

1. Car Hire Conditions GOLDCAR CROATIA

GENERAL TERMS & CONDITIONS

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ACCESSIBILITY:

These terms and conditions constitute our agreement with you for the services we provide for the supply of car Hire. For further information, please, check our website https://www.goldcar.es/tc/

GOLDCAR LOCATIONS:

1. Station Name: ZAGREB AIRPORT
- Station Code: GZAGO01
- GEO Codes: Latitude: 45.74139 - Longitude:16.08104
- Full Address: Ulica Rudolfa Fizira 21
- Postcode:10410 City: Velika Gorica
- Tel: +385 99 360 0774
- Email: croatia@goldcarfranchisee.com
- Operational Hours: 8 am - 8 pm (Monday to Sunday including Bank Holidays)
- Key Box: Yes
- After Hours Services: 06:00 am – 7:59 am and 20:01 pm – 22:00 pm (Monday to Sunday including Bank Holidays) an extra charge applies.
- Indication Meeting Point: The office is located in the terminal building, on the ground floor, next to the arrivals exit.

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1. Station Name: PULA AIRPORT
- Station Code: GPUYO01
- GEO Codes: Latitude: 44.89355 - Longitude: 13.923428
- Full Address: Valtursko polje 210
- Postcode:52100 City: Pula
- Tel: +385 99 800 9317
- Email: croatia@goldcarfranchisee.com
- Operational Hours: 8 am - 8 pm (Monday to Sunday including Bank Holidays)
- Key Box: Yes
- After Hours Services: 06:00 am – 7:59 am and 20:01 pm – 22:00 pm (Monday to Sunday including Bank Holidays) an extra charge applies.
- Indication Meeting Point: The office is located in the terminal building, on the ground floor, next to the arrivals exit.

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1. Station Name: SPLIT AIRPORT
- Station Code: GSPUO01
- GEO Codes: Latitude: 43.533910 - Longitude: 16.300021
- Full Address: Cesta Dr. Franje Tuđmana 1270
- Postcode: 21217 City: Kaštel Štafilić
- Tel: +385993548941
- Email: croatia@goldcarfranchisee.com
- Operational Hours: 8 am - 8 pm (Monday to Sunday including Bank Holidays)
- Key Box: Yes
- After Hours Services: 06:00 am – 7:59 am and 20:01 pm – 22:00 pm (Monday to Sunday including Bank Holidays) an extra charge applies.
- Indication Meeting Point: The office is located inside the terminal. Vehicle pickup takes place in the Rent-a-Car building at Split Airport.

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1. Station Name: DUBROVNIK AIRPORT
   - Station Code: GDBVO01
   - GEO Codes: Latitude: 42.55930 - Longitude: 18.26049
   - Full Address: Dobrota 24
   - Postcode: 20213 City: Močići
   - Tel: +385993548940
   - Email: croatia@goldcarfranchisee.com
   - Operational Hours: 8 am - 8 pm (Monday to Sunday including Bank Holidays)
   - Key Box: Yes
   - After Hours Services: 06:00 am – 7:59 am and 20:01 pm – 22:00 pm (Monday to Sunday including Bank Holidays) an extra charge applies.
   - Indication Meeting Point: The office is located outside the terminal building, in the car rental village.

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1. Station Name: Zadar Airport (OFF Terminal)
   - Station Code: GZADT01
   - GEO Codes: Latitude: 44.09725874508099 - Longitude: 15.352591857579654
   - Full Address: Ul. I 2A
   - Postcode: 23222 City: Zemunik Donji
   - Tel: ++385993548567
   - Email: croatia@goldcarfranchisee.com
   - Operational Hours: 8 am - 8 pm (Monday to Sunday including Bank Holidays)
   - Key Box: Yes
   - After Hours Services: 06:00 am – 7:59 am and 20:01 pm – 22:00 pm (Monday to Sunday including Bank Holidays) an extra charge applies.
   - Indication Meeting Point: The office is located in a rent-a-car village, outside the airport main building.

