

CAR RENTAL TERMS - SERBIA



Hertz

Hertz locations in Serbia



You may find more information about the Autohellas Hertz network of car rental locations [here](#).

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WELCOME



Hertz - Your first choice!

Dear associate,

Welcome to **HERTZ SERBIA** family and thank you for trusting us for your car rental!

We are sure that you will keep the car you received as if it were your own.

We assure you that all Hertz Serbia employees is by your side at all times, ready to provide you with any information or clarification that you may require and to offer the best possible assistance.



*Please keep this Car Rental Terms,
as it includes useful information*

Enjoy the ride with Hertz!

ABOUT HERTZ AND AUTOHELLAS GROUP

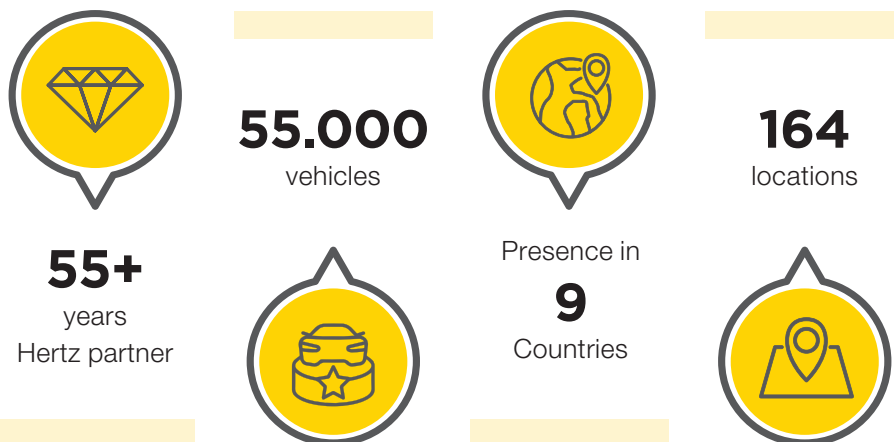


In 1918, Walter L. Jacobs had the innovative idea and established the first car rental office in the world in Chicago, in the United States of America, purchasing and repairing on his own twelve second-hand Ford model T automobiles.

In 1923, the company's income exceeded 1 million USD and W. L. Jacobs sold it to John Hertz, who changed the name into „Hertz Drive – UR – Self System“, remaining, however, president of the company.

Subsequently, the company changed ownership; it was renamed to „The Hertz Corporation“ and listed on the New York Stock Exchange. Since then, the company grew and expanded rapidly, becoming the largest car rental company in the world and has remained as the leading car rental company for 80 years.

Presently, with more than 100 years experience in the car rental business, Hertz has over 600.000 cars and 12.000 offices in 160 countries, in 5 continents.



In 1961, Hertz opened its first office in Athens. In 1966, Theodoros Vassilakis, with six Volkswagen automobiles, was granted a license to establish a Hertz Corporation branch on the island of Crete. The island of Rhodes followed two years after, and in 1974 AUTOHELLAS was granted the franchise of Hertz trade name in Greece.

Presently, AUTOHELLAS (Hertz International Franchisee) is a 100% Greek company, with a strong presence in 9 European countries: Greece, Romania, Bulgaria, Ukraine, Serbia, Cyprus, Portugal, Montenegro and Croatia. The network has more than 160 stores, 50 of which are in the largest airports.

Owned by AUTOHELLAS S.A., **Autotechnica Serbia d.o.o.**, hereinafter referred to as **Hertz Serbia**, operates in Serbia as a franchise company of Hertz International. Hertz Serbia provides a service of renting and selling vehicles and fleet management.

KEY FACTS ABOUT YOUR RENTAL



DRIVER REQUIREMENTS

In order to rent a vehicle, the driver must fulfil the following requirements:

- Minimum age is 25 years. Young Driver Surcharge (YDS) allows customers between 21 and 24 years of age to rent groups A, B & K under the condition that they hold a driver's license for at least 24 months prior to the pickup day.
- The driver must hold a valid credit card accepted by Hertz for all necessary pre-authorization amounts as well as pre-payments and settlement of final rental charges. Cash deposits are not acceptable.
- Every driver must hold a valid driving license issued in Serbia (drivers with a probationary driving license can not rent a vehicle), the European Union or be a holder of a valid International Driving Permit.

