



CAR HIRE VOUCHER

Booking number*

HR123486030

Flight number

[Add flight number](#)

Main driver's name

JOHN MONTGOMERY[Registration](#) [Manage Booking](#)

Pick-up Zagreb Downtown, Croatia

| | |
|--------------------|--------------------------|
| DATE/TIME | 06 Jun 2024 / 10:00 |
| ADDRESS | Savska cesta 106, Zagreb |
| DESK TELEPHONE NO. | +385 (0)1 4094 402 |

Drop-off Zagreb Downtown, Croatia

| | |
|--------------------|--------------------------|
| DATE/TIME | 07 Jun 2024 / 19:00 |
| ADDRESS | Savska cesta 106, Zagreb |
| DESK TELEPHONE NO. | +385 (0)1 4094 402 |

CHECKLIST

Don't forget to bring the following documents with you:

- 1 - Credit Card that has both the first name and surname of the main driver.
- 2 - A digital version of your car hire voucher found in your confirmation email.
- 3 - Please see the Mandatory Documents section below to review the driving licence requirements for this car hire.
- 4 - Additional photo ID on an official document, e.g. passport or national ID card.

If you have any questions, you can contact us on:

[Live Chat](#)

Phone: +44 203 966 7739

Kia Ceed Estate or similar



x5



x4



x5

- ✓ Air conditioning
- ✓ Automatic Transmission

Car rental provider

**CARWIZ**
RENT A CAR

Car code:

CF - CWAR

AXA Damage Refund Insurance

You can protect the excess charged by the supplier by purchasing the AXA Damage Refund policy. This will reimburse you for the excess amount that is deducted from your deposit in the event of damage to the rental vehicle. [Purchase Axa Damage refund insurance](#)

Confirmation no.:

24-100-2247

Voucher number:

HR123486030

Opening Hours

| | |
|-----|---------------|
| SUN | 08:00 - 12:00 |
| MON | 08:00 - 20:00 |
| TUE | 08:00 - 20:00 |
| WED | 08:00 - 20:00 |
| THU | 08:00 - 20:00 |
| FRI | 08:00 - 20:00 |
| SAT | 08:00 - 18:00 |

Please note that if you collect or return your vehicle outside the pick-up/drop-off time and date booked, additional charges may be applicable or may not be possible. Please contact the desk telephone in case of this. Please also note that the vehicle may not be available if you arrive late to the rental desk. If the vehicle is not released due to a late arrival no funds will be reimbursed. In the event of a delay, please contact the desk telephone number provided above.

MANDATORY DOCUMENTS

DRIVING LICENCE

The main driver's original full licence (physical driving licence) held for a minimum of 2 year(s) with no major endorsements. UK licence holders must present a photocard licence.

If your driving licence is not in the Roman alphabet (i.e. if it is in Arabic, Greek, Cyrillic or Chinese), you are required to bring an International Driving Permit and your domestic licence. For driving licences from countries not part of the international driving licence treaty, an official translation of the licence must be presented with the original licence.

When renting within the EU, customers who do not hold a driving licence issued by an EU/EEA country or Switzerland may also be required to present an International Driving Permit along with their domestic licence. UK licence holders do not require an International Driving Permit to rent within the EU, unless the driving licence has been issued in Gibraltar, Guernsey, Jersey or the Isle of Man, or is a paper driving licence, in which case an International Driving Permit may be required along with the customer's domestic licence.

Damaged driving licences will not be accepted at the rental desk.

DEPOSIT AND PAYMENT CARD INFORMATION

ACCEPTED American Express, MasterCard (not prepaid), Visa (not prepaid). Debit card not accepted unless otherwise stated below. You must present a physical card at the rental desk. Stored versions of cards in mobile wallets will not be accepted.

A deposit amount of EUR 1800.0 will be held against your credit card for the duration of the rental. Your deposit is a guarantee held in the event of damage/theft of the vehicle. This will be released if there is no theft or damage during the rental period. Please note that this does not represent your total excess liability which can be found in the Damage Waiver Liability section.

NOT ACCEPTED: No other payment types will be accepted.

Virtual payment cards are not accepted.

A valid credit card in the first name and surname (no abbreviations) of the lead driver must be presented at the rental desk in order to pre-authorise/charge a deposit. Please be prepared to provide the PIN number of the credit card(s) presented as suppliers could require this to proceed with the rental contract.

In the event that you fail to present a valid credit card, there is a lack of sufficient funds available on the credit card or the credit card is not in the lead driver's name, the car rental agent may refuse to release the vehicle. In these instances, no funds paid will be reimbursed.

