

Terms and Conditions

Important documents

Driving Licence Requirements

The lessee and the driver must be in possession of a full, valid driving licence and present this together with an identity card or passport while receiving delivery of the vehicle. Furthermore, the following conditions apply depending on the issuing country of the driving licence.

EU Driving Licences

Valid driving licences of all EU countries are accepted.

All Other Licences

Driving Licences printed with non-Roman Alphabet (Arabic, Japanese, and Cyrillic) must be accompanied by a valid International Driving Permit. For Chinese driving licences, no International Driving Permit is required, however you must provide a valid translation form for the licence (available from the Sixt China Customer Service by contacting cs@sixt.cn).

Photocopies, digital licenses, Learner's Permits, and driver's licenses with driving restrictions will not be accepted.

Vehicles are rented on a daily (24-hour) basis. There is a 29-minute grace period for returns. After 30 minutes delay, full-day delay charges and taxes apply.

Age Restrictions

In Croatia, the following rules apply for the minimum age and possession of a driver's license:

Minimum Age	License Requirements	Car Category
18	License held for 1 day	MBMR, ECMR, EDMR, EDAR, CDMR, CLMR, CFMR, CFAR, CDAR, CPAR, CPMR, CWMR, IDMR, IDAR, IVMR, IWMR, ITAR, IVAR, IFMR, IFAR
25	License held for 2 years	SDMR, SDAR, SFMR, SFAR, SWAR, FDAR, FWAR, SVMR, PDAR, FFAR, FVAR, FVMR

A surcharge applies for young drivers under 22.

Tariff information

General

The following credit cards are accepted: all credit cards from internationally recognised credit card companies - such as American Express, Diners Card, Eurocard/Mastercard, Visa. We do not accept any prepaid cards or debit cards (Visa Electron). The renter must be the owner of the indicated credit card.

Sixt Car Express Service card (Advantage Circle) is only accepted in combination with a valid Credit Card.

Cash Payment is not accepted.

Please note, that payments with credit card may require the PIN of the credit card.

Two credit cards are necessary to hire from the FFAR, PDAR, LTAR, FVAR groups.

We can guarantee reserved vehicle category and not specific brand or model of vehicle.

An advance charge approval is obtained for the chosen means of payment as a security. The exact deposit is determined on collection since the amount is dependent on the vehicle. Different amounts are possible.

The minimum advance charge authorization is amount of all possible rental costs: rental costs plus excess amount plus full tank of fuel. The renter's responsibility for the excess level of the vehicle remains depending on the vehicle group and based on the level of protection. The minimum amount is 1.200 EUR up to a maximum of 3.500 EUR.

ACRISS	Preauthorisation amount (EUR)*
MBMR, ECMR, EDMR, EDAR	1,200.00 EUR
CDMR, CLMR, CPMR, CDAR, CWMR, CPAR, CFMR, CFAR	1,400.00 EUR
IDMR, IDAR, IWMR, IVMR, IVAR, ITAR, IFMR, IFAR	1,600.00 EUR
SDMR, SDAR, SWAR, SVMR, SFMR, SFAR	1,800.00 EUR
FDAR, PDAR, FWAR, FVMR, FVAR, FFAR	2,000.00 EUR

Special rental information when booking Prepaid rates

Prepaid tariff - Pay now

When booking a prepaid rate, the payment will be charged along with the total rental price (incl. booked extras and charges) prior to the rental. The driver and mode of payment shall be finalised at the time of reservation and cannot be changed. The confirmed credit card should be valid and available for presentation on collection of the vehicle. All extra costs that occur during the car rental will be charged to this credit card.

A refund shall not be issued for non-collection; vehicle being collected late or returned early.

Changing booking

A prepaid booking can be changed up to 48 hours before the start of the rental (depending on availability) in return for a booking modification fee of 20,00 EUR. Any payment already made towards the rental will not be refunded; nor shall any differential amount be refunded if this modification leads to a lesser rental cost. Any changes made to a prepaid reservation may impact the rental rate. A change from a prepaid rate to a non-prepaid rate is not possible.