Authorized drivers: Only the renter and any other authorized person is allowed to drive the vehicle. However, they are not allowed to drive the vehicle if they are excessively tired, or under the influence of any substance that may adversely affect their perception or ability to react (such as alcohol, drugs or certain medication). Authorized drivers must meet the age limits and hold a valid driver's license for at least 2 years.

RENTAL AGREEMENT

- The Rental Agreement is the document you sign and receive either as an electronic copy in your email, or as a paper copy at the store when you pick-up the vehicle. It includes the various elements of the rental and by signing it you confirm that they are correct and accept the:
 - > General Terms and Conditions, as stated on the Rental Agreement
 - > And the present Rental Conditions
- The Rental Agreement is made with Hertz Serbia and all the references to "Hertz", "we", "us" and "our" are to that company. All references to "you" and "your" are to the renter/driver. The Rental Agreement is governed by Serbia Law and any dispute that might arise between the Company and the Renter shall be subject to the exclusive jurisdiction of the courts of Belgrade. Any part of the Agreement considered as illegal or unenforceable under applicable law shall be considered deleted, while the remainder of the Agreement shall remain in full effect.

RESPONSIBILITY

Company's responsibility: We are responsible to you for providing the vehicle in good overall and operating condition and for replacing the vehicle in the event of mechanical breakdown.

Renter's responsibility: You must return the vehicle in accordance with the signed Rental Agreement and pay the agreed rental price. You must have a copy of the Rental Agreement (even electronic) available in case of a Police check.

In case of late return, loss or damage of the vehicle, as well as for fines and other charges arising during the rental, the renter is responsible to the company.

Please read the Rental Agreement to fully understand the renter's obligations.

DISPUTES

- The company's Customer Service Department remains at your disposal and aiming to amicably resolve any dispute in:



office@hertz.rs

Monday-Friday: 09:00 -17:00



+381 11 2028200

PRIVACY POLICY

When you rent a vehicle from Hertz Serbia, you consent to the Company collecting storing and processing your personal information in accordance with the Privacy Policy (**Appendix 3**).



PICK UP



VEHICLE

Any reference to the “vehicle” or the “car” in the Rental Conditions refers to the vehicle provided by the company to the renter, including any replacement vehicles, as well as all parts and accessories belonging the vehicle, and any additional equipment provided, such as child seats, GPS navigation devices, snow chains, etc.

- **Condition of the vehicle**

It is important that the renter inspects the condition of the vehicle at the start of the rental and upon its return. The Car Condition Inspection report includes a summary of any existing damage. Please check if these details are correct. Upon its return, the vehicle will be inspected and any new damages will be recorded in the Car Condition Inspection report.



Please note that at peak times the renter should allow 20 to 30 minutes for our staff to complete the inspection and agree any damage. If the renter doesn't have the available time any new damage will be assessed and charged in their absence.

- **Hidden damage**

Some damages will not be apparent during post-rental inspection, such as damage caused to inaccessible parts of the vehicle (e.g. the engine, fuel tank or clutch) or hidden by adverse light or weather conditions. If the company determines any such damage, they could proceed with any charges since you will be notified.

- **Care**

The renter is responsible for looking after the vehicle and reducing the risk of breakdown and damage by complying with the Rental Restrictions seen below. The renter must make sure he/she uses the correct fuel, inspect the tires, oil and other fluid gauges, and refills when necessary. The renter is also responsible for carefully parking the vehicle and locking it when walking away

or stops using it. The renter must respond to the vehicle's indicators and stop driving if a relevant indicator lights up. The renter should avoid passing through places with high water levels and in such cases should switch off the engine. In case of immobilization of the vehicle, the renter is requested to inform the roadside assistance and the company.

