



## **TERMS AND CONDITIONS**

### **❖ General information**

#### **Driver's requirements:**

Renter and driver must be 19 years old and produce valid identity card or passport and driving license held for at least one year. For car group Intermediate, Standard, Full size and Premium the minimum age is 23 years. Photocopied documents or documents sent by fax are not acceptable. All drivers under 25 years old must pay an additional charge for young driver.

#### **Rates:**

Rates are in EURO and include unlimited mileage, Collision Damage Waiver, Theft Waiver and 20% VAT. Minimum rental period is 24 hours with a grace period of 29 minutes. If the delay is more, an additional full day charge will apply.

#### **Method of payment:**

We accept all major credit cards: Visa, MasterCard, American Express and all Europcar means of payment. Cash payment is allowed only at time of car return. Cash deposit is not allowed.

#### **Credit card authorization:**

When you arrive at the rental location, you will be asked to leave a deposit for your rental. The deposit amount will be authorized on your credit card but not debited from your account. The deposit is intended to cover additional rental costs.

The deposit amount is calculated as follows:

**500 € (or equivalent in local currency) plus any charges payable by the driver at the counter.**

**For car group PDAR a second credit card must be presented. Deposit is 2000 €**

Purchasing of additional insurances does not decrease the amount required for authorization.






❖ Insurances

**Excess**

If CDW and THW are purchased or included in the rate, the renter's maximum responsibility in case of damage or theft to the rented vehicle is the amount of money called Excess. This limitation is subject to the renter's obligation to inform Europcar office within 12 hours from the event and provide documents from the police for the accident.

<b>Car group</b>	<b>SIPP Codes</b>	<b>Basic excess amount*</b>	<b>Medium protection package excess amount*</b>	<b>Premium protection package excess amount*</b>
Mini	MDMR	500.00 €	100.00 €	0.00 €
Economy	EDMR, EDAR	600.00 €	150.00 €	0.00 €
Compact	CDMR, CDAR, CWMR, CDAE, DDMR	750.00 €	200.00 €	0.00 €
Intermediate	IDMR, IDAR, IWMR, SVMR	900.00 €	250.00 €	0.00 €
Standard	IFMR, IFAR, SDMR, SFMR, SDAR, SFAR, LVMD	1100.00 €	250.00 €	0.00 €
Full Size	FFAR	1 350.00 €	300.00 €	0.00 €
Full Size	FDAR, UDAD	1 350.00 €	300.00 €	0.00 €
Premium	PDAR	1 800.00 €	300.00 €	0.00 €

**Super Covers**

	<b>Basic</b> ★ <i>*Full excess amount</i>	<b>Medium</b> ★ ★ <i>*Reduces excess amount</i>	<b>Premium</b> ★ ★ ★ <i>*Zero excess amount</i>
 <i>Theft protection</i>	✓	✓	✓
 <i>Collision and damage protection</i>	✓	✓	✓
 <i>Personal accident protection (driver &amp; passengers)</i>	✗	✓	✓
 <i>Windshield damage protection</i>	✗	✓	✓
 <i>Tire damage protection</i>	✗	✓	✓

### **Basic Insurance**

Third Party Liability is included in the rental cost and the car is covered according to Bulgarian law. A copy of the document is available in the car for inspections.

Collision Damage Waiver /CDW/ can be purchased or included in the rental rate and limits renter's liability to the basic excess amount. Collision damage waiver does not cover tires, windscreen, glasses, the underbody of the vehicle and missing parts.

Theft Waiver /THW/ can be purchased or included in the rental rate and limits renter's liability to the basic excess amount.

### **Medium Protection Package**

The renter can reduce excess to a certain amount in case of damage, theft and it also covers windscreen, lights, glasses, tires and the underbody of the vehicle. The insurance is not valid for missing parts of the vehicle.