RESERVATIONS CONDITIONS:

1. TAX / VAT & Airport Surcharge

Tax 25% and Airport Surcharge are Included.

1. Document Require

Passport or ID Card, (National + International) driving license if not in local / Latin or English character and a valid credit or debit card under the main driver name. Driving license held for 1 Year.

1. Rental Age

The minimum rental Age is 18 Years and drivers below 25 Years are mandatory to purchase a Young Driver Insurance Surcharge.*The condition applies to Additional Drivers too.

The maximum Rental Age is 85 Years and Driver between 70yrs to 85yrs is mandatory to purchase a Senior Insurance Surcharge.*The condition applies to Additional Drivers too.

1. Means of Payment

A valid Credit or Debit Card under the main driver’s name will be used to hold the Deposit / Fuel / Excess guarantees. Examples of cards accepted are:Mastercard & Visa.

Customers can pay the rental fee using a debit card. If the card allows it, we will also block the deposit amount. A service fee of €50 will apply.

It is possible to pay with one card (rental + fuel + extras) and leave the Deposit/Excess with a different card (both cards must be in the name of the main driver on the rental agreement).

Payment at the counter with contactless technology, virtual cards, prepaid cards, Diners Club, American Express, Postepay, Gift cards or cash will not be accepted.

1. Advance Booking Period

The minimum advance booking period will be 24 hours prior to pick up.

All bookings/changes/cancellations must be made through our automatic booking system.

1. Length of Rental

The car hire contract may have a maximum duration of 28 days.

1. Bank Holidays

The Operating hours during Bank Holidays are from 8 am to 8 pm. After hours service is available with an extra cost but there is no shuttle service provided to reach our office.

1. After Hours

The after-hours collection has an additional local charge of50€ per rental (flight numbers are essential).

The after-hour fee will also be applicable to the customers who arrive with a delayed flight and collect the vehicle after the opening time is at 50€ (06:00 am – 7:59 am and 20:01 pm – 22:00 pm). The customer will have to claim this to the Airline Company.

1. One Way & International One Way

National One way is allowed with an extra charge included in the rate at 50€ to the max of 300€ per rental.

International one way is allowed with an extra charge included in the rate at 200€ to the max of 2000€ per rental.

If the customer drives outside Croatia without purchasing the Cross Border Extra, a fine of €300 will apply.

1. Traveling Abroad

Traveling Outside Croatia is allowed only to the below listed countries only with an additional cost of 95€ per rental.

List the countries names: Slovenia, Italy, Austria, Hungary, Germany, Switzerland, Czech Republic, Slovakia, Serbia, Montenegro, Bosnia and Herzegovina.

If the customer drives outside Croatia without purchasing the Cross Border Extra, a fine of €300 will apply.

RENTAL AGREEMENT CONDITIONS

1. Unlimited Mileage / Km

With Unlimited mileage/ KM.

1. CDW - Collision & Damage Waiver & Vehicle Theft Coverage with Excess - Included in the Rate

Not covered under the included cover: Tires, Wheels, Rear view and side mirrors, Windows, Hubcaps, Taxi (transportation), Towing costs, Locks, Battery, Motor, Undercarriage and Interior of car, Clutch, Replacement Keys, Copy of the key and delivery of the key to the closest Goldcar location, Damage to oil sump, Catalytic convertor, Radiator, a new deposit if a replacement vehicle is needed and Repair Period. Please see more in the Optional Covers Section.

1. Automobile Cover & Supplementary Civil Liability Cover - Included in the Rate

The rental rates include Compulsory Automobile Cover and the Supplementary Civil Liability cover for the damage, involving third parties, arising from use and circulation of the vehicle.

1. TPL - Third Party Liability- Included in the Rate

Third-Party Liability Insurance is added to the rental price. The Third-Party Liability Insurance covers property damages, caused by our clients driving our vehicles to third parties in a maximum amount of 1.303,0000,00€. In case of body injuries, caused by our clients driving our vehicles to third parties, the insurance coverage is 6.467,000,00€.