The renter is responsible for returning the vehicle in the condition it was provided by the company, subject to fair wear and tear due to use. The renter is responsible to the company for any additional damages found upon return.

The use of any type of cigarettes in the vehicle is strictly prohibited. In case of violation of this rule, the company reserves the right to charge deep cleaning costs upon vehicle return.

RENTAL RESTRICTIONS

• Use

The vehicle belongs to the company and the renter, apart from the right of using it, cannot sublease, transfer or sell it.

The renter may not use the vehicle:

- > To carry cargo for remuneration.
- > To carry passengers for remuneration (e.g., as a taxi or car sharing agreement or similar).
- > To carry anything which may harm the vehicle (including explosive or combustible materials) or delay the company's ability to rent the vehicle again because of its condition or smell.
- > When it is overloaded with passengers and/ or baggage.
- > To tow or push any vehicle, trailer, or other object without the company's express permission.
- > Off-road or on roads unsuitable for the vehicle, including racetracks.
- > To take part in any race, rally or other contest.
- > In restricted areas, including airport service roads and associated areas.
- > In contravention of any traffic or other regulations.
- > For any illegal purpose.





DRIVING ABROAD

Unless there is not prior written approval by the company, it is forbidden to travel with the rental vehicle outside the Serbia borders. If any breach of this restriction occurs, the Rental Agreement is canceled and the insurance coverage and any exceptions are invalid. The renter is responsible for any additional related costs.

CHARGES

- The Rental Agreement states the charges that have been agreed at the start of the rental period and the renter agrees to pay those charges and any others that might occur by the end of the rental period.
- The renter should own a credit card accepted by Hertz to cover the guarantee and the payment of the rental costs..
- On pick up date, the amount of the guarantee/deposit, depending on the vehicle category, will be blocked to the renter's credit card.

The amount would be released or refunded on drop off date as soon as all payments have been completed. See detailed description of the Guarantee/deposit in **Appendix 1**.

Please check **Appendix 1 and 2** for further explanation regarding the basic charges and any additional charges that may arise from the rental. Upon return of the vehicle, a final receipt/invoice will be issued or sent to the renter's email





FUEL POLICY

Fuel is not included in the rental rate.

For a rental period of 1-2 days:

The renter should return the car with the same quantity of fuel as shown at the time of pickup. In the event that the customer returns it with less quantity, the customer will be charged the value of the missing fuel. Additionally, a Refueling Service Charge will be applied, which today is €15 + vat.

For a rental period of 3 days or longer:

The renter is required to prepay the cost of the quantity of fuel which is in the tank of the rented car at the pickup time. Upon returning the car –and only at this time– the customer may ask to be refunded with the value of the fuel in the tank at that time. In this instance, if the quantity of fuel in the tank is less than the one the customer has prepaid, then the Refueling Service Charge will be applied, which today is 15€ + vat. Any refund due will be processed through customer's credit card.

Please note that:

- The price per liter of fuel used is the average fuel price for the area where the car was rented. The Refueling Service Charge is €15 + vat, while Hertz reserves the right to change it in the future without prior notice. Any fuel refunds, disputes etc. must be resolved with Hertz staff at the time of the vehicle's return. Hertz will not consider any disputes once the final invoice has been issued.



Benefit by prepaying fuel

By prepaying fuel, you can save time and effort:

- > You may be in a hurry to catch your flight or ferry and don't want to waste time at the gas station.
- > You may not know the area where you are about to drop off the vehicle, and especially where the nearest gas station is.
- > Gas stations may not be open as they rarely operate 24 hours, or may be closed due to a public holiday, strike, Sunday, etc.
- > You may want to sum-up all your rental expenses from in just one document.
- > You may just want to save considerable time when returning the vehicle.



DURING THE RENTAL



BREAKDOWN

- If a renter experiences any problem with the vehicle due to a mechanical breakdown or accident, he/she should call Hertz Serbia office, by calling the numbers included in the Rental Conditions leaflet or the Rental Agreement. Please note that no one should be allowed to service or repair the vehicle without the company's permission.

