

**Terms and Conditions for Inclusive Rates
Bosnia & Herzegovina's**



Currency:	Euro - EUR €
Sales Tax:	10%
Airport Tax:	15 EUR + Tax per rental
Mileage:	Unlimited.
Road Fund/Licence Fee:	Not applicable.
Additional Driver:	Maximum of 1 additional driver allowed at no additional charge.
Driver requirements:	Drivers must be 21 years of age for all car group. Full driving license must be held for a minimum of two years. International drivers permit is not required.
Young Driver Surcharge:	Not applicable.
Payment Policy:	Acceptable methods of payment are: Visa, Diners, Mastercard, Amex & National Vouchers. Cash is also accepted for all cars with 1 credit card at time of pickup. A deposit of the total rental price plus 50% is required for cash & credit card payments.
Domestic One Way:	The minimum rental length for domestic one ways is 2 days. They are available between all locations and are charged at 30 EUR between Tuzla & Sarajevo locations both ways and for all cars. Free between Sarajevo locations for all cars. All must be pre-booked.
Refuelling:	The vehicle is supplied with a full tank of fuel. Return full or refuelling charges will apply at the prevailing pump price as determined by National. A surcharge of EUR 5 plus tax will also apply.
Delivery and Collection:	During Office Hours: Available on freesale - 10 kms free in town, then it is 30 euros + tax for 100 kms (out of town) (thus 30 euros for 110 kms-10 free plus 100kms). Then after 110 kms, there is a charge of 0.3 Euros + tax for each additional KM
Out of Hours:	Out of hours, before 24:00: Delivery/Collection from/to National locations: EUR 15.00 plus tax. EUR 1 per KM, plus tax, plus fuel will apply. Out of hours, between 24:00 - 06:00: Delivery/Collection from/to National locations: EUR 30.00 plus tax. EUR 2 per KM, plus tax, plus fuel will apply.
Cross Border Policy:	Customers are allowed to travel with the rented vehicle everywhere in Europe but not into Ex-USSR countries. Customers can drive into former Ex-Yugoslavia countries (which is Serbia, and including Kosovo, Albania and Montenegro). Green Card Insurance is included in all rates for all car groups. Bosnian insurances do not cover the rented vehicle when travelling through Kosovo. Additional cross border insurance has to be purchased at the border if driving through Kosovo.
Third Party Liability:1	Maximum liability for third parties: Coverage for death, disability: EUR 174,500, Property damage: EUR 93,500 Required by laws of country and included in all rates.
CDW, mandatory:	Collision Damage Waiver is mandatory and is included in the rental rate. Deductible EUR 400-1000 depending on car group.
TP, mandatory:	Theft Protection is mandatory and included in the rental rates. Deductible EUR 400 - 1000 depending on car group.
CDW 2, optional:	Collision Damage Waiver Plus - reduces the deductible amount to zero, EUR 4 - 14 per day depending on car group.
PAI, optional:	Personal Accident Insurance - EUR 5 per day
Special Equipment:	Baby Seats CSB (1-3 years) are available for EUR 30.00 + tax per rental on freesale, but these are not bookable in the system (please add comment to the remarks if this item is required). Toddler Seat - CST (4-7 years) - EUR 30.00 + tax per rental - Freesale. Infant Seat - CSI (0-12 months) - EUR 30.00 + tax per rental - Freesale. Booster Seat - BST (8 - 10 years) - EUR 30.00 + tax per rental - Freesale. Luggage Rack - LUG - EUR 30.00 + tax per rental - On Request. Ski Rack - SKR - EUR 30.00 + tax per rental - On Request. Only available from 15th October to 31st March. Snow Chains - SNO - Free of Charge - only available from 15th October to 31st March - On Request. Car Phone - PHN (Mobitel with limited calls) - EUR 70.00 + tax per rental - On Request. All cars are equipped with winter tyres from 15th October to 31st March. All equipment is available for all cars and at all locations. For all child seat requests - the age of the child is required at the time of reservation.
Roadside Assistance:	In the event of a breakdown the driver must call the location from which the vehicle was rented. If necessary a replacement vehicle will be provided. Repairs can be arranged with an official dealer by the renter if necessary, but only after receiving authorisation from the original rental location. Refunds of expenses will be made against that dealer's official receipt. In addition, if parts are replaced, the damaged/faulty parts must be presented with the receipt. In the event of an accident the customer must immediately contact the location from which the vehicle was rented, and the nearest police station. A special report form (supplied at the time of rental with the car documents) must be filled out and sent /delivered immediately to the rental location. If necessary a replacement vehicle will be provided. Renters must cooperate with National in any subsequent investigation or procedure concerning the accident. Renters will be held responsible for all expenses if the terms of the rental-agreement are not adhered to.

Ancillary Charges and Excess Damage Amounts are subject to change without notice

If certain insurances are declined, the customer may be responsible for the full vehicle amount in the event of damage or theft.

1 This information is subject to change without notice