1. Booking Extension Period

The collaborator must send any vehicle hire extension to Goldcar to the corresponding location/airport by email: croatia@goldcarfranchisee.com(the location must confirm or deny the extension).

The minimum period of time required to send the extensions is 24 hours prior to the end of the current contract.

The customer must also travel in person to the closest Goldcar location in order to make the necessary adjustments to the rental contract. Rental periods cannot be extended by telephone. If for any reason the rental period cannot be extended, then the customer is obligated to return the rental Vehicle at the location, time and date agreed upon on the rental contract.

IMPORTANT: For all extensions of contracts we will apply the price according to the original booking date and not according to the date when the extension is made.

The extension cannot be sent as a new booking. It will always be an extension of an existing contract.

The car hire contract may have a maximum duration of 28 days. After 28 days, a new contract is required. When a customer needs a vehicle for a rental longer than 28 days, we will have the following option:

MAKE A NEW CONTRACT

- A new booking has to be made applying the rate at the time the booking is confirmed and according to the pick-up date of the new booking (it is NOT possible to use the rate applied to the previous booking/contract);
- A new vehicle will be provided (the previous vehicle is returned);
- The local extras have to be paid again in the new contract (Additional drivers, Additional covers, Diesel…etc.);
- The fuel tank of the new contract/vehicle has to be paid;

In the event the vehicle is returned later than the agreed rental drop-off time stated in the contract, the cover will no longer be valid and the customer will be responsible for paying the daily rental fee. Customers who abandon Goldcar vehicles at any location other than the location agreed upon on the rental agreement will be responsible for the costs assumed by Goldcar Rental for the transport of the vehicle to the agreed upon drop-off location at 2000€.

1. Grace / Courtesy Period

There is a 29 minute grace period for the return of all rental vehicles. In the event the vehicle is returned later than 29 minutes past the agreed rental drop-off time stated in the contract, the cover will no longer be valid and the customer will be responsible for paying the daily rental rate.

1. Early Return

If a customer returns the vehicle earlier than the agreed upon drop-off date stated in the rental contract, Goldcar will not refund the customer for any unused days.

1. Cancellation Policy

WEBSITE: If you have made a booking through the Goldcar website, you have two options for canceling your reservation before the departure or pick-up date:

Option 1: During the booking confirmation process on our website, you will find a cancellation button alongside the booking summary and reference. You can use this button to easily cancel your booking.

Option 2: If you missed the cancellation button on the website, you can still cancel your booking by checking your booking confirmation email. At the bottom of the email, you'll find a cancellation button that allows you to cancel your

reservation.

For both options, please follow the cancellation process step by step until you receive a confirmation message. You

will also receive a confirmation email to verify that your cancellation request has been successfully processed.

BROKERS: Cancellation is free of charge up to 48 hours before the pick-up time. For cancellations made from 48 hours to pick up time a cancellation fee of 50€ will be applied to the brokers.

1. No Show Condition - Apply to Broker only

A ‘no-show’ occurs for the following reasons:

- The customer didn't inform us about the cancellation with, at least, 24 hours in advance to pick-up time.
- The customer failed to pick up the car at the arranged time and date of the booking and, in any case, beyond 4 hours from that time.
- The customer failed to provide the documentation that’s required to pick up the car.
- The customer failed to provide a credit card in the main driver’s name with enough available funds on it.
- Customers fail to fulfill the requirements set out at our T&C´s.

In the event of any of the above:

Goldcar reserves the right to refuse a car to any customer who fails to arrive on time with all necessary documentation and a credit card with enough available funds for the car’s security deposit.

In such cases, unless the car rental has been canceled at least 48 hours in advance, the rental Net price / RETAIL price will be billed.

Reservations are marked as a No-show after 4 hours from the original pick-up time (all categories). A No Show Fee of 50€ will be applied to the broker.

VEHICLE CONDITIONS

1. Availability

The special groups, depending on the availability, will be confirmed or denied.

You will receive the response of our automatic system in the same period of time used for the free sale groups.