ACCIDENTS

If the renter has an accident or if the vehicle is stolen, the renter agrees to co-operate with the company and the respective insurance company during any investigation or subsequent legal proceedings.

The renter should also take the following steps:

- **Inform the company**

In case of theft, the renter should inform as soon as possible Hertz office by calling the numbers indicated in the Rental Conditions leaflet or the Rental Agreement. The accident should be reported to the police as soon as possible if there was any other vehicle involved, or an injury or property damage of a third party occurred. Under no circumstances the renter should abandon the vehicle.

- **Complete the Accident Report**

the renter must complete the Accident Report available in the vehicle or, upon request when returning the vehicle, within 48 hours, and deliver the form to a representative of the company. The Report must be completed, signed and, if possible, agreed with each third party, even if no damage has occurred to the vehicle.

If the renter does not comply with the instructions in case of an accident, the waiver products may cease to be valid. See **Appendix 1** for a detailed description of coverages and requirements.

DAMAGE AND THEFT

• Responsibility

If the vehicle is lost, stolen or damaged during the rental, the renter is responsible for all losses suffered (up to the full replacement value of the vehicle) and all costs incurred, unless the loss or damage is directly due to the company or we have been reimbursed by a third party or their insurers.



IMPORTANT NOTICE

The renter's liability to the company may include:

- > **Cost of repairs and loss of rental income.**
- > **Towing and storage charges.**
- > **Loss in value of the vehicle.**
- > **Administration charges to recover the company's costs for dealing with these issues and any related claim.**

• Security

The renter is responsible for the security of the vehicle and should try to minimize the risk of theft or vandalism by parking in a safe place. The renter should always remove valuable items (including any GPS unit) from sight and make sure the vehicle is locked. The renter should always possess the vehicle keys and vehicle documents that have been delivered to him/her.

• Theft

In case of vehicle theft the renter should inform the police and Hertz office within 24 hours since the event and complete the Theft Report as described above. The renter must be able to show that he/she has taken appropriate care by returning the keys and vehicle documents to the company. **Otherwise, applicable waiver products of Hertz Serbia will be invalid.**

Insurance and waiver products:

The rental rate automatically includes Third Party Liability Insurance which protects the renter and any authorized drivers against claims of death,

personal injury, caused by the vehicle during the rental. In addition, if not already included in the rental rate, the renter may choose:

> Personal Accident Insurance (PAI) to provide cover for the

renter and passengers in cases of injury, medical expenses, or death.

> Optional Waivers such as CDW, SCDW, Super Cover and TP: to reduce or eliminate your liability to the company for damage to or loss of the vehicle.

• Loss or damage of personal belongings

The renter is responsible in case of loss or damage to personal belongings which are inside of

the rental vehicle, regardless of fault. Loss or damage of personal belongings is not covered by the waivers offered by the company.

To the extent allowed under applicable law, the company's insurance and waiver products will be void if the renter breaches the Rental Agreement, or if the loss or damage is caused intentionally. The company's waivers may also be invalid if the loss or damage is caused by the renter's gross negligence or that of an authorized driver. On **Appendix 1** there are details about the terms of optional exemptions, insurance coverage and exclusions

FINES, TOLLS, AND OTHER CHARGES

The renter is responsible for all fines, road tolls and similar charges (including parking fines) incurred in relation to the vehicle during his/her rental. Some of these will be sent and paid by the company, which will recover from the renter by way of reimbursement. Alternatively, the company may require the renter to provide his/her details to the relevant authority or other third party, who will contact the renter directly.

IMPORTANT NOTICE

In addition to any fine or charge the renter incurs, the company may also apply an Administration Fees to contribute towards the time and costs incurred in dealing with such matters. For further details regarding these charges please see **Appendix 2**.



END OF RENTAL



RETURN PROCEDURE

The renter should return the vehicle to the return location by the time stated on the Rental Agreement, or as otherwise agreed with the company, otherwise additional charges may apply as described below.