A fuel deposit might be blocked on the main driver's credit card. This is done to cover expenses that may occur if the renter fails to comply with the agreed fuel policy.

FORM(S) OF ID

A valid photo ID (passport or national ID).

VOUCHER

A digital version of your car hire voucher must be produced upon arrival at the rental desk. Failure to present the voucher means the car hire company may charge you at the local rates. Please note: We are not responsible for overcharges on rentals where the voucher was not presented to the car hire company on collection of the vehicle. If you do not present the required documents, the documentation is not valid or you do not have enough funds on your credit card, the car hire company may refuse to release the vehicle and no funds will be reimbursed.

Please note, most car rental providers only accept credit cards in the main driver's name for the deposit. Please check with the car rental supplier to confirm which payment methods are accepted.

If you do not present any of the documents listed above, the documentation is not valid or you do not have enough funds on your credit card, the car rental agent may refuse to release the vehicle and no funds will be reimbursed to you.

[Read more about mandatory documentation](#)

SPECIAL OFFERS

✔ This special price is inclusive of a 15% discount. Discount is based on standard rate from the car hire agent.

PAYMENT

Total cost

EUR 102.87

Payment received

GBP 71.30*

Payable at counter

EUR 20.00

* This charge was made by Etrawler Unlimited Company, registered in Dublin, Ireland and it will appear on your credit card statement as **Opodo**.

INCLUDED IN THE TOTAL PRICE

**Tax****Included**

Taxes and charges

**Young driver fee****Included**

Included in total price of your rental but may be payable at the rental counter, please refer to price breakdown.

**Unlimited mileage****Included**

Unlimited mileage with this rental means you can drive as much as you want, with no additional charges for extra kilometres.

**Collision damage waiver (CDW)****Included**

Often referred to as CDW, this partially covers damages incurred to your vehicle. Please note that you will still be liable for insurance excess (see: Not Included section below). CDW does not cover damage or loss of keys, tyres, glass or undercarriage.

**Theft waiver (TW)****Included**

This covers costs relating to the theft or attempted theft of the rental vehicle but does not cover the loss of personal possessions. Please note that you will still be liable for insurance excess (see below).

**Third party liability protection (TP)****Included**

This covers damage sustained to another driver's car in the event of an accident caused by you.

NOT INCLUDED**Damage Waiver Liability****EUR 1400.00**

In the event of damage to the rental vehicle, you will be liable for up to the first EUR 1400.00 of costs and the standard vehicle insurance policy will cover the rest. Please note, you must have this amount available on your credit card at the time of pick-up in order to pay for any damage to the rental vehicle that may occur during your rental period.

You may purchase a separate insurance policy so that any excess insurance costs resulting from damage to the car that may be paid to the car rental company can be reimbursed to you afterwards.

Get covered for just GBP 18.39 /day and avoid all excess

[Buy your cover now](#)

✖ Theft Waiver Liability

EUR 1400.00

In the event of theft of the rental vehicle, you will be liable for up to the first EUR 1400.00 of costs and the standard vehicle insurance policy will cover the rest. Please note, you must have this amount available on your credit card at the time of pick-up in case of theft of the rental vehicle.

✖ Extra insurance

Ask at desk

You may be offered the supplier's insurance at the car hire supplier service desk. You may not need that insurance if you have already purchased the AXA excess insurance through CarTrawler. Please refer to AXA Terms and Conditions for more details about your benefits. Be sure to bring a credit card in the driver's name, along with a credit limit sufficient to cover the excess/deposit, and call us if you have any problems when you reach the car hire supplier service desk.

✖ Fuel

Costs vary

Fuel: Pick up and return full.

Your vehicle will be supplied with a full tank of fuel. To avoid incurring fuel charges, you will need to return it with the same amount of fuel as it had when you collected it. You may be required to leave a fuel deposit reserved or charged on your credit card, this will be released or refunded when you return the car full. Missing fuel will be charged on your return. The price per litre charged by the rental agent may be significantly higher than the price at the local service station. A refuelling charge may also be applicable.

✖ Driver's age

Costs vary

22 to 70 years.

Young driver's age: 18 to 21 years. Charge 10 EUR per day. Maximum 100 EUR. Includes 25% tax

Senior driver's age.: 71 to 99 years. Charge 10 EUR per day. Maximum 100 EUR. Includes 25% tax

Customers who fall outside the age limitations will not be able to hire a car unless there is a young or senior driver fee specified in this section. Please note that if applicable, this fee will be included in the rental price and will be payable on arrival at the rental desk in the local currency.

✖ Motorway and border tolls, parking, and traffic violation related fees

Costs vary

All additional costs will be the responsibility of the driver.