1. Fuel Policy - Diesel Option & Same to Same Tank Level

In the case a customer would prefer a diesel vehicle, they can request on spot however we cannot guarantee the availability .

Full Fuel SDC/CRS: The Classic Return System, (SDC in Spanish and associated with a higher rate):

This option includes the same tank of fuel and must be paid on collection of the vehicle.

The price of fuel is determined based on the price of the petrol stations.

We will block the fuel tank + the “possible” refueling penalty service fee of 35€ for not returning the vehicle with the same level of fuel given.

The bank of the rental provider will unblock the deposit in case there are no additional charges from the deposit.

If the vehicle is not returned with a full tank, the unblock of the amount paid will have a deduction equal to the value of the missing liters of fuel (according to the current petrol station prices) plus a penalization of 35€.

1. Lost Vehicle Document

If a customer returns a vehicle and the vehicle documents are not in the car (after checking the car), we will proceed to charge this fee. The cost of this fee will be as follows: minimum 200€ and maximum 300€ per vehicle.

1. Fines

In case of breach of the duty, to respect all the laws and regulation governing the circulation of the vehicles, as proved by service/communication to us of the report for an administrative sanction from the competent Authorities (such as Police, Entities governing the expressway; port authorities, etc.) the customer shall pay us, a penalty (Fine Administration Charge between 35€ to 50€), in addition to the fine or toll to which it relates. The customer is fully liable to pay such fines or tolls. In these cases, when possible, the Hirer will request that the relevant Authority serve the report directly to the customer, otherwise, the Hirer will pay the relevant fines and then we will charge the customer with those fines together with the applicable penalty.

1. Substitution Vehicle

In the cases of an accident or Vehicle breakdown, a new deposit will be necessary for the collection of a substitution vehicle. The deposit will not be necessary for any customers who have contracted the optional Relax Cover Package.

1. Abandoned Vehicle

Customers who abandon Goldcar vehicles at any location other than the location agreed upon on the rental agreement will be responsible for the costs assumed by Goldcar Rental for the transport of the vehicle to the agreed upon drop-off location, as well as the corresponding 2000€ per rental penalization fee.

1. Accident Administration Fee

We charge a 60€administration fee to the clients when they are involved in an accident (File proceedings) and have NOT taken our Super Relax Cover.

1. Undelivered Accident Report

If a customer is involved in a car accident and the Accident Report is not provided, a fee of 120€ (VAT included) per rental will be applied.

Please, keep in mind that the additional covers Relax, Super Relax or Mega Relax do not waive this fee. This fee is always applied if the Accident Report is not provided regardless of the additional covers taken.

1. Special Cleaning Service

In case the vehicle requires special cleaning, a penalty up to 150€ will be applied.

1. Smoking Penalty

All our vehicles are non-smoking and in case the rule has not been respected at a penalty fee of 150€ Apply.

1. Negligence

The use not permitted includes and is not limited to the following cases mentioned by way of example:

- Pushing or towing another vehicle.
- Driving in areas not suited to public transport, such as beaches, race tracks, forestry roads, back roads, etc.
- Driving on dirt roads and very poorly paved roads that could cause damage to the underside of the vehicle.
- Driving the vehicle in restricted areas, and more specifically on airport roads and other roads for aeronautical and/or military use.
- Negligent behavior when the vehicle’s indicators show an alert that customers state are known to them when they sign the agreement.
- Transport of goods or animals and, in particular, substances that are hazardous, inflammable and/or poisonous for the vehicle and its occupants.
- The transport of individuals or goods for which the customers receive direct or indirect payment.
- Sub-leasing the vehicle.
- Using the vehicle for unlawful activities.
- Transporting a number of passengers and amount of luggage not authorized for the vehicle concerned.
- Manipulation of the odometer. Customers must report any malfunction of the odometer to Goldcar immediately.
- Transport of luggage or any other item on the vehicle’s roof, even when an adequate luggage rack is used for the purpose.
- Damage to the vehicle caused by leaving tempting items in plain sight inside the vehicle.
- Dirtying the inside of the vehicle beyond what would be expected from reasonable and careful use.
- Driving the vehicle when tired, not feeling well and under the influence of alcohol, medicine or drugs.
- Reckless driving.
- Using the vehicle to give driving lessons under any circumstance and/or to teach special driving techniques.
- Driving against the traffic regulations.
- The vehicle is driven by a person who is not authorized to do so in the agreement, as either a customer and/or a supplementary driver.
- Continued use of the vehicle after the rental period has ended.