- **Change to time or location**

If the renter wishes to change the time or place of return, or arrange for the company to collect the vehicle, the renting office should be contacted to agree. Any amendment to the agreed return arrangement is at the company's discretion and may involve additional charges, as a change to the return time might involve an increase in rental charges, as different rates may apply. If the return location is changed the company may charge a one-way fee to cover the costs of returning the vehicle to its original location. In case of early return of prepaid rentals, the renter is not compensated by the company.

- **Late return**

Hertz Serbia usually allows for a short period of delayed return of about 29 minutes without any extra charges. After this period the rental charges are calculated 24-hour intervals from the time shown on the Rental Agreement.

If the vehicle is returned later, a new 24-hour period is entered and will be charged with the period's standard rate. And that charging principle is applied for every successive 24-hour period entered until the return of the vehicle.

- **Return Outside Operating Hours**

In this case, the company's consent and appropriate instructions must have been given to the renter beforehand. The renter must make sure that he/she has removed all personal belongings from the vehicle, as the company is not responsible for their possible loss or destruction. If personal items are found in the vehicle, the company will take the necessary measures to return them, at the renter's expenses.

The renter remains fully responsible for the vehicle, including any damages, until the company determines/detects them.

- **Early Return/Extension of Rental**

No refund for any unused voucher value/rental days. Ongoing rental extension should be arranged with Hertz Serbia at least 48 hours before the intended/reserved rental expiry, to be charged as per valid retail tariff

CHARGES

On return of the vehicle the company will inspect and add any additional charges arising from the late return or use, such as charges for fuel or any damage.

Some charges cannot be conclusively determined upon return, such as charges for major damage or any fines that the company receives regarding this rental. The company will notify the renter of any such charges when they are determined. The company will provide the rental receipt upon return, or via email or courier in consultation with the renter.



MONTHLY RENTAL

- In case of rental periods for one month or longer, the renter must visit an Hertz Serbia store once per month, to carry out an inspection of the vehicle and receive the new monthly Rental Agreement
- The monthly fee is paid before receiving the vehicle. At the end of the month, the renter should pay the next monthly fee in advance should he/she wishes to renew the rental
- The guarantee/deposit is paid before receiving the vehicle and is returned after the end of the rental and if there are no pending charges.
- If the rental is terminated earlier than the agreed period at the renter's responsibility, the running monthly fee is not refunded.





TERMINATION OF RENTAL AGREEMENT

The company reserves the right to terminate the Rental Agreement without prior notice and immediately take possession of the vehicle in case:

- The vehicle is involved in an accident, breaks down or needs repair or salvage.
- The renter has not paid an invoice, or any other payment requested (orally or in writing) or the renter's credit card has been declined.
- The bank declines the charge made to the renter's credit card and the amount is not paid within 24 hours since notification of the pending payment.
- The company is required by the Police or other regulatory authority to take possession of the vehicle.
- The company reasonably believes that the renter has breached or is likely to breach the Rental Agreement.
- The vehicle is not returned by the agreed date.
- The company reasonably considers that the vehicle is at risk of damage.
- The company reasonably believes that an incident of prohibited use has occurred or is likely to occur.

The company may terminate the Rental Agreement at any time for breach of any term of the Rental Agreement. Any terms of the Agreement intended to be applied after the termination of the Agreement will remain, including the terms in the **Damage and Theft section.**

In case of termination and/or repossession, the renter shall not be entitled to any refund if the termination and/or repossession is due to acts or omissions of the renter.

