNTRY

Cross Border Fee within the EU countries (including Switzerland) is applicable in amount of 24 EUR (taxable). For travelling outside Croatia special conditions apply. Entry into some countries with an Avis vehicle is not allowed. You are not allowed to use the vehicle in Albania, Bulgaria, Georgia, FYR, Macedonia, Kosovo, Turkey, Greece, Russia, Ukraine, Romania, Moldavia, Belarus, Lithuania, Latvia. It is allowed to travel to Bosnia and Herzegovina, Serbia, and Montenegro, however there is a mandatory charge in amount of 64,00 EUR (taxable) for crossing the border for NON-EU countries (Bosnia and Herzegovina, Serbia, and Montenegro) which are considered higher risk countries. Costs for roads with tolls, tolls for bridges, vignettes etc. are entirely your responsibility. If you do not pay these charges before you use such roads or bridges, you will be charged a fine.



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CANCELLATIONS AND NO-SHOW CHARGES

If you do not cancel your booking before the reservation date and time shown in booking and fail to pick up your vehicle within less than 48 hours before the day your rental was due to begin, the non-cancellation fee will be applied. Depending on the country of rental, this fee will be in the amount of EUR 65 or an equivalent amount in your local currency (taxable).



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LATE RETURN FEE

Unless agreed differently, all customers must return the vehicle and any optional extras at the time/date and location stated on their rental agreement. If the customer believes they will be late; it is in their best interests to request an extension from us. If the customer is then late in returning their vehicle, they must pay for an extra day's rental for the vehicle and any optional extras plus a late return processing fee for each day/part of a day they are late. The processing fee for late return is 15,00 EUR (taxable).



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SPECIAL EQUIPMENT

The prices we give you for optional extras when you book will generally be the price you will pay. Exchange rates or other reasons beyond our control may alter prices.

Customers with disabilities

I have a disability; do you offer adapted vehicles?

No, regrettably, we do not currently offer adapted vehicles.

I have a disability; do you offer hand controls?

No, regrettably, we do not currently offer hand controls or panoramic mirrors.

Popular optional extras to rent:

I have small children; do you offer child seats?

Yes, we offer child seats, and booster seats. A child seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos. A booster seat is typically suitable for a child aged 8 to 11 years old and weighing between 20 and 45 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.

How much are your child seats?

Child safety seat 9,00 EUR per day, Child booster seat 6,00 EUR per day - all charges are taxable. 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.

I'm not familiar with the area; can I rent a GPS (satellite navigation system)?

We do not offer a GPS in our services.

I want to be able to access the internet anywhere I go, do you offer a solution?

We do not offer WI-FI internet service.



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