<b><i>Car group</i></b>	<b><i>From 1-4 days</i></b>	<b><i>From 5-14 days</i></b>	<b><i>From 15+ days</i></b>
Mini	12.00 €	10.00 €	9.00 €
Economy	12.00 €	10.00 €	9.00 €
Compact	15.00 €	14.00 €	12.00 €
Intermediate	15.00 €	14.00 €	12.00 €
Standard	15.00 €	14.00 €	12.00 €
Full Size FFAR	21.00 €	20.00 €	18.00 €
Full Size FDAR, UDAD	21.00 €	20.00 €	18.00 €
Premium	21.00 €	20.00 €	18.00 €

### **Premium Protection Package**

The renter can further reduce his risk to **ZERO** by purchasing Premium Protection Package. The renter must be at least 26 years old in order to purchase this insurance.

<b><i>Car group</i></b>	<b><i>From 1-4 days</i></b>	<b><i>From 5-14 days</i></b>	<b><i>From 15+ days</i></b>
Mini	17.00 €	15.00 €	12.00 €
Economy	17.00 €	15.00 €	12.00 €
Compact	20.00 €	18.00 €	15.00 €
Intermediate	20.00 €	18.00 €	15.00 €
Standard	20.00 €	18.00 €	15.00 €
Full Size FFAR	25.00 €	21.00 €	20.00 €
Full Size FDAR, UDAD	25.00 €	21.00 €	20.00 €
Premium	25.00 €	21.00 €	20.00 €

### **Personal Accident Insurance / PAI /**

3.60 Euro per day – in case of personal injury due to an accident the insurance covers compensation up to 5.000 Euro per passenger in the rented car, including the driver.

**Super Protection Collision Damage Waiver / SPCDW /** - reduces excess to zero only in case of damage but does not cover windscreen, lights, tires, glasses and the underbody of the vehicle.

**Super Protection Theft Damage Waiver / SPTHW /-** reduces excess to zero only in case of theft.

<i>Car group</i>	<i>SPCDW</i>	<i>SPTHW</i>
Mini	8.00 €	4.00 €
Economy	8.00 €	4.00 €
Compact	12.00 €	6.00 €
Intermediate	12.00 €	6.00 €
Standard	16.00 €	8.00 €
Full Size FFAR	16.00 €	8.00 €
Full Size FDAR, UDAD	16.00 €	8.00 €
Premium	16.00 €	8.00 €

***All Super Covers are in EURO per day and are non refundable.***

**NB:** The payment of any of the super insurances does not relieve the renter of the obligation to obtain and provide Europcar Bulgaria with written report from the police in case of damage or theft.

There is no coverage and the renter should pay the total amount of damages or losses in case of:

- The damage or theft is not reported until 12 hours to Europcar Bulgaria and immediately to the Police and a police report or reference number obtained;
- Loss of wipers, aerial, car emblems, mirrors, broken windows by negligence, wheel-rims;
- Damage or loss of interior parts;
- Any events resulting from alcohol or drug abuse;
- Damage caused to the rented vehicle because of off road driving;
- Any unauthorized repairs;

❖ **Additional options & charges**

**Additional driver** - 5.00 Euro per day, not more than 60.00 Euro per rental no matter of the number of the drivers (There is no charge for additional driver if he/she is a family member).

**Young Driver** - 7.20 Euro per day, not more than 86.40 Euro per rental.

**Ski rack** – 4.00 Euro per day, not more than 48.00 Euro per rental.

**Snow chains** – 4.00 Euro per day, not more than 48.00 Euro per rental.

**Baby seat** – 5.00 Euro per day, not more than 60.00 Euro per rental.

**Navigation system** – 8.00 Euro per day, not more than 96.00 Euro per rental.

Penalty charge in case of damage or loss of special equipment is 120.00 Euro except the navigation system. Penalty charge in case of damage or loss of navigation system is 300.00 Euro. For missing parts as charger, holder or missing bag of the navigation 30.00 Euro charge will apply.

**Lost registration documents or Lost plate number** – a fine of 120.00 Euro will apply.

**Lost car keys** - depending on car manufacturer's pricelist.

**Winterization fee** - 3.60 Euro per day and not more than 43.20 Euro per rental. Applicable from 1<sup>st</sup> November until 31<sup>st</sup> March.

**Accident administration fee** - in case of an accident, there is a non-refundable fee of 30.00 Euro to cover administration expenses, irrespectively of driver's liability and covers applicable.

