



## Terms & Conditions

Valid January 1st 2020 – December 31st 2021

### SUMMARY

This document contains a summary of the rental conditions for Lowriders Rental.

### DRIVER'S LICENSE & MINIMUM AGE

- Drivers younger than 21 years old will have to pay the refundable damage deposit of 1100,00 EUR and take Premium Insurance.
- A current vehicle driver's license is required. If the driver's license is not in the English language then an international driver's license is also required. The driver's license must have been held for at least one year and be valid for the whole length of the rental.
- The original driver's license must be shown at time of pick-up when the driver is present.
- Additional drivers must be approved and listed on the rental agreement to drive the camper van.

### DRIVING RESTRICTIONS

- All off-road areas and closed roads are off limits for travel in our camper vans. If you travel in a restricted area you'll be liable for all damages to vehicle, tires, windshield, and towing charges along with additional expenses of a breakdown or accident.
- It is prohibited to enter any kind of garage (commercial centers, hotels and similar) with height restrictions.
- The consumption of alcohol or other substances while operating any vehicle is prohibited.

**\*Any kind of Insurance will be void in this cases and the cost for damages made to the camper van, including the damage of others involved will be entirely responsibility of the person who is a carrier of the contract.**

## PICK-UP/DROP-OFF

- The mini camper can't be collected before the refundable damage deposit is paid.
- Pick up/drop off times are established at the time of booking. Please contact us 30 minutes before arriving to ensure a team member will be there to greet you.
- No refunds will be offered for late pick-ups or early drop-offs.

## MILEAGE

- 210 km/day per day are included in your rental. Excess mileage will be charged €0.25/kilometer. In the case this is not enough for you, there is an option to choose unlimited mileage for € 35,00/ rental.

## RESERVATION DEPOSIT

- A reservation deposit of 30% percent of the total is required to confirm your booking. This deposit will be credited toward your balance that has to be settled no later than 2 weeks before the start of your journey. In the case the balance is not settled on time, the reservation will be automatically erased from the system.

## CANCELLATIONS

- If cancelled on the day of the pick-up or in case of 'no show' - 100% of the rental cost will apply.
- If you cancel at least 3 weeks ahead of your arrival, we will refund your deposit. Please note that 110,00 EUR will be deducted from the deposit amount as a cancellation fee. If the reservation is canceled within 21 days of pick up, the deposit will not be refunded but it can be credited towards your balance (minus the cancellation fee) in the case you ever decide to book with us in the future (you can also use this credit as a gift to someone else).
- All cancellations must be submitted in writing to Lowriders Rental.

## MINIMUM/MAXIMUM RENTAL PERIOD

- We have a standard minimum 6 day rental but sometimes we will be able to accommodate you even for the shorter period.
- There is no maximum rental period.

## DAILY RATES

- Rates are calculated as a per night basis. If a rental crosses into another season, the rate will adjust to accommodate for the new season rate.
- We offer discounts for longer rentals (in the duration of more than 25 days).

## INTERNATIONAL DRIVERS

- All foreign tourists are required to have a valid driver's license from their home country.

## CAMPING EQUIPMENT

- Camper van add ons are subject to availability. Failure of Lowriders Rental to provide specific extra equipment does not allow the cancellation terms to be void. Add ons ordered cannot be cancelled on the day of pick up and must be paid for.

## ACCIDENTS

- If an accident occurs, please contact Lowriders Rental as soon as possible. We require you to gather information from the other party (license, insurance, etc.) along with filing a police report if the damages are extensive. We will work to get you back on your journey as fast as possible.

## ROADSIDE ASSISTANCE

In the event of mechanical issues, please contact Lowriders Rental immediately so we can become aware of the situation. Our goal is to get you back on the road as soon as possible.

However, if your vehicle is unavailable overnight due to being held at a repair shop, you will be refunded for that night's rental.

- If possible, we will provide you with a replacement vehicle if one is available. In the unlikely event that the vehicle cannot be fixed or replaced, Lowriders Rental we will refund the remaining days of the rental agreement and assist you in reaching the nearest destination.

## MAINTENANCE & RESPONSIBILITY

During the term of the rental, the Driver shall:

- act in a reasonable manner and according to the best business practices when driving and parking the vehicle;
  - maintain the coolant and battery fluid in the vehicle at the required level;
  - maintain the oil in the vehicle at the required level;
  - only use the type of fuel specified for the vehicle in question;
  - maintain the tire pressure at the required level;
  - discontinue driving and immediately notify Lowriders Rental in case a light signal is activated or if the driver considers the vehicle to need a mechanical inspection or repair.
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- Tire Damage - Lowriders Rental will replace and change tires on a regular basis due to wear and tear. All other damages incurred to the tires/wheels is the customer's responsibility.
  - Windshield Damage - Any new damage to the windshield is the responsibility of the renter.

## CLEANING

- We require that each van is returned in a clean and respectable state, similar to when you picked it up initially. A cleaning fee of 40,00 EUR will be charged to the customer if the van is returned in any other condition and the cleaning option was not selected at the reservation of the vehicle.
- If necessary, the upholstery cleaning cost will depend on the estimation of the professional. The receipt for the service will be sent to carrier of the contract.

## ONE-WAY RENTALS

- One-way rentals are determined on a case by case basis. We offer one way rentals between most cities in Croatia, Slovenia, Italy, Bosnia and Montenegro depending on timing and availability. Details of the pick up/drop off location, timing and other coordinated activities are considered in the decision to offer a one way rental agreement. The additional charge for the service is dependent on the factors listed above. Please contact us to work out details and options.

## PARKING/SPEED TICKETS

- All tickets we get for speeding/parking etc. during the period of rental are the responsibility of the driver and will be addressed for your knowing. Please note that sometimes the tickets arrive quite later than the incident occurred.

## SMOKING

- Smoking is not permitted in Lowriders Rental vehicles. A 100,00 EUR cleaning fee will apply and be deducted from the refundable damage deposit upon return of the vehicle if there is evidence that smoking occurred.