



## TERMS AND CONDITIONS

### 1. DAMAGE WAIVER

**Collision Damage Waiver (CDW)** is an optional protection product that reduces the Renter's financial liability in the event of damage to or theft of the vehicle, where no responsible third party has been identified.

If CDW is not included in the reservation, it may be purchased at the rental counter, subject to availability.

If CDW is not included in the rental agreement or the Renter declines CDW, the Renter shall be fully liable for the cost of any damage to the vehicle and, in the event of total loss or theft, for the full value of the vehicle.

The applicable CDW deductible amounts are:

- **Economy: € 600**
- **Compact: € 850**
- **Intermediate: € 1,000**
- **SUVs & Full-Size Vans: € 2,300**

CDW does **not** cover damage to or loss of:

The underside of the vehicle, the interior of the vehicle, windshields, mirrors, tires.

CDW is applicable only where the damage has not resulted from a violation of applicable traffic laws, misuse of the vehicle, or a breach of these Rental Terms and Conditions.

CDW is **not valid for accidents or damage occurring during off-road driving or outside the paved road network.**

Any accident or damage caused while the Renter is under the **influence of alcohol, drugs, narcotic substances, or other prohibited substances** shall not be covered by CDW or any other protection product offered by Click & Rent.

### 2. VEHICLE USE – ABSOLUTE PROHIBITIONS

The following activities are strictly prohibited:

Using the vehicle for racing, sporting activities, off-road driving, or any illegal purpose.

Subletting, lending, transferring, or otherwise allowing the vehicle to be used by any person who is not authorized or listed as a driver on the Rental Agreement.

Driving the vehicle under the influence of alcohol, drugs, narcotic substances, or any other psychotropic substances (**zero tolerance**).

Smoking or vaping inside the vehicle, including the use of cigarettes, cigars, electronic cigarettes, vapes, or similar products (**zero tolerance**).

Any violation of these conditions shall constitute a **serious breach of the Rental Agreement** and shall entitle Click & Rent to: Immediately terminate the Rental Agreement, require the immediate return of the vehicle and impose a contractual penalty ranging from **€ 500 to € 1,100**.

This shall be without prejudice to Click & Rent's right to claim compensation for any additional damage, costs, expenses, or losses resulting from the violation.

### 3. FORMS OF PAYMENT

Visa and MasterCard credit cards are accepted.

The credit card presented must be in the **primary Renter's name**.

Debit cards, cash cards, and cash may be accepted for payment of the rental or for the purchase of additional products

### 4. DELIVERY AND COLLECTION

Delivery and collection of the rented vehicle is provided **free of charge during business hours within a 25 km radius of the applicable city limits**.

For destinations beyond the 25 km limit, an additional delivery or collection fee ranging from **€ 50 to € 200** may apply, depending on the destination and distance.

The Renter must be present at the time of delivery or collection and must provide a valid passport or ID card and confirm the applicable payment method.

For deliveries or collections outside normal business hours, an additional **€ 25 fee** applies in addition to any applicable delivery or collection charges.



## 5. ONE-WAY POLICY

Pick up or Drop-off of the vehicle at a location different from the agreed return location is permitted **only with prior approval from Click & Rent** and is subject to an applicable additional one-way fee.

The vehicle may not be returned to another location without prior authorization

## 6. AGE REQUIREMENTS

The minimum age to rent a vehicle is **21 years**, except for Full-Size Vans and SUVs, for which the minimum age is **25 years**.

The minimum rental age without a Young Driver Fee is:

**21 years** for all vehicle categories, except Full-Size Vans and SUVs;

**25 years** for Full-Size Vans and SUVs.

Additional identification or verification checks may be requested where deemed necessary by Click & Rent.

The maximum rental age without an Old Driver Fee is **70 years** for all vehicle categories.

### Young Driver Fee:

Drivers aged **21–24 years**: € 3 per day for Full-Size Vans and SUVs.

### Old Driver Fee:

Drivers aged **70 years and over**: € 3 per day for all vehicle categories.

All applicable fees are inclusive of VAT.

## 7. RENTER REQUIREMENTS

All drivers must present a valid driving license that has been held for at least **3 years**. The primary Renter must also provide:

A valid ID card or passport and a valid major credit card in the Renter's own name.

All documents must be valid and presented at the time of rental.

## 8. ADDITIONAL DRIVER AND EXTRAS

### Additional Driver:

€ 5 plus VAT per rental day, applicable to all vehicle categories.

All Rental Terms and Conditions apply equally to any additional driver.

### Child Seats:

Available upon request at € 5 per day.

### Winter Chains:

Available at € 20 per rental.

Availability of optional extras is subject to prior request and availability.

## 9. CROSS-BORDER POLICY

Cross-border travel is permitted **only upon prior request and approval by Click & Rent**.

Cross-border travel is permitted to: **Montenegro / Kosovo / North Macedonia**

A € 60 cross-border fee applies. You are NOT allowed to travel to **Serbia, Bosnia & Herzegovina, Romania and Bulgaria**

The Renter must obtain prior authorization before taking the vehicle outside the territory of Albania.

Unauthorized cross-border travel constitutes a breach of the Rental Agreement and may result in additional charges and/or termination of the Rental Agreement.

## 10. REFUELING POLICY

The vehicle is provided under a **Same-to-Same Fuel Policy**.

The Renter is required to return the vehicle with the same fuel level as at the beginning of the rental.

In the event that the vehicle is refueled with the wrong type of fuel, the Renter will be charged a € 300 **wrong-fuel fee**, in addition to any costs incurred for recovery, draining, cleaning, repairing, or transporting the vehicle.



### **11. NO-SMOKING AND NO-VAPING PENALTY**

Smoking or vaping inside the vehicle will result in an immediate **€150 cleaning and deodorization fee**, payable by the Renter.

This fee applies regardless of whether visible damage is present and is in addition to any costs required to repair damage caused by smoking or vaping.

The **€ 150** fee may be charged for evidence of smoking or vaping, including tobacco or vape odor, ash, burns, residue, or other signs of use inside the vehicle.

### **12. ROADSIDE ASSISTANCE**

**24/7 Roadside Assistance** is provided free of charge within the territory of Albania, provided that the Renter is not at fault and has not breached the Rental Agreement or these Rental Terms and Conditions.

Where the breakdown, incident, recovery, or assistance is caused by the Renter's fault, misuse, negligence, or breach of the Rental Agreement, additional fees may apply. Loss of vehicle registration plates and/or vehicle documentation will result in a fee of **€ 200 inclusive of VAT**.

### **13. FINES, TRAFFIC VIOLATIONS AND LEGAL RESPONSIBILITY**

The Renter is fully responsible for all fines, penalties, speeding tickets, traffic and parking violations, camera-recorded offences, toll charges, and other legal or administrative violations incurred during the rental period.

The Renter is also responsible for any administrative, processing, notification, or related costs incurred by Click & Rent in connection with such violations.

The Renter authorizes Click & Rent, where permitted by law, to charge these amounts to the payment method or deduct them from the security deposit.

### **14. NO SHOW**

Click Rent will keep the car booked for you up to 2 hours after the indicated time of the reservation otherwise the car will be cancelled and will be classified as No Show and the vehicle will be available to other clients.

### **15. GENERAL RESPONSIBILITY**

By signing the Rental Agreement, the Renter confirms that they have read, understood, and accepted these Rental Terms and Conditions and agrees to comply with all applicable laws, traffic regulations, vehicle-use restrictions, and instructions provided by Click & Rent.