*All the damages and extra cost incurred by the vehicle negligence listed above will be directly charged to the main driver from the Rental Agreement with applicable penalty fees.

1. Roadside Assistance / S.O.S Department

S.O.S / Roadside Assistance must be notified within 48 hours on: Tel. (+385) 52417336

if:

- Theft: All thefts must be reported to the police and an original copy of the report must be obtained by the customer.

The customer is obliged to present the vehicle document and keys. Otherwise, he / she will be charged for the loss of the vehicle.

- Accident: Customer must correctly fill out the provided form, which can be found in the glovebox or in the document file of the rental vehicle.

EXCESS TABLE APPLICATION

GOLDCAR	FLEET MATRIX					
Recomended SIPP / Acriss	PAX	Car Maker	Model	Doors	Mileage / Km	*CDW Excess amount + Deposit Guarantee (Local Currency)
MCMR	4	Volkswagen	Up	4	Unlimited Km	1,250€
EBMR	5	Peugeot	208	5	Unlimited Km	1,250€
ECMR	5	Renault	Clio	5	Unlimited Km	1,250€
EDMR	5	Citroen	C3 You	5	Unlimited Km	1,250€
EDAR	5	Opel	Corsa aut	5	Unlimited Km	1,250€
CGMR	5	Škoda	Kamiq	5	Unlimited Km	1,875€
CGAR	5	Škoda	Kamiq DSG	5	Unlimited Km	1,875€
CGBR	5	Peugeot	2008 AUT	5	Unlimited Km	1,875€
CDMR	5	Škoda	Scala	5	Unlimited Km	1,875€
CDAR	5	Škoda	Scala DSG	5	Unlimited Km	1,875€
DGMR	5	Volkswagen	Taigo	5	Unlimited Km	1,875€
DGAR	5	Volkswagen	Taigo AUT	5	Unlimited Km	1,875€
IDMR	5	Fiat	Tipo sedan	5	Unlimited Km	1,875€
CFMR	5	Ford	Puma	5	Unlimited Km	1,875€
CFAR	5	Ford	Puma aut	5	Unlimited Km	1,875€
CVMR	5	Volkswagen	T-cross	5	Unlimited Km	1,875€
CVAR	5	Volkswagen	T-cross aut	5	Unlimited Km	1,875€

Customer Liability

In the event of Vehicle damages and/or theft (full vehicle or vehicle accessories), the customer will be liable up to the excess amount shown in this column. Customers will only be required to pay an additional amount in cases of negligence, unauthorized use of the vehicle, breach of the general terms & conditions, etc.

Amount to Block

This will be the amount to block as a guarantee although the full liability of the customer is always the amount shown in the previous columns.

ADDITIONAL INSURANCES COVERAGES

1. Relax Cover - SRELA

Purchasing this cover, the excess will be reduced to 300€. We will cover any damage to the vehicle bodywork (zero excess). The excess of 300€ and corresponding liability will be maintained in case of damages on tires, windows, undersides and/or roof. Free Basic Roadside Assistance to be included.

