



## FAQ

**Q: What are the rental requirements?**

**A:** You must have a valid driver's license and credit card to present, in your name, at the time of rental. If you will be declining our coverage options, proof of insurance may be required when you pick up your vehicle.

**Q: What are the age limits for renting?**

**A:** You must be at least 21 years old to rent a compact or economy car from City Rent a Car and must be over 25 to rent all other classes and models. Drivers between 21 and 24 incur a daily EUR 5 higher risk charge. No one under the age of 21 may be listed as a driver regardless if they are a primary or secondary driver.

**Q: Can I drive my car outside Macedonia?**

**A:** Yes you can drive outside Macedonia. You need to pay for a green card for each country where you will be driving (with an exception if there is some promotion of Star Car).

**Q: What are the credit card requirements?**

**A:** Star Car Rent A Car accepts all of the major credit cards listed below. Debit cards are accepted in some cases. They can be used to pay for accrued charges at the end of the rental, however. A minimum of EUR 200 (500EUR in some cases) must be available on your charge card at the time you pick up your car.  
Mastercard, Visa, American Express, Diners Club.

**Q: What are the driver's license requirements?**

**A:** Star Car Rent A Car will accept a valid license issued by any country, territory, or possession. A country that participated in the 1949 Geneva Convention on Road Traffic or the 1943 Convention on the Regulation of Inter-American Automobile Traffic.

The driver's license must be an original, be present at the time of rental, and be in the name of the person picking up the car. Star Car Rent A Car will not accept a faxed copy of the license.

**Q: Child Seats / Infant Seats?**

**A:** Please ask about child seats at the time of reservation – we will supply one for you, but you must install the equipment yourself.

**Q: Can the rental car be delivered or picked up?**

**A:** We provide delivery to all local hotels. Delivery is generally available during office hours only.

Delivery within Macedonia is available based on vehicle requested, length of rental, and our delivery/drop-off fees. Please inquire.

We are happy to provide a free customer pick-up service within a designated area (generally 20 km around each office). By agreement we can deliver cars everywhere, just there will be some extra charges depend on the delivery location.

**Q: How do I cancel my rental reservation?**

**A:** Canceling an existing reservation of an Economy, Compact or Mid-size car generally will not incur a penalty charge, however, we do appreciate you to cancel as soon as possible. When cancelling a specialty car of any kind (SUV, van, convertible, etc), we generally ask for at least a 72 hour notice before the reservation date/time. Reservations canceled within these 72 hours or that customers never call or show up for may incur a charge of one day rate for the reserved car class.

**Q: What is the charge for km?**

**A:** Some vehicles in the compact-full-size categories are rented with unlimited miles, as stated in your contract. We may offer a lower daily rate with a mileage limit, however. We allow some free miles with each specialty vehicle rental. It varies with different models. Excess miles are charged at a rate between cent0.25 and cent.0.50 per km.

**Q: What is City Rent A Car's policy for additional drivers?**

**A:** Additional drivers are subject to the same qualifications as the primary driver.

There is no additional charge for additional drivers, but all drivers must be present at the time of rental to sign the contract and provide their valid license and major credit card in their own name for inspection

**Q: Do you handle insurance replacement rentals?**

**A:** Long term and insurance rates are available. Direct billing can often be arranged. Please inquire.

**Q: GPS Navigation units**

**A:** We offer portable GPS Navigation devices — inquire about these at the rental counter.

Holiday Hours?

Please call us to discuss arrangements. Closed New Years Day, Easter Sunday, Thanksgiving and Christmas.

**Q: Am I guaranteed a specific vehicle?**

**A:** We will do our very best to provide you with the vehicle of your choice. We have no control over vehicles not being returned by customers on time or if the vehicle is returned with physical or mechanical damage.

**Who We Are**

**Star Car Rental** is a Macedonian car rental company based in Skopje and Resen. Our search engine can be found at [www.starcar.mk](http://www.starcar.mk). We have recently expanded operations to become a strong player when it comes to renting a car in Macedonia. We work diligently to find reputable

partners all over Macedonia and worldwide to promote our competition and provide the best prices and service for our valued customers. Our company Star Car Rental is one of the leading car rental brands in Macedonia, we operate from Skopje airport, downtown and many other pick-up locations in Macedonia.

