



## Terms & Conditions

### **Requirements for the Renter:**

- Renter must be at least 21 years of age, must have valid personal documents: passport and driver license. The rented car may be driven only by the persons entered in and authorized by the Rental Contract.
- On certain occasions, we can make an exception for drivers below 21 years of age, but the driver must have at least 2 years of experience.

### **Drivers License**

- If your license is not in the Roman alphabet (i.e. Arabic, Greek, Russian or Chinese) you need to bring an International Driver license and your domestic license. If you're renting abroad (outside the EU) International driver's license is usually required regardless of the alphabet. The international driver's license must be accompanied by the original domestic license of the driver.

### **Deposits, Excess**

- Our company STAR CAR requires a deposit amount of 500,00 EURO for renting a car and 2000,00 EURO for renting a scooter, excluding tax at pick up. The deposit will be returned after the rental, as long as all conditions have been met.
- Upon returning the car by the client, an authorized employee of the company inspects the car, and if he finds losses and damages caused by Renter's fault and not covered by the insurance policy, the amount due is deducted from the deposit.

**Important:** If the customer wants immediate confirmation for the state of the vehicle, the vehicle must be clean ( washed ).

### **HOUR FEE.**

#### **Renting Price:**

- All prices are in EURO.
- The rental period is counted for 24 hours as of the time of renting. If the return of the car is delayed within 1 to 2 hours, with some appropriate reason, you will not be charged. In case of delay for more than 5 hours 100% of the rent due per 1 day is paid.
- The monthly price is valid for 30 days.
- The minimum renting period is 24 hours.

#### **The rental price includes:**

- Third-party liability insurance at the highest rate.
- Theft Protection (TP)

- Collision damage waiver (CDW)
- Unlimited km
- Location fee
- 18 % VAT(Local tax)
- First Additional
- Driver Winter
- Tyres
- Airport Surcharge
- 24hrs Roadside Assistance

### **Additional extras :**

- Child booster seat-15-36kg ( Approx 4-11 years)- 5EUR per day, max.30 EUR per rental
- Baby seat-0-13kg ( Approx 1-12 months )-5 EUR per day, max. 30EUR per rental
- Infant seat-9kg-18kg (Approx 9 months-4 year) -5 EUR per day, max. 30EUR per rental.
- Navigation system (GPS) -5 EUR per day, 50 EUR per rental
- Winterization-Snow chains 2 EUR per day-10 EUR per rental Out of hour charge is 20 EUR

### **Terms of Renting:**

Vehicles are normally rented at the company's office in the center of Skopje or at Skopje Airport. We also offer cars for rent from Ohrid, Ohrid Airport. If you wish, we can deliver the car at any place or the borders of Macedonia, for some additional pick up/collection fee. If the car is rented at or returned from any place in Macedonia (except our office in Skopje downtown, and Skopje airport), a fee depends on the locations. Upon signing the contract, the car passes inspection and findings are made and recorded in the contract. One way fee also depends on the wish destination.

### **BORDER CROSSING POLICY**

- Border crossing is allowed by request for all Balkan countries, countries of European Union. The charge for border pass is 35 EUR per border.

### **Fuel Policy**

All the cars will be provided with a full tank and should be returned the same. An additional charge will be applied at a higher rate if there is a missing fuel. The rate for missing fuel is 2.50 EUR per liter

### **Technical problems:**

The cars available for rent are well maintained and kept in very good technical condition. However, the technical problem may appear. In case of a technical problem, the client has to contact us on the EMERGENCY TELEPHONE NUMBERS which are written on the rental contract. If the problem is minor and the car is moving we may ask the client to drive it to the first authorized service on the road to fix the problem. If a big technical problem appears we will send immediately our service truck with another similar car to change the broken one.

### **In case of an accident:**

- The first thing to do is call our EMERGENCY TELEPHONE NUMBERS which are written on the contract. Then call the Police (Tel: +389 2 192) and ask them to come and make evidence protocol. We will need this protocol as proof. If there is no such protocol the insurance of the third party is not valid!
- In case if a client loses or damages the car keys, license plates, documents and interior of the car will be charged from 100 EUR to 500 EUR.

### **MUST TO KNOW!**

Damage insurance is not valid in the following cases:

- The car is driven under the influence of alcohol or drugs.
- In case of accident or damage, no police report for insurance occurrence is presented upon returning the car.
- Renter has allowed another person who is not authorized in the Contract or not having a driver's license to drive the car.
- The car tires are damaged not as a result of fire or car accident The Renter deliberately damages the car or its accessories.
- The insurance is not valid if the customer damages the interior design.

### **IMPORTANT :**

***If the client doesn't return the car 24 hours after the agreed time and without contacting our company STAR CAR, the vehicle will be reported as stolen.***