

Terms and Conditions

This Leasing Agreement is entered into by the Client (“the Client” or “they”) (or Client(s) in case there is an additional driver) and Rentmotors Albania, represented by ASA RENT SHPK (hereinafter referred to as “the Company” or “us”), whose details are specified in the header of this document. The vehicle which is specified in this contract is the vehicle with license plate and make specified in the first page of this rental contract. By signing this document, the client agrees to all the rental terms and conditions outlined here, and that failure to comply with these Rental Terms and Conditions will constitute a breach of the Agreement. Further, by signing this Agreement, the Renter agrees to operate and use the vehicle in accordance with Law No. 8378, dated 22 July 1998, “Road Code of the Republic of Albania,” as amended.

1. Preliminary conditions for Vehicle Pickup

At the time of vehicle collection, the Client shall be required to present the following documents: 1) **Valid Passport or Identity Document** - If the client has a name or a surname which is even slightly differs from the one in which they have made the reservation under, the company will refuse to lease the booked vehicle to the person. A new reservation must be made with the name and surname of the renter to be matching the details of their National Identification Card/ Passport. 2) **Valid Driving Licence** - The permitted driving age ranges from 21 to 75 years, with at least two years of driving experience. Drivers who are not citizens of an EU Member State must additionally present an International Driving Permit. 3) **Valid Credit Card (Visa or Mastercard Only)** - The card must bear embossed numbers, display a visible CVC code, be in the main driver's name, and have sufficient available funds. Prepaid, rechargeable, virtual cards, or non-embossed cards shall not be accepted. **Not Accepted: AMEX, REVOLUT.** 4) **Rental Voucher** (if the reservation has been made through third party associated of the company).

1 Vehicle Use Terms

The Client(s) is responsible for ensuring that the Vehicle is used according to the terms of this Agreement by themselves and all Authorized Drivers. The main driver agrees that they will remain financially responsible under the Agreement even if the car is operated by an Authorized Driver or someone other than themselves. Keeping the Vehicle Safe and Secure. All authorised drivers must operate and park the Vehicle in compliance with all laws, regulations, and ordinances, including using child safety seats and passenger safety restraints wherever required by Albanian National Road Law. All authorized drivers of this vehicle must refrain from using mobile phones or other handheld devices while operating the Vehicle and must otherwise exercise sound judgment and safe-driving practices while operating the Vehicle. Authorised drivers **may not leave the Vehicle unattended** unless all windows, doors and trunks are closed and locked, and the Vehicle is in a secure location where you are allowed to park. You must take reasonable precautions to safeguard the keys to the Vehicle from anyone other than yourself and any Authorized Driver.

2 CONDITION OF THE VEHICLE

The Client shall inspect the Vehicle and report any visible damage prior to signing this Agreement. Any claims regarding previously unreported damage must be submitted within fifteen (15) minutes of leaving the pick-up location. Upon return, the Vehicle must be acknowledged as “Returning OK.” Failure to do so entitles the Company to charge the Client's credit card for any detected damage, including administration and immobilisation charges. For the purposes of this Agreement, “Immobilisation Charges” refer to the fees incurred for the period during which the Vehicle is rendered unavailable for rental to other customers while it undergoes repairs or maintenance necessitated by damage attributable to the Client.

3 RENTAL PERIOD

The Rental Period is defined by the pick-up and drop-off dates and times stipulated in this Agreement and the corresponding reservation. All rentals are calculated in **twenty-four (24) hour increments**. **If the Client fails to collect the Vehicle within two (2) hours of the scheduled pick-up time**, the Company shall cancel the reservation and shall bear no obligation to provide a Vehicle thereafter. Any extension of the Rental Period must be communicated at least forty-eight (48) hours prior to the scheduled return and shall only be valid if the Company confirms availability of the Vehicle. In the event that the Client returns the Vehicle more than 30 minutes after the agreed drop-off time, the Client shall be charged for a penalty fine of 250 EUR or an extra day, at the daily rate prevailing on the date set by the Company. Any delays in returning the vehicle outside of the hours specified in this agreement, should be communicated to the Company before at least two days before the vehicle return date.

