

RENTAL CONDITIONS Touring Cars Croatia

All rates and conditions are subject to change as required and without prior notification.

Let op: onze voorwaarden zijn in het Engels geschreven. Dit voorkomt vertalingsfouten en misverstanden

Standard inclusions

- Unlimited kilometers
- 24 hour roadside assistance
- Liability with €2800,- deductible per accident or damage
- Airport and trainstation transfers in Zagreb
- Preparation fee (base charge)

Camper is exclusive of

- Optional extra's
- Extra insurance to lower the deductible
- Petroleum (diesel), tank is full at pick up, and has to be returned full
- Gas, both gas bottles are full upon pick-up and clients will be charged for each used bottle. No charges if returned full

Driver requirements

A valid driver's license is required for all drivers. Drivers have to be at least 25 years old, and have a minimum driving experience of 5 years. The driver must present an acceptable credit card (debit cards not accepted). All additional drivers must be marked on the rental agreement (additional fee will apply). Renter and each additional authorized driver must be present to sign the Rental Agreement.

Deposit/credit card

The rental station will place a deposit (credit card authorization) of €2.800 on renter's credit card. Or up to the amount of the selected deductible. **A deposit with prepaid Credit Card or cash is not possible.**

Minimum rental period

The minimum rental period for Touring Cars is 2 days

One-ways

With Touring Cars motorhome rental you have the possibility to return the motorhome to a different location than where the pick-up was. One-way rentals for Croatia are available for an additional fee starting at 115 EUR. One-way rentals include 2 bottles of gas and priority rental checkout with post rental checkup. One-way fees and availability are dependent on the location. Some destinations are available only as drop-off only destinations. Touring Cars does not have offices in drop-off only locations. For Croatia drop off only locations are Dubrovnik, Split, Zadar and Rijeka. If you have sold one-way trip to these locations, our staff member will meet your client at the airport at these locations to collect the rental vehicle

Changes

We can always check with Touring Cars for possibilities to changes your reservation. This depends on availability and is affected by price differences.

Cancellations

The charge of Touring Cars is:

Between booking and 30 days before pick up	No charge
Between 29 days and 22 days before pick up	25% of total charges
Between 21 days and 16 days before pick up	50% of total charges
Between 15 days before pick up or no show	100 % of total charges

The charge of Worldwide campers is:

Between booking and 15 days before pick up	50 euro
Between 14 days and day of pick up	100 euro

Transfers

If a client requests an airport transfer for pickup, we will pick them up from the airport and drive them to our rental station. We do not handover rental vehicles at the airport. Clients always have to return their rental vehicle to our rental station. If they have booked an airport transfer for drop-off we will drive them to the airport after their rental vehicle has been cleared. Airport transfers are confirmed 30–60 minutes after arrival time and drop-off time is confirmed minimum 3 hours before departure time.

Airport transfer has to be requested separately with complete arrival details: arrival flight number and the estimated arrival time of the flight.

If a client orders a hotel transfer for pickup, Touring Cars will provide a transfer from the hotel to the rental station, where pickup procedures will be performed by the staff. Similarly, if they book a hotel transfer for drop-off, they have to bring the vehicle back to our rental station first. After their rental vehicle has been cleared, they will receive a transfer to the hotel.

Picking up the vehicle

Touring Cars rental stations are open 8:00 – 18:00 by appointment only as we assign a customer service representative for each client.

Pick up is between opening hours of the stations (08:00-18:00h). It is essential to confirm the service times in order to avoid delays in the service. Touring Cars needs exact pick-up and drop-off times. In addition, flight numbers have to be informed for all rentals that include airport pickup service. Please note the late/early service fee is applied if the pickup or drop-off time is between 18:00 and 08:00. This is not possible for all locations and have be requested before booking

Dropping off the vehicle

Dropping of the vehicle is between opening hours (08:00-18:00h). It is essential to confirm the service times in order to avoid delays in the service. Touring Cars needs exact pick-up and drop-off times. In addition, flight numbers have to be informed for all rentals that include airport pickup service. Please note the late/early service fee is applied if the pickup or drop-off time is between 18:00 and 08:00. This is not possible for all locations and have be requested before booking. If a client does not comply with the agreed returning time, Touring Cars reserves the right to charge drop off overdue fee for each hour that a client is late. The Client has to give a minimum 24-hour notice of being late or the surcharge will be issued.

