


Terms and Conditions for Inclusive Rates	
Croatia	
	
Currency:	Euro - EUR €
Sales Tax:	22%
Airport Tax:	EUR 20 excluding tax per rental.
Mileage:	Unlimited.
Road Fund/Licence Fee:	Not applicable.
Additional Driver:	Additional driver charge is EUR 3.00 + tax per day. There is no maximum number of additional drivers allowed per rental.
Driver requirements:	Driver has to be older than 18 years and must be in possession of a valid driving licence that has been held for at least one year. For car groups PCMR, PDMR, LDMR, LDAR, FVMR & PVMR the driver has to be 25 years old and be in possession of a valid driving licence that has been held for at least 5 years. The minimum age requirements are: 18 years for car groups EBMN, ECMN, ECMR & CCMR. 21 years for car groups IWVR, IDMR, IDAR, IVMR, SDMR & SDAR 25 years for car groups IFMR, PCMR, PDMR, LDMR, LDAR, FVMR & PVMR. No maximum age requirements.
Young Driver Surcharge:	There is a young drivers charge of EUR 10.00 per day + tax for EBMN, ECMN, ECMR & CCMR only. The young driver fee applies to 18 to 20 year olds (no young driver fee for 21 years +)
Payment Policy:	Cash rentals are not permitted. Acceptable credit cards are Visa, Amex, Diners & MasterCard. Two credit cards are required for car groups L (PCMR), N (PDMR), O (LDMR), P (LDAR), R (FVMR) and S (PVMR). Also accepted are National charge cards & National vouchers. Eurocheques & Travellers cheques are not accepted. A deposit is held on a credit card until the car is returned, for credit card payments the deposit is double the amount of the agreed rental. (If CDW is declined the deposit required is the full value of the rental.)
Domestic One Way:	A one way fee of EUR 30.00 + tax per rental will apply for all domestic one ways. The minimum rental length for one ways is 72 hours (3 days). One-way rentals do not have to be pre-booked. International one-way rentals are available on request (minimum rental length of 7 days) - please refer to International One Way Program (IOWP). These groups are not allowed for International One Way rentals PCMR, PDMR, LDMR, LDAR, FVMR and PVMR.
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. Service fee will be charged at EUR 35 plus tax will be charged.
Delivery and Collection:	During office hours - Delivery and collection from any location is charged at EUR 1 excluding tax per km. Minimum charge is 15KM. Outside office hours - Delivery and collection from any location is charged at EUR 2 excluding tax per km. Minimum charge is 15KM.
Out of Hours:	For all out of hours deliveries or collections EUR 30 excluding tax will be charged each way in addition to the outside office hours delivery and collection charges.
Cross Border Policy:	There are no extra charges for taking the rental vehicle across the Croatian border It is not permitted to take the rental vehicle into the following countries: Russia, Belarus, Latvia, Ukraine, Serbia & Montenegro, Moldavia, Macedonia, Albania, Bulgaria and Romania. It is not permitted for the vehicle to leave the European Mainland. Entry to the UK and Ireland is also prohibited. Advance notice is required if renters intend to travel outside Croatia. There is a cross border fee of EUR 2.00 + tax per day, which is chargeable for the whole rental period no matter how many days the customer will travel abroad. There is a fee of EUR 10.00 + tax per day for cross border into Serbia & Montenegro.
Third Party Liability:1	Maximum liability for third parties: Coverage for death, disability: EUR 187,000, Property damage: EUR 93,500.00. Required by laws of country and included in all rates.
CDW:	Collision Damage Waiver is included in the rental rate. Deductible EUR 200-1500 depending on car group.
TP:	Theft Protection is included in the rental rates. Deductible EUR 200 - 1500 depending on car group.
CDW 2, optional:	Collision Damage Waiver Plus - reduces the deductible amount to zero, EUR 4 - 20 per day depending on car group.
PAI, optional:	Personal Accident Insurance - EUR 5 per day. The renter or authorised driver and their relatives are then insured up to the policy amount in case of death or disability as a consequence of an accident caused by the rental car. Maximum coverage for this insurance is USD 160,000.00
Special Equipment:	CSI = Child/Infant seat (0-18 months / 0-6 Kg) - EUR 40.00 per rental + tax. A deposit of EUR 40.00 + tax applies. On Request with 24 hours notice required. CST = Child/Toddler seat (6-36 months / 6-18 Kg) - EUR 40.00 per rental + tax. A deposit of EUR 40.00 + tax applies. On Request with 24 hours notice required. BST = Booster Seat (36 months + / 18 Kg +) - EUR 40.00 per rental + tax. A deposit of EUR 40.00 + tax applies. On Request with 24 hours notice required. SNO = Snow chains - EUR 5.00 + tax per day (maximum charge of EUR 50.00 + tax per rental). On Freesale with 12 hours notice required. Available between November - March WIN = Winter Equipped Vehicle - Price depends on car group being rented as follows: EUR 10.00 + tax per day for car groups EBMN, ECMN, ECMR, CCMR, IWVR, IDMR & IDAR. EUR 13.00 + tax per day for car groups IVMR, SDMR, SDAR & IFMR. EUR 15.00 + tax per day for car groups PCMR & PDMR. EUR 20.00 + tax per day for car groups LDMR, LDAR, FVMR & PVMR. (Due to restrictions in the system, the highest price of EUR 20.00 + tax for WIN will be loaded for all cars and the correct charge will be applied at time of pick up). (Maximum charge is EUR 100.00 + tax per rental for all cars). On Request with 24 hours advance notice required. Winter Equipped vehicle includes winter tyres & snow chains and only available from November to March. GPS Navigation - EUR 10.00 + tax per day (maximum charge of EUR 100.00 + tax per rental). A deposit of EUR 400.00 + tax applies. On request with 48 hours advance notice required.
Roadside Assistance:	In the event of a breakdown the driver must call the location from which the vehicle was rented. A replacement car is provided if necessary. OUTSIDE OF OPENING HOURS CALL +385 99 265 0013 for breakdown & accidents 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