APPENDICIES



1. GUARANTEE, INSURANCE, OPTIONAL COVERS

GUARANTEE / DEPOSIT:

For rentals in Serbia, on pick up date, the amount of the guarantee/deposit is reserved from the renter's credit card and is returned in full at the end of the rental, as long as no other charges are pending. The release order is being made directly by the company. The release of the amount depends on the bank issuing the card. The company reserves the right to vary the deposit amount at any time. The amount of the guarantee/deposit differs per vehicle group as seen below:

Vehicle groups	Guarantee / Deposit amount
A, B, K	€500
C, D, L, M	€700
N	€900
YL	€1,300

**The charges listed in the Appendices may be updated at any time.*



INSURANCE

The company provides insurance and waiver products for the main risks assumed by the renter. Insurance products may be included in the rental price or be available as optional extras. The key benefits, limitations and exclusions applicable to insurance products are summarized below:

LIABILITY INSURANCE AGAINST THIRD PARTIES

(included in the rental rate)

- Protects the renter and any authorized driver against claims by third parties (including occupants of the vehicle apart from driver) for property damage, personal injury, or death, caused by the vehicle during the rental period.
- For any damage exceeding the limit of insurance coverage, defined by law, the renter is responsible, without any further claim and charge to the company.

The company reserves the right to compensation and any agreed exemptions become invalid and the protection that they provide to the renter cease to apply if the renter:

- Violates the obligations arising from the Rental Agreement and in particular the terms described in

the **Rental Restrictions** section.

- Willfully causes loss or damage to the vehicle.
- Is not authorized by the company as a primary or additional driver.

OPTIONAL WAIVER PRODUCTS

(CDW, SCDW, TP, SUPEROVER)

The renter's liability for loss or damage to the vehicle may cover the entire value of the vehicle. The renter can limit or even completely be relieved of responsibility with the following security products:

COLLISION DAMAGE WAIVER (CDW & SCDW)

CDW (Collision Damage Waiver) is frequently included in the rental rate and reduces the renter's liability to the company to the amount of the applicable excess, according to the following "Damage Repair Table" which applies to each incident damage caused, other than theft, attempted theft, or vandalism. The amount of liability can be further limited with SCDW coverage. CDW & SCDW covers the following cases of damage.

- > Impact with a fixed or moving object.

- > Loss of control of the vehicle provided.
- > Natural events, such as snow, hail, flood, or rock fall.
- > Fire caused by vehicle defect, including electrical fault, or from adjacent fire or explosion, criminal or terrorism acts.

• **THEFT PROTECTION (TP)**

TP (Theft Protection) is frequently included in the rental rate and reduces the renter's liability to the company to the amount of the applicable excess, according to the following "Damage Repair Table" which applies to each incident related to loss of or damage to the vehicle, caused by theft or attempted theft.

• **SUPER COVER (SUP)**

SUP Cover is an optional product that the renter has peace of mind for by eliminating any potential liability to the company for the CDW, SCDW or TP excess, for loss of or damage to the vehicle during the rental. SUP cover includes glass breakage, tire damage.

KEY LIMITATIONS & EXCLUSIONS

(CDW, SCDW, TP, SUP)

Driving on unsuitable road conditions:

- Driving on a road with a bad condition without due care, resulting in damage to the undercarriage. No waiver product (CDW, SCDW, SUP) covers damages to the undercarriage, car tires and wheels.
- Driving on the beach, resulting to damage by salt water and/or sand.
- Driving through a flooded road, causing damage to the engine.

Examples of improper use of the vehicle:

- Filling the vehicle's tank with the wrong type of fuel, or otherwise contaminating the fuel tank.
- Damage occurring because of ignoring a warning light.
- Burning a clutch (which requires persistent ill use) or using the hand brake incorrectly.
- Damage to the wheel rim caused by driving with a flat tire.
- Fitting unauthorized objects to the interior or exterior of the vehicle.

- Carrying especially dirty or smelly materials, that damage or burn the interior, or require additional cleaning care.

Examples of contribution to damage and/or theft of the vehicle:

- Damage resulting from locking the keys in the vehicle or losing the keys.
- Damage resulting from leaving the vehicle windows open.
- Loss of the vehicle caused by failure to use the anti-theft system (when provided).
- Loss of the vehicle during a period when the renter is unable to return the keys.

Additional Equipment: The company's waiver products do not extend to any equipment (e.g., GPS units, child/baby seats etc.) that is rented. The renter will be charged for the replacement of these items if they are lost or damaged. Theft protection does not cover the theft of personal items from the rental car.