GOLDCAR	RELAX COVER - SRELA - LOW SEASON (01.01.-14.06. and 16.09.-31.12.)				
DAYS	CATEGORIE : MCMR/EBMR/ECMR/ EDMR/ EDAR	CATEGORIE : CDMR/CDAR/CGMR/CGAR/ CGBR/CFMR/CFAR/CVMR/C VAR/DGMR/DGAR/ IDMR	ALL CATEGORIES	CATEGORIE : MCMR/EBMR/ECMR/ EDMR/ EDAR	CATEGORIE : CDMR/CDAR/CGMR/CGAR/CGB R/CFMR/CFAR/CVMR/CVAR/DG MR/DGAR/ IDMR
			EXCESS AMOUNT	DEPOSIT	
1-2	32.00	37.00	300.00	500.00	625.00
3-6	18.00	22.00	300.00	500.00	625.00
7+	12.00	15.00	300.00	500.00	625.00

GOLDCAR	RELAX COVER - SRELA - HIGH SEASON (15.06. - 15.09.)				
DAYS	CATEGORIE : MCMR/EBMR/ECMR/ EDMR/ EDAR	CATEGORIE : CDMR/CDAR/CGMR/CGAR/ CGBR/CFMR/CFAR/CVMR/C VAR/DGMR/DGAR/ IDMR	ALL CATEGORIES	CATEGORIE : MCMR/EBMR/ECMR/ EDMR/ EDAR	CATEGORIE : CDMR/CDAR/CGMR/CGAR/CGB R/CFMR/CFAR/CVMR/CVAR/DG MR/DGAR/ IDMR
			EXCESS AMOUNT	DEPOSIT	
1-2	36.00	39.00	300.00	500.00	625.00
3-6	22.00	24.00	300.00	500.00	625.00
7+	16.00	20.00	300.00	500.00	625.00

1. Super Relax Cover - SSREL

Purchasing this cover the CDW Excess is waived, and we also cover also the following

Damage to bodywork, Wheels, Tires, Hubcaps, Locks, Windows, Windscreen, Side and Rear-view Mirrors, Undercarriage, Roof, Motor, Towing service after accident, Taxi (transportation), Clutch, Battery, Locks, Copy of the key and delivery of the key to closest Goldcar location, Damage to oil sump, Catalytic convertor, Radiator and Exempt of a new deposit for replacement vehicle in case of accident or breakdown and the Repair Period.

GOLDCAR	SUPER RELAX COVER - SSREL - LOW SEASON (01.01.-14.06. and 16.09.-31.12.)				
Days	CATEGORIE : MCMR/EBMR/ECMR/ EDMR/ EDAR	CATEGORIE : CDMR/CDAR/CGMR/CGAR/ CGBR/CFMR/CFAR/CVMR/C VAR/DGMR/DGAR/ IDMR	ALL CATEGORIES	CATEGORIE : MCMR/EBMR/ECMR/ EDMR/ EDAR	CATEGORIE : CDMR/CDAR/CGMR/CGAR/CGB R/CFMR/CFAR/CVMR/CVAR/DG MR/DGAR/ IDMR
			EXCESS AMOUNT	DEPOSIT	
1-2	44.00	48.00	0.00	300.00	300.00
3-6	28.00	30.00	0.00	300.00	300.00
7+	19.00	23.00	0.00	300.00	300.00

GOLDCAR	SUPER RELAX COVER - SSREL - HIGH SEASON (15.06.-15.09.)				
Days	CATEGORIE : MCMR/EBMR/ECMR/ EDMR/ EDAR	CATEGORIE : CDMR/CDAR/CGMR/CGAR/ CGBR/CFMR/CFAR/CVMR/C VAR/DGMR/DGAR/ IDMR	ALL CATEGORIES	CATEGORIE : MCMR/EBMR/ECMR/ EDMR/ EDAR	CATEGORIE : CDMR/CDAR/CGMR/CGAR/CGB R/CFMR/CFAR/CVMR/CVAR/DG MR/DGAR/ IDMR
			EXCESS AMOUNT	DEPOSIT	
1-2	48.00	55.00	0.00	300.00	300.00
3-6	30.00	35.00	0.00	300.00	300.00
7+	23.00	28.00	0.00	300.00	300.00

1. Mega Relax Cover - MRECO

This cover can only be sold as an upgrade/upsell of the Super Relax, thiscannot be sold separately from the Super Relax.

