

FAQ

May vehicle go across the border?

It may, with the vehicle documents is a green card for crossing the border.

What is SCDW?

SCDW is an acronym for Super Collision Damage Waiver -Insurance without the excess

How SCDW is priced this?

Price SCDW depends on the category of the vehicle.

Can instead of a credit card as a guarantee to leave a cash deposit?

As a warranty can leave a cash deposit for possible extras.

Is it possible to change or cancel a booking?

Reservations can be changed at any time without additional charge for the cost of the changes.

What if the plane lands which come late in the evening after working hours?

In the case a confirmed reservation, a customer is late, someone from the staff will contact you, or if the flight is delayed, our employees have access to the flight schedule, and if you wait until your flight is not landing.

What if I do not get a full tank?

If you receive a vehicle part tank, the vehicle must be returned with the same level of fuel as you got it.

Whether the payment is made in taking over or returning the vehicle?

Rental is always charged when picking up the vehicle.

In which countries are forbidden to use your car?

Our cars are prohibited from use in countries; Bulgaria, Albania, Macedonia, Romania, Kosovo ... and other Eastern countries.

Is it possible to take the car in one city and leave it in another?

It is possible to take in a single car, a return to a different city. This service is called "one way" and it is charged only if the rent is less than 3 days.

Can reserved vehicle to be delivered to the hotel?

It is possible to deliver the car in the hotel if the hotel is the place where we have an office, otherwise you are charged.

What credit cards do you accept?

Credit cards: Amex, Visa, MasterCard.

Can more drivers drive the rented vehicle?

More people can drive the rented vehicle, or in this case must be presented to the driver's license thrower taking the vehicle.

Can you during the term of the lease to postpone the date of the return or extend the lease?

During the term of the lease, you can contact us by phone and extend its lease to the desired date. Additional days rental will be charged according to the price list.

How long is the procedure of taking the vehicle?

The procedure Pick up takes about 10 minutes.

Is it possible to refund / collection in another country?

Unfortunately it is not possible to take or deliver the vehicle outside the Republic of Croatia.

What is the procedure in case of accident / damage to the vehicle?

The whole procedure can be found on this page below this text, under general conditions:

What is a franchise?

The franchise is max. the amount of the excess. Deductible depends on the category of the vehicle.