

## THE RATES INCLUDE:

- Unlimited mileage (except if limited mileage is provided for a certain offer)
- Third Party Liability
- Paid all road taxes for the territory of Republic of Bulgaria
- CDW – reduces the renter's liability in case of damage of the vehicle up to the amount of the deposit (excess). CDW is valid only if a protocol from the Police Authorities is presented. Does not cover damage to the vehicle due to driving under the influence of alcohol, other intoxicating substances or due to violation of the Bulgarian Traffic Laws
- TP – reduces the renter's liability in case of theft of the vehicle up to the amount of the deposit (excess). TP is valid only if a protocol from the Police Authorities is presented and the car keys and documents are returned
- Airport surcharge
- Replacement car in case of technical issue
- VAT 20%

## GENERAL TERMS AND CONDITIONS

### Renter`s personal requirements:

Renter must have held a full driving license for a minimum of 3 years. Minimum driver's age – 23 years, documents needed for car rental (ID card, passport and credit/debit card). Drivers under 23 years or with less than 3 year driving experience must pay an additional "Young driver" fee of 6,00 € per day. The required security deposit is double (there might be restrictions for some car classes). Explicit confirmation by the Lessor is required.

### Rental period:

Minimal rental period is 24 hours. If the vehicle is returned after the expiration of the hire contract without notice, the Renter will be charged as follows: up to 4 hours – rate for one day; over 4 hours rate for 2 rental days, over 8 hours – 3 rental days.

### Method of payment and security deposit:

During the booking process you can complete a partial prepayment (15% of the total price) or a full prepayment using a credit/debit card, bank transfer or Paypal. Your card will be balanced with the text "Modul EOOD" – our company name. If a partial prepayment is chosen, the Renter must pay the remaining price during the pick-up. The accepted methods of payment are Visa, MasterCard, bank transfer or cash payment. During the pick-up process the Renter must leave security deposit by card (Visa or MasterCard) issued on his name, which depends on the different car groups (150 – 800 EUR). With explicit confirmation by the Lessor the deposit could be in cash or with bank transfer as the required amount is higher by 100%. The Lessor reserves the right to reject a deposit in cash.

| Car class<br>SIPP/ACRIS code                         | Deposit<br>by Card | Deposit<br>in Cash |
|--|--------------------|--------------------|
| EDMR, EWMR, HDMR                                     | 150 €              | 300 €              |
| EDAR, EDAH, CFMR, IDMR, IWMR                         | 200 €              | 400 €              |
| FWMR, IDAR, IWAR, JDMR, JDAR, FDAR, IVMR, FVMR, IFAR | 300 €              | 600 €              |
| FFAR, LDAR*  | 800 € by c. card   | not applicable     |

**Cross Border rentals are with double deposit.**

**\*Security deposit mandatory by credit card.**

### Process of authorization of the deposit and cancellation of its authorization:

On picking up the car, the deposit amount is blocked /authorized on your Credit Card, and on dropping off the car is unblocked /the authorization is cancelled/ after inspection of the car.

### Full Protection/ Fee "Full coverage":

Is concluded for an additional fee upon request of the customer and provides the following rights:

- Refund of the deposit in case of damage or theft, including the damage to tires, wheels, windows and undercarriage.
- Replacement vehicle in case of damage, fire or theft (provided at the nearest office of the company).
- Free road assistance in case of damage or fire on the territory of Bulgaria.
- In case of road accident the renter is released from the administrative fee.

| Car Class<br>SIPP Код             | Full Protection |        |
|-----------------------------------|-----------------|--------|
| Summer season from 01.05 to 30.09 | summer          | winter |
| Winter season from 01.10 to 30.04 | €/day           | €/day  |

|  |      |      |
|--|------|------|
| EDMR, EWMR, HDMR   | 7 €  | 5 €  |
| EDAR, EDAH, CFMR, IWMR, IDMR, FWMR, JDMR, JDAR IDAR, IWAR, FDAR, S/IVMR, IFAR, | 9 €  | 7 €  |
| FVMR, FFAR, LDAR   | 12 € | 10 € |

### Please note:

In case of paying "Full protection", the customer gets full immunity from liability, only in case if the protocol from the police is available, returning the keys and documents of the car and it does not apply in case of drugs and alcohol usage. If the customer does not provide all the documents from the police for the accident - he pays the full amount of the damages, as well as the count of the days needed for fully repair of the car. If the customer does not provide the documents from the police, he will be fully responsible in case of theft or total damage of the car and must pay the full insurance amount of the vehicle. Paying the „Full protection" insurance does not cover partial misses, loss of parts or accessories and damages of the car interior (upholstery, dashboard, seats, coating of trunk and others). In case of lost documents, panel of the audio, CD, registration plate, GPS navigation or keys of the car, additional charges according to the official price list (available in the offices of the company) apply. In case of not paying "Full protection"/ fee „Release from liability" additional administrative fee of 30 € + fee according to the official price list applies (available in the offices of the company) in case of damage.