4 PAYMENTS

Rental fees and other services may be paid by cash, debit cards or credit cards. The mandatory deposit does not constitute a service of the company, therefore it is excluded from these forms of payment. The mandatory deposit to rent a vehicle must be frozen using a physical credit card as per the description in Clause 1.3 of this contract, bearing the exact name of the main driver who made the reservation. The Company does not accept deposits via cash, debit cards, virtual cards, American Express or Revolut. The Company may refuse service if these criteria are not met.

5 Collision Damage Waiver (CDW) SECURITY DEPOSIT

Collision Damage Waiver (“CDW”) is **mandatory** waiver designed to reduce the Client's financial liability for damage to the rented vehicle. This is not an insurance, but a waiver which outlines an excess that the client is liable for in case of damage to the vehicle. The Client agrees to a CDW Excess Fee ranging from €500 to €2,000, which applies specifically to bodywork damage. **CDW Does Not Cover: Windows, wheels, interior, undercarriage, Toll or police fines, Towing charges, Extended rental days, Accessories (child seats, GPS, Wi-Fi devices), Personal belongings, Damages caused by reckless driving, alcohol, or drug use, Missing fuel or refuelling errors, Cleaning fees.** Notwithstanding the above coverage, the Client must still provide a **CDC Security Deposit**, which will be frozen on the Client's credit card. In the absence of any damage, this deposit will be refunded within twenty one (21) working days. However, if subsequent investigations reveal violations (e.g., traffic fines, unauthorized border crossings, or off-road driving), the deposit may be charged. If police fines incurred during the rental period are posted online by the State Police after the rental has ended, the Company reserves the right to charge the Client for such fines in full for up to one (1) year following the end of the rental period.

5.1 Super Collision Damage Waiver (SCDW)

SCDW is an optional coverage available at an additional cost, with full details provided at the rental desk. In the event of an accident, collision, or damage to the vehicle, a Police Report is mandatory for SCDW to apply. If no Police Report is obtained, the Client bears full responsibility for any damage-related costs. Please note that SCDW does not cover **any police fines**, or damages and accidents which occur outside of the territory of Albania.

6 FUEL POLICY

The vehicle is supplied with a **full tank of fuel** and must be returned in the same condition. Missing fuel will incur a charge of **€2.4 per liter** and an **administrative fee of €25**. Approved gas stations: **Alpet & Kastrati Group shpk.**

7 ADDITIONAL CHARGES AND EXCLUSIONS

The Client is responsible for: Parking fines, toll fees, and traffic violations, Off-road or unauthorized road usage (€500 penalty), Smoking in the vehicle (€70 valeting fee), Lost/damaged keys (€350 fee), Lost vehicle documents or license plates (€500 fee), Lost GPS devices (€300 fee). Charges for violations will be applied to the credit card, along with an **administrative fee of €25**.

8 CROSS BORDER POLICY

Driving outside Albania requires prior Cross Border Authorization from the Company, requested at least six (6) days in advance. A fee of €50 applies per authorized border crossing. Unauthorized border crossings will result in a penalty of €250 for each occurrence. The only countries permitted for travel with vehicles leased from the Company are **Montenegro, Kosovo, and North Macedonia**. Entry into **Greece, Croatia, Bosnia & Herzegovina, and Serbia** with Company vehicles is strictly prohibited and it are considered occurrences of unauthorised border crossing.

9 ROADSIDE ASSISTANCE

The Company provides **24-hour roadside assistance** for breakdowns within Albania. Damage caused by off-road driving is excluded. Additional roadside assistance costs: **€1.6 per km, €100 administrative fee**, Towing service: **€2.2 per km**.

10 Late Pick Up

If the customer picks up their vehicle more than two hours past their pick up time, there is a fee of 40 EUR which applies.

11 END OF THE CONTRACT

The contract ends when: The vehicle, keys, and documents are returned by the main driver of this contract, or in case of an accident, when the Police Report is submitted. If authorities seize the vehicle due to an accident, the contract expires when the vehicle is released back to ASA RENT SHPK and the client accordingly completes payment for the financial damages incurred during the accident and the period of vehicle detainment (aka Immobilisation Charges at the discretion of the company).