Our very good reputation within the car rental industry is a result of a high level of customer service in combination with the value-added product. Our standard procedures, friendly and efficient staff affordable rates and satisfied customers are proof that we run a very efficient business which makes us a professional and reliable partner for the Macedonia car hire market.

### **How We Work**

The lowest rent-a-car prices are always listed in our search results. We are always interested to add new partners if you are willing to join our cause of providing a great service to clients who select Macedonia as a holiday location.

### **Your Benefits working with Star Car rental in Macedonia**

Expanded customer base

24/7 customer support

Easy way to manage your bookings

Complete rent-a-car support to our clients.

Best prices in Macedonia.

### **General rental information**

The renter and the driver have to be in possession of a valid driving license for at least 2 years. Driving license printed with non-Roman Alphabet (Arabic, Chinese, Japanese, Cyrillic, etc) must be complemented by an International driving license.

Please show a valid ID card or passport at the time of pick up.

The mentioned car types are indicative only and there is the possibility to be provided a car with the same standards.

Rates are calculated on the basis of collection/return to the same rental location. Rental days are calculated on a 24-Hour basis from the vehicle pick up. There are a gross period of two (3) hours at the drop off time. Over two (3) hours delayed renter will be charged an additional day.

Any additional charge for extra equipment will be paid locally.

### **Minimum Rental**

Minimum rental is one (1) day.

### **Conditions of Payment**

A Credit Card at the driver's name is always required. All major credit cards are accepted (VISA, MASTER CARD, MAESTRO). Payment is possible with a credit card, debit card, prepaid card, and cash.

### **Returnable deposit**

Star Car rentals require a returnable deposit to be left in cash or guaranteed by credit card for each car. If the car is returned in the same condition as taken, the deposit will be released after the inspection of the car. If the returned car is covered with dirt or its not possible for some

reason, inspection of the car will be taken after the car wash procedure. In that case, the cash deposit will be returned by Western Union and all additional costs will be client responsibility. The deposit amount is in a range from 250 – 600 euros depending on car type.

### **Border crossing policy**

Border crossing is allowed by requests for all Balkan countries, countries of the European Union and Turkey. An additional charge will be applied and the price vary depending in which countries the car will be driven.

### **Insurance policy**

Third-Party Insurance (TI)

Protection coverage for the vehicle includes Third Party Liability with a maximum cover of EUR 50,000.- for personal injuries and material damages. Protection coverage is limited to Europe only.

Excluded from the protection is the use of the vehicle for the transport of dangerous goods. All protection as part of the rental contract will become void, in particular, if an unauthorized driver has used the vehicle or if the driver of the vehicle does not possess the required driver's license at the time of the event giving rise to claim.

### **Collision Damage Waiver (CDW)**

Collision Damage Waiver removes the driver's responsibility to a part of the vehicle in case of damage. .Damage insurance is not valid in the following cases:

The car is driven after 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 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 a fire or car accident.

The Renter deliberately damages the car or its accessories.

### **Tire and Glass Coverage (GT)**

Tire and Glass Coverage provides cover against the consequences of damages on tires, windscreen, side windows, back window, mirror glass, wheel covers, and rims.

If GT is not accepted the customer will be held liable for the full value of damages on tires, windscreen, side windows, and back window. If GT is accepted, the customer is only responsible for the following amounts: EUR 0.-.

### **Theft Protection (TP)**

Theft Protection removes the driver's responsibility to a part of the vehicle in case of theft.

Theft insurance is not valid in the following cases:

The car is left unlocked.

The car is left with the car documents inside.

If the client lost the key of the car.

### **Personal Accident Protection (PAI)**

By taking out personal accident protection can also be extended to cover the consequences of an accident.

**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.

**After hour charge**

The working time of the office is from 08.00h until 20.00h. Reservations which time of pick up is after 20.00h will be an additional charge of 15 euros (VAT included).

**Important 1**

**In case if the client loses or damages the car keys, license plates, documents and interior of the car will be charged from 100 euros to 500 euros.**

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

**Important 2**

**Your reservation will become valid soon as you receive an e-mail with confirmation of the reservation. Without our confirmation, your reservation will not be valid.**