RENTAL RULES

Everything you need to know before, during and after your rental, clearly in one place.

RULE 1

DRIVER REQUIREMENTS

To rent a car from us, the driver must meet the following conditions:

- At least 19 years old
- Valid category B driving licence held for at least one year
- ID card or passport

Only drivers named in the rental agreement may drive the vehicle. You can add an additional driver as an extra when booking.

RULE 2

KEY CONDITIONS AT A GLANCE

- No deposit and no credit card required
- Unlimited kilometres, regardless of the rental period
- Insurance packages to choose from, including Total Protect with no excess
- Child seats, infant seats and boosters free of charge
- Pickup at Sarajevo Airport 24/7

RULE 3

PICKUP AND DELAYED FLIGHTS

We meet you in the arrivals hall of Sarajevo International Airport.

- If your flight is delayed, the car waits for you, however late you are
- Add your flight number when booking so we can track your landing
- Check the vehicle at pickup and report any visible damage straight away

RULE 4

FUEL, CLEANING AND SMOKING

- Fuel: the vehicle is picked up and returned with the same fuel level
- Regular interior and exterior washing is included in the price
- Cleaning is only charged for spilled drinks or heavy soiling
- Smoking in the vehicle is not allowed

RULE 5

RETURN AND EXTENSION

- Return the vehicle at the agreed time and location
- Additional charges may apply in case of late return
- Early-morning returns are possible: we keep a record of when vehicles are returned
- You can extend the rental period after informing our staff and receiving their approval

RULE 6

CROSSING THE BORDER

Our cars may cross the border with the correct documentation. Choose one or more destinations when booking:

- Montenegro - €25
- Croatia - €25
- Serbia - €25

The cross-border authorization must be selected when booking or noted when renting the vehicle.

RULE 7

ACCIDENT OR DAMAGE

- Call the police on 122
- Inform us where the accident happened, who is at fault and whether anyone is injured
- Follow the instructions we give you after you contact us

RULE 8

CANCELLATION AND REFUND

- To cancel a reservation, contact us by phone, WhatsApp or email
- After cancellation, we refund the amount paid within 24 hours

RULE 9

PAYMENT

- Online payment with Mastercard, Maestro or Visa
- All transactions are processed through a secure, authorized payment gateway
- Prices include VAT