

**TABLE OF CONTENTS****RENTAL TERMS AND CONDITIONS**

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Document & Age Requirements, Payment, Driving Restrictions **1**

---

**PRICING AND EXTRAS**

---

Pricing Details, Additional Services, Extras, Fees & Surcharges **1**

---

**RETURN LOCATION FEES**

---

International Drop-off Locations & One-way Fees **2**

---

**INSURANCE PACKAGES**

---

Basic & Full Insurance, Security Deposit **3**

---

**VEHICLE FLEET AND CAR GROUPS**

---

Car Groups, Excess and Deposit Amounts **4**

---

## TIPS FOR A SMOOTH RENTAL EXPERIENCE

**At pick-up**

Your vehicle will be inspected for existing damages together with an Avant Car rental agent. If you notice additional damages not marked on your rental agreement, immediately notify our rental agent before starting your journey.

**Before returning**

Top up your tank before returning the vehicle, otherwise you will be charged for fuel by a per-litre rate including an additional refueling fee.

**When returning**

Remember to take all your personal belongings with you before returning your rental vehicle. When dropping off the vehicle during after hours (key box), any forgotten personal items will not be retrievable until the office opens.

## Rental Terms & Conditions

### Driving licence requirements

**Young driver fee** for drivers between 18 and 21 years of age is 5.00 € per day, maximum 50.00 € per rental.

**Senior driver fee** for drivers between 75 and 85 years of age is 5.00 € per day, maximum 50.00 € per rental.

**Minimum age** requirement for rental of any car group is 18 years of age.

**Maximum age** limit for rental of any car group is 85 years of age.

Drivers must be in possession of a driving licence for at least **two years**.

### Payment (Basic Insurance Option)

A valid **Credit Card** in the name of the renter must be presented as a guarantee for the rental. The amount of "Non waivable excess" increased by €200 will be blocked on the renter's **Credit Card**.

### Payment (Avant Car Full Insurance Option)

A valid **Credit or Debit Card** in the name of the renter must be presented as a guarantee for the rental. The amount of €100.00 will be blocked on the renter's **Credit or Debit Card**.

### Driving restrictions & international travel

Cross-border travel permitted to Albania, Kosovo, Bosnia and Herzegovina, Bulgaria, Croatia, Greece, Montenegro, Serbia and Slovenia.

Vehicles cannot be driven to any other country not included in the list above.

To travel abroad, a Cross-border fee of **€35.00 is charged per visited country**.

### Fuel policy

The fuel policy is full-to-full. The renter receives a vehicle with a full tank and must return the vehicle with a full tank - unless otherwise instructed by a rental agent.

## Pricing & Extras

### Price of rental includes:

- unlimited mileage
- Collision Damage Waiver (CDW)
- Third Party Liability (TPL)
- Theft Protection (TP)
- Winter tyres from 15 November to 15 March
- Airport Surcharge
- 18% VAT

### Price of rental does not include:

Optional Extras	Per day	Max. price
- Additional driver	€ 4.00	€ 40.00
- Young driver fee (18-21 y/o)	€ 5.00	€ 50.00
- Senior driver fee (75-85 y/o)	€ 5.00	€ 50.00
- Cross-border fee	€ 35.00 <b>per country</b>	
- GPS device	€ 5.00	€ 50.00
- Baby seat (0-13 kg)	€ 5.00	€ 50.00
- Child seat (9-18 kg)	€ 5.00	€ 50.00
- Booster seat (15-36 kg)	€ 5.00	€ 50.00

## Fees and surcharges

<b>Refueling fee</b>	<b>€ 10.00 + fuel price</b>
Fuel policy is full-to-full. This charge applies if the rental vehicle is returned without a full tank of fuel. Fuel cost is a separate charge.	
<b>Fuel charge (per litre)</b>	<b>Daily market price</b>
Missing fuel is charged based on the daily market rate.	
<b>Prepaid tank of fuel</b>	<b>Daily market price</b>
An option to pre-purchase a full tank of fuel. Refunds for any unused fuel are not possible.	
<b>Cross-border penalty</b>	<b>€ 625.00</b>
Penalty applies if a customer crosses a border of a foreign country without permission	
<b>Lost and found items postage &amp; handling fee</b>	<b>€ 25.00</b>
Handling fee for packaging and postage of lost personal belongings to customer's home address. Shipping costs excluded.	
<b>Damage handling fees</b>	<b>€ 100.00</b>
Fee applies in case of damage to or theft of vehicle.	
<b>Speeding, parking and traffic fine handling fee</b>	<b>€ 50.00</b>
Administration fee for review and forwarding of tickets, fines and charges to the authorities. The fine is not included in this price.	
<b>Drop-off location change at pick-up</b>	<b>€ 20.00 + OW fee*</b>
Fee applies if the return location is changed by the customer at the time of vehicle pick-up.	
<b>Drop-off location change after pick-up</b>	<b>€ 50.00 + OW fee*</b>
Fee applies if the return location is changed by the customer after vehicle pick-up.	
<b>Drop-off location change without notice</b>	<b>€ 100.00 + OW fee*</b>
Fee applies if the customers returns the vehicle to a different location without prior notice.	
<b>Early return of vehicle</b>	<b>No refund</b>
Refunds for early returns or unused vouchers are not possible.	

