



## TERMS AND CONDITIONS

### **General rental information:**

- The renter and the driver have to be in possession of a valid driving license for at least 2 years.
- Please show a valid ID card or passport at the time of pick up.
- 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 gross period of 2 or 3 hours at the drop off time. Over 2/3 hours delayed renter will be charged an additional day.
- Any additional charge for extra equipment will be paid locally.
- Minimum rental is one (1) day.

### **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.
- In certain occasions we can make exception for drivers below 21 years of age, only for foreign driving license.

### **Drivers License**

- 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're 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.

### **Deposit:**

- StarCar require a returnable deposit to be left in cash or guaranteed by credit card. The amount is in a range from 200-500 euros for cars and 2000 euros for scouters.
- **If the deposit is by cash** and the client return the car in same condition and washed the vehicle the deposit will be immediate returned. If, the car is covered with dirt inspection of the car will be taken after the car wash procedure and deposit will be returned by Western Union and all additional costs will be client responsibility. If the car is returned in after working hours there is an extra charge of 20 euro for After Hour Fee.
- **If the deposit is by credit card** the deposit will be unblocked after car wash procedure and after making an inspection on the car. By credit card you do not have an obligation to wash the car. For out of working hours you will get an directions what you will have to do that time. The directions you will get at our counter (where to park, where to leave the keys...)

#### **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)
- Winter Tires
- 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
- Additional insurance is available at our company. The price depends on the category of the car.

### **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 down town, and Skopje airport), a fee depends from the locations. Upon signing the Contract, the car passes an inspection and findings are made and recorded in the contract. One way fee also depends from the wish destination.

### **BORDER CROSSING POLICY**

- Border crossing is allowed by request for all Balkans countries, countries of the EU and Turkey. An additional charge will be applied and the price vary depending in which countries the car will be driven.

### **Fuel Policy**

- All the car will be provided with full tank and should be returned the same. Additional charge will be applies at higher rate if there is a missing fuel. Rate for missing fuel is 2.50 EUR per liter

### **Technical problems:**

- The cars available for renting are well maintained and kept in very good technical condition. However technical problem may appear. In case of technical problem, the client has to contact us on the EMERGENCY TELEPHONE NUMBERS which are written on the renting 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 accident:**

- 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 a proof. If there is no such protocol the insurance of third party is not valid!

- In case if client losses or damage the car keys, license plates, documents and interior of the car will be charged from 100 EUR until 500 EUR.  
**MUST TO KNOW!**

Damage insurance is not valid in the following cases:

- The car is driven under 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 damage the interior design.

#### **IMPORTANT :**

- ***If the client doesn't return the car 24 hours after the agreed time and without contacting our company STARCAR, vehicle will be reported as stolen.***
- ***In case if the client loses or damages the car keys, license plates, documents, and interior of the car will be charged from 100 to 500 euro.***