

Croatia - PKW

General Rental Information

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).

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 years.

A surcharge of 12 EUR per day, max. 60 EUR applies for drivers above 70 years (for car all groups).

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 CarExpress Servicecard (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.

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)*	Preauthorisation amount (HRK)
MBMR, ECMR, EDMR, EDAR, CFMR, CFAR	1,200.00 EUR	9,000.00 HRK
CDMR, CLMR, CPMR, CDAR, CWMR, CPAR	1,400.00 EUR	10,500.00 HRK
IDMR, IDAR, IWMR, IVMR, IVAR, ITAR, IFMR, IFAR	1,600.00 EUR	12,000.00 HRK
SDMR, SDAR, SWAR, SVMR, SFMR, SFAR	1,800.00 EUR	13,500.00 HRK
FDAR, PDAR, FWAR, FVMR, FVAR, FFAR	2,000.00 EUR	15,000.00 HRK

Please note that discrepancies may occur on credit card transactions due to the daily exchange rate.

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 booking can be cancelled before the rental begins. In the event of cancellation, the payment in advance already made towards the rental shall be paid back subject to a cancellation charge, which will be withheld and shall be in the amount of the rental charge (including any extras and charges) for a maximum of 3 rental days. Cancellations can be made online or in writing and must be addressed to: Sixt Croatia Headquarter, Croatia, Fax: 385 1 66 04 194, Email: reservations@sixt.hr.

No-show

In the event that the booked vehicle is not collected or not collected at the agreed time the rental charge already paid shall be withheld in full.

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.

Collision Damage Waiver (CDW)

Collision Damage Waiver removes the drivers 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.

Damages will be charged by the damage catalogue available at the counter.

Top Cover CDW (G)

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)

Internal info:

PROTECTION (Top cover) DOES NOT INCLUDE: Damage inside of the car, Underside damage of the car, Mirrors, Loss of key or car documents, Wheels/tyres, Lights, Antenna, Wheel caps, Wipers, Wrong Fuel, Parking and Speeding fines, Driver negligence, Burned clutch. Top Cover does not provide protection for areas considered as a risk territory. Damages will be charged by the damage 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 cost, not depending of which level of protection has been chosen.

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.

Internal info:

PROTECTION (Super Top cover) DOES NOT INCLUDE: Damage inside of the car, Underside damage of the car, Mirrors, Loss of key or car documents, Wheels/tyres, Lights, Antenna, Wheel caps, Wipers, Wrong Fuel, Parking and Speeding fines, Driver negligence, Burned clutch. Top Cover does not provide protection for areas considered as a risk territory.

Theft Protection (TP)

Theft Protection removes the drivers 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-Waiverable 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)

Tyre and Windscreen Coverage (TG)

The tire and glass coverage provides protection for damages on tires, 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 damage.

Personal Accident Protection (PAP)

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

Road assistance fee covers assistance in cases, when a breakdown or damage results from drivers improper use. This can be combined with all types of coverage. Additional damage costs are calculated based on a level of protection taken. Damages which occurred during a rent will be charged by the damage 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.

Vehicles passing through the Neum corridor are exempt from the foreign use charge.

Charges when traveling abroad

For trips abroad, an additional fee of EUR 9 per day (max 45 EUR) is charged. All trips abroad are to be requested at the Sixt station.

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

Extras

Accessories are bookable without obligation and subject to availability.

During the period of 15th November until 15th March winter tires are mandatory in Croatia and will be charged.

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 and child seats are available subject to a fee.

Vehicle refueling

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.

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.

Administration Fee For Fine

If the renter has a traffic/parking fine during the rental the renter will be charged an Administration Fee together with the first settlement-proposition.

The renter is liable for payment of all traffic/parking fines occurring during the rental.

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 customer takes 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, all other protections are invalid and the customer will be held liable for the damages.

The fee is 3.00 EUR per day/ max. 21.00 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.) after returning, a cleaning charge will apply.

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 authorised Sixt station, regardless of the rental agreement.

If your plans change during your hire period, let us know by telephone on +385 16393107 or in person at any of our numerous 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 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

VAT

25%

All rates include tax/VAT (if incurred).

For partner with individual agreements alternative prices and regulations can apply.

(subject to change)