Cancellation

A cancellation is possible prior to the commencement of the rental. In the case of cancellation, the already paid rental pre-payment will be charged, along with a cancellation fee. The cancellation fee is 100% of the rental price (including booked extras and fees) for reservations with a rental period of up to 3 days. For

reservations with a rental period of more than 3 days, the level of the cancellation fee depends on the rental price booked (including booked extras and fees) and amounts to 3 rental days pro rata. Cancellations can be made on-line or by writing to: reservations@sixt.hr, Sixt Croatia Headquarter, Stefanovecka 10, 10000 Zagreb Croatia

No-show

The rent already paid will be fully retained if the booked vehicle is not collected/ not collected at the agreed time.

Early Return

There will be no refund of the rental pre-payment already made if the vehicle is returned early.

Protection conditions

Third Party Insurance (TI)

Protection coverage for the vehicle includes Third Party Liability with a maximum cover of 1,300,000.00 EUR for material damages.

Maximum cover for personal injuries is 5,560,000.00 EUR per injured person.

Protection coverage is limited to Europe only.

Excluded from the protection is the use of the vehicle for the transport of dangerous goods. All protection as part of the rental contract will become void, in particular, if an unauthorized driver has used the vehicle or if the driver of the vehicle does not possess the required driver's license at the time of the event giving rise to claim or in the case of acting in a manner that is prohibited by this article.

Renter is expected to use the vehicle in a responsible manner overall.

The following actions with the vehicle are prohibited:

- to carry persons or cargo for remuneration or for sub-renting;
- to tow or push any vehicle, trailer or other objects;
- smoking is prohibited
- driving off-road or on unsuitable roads; in a race, test or contest;
- driving while renter or any other driver of the vehicle or a passenger is over-tired, under the influence of alcohol, narcotics or any other substance impairing one's consciousness or driver's ability to drive in any way or form;
- in contravention of any traffic or other regulations;
- driving by any person other than Renter unless such person has been previously designated and authorised by A-Anticus/Sixt Croatia;
- driving outside the country of rental unless otherwise pre-authorised by our written permission (Foreign Use option- UF);
- driving in geographical areas which A-Anticus/Sixt Croatia defines as restricted.

Collision Damage Waiver (CDW)

Collision Damage Waiver removes the driver responsibility to a part of the vehicle in case of damage.

If CDW is accepted, customer is only responsible for the following amounts:

825.00 EUR (MBMR, ECMR, EDMR, EDAR)

925.00 EUR (CDMR, CLMR, CFMR)

1,050.00 EUR (CDAR, CWMR, CFAR)

1,150.00 EUR (CPMR, IDMR, CPAR, IDAR, IWMR, IVMR, IFMR, IFAR)
1,250.00 EUR (SDMR, SWAR, IVAR, SFMR, SFAR, ITAR)
1,450.00 EUR (SDAR, FDAR, FWAR)
1,550.00 EUR (SVMR)
1,850.00 EUR (FVMR, FFAR)
2,150.00 EUR (PDAR, FVAR)

If loss damage waiver is not accepted the customer will be held liable for the full value of the car.

Cost incurred due to vehicle damage will be charged by the Damage compensation catalogue available at the counter.

If you have taken insurance cover offered by your credit card provider, agency etc. and have declined CDW / TP, then you must sign a Customer Declaration which emphasises that you have agreed to remain liable for the cost of damage up to the full value of the vehicle. Where light damage has occurred during your rental, we will seek to recover the cost of the damage from you using the Damage Compensation Catalogue/Matrix at the time of return. Accident Report Form and Acknowledgement of Responsibility must be filled out especially if you are seeking reimbursement from your insurance company.

Top Cover CDW

If CDW is already included in the rates, the renter can choose Top Cover Protection to reduce the Non-Waiverable Responsibility.