Damage Administration Charges:

CDW, SCDW, SUP and TP insurance products do not reduce or eliminate the damage administration fee that may be applied in case of a damage during the rental.

The waiver products will be void – meaning that the renter's liability to the company for damage or loss will not be reduced or eliminated – when the renter or an authorized driver are grossly negligent, acting in a way they know or should know is likely to cause personal injury or property damage, such as miscalculating the height of the vehicle. Other examples are impact with overhead or overhanging objects, driving into a barrier that is too low for the vehicle to pass beneath, driving into a barrier in a car park before it fully opens etc.

DAMAGE REPAIR TABLE

Groups	CDW		SCDW ⁽¹⁾		SUP ⁽²⁾		WSP		TPC	
	Daily charge	Deductible	Daily charge	Deductible	Daily charge	Deductible	Daily charge	Deductible	Daily charge	Deductible
A, B, K	€10	€500	€6	€150	€3		€2		€5	€500
C, D, L, M	€14	€700	€9	€200	€4		€3		€7	€700
N	€19	€900	€12	€300	€5		€4		€9	€900
YL	€25	€1,300	€16	€400	€6		€5		€12	€1,300

* The above mentioned charges do not include VAT

(1) The CDW coverage must be already included in the rental

(2) The CDW, SCDW and TP coverages must be already included in the rental. SUP includes full coverage of glass breakage and tire damage.

PERSONAL ACCIDENT INSURANCE (PAI)

PAI is offered for a daily charge of 4€ + VAT per day (with a maximum charge of 15 days) driver and passengers are insured in case of an accident involving rented vehicle. Amounts insured are in accordance with valid terms and conditions of the insurance company

YOUNG AND SENIOR DRIVER'S SURCHARGE

Young Driver Surcharge (YDS) allows customers between 21 and 24 years of age to rent groups A, B & K under the condition that they hold a driver's license for at least 24 months prior to the pickup day. Daily charge 7€ + vat (with a maximum charge of 10 days). Young drivers cannot add Super CDW or Super Cover to their rental.

Senior Driver Surcharge (YDS) is mandatory to drivers over 71 years. Applies to all groups. Daily charge 7€ + vat (with a maximum charge of 10 days).





2. ADDITIONAL PRODUCTS & SERVICES

Additional equipment and services subject to availability of company locations.



CHILD SEATS

(Baby/infant/Booster): Can be provided upon request with an additional charge of 5€ + VAT per day/and per item (with a maximum charge of 10 days).



GPS

Can be provided upon request with an additional charge of 6€ + VAT per day/and per item (with a maximum charge of 10 days).



WINTERIZATION FEE

Covers the cost of kitting a rental car out with winter equipment; It concerns rental period from 1st of November until 1st of April - although it may be extended. / Included in the rates.



EXTRA DRIVER/S

Only the main driver is covered to drive the vehicle. Any additional driver can be added with an additional charge of 5€ + VAT per driver/per day (with a maximum charge of 10 days).



CROSS BORDER FEE

All vehicles except luxury categories might be allowed to travel abroad under special conditions and only on request from the local Hertz office. Request must be made in advance of the rental pick up date and the cost is 35€ + VAT. **Driving to Albania & Kosovo is not allowed.**

POSSIBLE EXTRA CHARGES



DELIVERY/COLLECTION: Delivery/Collection outside Hertz offices is available on request basis. Minimum charge for Delivery or Collection close to a Hertz station is 15€ +VAT per Delivery/Collection.



NIGHT DELIVERY/COLLECTION: Out of hours service is available with an additional charge of 25€ + VAT per case.



MILEAGE LIMITATION: The company reserves the right to specify how many mileages are included in the agreed rental price, beyond them, the renter have to pay the agreed amount per additional mile. The mileages of each rental are listed in the Rental Agreement.



RENT HERE - LEAVE IT THERE: is applied to be charged for all rentals that are returned in a different city where a Hertz office is located. The price is 1€ +VAT per kilometer from the Hertz Serbia office to the final location. Rentals between two locations (airport/city offices) in the same city are free of charge.