### Fuel:

The vehicle is rented with a full tank of fuel. Fuel consumption is payable by the Renter. In case the car is returned with less fuel than rented, the Renter must pay for the missing fuel at price 1.50 €/l. and an additional refueling fee of 10 € (except in case of paid fee for "Prepaid fuel").

### Prepaid Fuel

In case of paying „Prepaid fuel", the customer pays the amount of the fuel in advance and gets the option to return the vehicle with not full tank.

| Car class                                       | Fee "Prepaid Fuel" |
|---|--------------------|
| Ford Fiesta/Renault Clio <b>EDMR</b>            | 50 €               |
| Renault Clio IV Grand Tour <b>EWMR</b>          | 52 €               |
| Renault Captur <b>CFMR</b>                      | 52 €               |
| Renault Kangoo <b>IWMR</b>                      | 70 €               |
| Toyota Corolla <b>IDMR</b>                      | 62 €               |
| VW Passat Estate <b>FWMR</b>                    | 80 €               |
| Toyota Verso <b>IVMR</b>                        | 64 €               |
| Ford Custom/Renault Trafic <b>FVMR</b>          | 94 €               |
| Toyota Yaris aut <b>EDAR</b>                    | 48 €               |
| Toyota Corolla aut <b>IDAR</b>                  | 62 €               |
| Skoda Octavia Estate aut or similar <b>IWAR</b> | 80 €               |
| VW Passat aut <b>FDAR</b>                       | 80 €               |
| Nissan Qashqai aut <b>IFAR</b>                  | 62 €               |
| VW Touareg aut <b>FFAR</b>                      | 100 €              |

Some restrictions are possible. The stickers must be removed from a Bulgaria Car Rent employee. In case of unauthorized branding stickers removal, the LESSEE will be charged 40 euro. If the removal has damaged the dye or polish, there is an additional fee, which cost will be determined according to the established price list of the LESSOR.

### One-way rentals:

On request a vehicle can be delivered and picked up in other city or office of Bulgaria Car Rent. Delivery to neighboring countries is possible. Examples for one way rentals:

| Pick up | Drop off  | Price | Pick up | Drop off  | Price |
|---------|-----------|-------|---------|-----------|-------|
| Sofia   | Burgas    | 100 € | Burgas  | Varna     | 35 €  |
| Sofia   | Varna     | 100 € | Burgas  | Primorsko | 35 €  |
| Sofia   | Plovdiv   | 50 €  | Burgas  | Sozopol   | 25 €  |
| Sofia   | Bansko    | 50 €  | Varna   | Albena    | 10 €  |
| Sofia   | Borovets  | 40 €  | Varna   | Obzor     | 15 €  |
| Sofia   | Pamporovo | 80 €  | Varna   | Balchik   | 10 €  |
| Sofia   | Solun     | 160 € | Sofia   | Bucharest | 160 € |

### Deliveries:

The deliveries to another city or resort, where Bulgaria Car Rent doesn't have office are possible on advance request. Locations for example:

| Location                 | Price | Location       | Price |
|--------------------------|-------|----------------|-------|
| Thessaloniki - Greece    | 160 € | Bansko         | 50 €  |
| Bucharest - Romania      | 160 € | Borovets       | 40 €  |
| Sofia - Airport          | 0 €   | Byala          | 15 €  |
| Sofia address delivery*  | 20 €  | Balchik        | 10 €  |
| Varna - airport          | 0 €   | Blagoevgrad    | 30 €  |
| Varna - downtown         | 0 €   | Veliko Tarnovo | 60 €  |
| Burgas - Airport         | 0 €   | Velingrad      | 50 €  |
| Burgas - downtown        | 0 €   | Kavarna        | 20 €  |
| Golden Sands             | 0 €   | Obzor          | 15 €  |
| St. Constantine & Helena | 0 €   | Pamporovo      | 80 €  |
| Sunny Day                | 0 €   | Plovdiv        | 50 €  |
| Sunny Beach              | 0 €   | Pomorie        | 10 €  |
| Sveti Vlas               | 0 €   | Primorsko      | 35 €  |
| Ravda                    | 0 €   | Ruse           | 60 €  |
| Elenite                  | 0 €   | Sozopol        | 25 €  |
| Aheloy                   | 0 €   | Stara Zagora   | 60 €  |
| Albena                   | 10 €  | Shumen         | 20 €  |