If Top Cover CDW is accepted, customer is only responsible for the following amounts:

200.00 EUR (MBMR, ECMR, EDMR)
250.00 EUR (CDMR, CLMR, EDAR, CFMR)
280.00 EUR (CPMR, IDMR, CDAR, CPAR, IDAR, CWMR, IWMR, IVMR, IFMR, CFAR, IFAR)
300.00 EUR (SDMR, SWAR, IVAR, SFMR, SFAR, ITAR)
350.00 EUR (SDAR, FDAR, FWAR)
380.00 EUR (SVMR)
450.00 EUR (FVMR, FFAR)
480.00 EUR (PDAR, FVAR)

Super Top Cover CDW

If CDW is already included in the rates, the renter can choose Super Top Cover Protection to eliminate the Non-Waiverable Responsibility.

If Super Top Cover CDW is accepted, customer is only responsible for the following amounts: 0.00 EUR.

Theft Protection (TP)

Theft Protection removes the driver responsibility to a part of the vehicle in case of theft.

If Theft protection is accepted, customer is only responsible for the following amounts:

825.00 EUR (MBMR, ECMR, EDMR, EDAR)
925.00 EUR (CDMR, CLMR, CFMR)
1,050.00 EUR (CDAR, CWMR, CFAR)

1,150.00 EUR (CPMR, IDMR, CPAR, IDAR, IWMR, IVMR, IFMR, IFAR)

1,250.00 EUR (SDMR, SWAR, IVAR, SFMR, SFAR, ITAR)

1,450.00 EUR (SDAR, FDAR, FWAR)

1,550.00 EUR (SVMR)

1,850.00 EUR (FVMR, FFAR)

2,150.00 EUR (PDAR, FVAR)

If theft protection is not accepted the customer will be held liable for the full value of the car.

Top Cover TP

If TP is already included in the rates, the renter can choose Top Cover TP Protection to reduce the Non-Waivable Responsibility.

If Top Cover TP is accepted, customer is only responsible for the following amounts:

200.00 EUR (MBMR, ECMR, EDMR)

250.00 EUR (CDMR, CLMR, EDAR, CFMR)

280.00 EUR (CPMR, IDMR, CDAR, CPAR, IDAR, CWMR, IWMR, IVMR, IFMR, CFAR, IFAR)

300.00 EUR (SDMR, SWAR, IVAR, SFMR, SFAR, ITAR)

350.00 EUR (SDAR, FDAR, FWAR)

380.00 EUR (SVMR)

450.00 EUR (FVMR, FFAR)

480.00 EUR (PDAR, FVAR)

Protection (TI, CDW, Top cover, Super Top cover, Theft Protection) DOES NOT INCLUDE any damage due to lack of oil or a result of usage of incorrect fuel, damage to the vehicle interior or any other damage to the vehicle caused by careless usage of the vehicle. DOES NOT INCLUDE: Damage inside of the car, Interior damages caused by animals, Undercarriage, Loss of key or car documents, Wheels/Tyres, Wheel caps/Wheel rims; Wrong fuel, Parking and Traffic fines; Burnt clutch, Crankcase, Clutch. CDW, Top cover, Super Top cover does not provide protection for areas considered as a risk territory.

Any damage to the vehicle which has been done due to driver's negligence (burnt clutch, damage to vehicle undercarriage due to the car has been driven on unsealed roads, parking the car on high sidewalk curbs, off-road or on unsuitable and unpaved roads; in a race, test, or contest, driving while intoxicated (all over 0,00 per mille) and under the influence of opiates, disregarding road signs and traffic regulations, driving that is not weather-appropriate, etc.) will be charged to the client to the FULL AMOUNT OF THE REPAIR COST, not depending on which level of protection has been chosen.

If the Renter violates any of the regulations and/or if the Police Accident/Damage Report Protocol/Acknowledgement of responsibility is not properly completed, duly signed, and submitted to us, any optional coverage such as CDW, TP or Super Top Cover will be void.

You must report any traffic accident, loss, damage, or theft involving the vehicle to the police and to us immediately. Under no circumstances should you admit any liability, release any party from liability, settle any claim or accept any disclaimer in the event of an accident, but should take names and addresses of all other parties involved as well as of any witnesses. You agree to co-operate with us and our insurers in any investigation or subsequent legal proceedings arising out of any loss of or damage to the vehicle. The renter or any other person is not authorised to

arrange any service inspections, repairs, parts exchange or similar, without written permission from us.