Vehicle size

You may find the model reserved to be inadequate for your party. Where possible, upgrades to a larger sized model will be allowed at a charge determined from local posted rates. Our policy is to provide you with the model reserved. In some instances, circumstances may require an upgrade to a larger sized motor home to accommodate an immediate departure. The upgrade will be provided at no charge to you and with no further liability to Touring Cars

You may find the model reserved to be too large for your comfort. Where possible, downgrades to a smaller sized model will be allowed at no charge to you. In some instances, circumstances may require a downgrade to a smaller model to accommodate an immediate departure. The downgrade, if accepted, will earn a credit based on the difference in price at the time of reservation and with no further liability to Touring Cars

Breakdown assistance and repair reimbursement

Roadside assistance - Free 24 hour telephone assistance - We provide customer service to clients 24 hours a day during their holiday. KEY REPLACEMENT (additional fee) - Lost keys? No worries, we will send replacement keys or a locksmith. FLAT TIRE - Rental motorhomes are not commonly equipped with a spare tire, but with a 12V compressor kit. Flat tire can be inflated with the compressor and drive the vehicle to a closest repair garage. If a puncture is severe then vehicle will be towed to the nearest garage. This is free of charge if the client has purchased windshield / tire protection package. TOWING - If the vehicle is inoperable (unrelated to an accident or fault of driver's behavior) towing charges will be covered at no additional charge. Jump start (additional fee) - A battery boost will be provided in an attempt to start the vehicle. FUEL DELIVERY (additional fee) - A limited supply of fuel will be delivered to the vehicle to enable you to reach the nearest open service station. Up to 15 liters. VEHICLE REPLACEMENT (additional fees may apply) - In case of severe technical malfunction of the vehicle, through no fault of the customer, Touring Cars will replace the vehicle for the clients with the best possible available alternative vehicle. Vehicle replacement service is subject to availability at all times, and the need for the replacement is assessed and decided by Touring Cars Roadside Assistance.

The customer is responsible for checking engine oil, fluids and coolant levels at each refueling as well as reporting mechanical failures immediately. Instructions and procedures for maintenance expense reimbursement are provided at pickup. Clients may be held responsible for mechanical damage due to negligence in vehicle operation or failure to provide normal maintenance. In the event of the vehicle being in breakdown repair for 24 hours or more, through no fault of the customer, our responsibility to customer is limited to a refund of daily rate or portion thereof. Client is required to take their rental vehicle to the closest repair location stated by Touring Care Roadside Assistance.

Travel restrictions

Client is obligated to ask for approval from rental station when traveling outside the country where the rental station is located. Outside the rental agreement opening country occurred accidents may incur a higher deductible claim from the client. Rental stations hold the right to limit the lowest deductible to TC Plus in case of the motorhome is taken abroad. If customer is planning to visit several countries is important to contact the rental station in advance and double check the requirement for a green card (additional insurance document). Touring Cars rental station obtains the green card document, if a client wishes to enter agreed countries but additional insurance document is required. Traveling within the Nordic countries does not require any special attention concerning approval nor green card when a rental vehicle has been collected from one of these countries. Traveling to Russia, Belarus or Ukraine is not allowed under any circumstances with Touring Cars Motorhomes.

Toll Roads

The Renter is always fully liable for any road tolls and congestion taxes caused by the use of the car during the rental period unless other mentioned.

An additional administrative fee will be applied to each fine, unpaid road toll or congestion tickets and to all other such violations. Value of the administrative fee is presented on the office price list. Renter authorizes the Rental Company to charge his / her credit card, up to 24 months after rental period, for all traffic penalties issued by local authorities and for administrative fees. The Renter is in any case responsible to indemnify costs, if credit card charge was unsuccessful.

Parking/Traffic Violations

Touring Cars will automatically charge a client's credit card for all parking fines which clients have received during their holiday with office fee/admin fee. The office and admin fees are location specific and are presented for the clients at the rental station.

An additional administrative fee will be applied to each fine, unpaid road toll or congestion tickets and to all other such violations. Value of the administrative fee is presented on the office price list. Renter authorizes the Rental Company to charge his / her credit card, up to 24 months after rental period, for all traffic penalties issued by local authorities and for administrative fees. The Renter is in any case responsible to indemnify costs, if credit card charge was unsuccessful.

Pets and animals

Animals are only allowed in the motorhomes with prior notice. Pet cleaning surcharge will be applied after rental, if the pet cleaning fee has not been booked in advance.

Smoking

Smoking is not allowed inside the Touring Cars vehicles

Winterized vehicles

To avoid frost damages to the motorhome the client will be responsible to make sure that the rental vehicle is heated properly at all times. Especially water system is sensitive to damages during extreme cold temperatures. Additional information on driving in winter conditions is given at the pickup. Winter tires are always included in rental rates. Rental stations will equip the motorhomes with the correct tire set according to the local legislation requirements.