### Additional driver, equipment and accessories:

An additional fee per day applies as follows:

| Extra                    | Price per day                             | Max. Price   |
|--------------------------|---|--------------|
| Additional driver        | 1,50 €                                    | 30 €         |
| Baby seat for infant     | 4,00 €/day                                | 40 €         |
| Child seat               | 4,00 €/day                                | 40 €         |
| Booster seat             | 2,50 €/day                                | 25 €         |
| Ski racks - if available | 4,00 €/day                                | —            |
| Snow chains              | 2,50 €/day for cars<br>4,00 €/day for SUV | 25 €<br>40 € |
| GPS navigation           | 4,00 €/day                                | 60 €         |
| 3G WiFi                  | 2,00 €                                    | —            |

### Non working hours fee:

If the vehicle is rented or returned in non working hours, an additional fee of 20.00 € applies. Working hours: Monday – Sunday 09:00h – 19:00h. On official public holidays - Easter, Christmas (24.12, 25.12, 26.12), New Year (31.12, 01.01) the fee is - 09:00-19:00 - 20 €; 19:00-09:00 - 40 €.

\*Our office at Sofia Airport works 24/7. As the mentioned fee is not applicable for this location, pick up and drop off are free of charge regardless the time.

### Cross border rentals:

Border exit: Cross borders are allowed to Turkey (european part), Greece, Romania, Macedonia, Serbia on request. An additional administrative fee applies: 50 euro for economy vehicles (EDMR, EWMR), 60 euro for compact, estates, intermediate vehicles and minivans (EDAR, CFMR, IWMR, IDMR) and 80 euro for all other vehicles (IDAR, IWAR, FWMR, FDAR, IVMR, FVMR, IFAR, FFAR, LDAR). The mentioned fee is for 1 country only. For each additional country the fee is increased by 50%. The renter should provide us with a copy of his driving license and ID card by e-mail at least 3 business days prior arrival. The required security deposit is double.

| Car Class<br>SIPP Code                          | Administrative<br>fee | Deposit<br>by Card | Deposit<br>in Cash |
|---|-----------------------|--------------------|--------------------|
| EDMR, EWMR, HDMR                                | 50 €                  | 300 €              | 600 €              |
| EDAR, EDAH, CFMR, IWMR, IDMR                    | 60 €                  | 400 €              | 800 €              |
| IDAR, IWAR, FWMR, JDMR, JDAR, FDAR, IVMR, FVMR, | 80 €                  | 600 €              | 1200 €             |

|            |      |                       |                |
|------------|------|-----------------------|----------------|
| IFAR       |      |                       |                |
| FFAR, LDAR | 80 € | 1600 € by credit card | not applicable |

**\* Deposit could be in cash only after explicit confirmation by the Lessor**

Crossing border to other countries, different from mentioned above is possible only after explicit confirmation by the Lessor. An individual offer for administrative fee and security deposit is prepared.

After confirmation by us, the Renter must send scanned legible copy of driver's license and passport for issuing the necessary documents at least 3 working days before the rental. Restrictions may apply.

**Cancellation/amendment and refund policy:**

A confirmed booking can be cancelled/amended no less than 72 hours before the pick-up time free of charge. In case of a booking cancellation/amend less than 72 hours before the pick-up time, a fee of 15% of the total rental price will be charged, but no less than the price for 1 rental day. In case of a no show, the prepayment will be not refunded. All booking prepayments will be fully refunded, if an alternative vehicle can not be provided.

**Additional information:**

The branding of the booked vehicle can be removed if there is a written request from the LESSEE. If the request has received a written approval from the LESSOR, the stickers can be removed only after that. The ad branding removal fee is on the price of 20 euro.

**Guarantee for class:**

Please note, that **Bulgaria Car Rent** reserves its right to provide a higher car class compared to the booked one.