GOLDCAR	MEGA RELAX COVER - MRECO LOW SEASON (01.01.-14.06. and 16.09.-31.12.)
DAYS	ALL CATEGORIES
All season	5.00 €

GOLDCAR	MEGA RELAX COVER - MRECO HIGH SEASON (15.06.-15.09.)
DAYS	ALL CATEGORIES
All season	7.00 €

Mega Relax Covers:

- Refueling mistakes (with a maximum of 500 €*). This is not covered by our Super Relax, only covered by our Mega Relax cover.
- Out of Fuel (we send assistance to collect the car). This is not covered by our Super Relax, only covered by our Mega Relax cover.
- Rescue: Not Suitable Roads, Beaches & Forest Area (with a maximum of 500 €*). This is not covered by our Super Relax, only covered by our Mega Relax cover.
- Wrong Installation of Goldcar Accessories. This is not covered by our Super Relax, only covered by our Mega Relax cover.
- Roadside Assistance in case of Broken Lateral/Rear Windows (we send assistance on road). With the Super Relax we cover the damages to the windows but we do not provide assistance on the road. The assistance on the road is provided with the Mega Relax.
- Roadside Assistance in case of Lost/Damaged Keys.With the Super Relax we cover the key value but not all the assistance involved. The Mega relax covers the assistance needed to replace the key such as replacement key, taxi to the nearest location, key shipping...etc.
- Flat Tire: Roadside Assistance (we send assistance on road). With the Super Relax we cover the damages to the tires but we do not provide assistance on the road. The assistance on the road is provided with the Mega Relax.

1. Not Include in any Coverages

- All mentioned in the Negligence article.
- Traffic fines, sanctions and judicial costs related to traffic violations or law and tolls.
- All costs derived from the use of the incorrect and/or lack of petrol.
- Goldcar is not to be held liable for items stolen, forgotten, or lost inside the vehicle. It is recommended having these items covered through personal travel cover.

- The loss of the vehicle documents
- If customers load the car with more than the stated capacity or vehicles are taken “off-road” (unpaved roads).
- It is not permitted to remove the vehicle's seats.
- If the driver is found to be under the influence of alcohol or drugs, and/or found using their cellular phone at the time of the accident.

EXTRA ITEMS / EQUIPEMENTS

ANCILLARIES - LOW SEASON (01.01.-14.06. and 16.09.-31.12)						
			Min Cost	Max Cost	Cost per	Deposit Cost
Available Items	Young Driver Surcharge <25yrs *(Apply for both Main & Additional Drivers)*	Yes	12.5		Day	
	Senior Driver Surcharge	Yes	12.5		Day	
	Additional Driver	Yes	5.95		Day	
	Baby/Child/Booster Seat	Yes	12.5	87.5	Day	
	GPS / Navigation System	Yes	12.5	87.5	Day	
	Snow / Winter Tyres	Yes	12.5		Day	
	Ferry fee	Yes	62.5	62.5	Rental	

ANCILLARIES - HIGH SEASON (15.06.-15.09.)						
			Min Cost	Max Cost	Cost per	Deposit Cost
Available Items	Young Driver Surcharge <25yrs *(Apply for both Main & Additional Drivers)*	Yes	12.5		Day	
	Senior Driver Surcharge	Yes	12.5		Day	
	Additional Driver	Yes	9.95		Day	
	Baby/Child/Booster Seat	Yes	12.5	87.5	Day	
	GPS / Navigation System	Yes	12.5	87.5	Day	
	Snow / Winter Tyres	Yes	12.5		Day	
	Ferry fee	Yes	62.5	62.5	Rental	

CUSTOMER SERVICE

Claims

All claims must be registered, within 30 days of the drop-off of the vehicle, through our website www.goldcar.com or by email claims.croatia@goldcarfranchisee.com

You will receive a confirmation email with the details and file number that have been assigned to the claim. This file number must be quoted in the subject line of any further correspondence regarding the file in order to process the claim correctly.

You can also reach us by phone on: (+385)52 417 336

TRANSLATION

The translation of these general terms and conditions are for information purposes only and are not legally binding.

*All the prices stated on this document include VAT.

2.