All prices include 18% VAT. Extras are payable locally, available on request.

\*One-Way Drop-off Fee

## Return location fees

One-way fees apply when the pick-up location is different to the drop-off location. Avant Car must be informed of different pick-up and return locations prior to the start of rental. One-way fees only apply to rentals between international locations.

### International One-way Fees from North Macedonia

#### To Croatia

Dubrovnik airport [DBA] / downtown [DBD]	<b>€ 649.00</b>
Split airport [STA] / downtown [STD]	<b>€ 708.00</b>
Zadar airport [ZDA]	<b>€ 708.00</b>
Zagreb airport [ZGA] / downtown [ZGD]	<b>€ 885.00</b>

#### To Slovenia

Ljubljana airport [LJAPT], downtown [DTN1], rwy. station [DTN2]	<b>€ 944.00</b>
Maribor [MB]	<b>€ 944.00</b>
Koper [KP]	<b>€ 1,062.00</b>

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## Insurance packages

Customers can choose between **basic** and **full** (optional) insurance. The Avant Car full insurance option reduces the exterior damage responsibility amount to €0 and the safety deposit to €100. Full insurance packages of 3rd party providers are standalone, and are not associated with Avant Car insurance products. These 3rd party offers fall under our basic insurance policy.

### Basic insurance option summary

- a security deposit ranging from **€ 700.00** to **€ 1400.00**, based on booked car group
- maximum damage and theft responsibility in form of an insurance excess
- security deposit can only be made on the renter's **Credit Card**

### Full insurance option summary

- a security deposit in the amount of **€ 100** for all car groups
- reduced damage and theft responsibility
- security deposit can be made on the renter's **Debit or Credit Card**

### Security deposit

At the time of vehicle pick-up the renter is required to leave a deposit to cover the value of the insurance excess, increased by an additional amount of €200 to cover the value of an empty fuel tank or a potential loss of documents and keys

The security deposit is held as a guarantee in the event of damage or theft of the vehicle. Depending on the booked car group, the deposit varies from a minimum amount of **€ 700.00** up to a maximum amount of **€ 1,400.00**. By purchasing Avant Car's full insurance "Carefree package" the excess and security deposit amounts are lowered to **€ 100.00**.

The deposit can only be blocked on the renter's **Credit Card** (or Debit Card if full insurance is purchased). Cash deposits, pre-paid cards and virtual cards **are not accepted**.

The security deposit is released after the end of the rental period, if the vehicle was returned with a full tank of fuel and in the same condition as collected at the beginning of the rental. It may take up to 30 days for the blocked funds to be released on the renter's credit card.

If the renter fails to present a valid credit card in their name or if insufficient funds are available on the card, Avant Car reserves the right to refuse the release of the vehicle.

### Insurance and liability

All offers include basic insurance with deductible excess and liability Collision Damage Waiver (CDW), Theft Protection (TP) and Third-Party Liability protection (TPI). The Excess liability is the maximum amount the driver is responsible for in case of damage to the rental vehicle during the rental period. CDW insurance does not cover damage to tyres, windscreen, glass, undercarriage, damage to or loss of the car's documents or keys, damage caused by the renter's negligence (i.e., wrong fuel type), or driving under the influence of alcohol, drugs and other illegal substances.

The security deposit, reserved on the renter's card, can be deducted by Avant Car in case of damage to the rental vehicle, traffic fines and traffic charges, lack of fuel, refueling the incorrect fuel, not returning the rental vehicle on time, incurred penalties according to the T&Cs, chemical cleaning or loss of documents and keys.

## Vehicle fleet & car groups

### Car groups, Excess and Deposit amounts

The vehicles and vehicle models listed in the pricelists or offers are the most common vehicles in the Avant Car fleet. We cannot guarantee an exact brand or model of the rental vehicle as displayed on our website, our partners' websites or the rental voucher (unless explicitly stated that the booked model is guaranteed).

Sample model	Car group	CDW & TP	Excess		Deposit	
			ACRIS	Basic Insurance	Full Insurance	
VW Polo or similar	EDMR	incl.	€ 500	€ 700	€ 0	€ 100
VW Golf or similar	CDMR	incl.	€ 750	€ 950	€ 0	€ 100
Hyundai i10 Aut. or s.	EDAR	incl.	€ 750	€ 950	€ 0	€ 100
Skoda Fabia SW or s.	EWMR	incl.	€ 750	€ 950	€ 0	€ 100
Skoda Fabia SW Aut.	EWAR	incl.	€ 850	€ 1,050	€ 0	€ 100
Skoda Octavia or s.	IDMR	incl.	€ 1,000	€ 1,200	€ 0	€ 100
VW T-Roc or similar	IFMR	incl.	€ 1,000	€ 1,200	€ 0	€ 100
VW T-Roc Aut. or s.	IFAR	incl.	€ 1,000	€ 1,200	€ 0	€ 100
VW Arteon Aut. or s.	SDAR	incl.	€ 1,200	€ 1,400	€ 0	€ 100

*All sample models may be substituted for a directly comparable vehicle of the same car group.*



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