**No Show Fee** – 95.00 Euro

**Late Cancellation Fee <48h** – 50.00 EUR

**Lost/Stolen Parking ticket** - In the event of loss/stolen parking ticket form airports where Europcar Bulgaria has presence, the Renter shall pay a nonrefundable fine of 60.00 Euro including VAT.

**Smoking Fee** – All Europcar Bulgaria vehicles are smoke free. There is a charge of 50.00 Euro applicable for smoking in the vehicle.

**IMPORTANT!** – Please have in mind that according to Bulgarian Law the authorities have the right to seize the vehicle registration card if the renter has used alcohol or intoxicants while in possession or driving the rented vehicle. In such cases the renter shall be charged for the days we are not able to use the vehicle according to our standard rental rates.

**The Lessor shall bear no responsibility for lost, damaged or stolen personal items and belongings.**

#### ❖ Other services

**Delivery and Collection** - free within city limits and working hours (only in cities where Europcar has offices). Outside working hours an additional charge will apply. Outside city limits customer has to pay 0.50km per kilometer from the nearest Europcar location.

Available only on request. For more information please contact our Reservation Department at [reservations@europcar.bg](mailto:reservations@europcar.bg).

**Cross-border authorization** - cross border rentals are available on request and are subject to permission by Europcar Bulgaria. Please ask at time of booking.

<b>Cross border to:</b>	<b>Price</b>	<b>Availability</b>
EU COUNTRIES	48,00 €	request minimum one working day before pick up
NON EU COUNTRIES	96,00 €	request minimum two working days before pick up
UK, Turkey, Kosovo, Albania and ex USSR countries	n/a	<b>Cross border is NOT ALLOWED!</b>

**If the cross border is not authorized the penalty amount will be 96.00Euro for EU countries and 192.00 Euro for Non EU countries.**

**One way rentals** – domestic and international One ways are allowed only on request with an additional charge.

- **Domestic One Ways**

There is a minimum rental of 2 days for Domestic one ways.

<b>From city</b>	<b>To city</b>	<b>Amount per one way / kilometer</b>
Sofia	Varna, Bourgas	180.00 €
Sofia	Other cities	0.50 € / km
Varna	Sofia	180.00 €
Varna	Bourgas	60.00 €
Varna	Other cities	0.50 € / km
Bourgas	Sofia	180.00 €
Bourgas	Varna	60.00 €
Bourgas	Other cities	0.50 € / km

**If the domestic one-way is not authorized the penalty amount is 200.00Euro.**

- **International One Ways (only to major international airports)**

There is a minimum rental of 3 days for International one ways.

<b>From Station</b>	<b>To station / to country</b>	<b>Total amount per One-Way</b>
All	Hungary, Austria	900.00 €
All	Czech Republic, Slovakia, Slovenia	1100.00 €
All	Italy, Germany, Switzerland	1300.00 €
All	France, Denmark, Belgium, Netherlands, Poland, Croatia, Montenegro	1500.00 €
All	Spain, Portugal, Finland, Sweden, Norway	1900.00 €
All	Greece – Thessaloniki only	450.00 €
All	Greece – mainland only	800.00 €
All	North Macedonia – Skopje only	300.00 €
All	Serbia– Belgrade only, Romania– Bucharest only	450.00 €

**If the international one-way is not authorized the penalty amount is 2500.00Euro.**

**Out of hours rentals** - we meet late reservations only on request.

*For Airport locations* rentals starting from 21:00 to 08:59 a charge of 18.00 Euro will apply.

*For Downtown offices* rentals starting from 08:00 to 08:59 and 18:01 to 21:00 a charge of 18.00 Euro will apply.

**Fuel** - The car is rented with full tank and the fuel consumption is on renter's expenses. A refueling fee of 12.00 Euro plus missing fuel charge (at gas station prices) will apply if the vehicle is not returned with full tank.

There is an option to prepay a full tank of fuel at the beginning of the rental at the price at the gas stations.

An additional charge will apply if the driver refuels the car with wrong fuel.

The charge is 120.00 Euro plus the expenses for one tank of fuel plus eventual expenses for damage of the car.

**Traffic violation fines** - If traffic violation fines are received an Administration fee of 18.00 Euro plus the penalty amount will apply.

*All rates and charges include 20% VAT.*