Tyre and Windscreen Coverage (TG)

The tyre and glass coverage provide protection for damages on tyres, windscreen, side windows and the rear window with a deductible of EUR 0.00.

If the protection is not accepted, the customer will be held liable for the full extent of the cost incurred due to vehicle damage.

The renter is held liable for the vehicle until the vehicle has been checked in by a member of SIXT staff!

Personal Accident Protection (PAP) (I)

By taking out personal accident protection can also be extended to cover the consequences of an accident.

By taking out PAP the limit of liability is: 3,000.00 EUR for invalidity, 3,800,00 EUR for decease, 1,800.00 EUR for medical costs.

Road Side Assistance (BC)

Road assistance fee covers assistance in cases when a breakdown or damage results from driver's improper use in Croatia and neighbouring countries.

BC covers loss of key or car documents (Police report required), for using the wrong fuel type when filling the vehicle (without moving it). All vehicles are supplied with a full tank of fuel and should be refilled prior to return to Sixt, otherwise the current prices per litre of petrol or diesel will be charged in addition to a refuelling fee.

Also, the towing is included in the event that it is not possible to move the vehicle (like incidents not being repairable on-site) Sixt will cover the costs for the vehicle to be towed away (to the nearest Sixt location).

This can be combined with all types of coverage. Additional damage costs are calculated based on a level of protection taken. Damages that occurred during a rent will be charged by the Damage compensation catalogue available at the counter.

Any damage to the vehicle which has been done due to driver negligence will be charged to the client to the full amount of repair costs.

Cross Border Rentals & Territorial Restrictions

Cross Border Rentals are allowed to the following countries:

Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Czech Republic, Denmark, Finland, France, Germany, Great-Britain, Hungary, Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovenia, Slovakia, Spain, Sweden, Switzerland.

Charges when traveling abroad

For travels abroad, additional charges may apply and are governed by the respective country of entry and must be requested at the local rental station.

In case of offence against Cross Border & Territorial Restrictions all protections lose their validity.

Extras

One-Way Rentals

One-way rentals within Sixt locations in Croatia are allowed under conditions depending on tariff.

International one-way-rentals are only allowed for selected countries, depending on the current tariff.

In the case of unannounced and unauthorised one-way rentals, we reserve the right to charge an additional fee.

Additional Driver

A charge is levied for the additional driver, whose details are noted in the lease only if the additional driver presents a valid driver's license.

Navigation system

Navigation systems are available subject to a fee.

Baby and child seats

Baby seats, child seats and booster seats are available subject to a fee.

Vehicle refuelling

All vehicles are supplied with a full tank of fuel and should be refilled prior to return to Sixt, otherwise the current prices per litre of petrol or diesel will be charged in addition to a refuelling fee.

Alternatively, you may purchase a tankful of fuel at the time of rental at a price that is competitive with local fuel stations and return the tank empty. No refunds will be given for unused fuel.

Delivery & Collection

Deliveries and collections are available at the local rental station subject to a fee.

Delivery/Collection Service within city limits (or 10 km circle from the nearest office) is free of charge.

Delivery/Collection must be arranged at the time of reservation. Split Downton station: For delivery or collection to Port of Split (Harbour) a fee of 50.00 EUR applies.

This service is available on request for an additional commitment fee outside opening times at selected locations.

Wi-Fi

Wi-Fi is available subject to a fee.

Personal Travel Assistant - Sixt Connect

A mobile personal travel assistant (PTA) will be provided to allow you to access navigation and the Internet and make calls worldwide (if booked). PTAs are available for a fee and subject to availability at specific stations.

The Sixt Connect NAVI includes GPS.

The Sixt Connect WIFI includes GPS, a tourist guide and a WIFI access point (up to 5 devices) with mobile internet.