INCIDENT ADMINISTRATION FEE (IAF): In case of an accident due to the renter's liability, the renter has the obligation to pay to Hertz a non-refundable fee 15€ + VAT to cover administration expenses.



TRAFFIC FINES: Will be paid by the renter. If not, Hertz will pay them and will charge the customer with the full amount of traffic fine plus the Incident Administration Fee, 15€ + VAT per case, in order to cover all administration expenses.



FLEET AVAILABILITY: Hertz reserves the right to provide a different car model to that originally reserved of an equivalent or higher model type.

All the above rates and charges are subject to VAT (20%).

All the charges are calculated according to current rates and are subject to a final calculation at the end of the rental. For further information, please contact the staff at the Hertz office or review the "General Rental Conditions" section on our website hertz.rs

3. PRIVACY POLICY

With the aim of providing an excellent service the company collects and stores the personal information of the renter.

USE FOR BUSINESS PURPOSES

When a renter rents with the company, he/she consents to the company processing their personal information in accordance with the Privacy Policy.

More specifically, the renter agrees that their personal information could be used by the company to serve the company's legal interests, such as for purposes of statistical analysis, credit control and protection of its assets. The above may include the disclosure of the renter's personal information to insurance companies and other organizations for the purpose of making payment procedures easier and fighting fraudulent claims, but also for the purpose of complying with the law or responding to a subpoena or other legal process.

If a renter uses a CDP (price discount) code provided by another company,

they agree that their personal information regarding their rental may be shared with that company.

It is noted that the geographic location of certain vehicles is monitored through GPS technology for security purposes.

USE FOR MARKETING PURPOSES

Giving the renter's consent to use their Personal Data to provide them with marketing information, perform surveys for customer satisfaction, or evaluation of the company's services via various means, including e-mail, SMS in accordance with applicable law. The renter can unsubscribe from receiving such messages at any time.

ACCESS TO PERSONAL DATA AND PRIVACY POLICY

The renter has the right to access their personal data that the company stores, as well as the right to request the correction or deletion in accordance with the Privacy Policy, which is available at:

<https://www.hertz.rs/rs/autohellas/privacy-policy/>.

For further clarification, you may contact a representative of the company at Hertz offices, or via email at office@hertz.rs or find us at the below address:

General Data Protection Regulation

Autotechnica Serbia doo

Omladinskih brigada 31

11070 Novi Beograd, Serbia



*You may find more information about
our Privacy Policy [here](#).*



4. COMMUNICATION

DURING THE RENTAL PERIOD

If you have any questions or face any problem during your rental, you may call the Hertz office at any time, using the number indicated in the Rental Agreement

BELGRADE

- Central office New Belgrade:
tel: +381 11 2028200
Working hours: 9 a.m. - 5 p.m., from Monday to Friday
- Office airport Nikola Tesla Belgrade.
tel: +381 11 2286017
Working hours: 8 a.m. - 10 p.m., every day
- Other days and outside working hours please call: +381 69 44 46 000

You can also report any problem to the staff at the office when returning the vehicle. Alternatively, please contact the Reservations department via email at office@hertz.rs

AFTER THE RENTAL

If you disagree with any charge while returning the vehicle, or you are not satisfied with your rental experience for any reason, you may send an email to office@hertz.rs or call (+381) 11 20 28 200, Monday-Friday: 09:00-17:00.

Our goal is to process any customer request within 14 days.

ROADSIDE ASSISTANCE

In the case of an accident or vehicle breakdown, call the office where you picked up the vehicle at the phone number provided.

Not reporting an incident may incur additional charges.

www.hertz.rs 

(+381) 11 20 28 200

Autotechnica Serbia doo, Hertz International Franchisee,

Omladinskih brigada 31, postcode 11070, New Belgrade, Serbia



USEFUL PHONE NUMBERS

- > **Police**
(+381) 192
- > **Fire department:**
(+381) 193
- > **Ambulance:**
(+381) 194

Hertz

 hertz.rs