



Frequently Asked Questions - 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: Renter must be at least 21 years of age, must have valid personal documents. In certain occasions we can make exception for drivers below 21 years of age, but the driver must have at least 2 years experience.

Q: Can i drive my car outside of Macedonia?

A: Yes, you can drive outside of 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 StarCar).

Q: Should I have to leave some deposit? If the answer is YES how much is it?

A: Our company StarCar require a deposit amount from 200 euro to 500 euro excluding tax at pick up.

Q: What are the driver's license requirements?

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

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 by yourself.

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

A: Delivery is available based on request. By agreement we can delivery cars everywhere, just there will be some extra charges depend on the delivery location. Generally we can provide a free pick up service 20km around each office.

Q: How do I cancel my rental reservation?

A: Cancelling an existing reservation generally will not incur a penalty charge , however we do appreciate you to cancel as soon as possible. Generally, we ask for at least 72 hour notice before the reservation date/time. Reservations cancelled within these 72 hours or the customer never call or show up for, may incur a charge of one day rate for the reserved car.

Q: What is the charge for km?

A: All rented vehicles are with unlimited km.

Q: What is StraCar'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, passport or ID 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.

Q: Am a 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 customer on time or if the vehicle is returned with physical or mechanical damage.

Q: How I will know that my reservation is valid?

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