The Sixt Connect PLUS includes GPS, a city guide, a WIFI access point (up to 5 devices), mobile internet and unlimited free calls all over the world.

Other charges and taxes

Premium Location Fee

A premium location fee occurs for rentals at airport and train stations.

Out of Opening Hours

Out of opening hours service is available at selected stations. In this case, an additional charge applies for the provision of the service.

Smoking Policy

Smoking is prohibited.

Traffic Fines / Driving Penalties

The renter is liable for the payment of all charges, penalties and fines incurred in connection with the use of the vehicle. Payment of Toll fees are also in the responsibility of the driver. Drivers will be liable to pay all penalties/fines related to late, or non-payment of a traffic offence.

The administrative fee for handling/delivery of documentation will apply in the amount of 40.00 EUR.

In case of a call from a state or other competent authority, Sixt Rent a Car is obliged to provide information about the driver (driver, address, date and time of the rental, rental agreement, etc.). An administration fee of 40.00 EUR will apply for every transaction handled by Sixt.

Administration Fee For Damage Documentation

Should a customer require official damage and repair documentation an administration fee will apply.

Registration Fee/Road Tax

A road fund license of 1.25 EUR per day, max. 12.50 EUR occurs.

Island/Ferryboat Travel Fee

If the customers take the car on a Ferry, the purchase of Island/Ferryboat Travel Fee is mandatory. In case the customer fails to purchase this product, and this results in a damage to the car on a Ferry/Island, all other protections are invalid, and the customer will be held liable for the damages.

The fee is 6.25 EUR per day/ max. 43.75 EUR.

Loss of Key

A Loss of Key Fee applies.

Document Loss

A Loss of Vehicle Document (or License plate) Fee applies.

Vehicle Cleaning

In case the car requires a special cleaning procedure (i.e. smell removal, animal pollution, spill of liquids etc., sitting in wet swimsuit) after returning, a cleaning charge will apply.

Winter Tyre Usage

Winter tyre fee will apply in the wintertime.

Loss of personal property

Sixt Croatia shall not be liable to you or any authorized driver or passenger for loss of or damage to property left in the vehicle or at any of our properties before, during, or after the period of the rental. By signing the contract, the Lessee expressly waives all claims against Sixt Croatia for the loss or damage of personal belongings left in the vehicle during and after the rental.

Flexi Return Guarantee

Plans can change. As a flexible mobility partner, we are happy to adapt to your plans. Thanks to our Flexi Return guarantee, you have the freedom to return the vehicle at any time to an authorized Sixt station, regardless of the rental agreement.

If your plans change during your hire period, let us know by telephone on +38516393107, via E-Mail at reservations@sixt.hr or in person at any of our stations, and our employees will amend your rental contract. By doing this, we can adapt to your changed plans. This service is, of course, free of charge for you.

Flexi Return Guarantee in the tariff Pay later

If you return your vehicle earlier than agreed in the rental contract, we will charge the rental price according to the rental contract. You will receive a partial discount for the unused rental days.

Flexi Return Guarantee in the tariff Pay now

When booking at a prepaid rate, a refund shall not be issued for returned early. For further information please refer to the section Prepaid Tariff - Pay now.

Flexi Late Return in both tariffs (Pay later & Pay now)

If you return the vehicle later, without notifying us, we will bill you EUR 12.50 service fee for the Flexi Return Service. This fee applies in addition to any extra days which might incur due to the rental extension.

Flexi Return Location in both tariffs (Pay later & Pay now)

If you return the vehicle to a station other than that agreed in the rental contract, the Flexi Return location will incur a service fee of EUR 20.00 if we have not been informed of the changes to the rental contract in advance.

With our Flexi Return guarantee, you will always have maximum flexibility and cost-efficiency when driving.

All rates are inclusive of VAT (if VAT incurs).

For corporate customers with individual agreements alternative prices and regulations can apply.

All disputes under these terms the parties will try to resolve amicably, otherwise jurisdiction of the competent court in Zagreb, Croatia is agreed upon. The applicable law will be Croatian law.

These Terms and Conditions are valid from 01.06.2023.