The information provided in this voucher is accurate at the time of the booking. However, any modification of the booking by the customer at the rental desk may result in changes to such items as damage waiver liability, theft waiver liability and excess amount. If modifications are made to the booking at the rental desk, the terms and conditions provided to you then shall prevail over this voucher.

VAT invoice requests: If you need a VAT invoice please ask for this when collecting car or in the case of your rental being finished, contact the supplier directly. We cannot provide this on their behalf.

USEFUL INFORMATION

Driver's age

22 to 70 years.

Young driver's age: 18 to 21 years. Charge 10 EUR per day. Maximum 100 EUR. Includes 25% tax

Senior driver's age.: 71 to 99 years. Charge 10 EUR per day. Maximum 100 EUR. Includes 25% tax

Customers who fall outside the age limitations will not be able to hire a car unless there is a young or senior driver fee specified in this section. Please note that if applicable, this fee will be included in the rental price and will be payable on arrival at the rental desk in the local currency.

Travel Restrictions

It is allowed to travel to the countries of the region and most of the EU countries. For more information, please check with the office. Cross border fee applies - 80 EUR.

It is not allowed to travel to: Kosovo, Ukraine, Russia, Moldavia.

If the vehicle was driven outside the border of Croatia without Carwiz permission and the purchase of a cross border fee, a penalty will be applied (500 EUR).

Roadside assistance: 50 EUR

Mandatory fee for driving outside the country. In case of offence against Cross Border & Territorial Restrictions all protections lose their validity.

Island / Ferryboat Travel fee (35 EUR)

Mandatory fee for vehicles transported on ferries and driving on the islands. In case the customer fails to purchase the insurance and takes the car on a Ferryboat/Island and this results in damage to the car, all other insurance is invalid and the customer will be held liable for all damages

Cancellation and no-show policy

What is your cancellation policy for fully prepaid or part-paid bookings?

- 1 - If you cancel 48 hours prior to your pick-up, you will be refunded in full.
- 2 - If you cancel less than 48 hours in advance of pick-up, you will receive a refund minus GBP82. If your online payment is less than GBP82, no refund will be made for your car hire booking.
- 3 - If your booking is made less than 48 hours before pick up, the cancellation policy will automatically apply to your booking.
- 4 - All cancellations should be made online via the Manage Booking page prior to the scheduled pick-up time and not with the car rental provider.
- 5 - You can make any changes to your booking up to 48 hours before pick-up, with no additional charge, however, live pricing will apply. If you amend your booking less than 48 hours in advance of pick-up, the amount you currently paid will be carried over to your new booking minus a late amendment fee of GBP43.00. If you have paid less than GBP43.00, no amount will be carried over to your new booking.
- 6 - If you cancel your booking less than 48 hours before pick-up you will be charged a cancellation fee of GBP82. If you have paid less than GBP82, you will not be charged more than you currently paid.

If you purchased our Damage Refund Insurance product and have since decided to cancel your car rental booking, the Damage Refund Insurance will be cancelled automatically.

If you wish to amend or rearrange your booking, the Damage Refund Insurance will initially be cancelled. We will, however, automatically create a new policy for your new booking.

In both cases you will receive an email to confirm the cancellation at the email address you have provided during the online booking process.

What is a no-show?

A "no-show" occurs for the following reasons:

- 1 - You didn't inform us about your cancellation prior to your pick-up time.
- 2 - You failed to pick up the car at the agreed time and date selected without notifying our customer service team of any delay before the pick-up time.
- 3 - Your flight is delayed which results in a late arrival at the rental desk and your flight number was not provided.
- 4 - You failed to provide the documentation that's required to pick up the car.
- 5 - you failed to provide a credit card in the main driver's name with enough available funds on it.

In the event of any of the above, no refunds will be made to you.

The car hire company reserves the right to refuse a car if you fail to arrive on time with all necessary documentation and a credit card with enough available funds for the car's security deposit. In the event of late arrival to the rental desk, and you failed to make contact with our customer service team before the pick-up time or your incoming flight details were not added to your booking, we cannot guarantee that the car will be available. In such a case, unless the car hire has been cancelled at least 48 in advance, you will not be entitled to a refund.

Expert advice to make your journey go smoothly

Always ask for directions to the nearest petrol station to the rental drop-off location. Keep your fuel receipt as proof of refuelling.

Take time to familiarise yourself with the vehicle controls before leaving the car park

Fully inspect the vehicle for signs of damage and report them to the rental desk before leaving the car park

Ask for a map at the car rental desk

When visiting a location for the first time, always choose a safe parking spot like a supervised car park



Phone number: +44 203 966 7739