



RENTAL INFORMATION

What is needed for vehicle pick-up?

When picking up the vehicle you need a valid credit card, identification card or passport and a valid driver's license.

The credit card needs to have enough available funds to cover the deposit amount. The amount of the deposit (authorization) depends on the price of the rental, the vehicle type, and category, as well as the chosen coverage.

The credit card can be charged for any extra costs that can appear during the rental period.

Terms of payment

Security deposits are pre-authorized only on the credit cards VISA or MASTERCARD (except if customers purchases coverages CDW premium or SCDW, then debit cards are accepted), payments are accepted on VISA / MASTERCARD debit or credit cards, no other method of payments are accepted.

The lessee must be the owner of the credit card, and the card must have their name and full card number with an expiration date. The card must be valid for at least 3 months after the end of the rental period. The credit card must be presented in physical form.

The rental can be paid with a credit/debit card, pre-paid or electron cards.

Bear in mind that payment with a credit card may require your pin code.

Driver's License

The client, as well as any additional drivers, need to be in possession of a valid driver's license for at least one year. Driver's licenses that are not printed in the Roman alphabet (Arabic, Japanese, Cyrillic) need to be accompanied by an international driver's license.

At vehicle pick-up please present a valid identification card or passport alongside a valid driver's license. All documents must be provided in physical form.

Rental period, and grace period

Vehicles are rented daily. There is a 59-minute grace period, that is not charged. After 60 minutes, a whole day of usage + 60€ is charged.

Changes in the reservation

Reservations can be changed up to 48 hours before the rental period.

Reservation cancellation

Reservations can be canceled before the rental period.

The cancellation should be made online or in written form via e-mail to info@carwiz.lt

No-show

In the case that the client did not pick up the reserved vehicle for some reason or did not pick it up in the agreed time, if CARWIZ is not informed CARWIZ extra charges can be applied.

Age limitations

In Lithuania, the following minimum lessee age required, and driver's license-possession are followed:

All vehicle categories have minimum age of 19 years old

And an additional requirement that driver has to be in possession of a valid driver's license for a minimum of: 1 year

Young driver age fee is charged for drivers 19 to 24 years of age: 7€ /day

General terms of coverage

At vehicle pick up it is important to choose some type of extra coverage, there are different coverage packages which are adjusted to your needs and abilities, from decreased damage excess to no excess at all.

CDW

Collision Damage Waiver limits the driver's responsibility for damages done to the vehicle. The customer is only responsible for the following amounts:

- (a) 600,00 € (MDMN, MDMZ, MDMR, MDMV, EDMR, EDMN, EDAV, EDAR, EDAH, EWMR, EWAR, CDMR, CDMN, CDAV, CDAR)
- (b) 800,00 € (CGMR, CFMR, CGAR, CFAR, CFAV, CWMR, CWAR, IDMR, IDAR, IDAH)
- (c) 1,000 € (IFMR, IGAV, IFAR, SDMR, SDAR, SFMR, SFAR, SWAR, SWMR, FFMR, FFAR, FFAV, FFAH, FFDH, FFDR)
- (d) 1,200,00 € (SVMR, FVMR, SVAR)

The damage done to the vehicle will be charged according to the repair price list available in our offices.

Theft protection (TP)

Theft protection (TP) limits the driver's responsibility in cases of vehicle theft or damages done due to theft or attempted theft to the excess amount, which is subject to the terms of the rental agreement. TP does not cover personal belongings:

- (a) 600,00 € (MDMN, MDMZ, MDMR, MDMV, EDMR, EDMN, EDAV, EDAR, EDAH, EWMR, EWAR, CDMR, CDMN, CDAV, CDAR)
- (b) 800,00 € (CGMR, CFMR, CGAR, CFAR, CFAV, CWMR, CWAR, IDMR, IDAR, IDAH)
- (c) 1000,00 € (IFMR, IGAV, IFAR, SDMR, SDAR, SFMR, SFAR, SWAR, SWMR, FFMR, FFAR, FFAV, FFAH, FFDH, FFDR)
- (d) 1,200,00 € (SVMR, FVMR, SVAR)

PCDW

Partial collision damage waiver reduces the damage excess for bodywork to the following amounts:

- (a) 300,00 € (MDMN, MDMZ, MDMR, MDMV, EDMR, EDMN, EDAV, EDAR, EDAH, EWMR, EWAR, CDMR, CDMN, CDAV, CDAR)
- (b) 400,00 € (CGMR, CFMR, CGAR, CFAR, CFAV, CWMR, CWAR, IDMR, IDAR, IDAH)
- (c) 500,00 € (IFMR, IGAV, IFAR, SDMR, SDAR, SFMR, SFAR, SWAR, SWMR, FFMR, FFAR, FFAV, FFAH, FFDH, FFDR)
- (d) 600,00 € (SVMR, FVMR, SVAR)

SCDW:

Super Collision Damage Waiver (SCDW) is coverage that reduces responsibility to 0 EUR in case of damage to the vehicle body.

W_T

Wheels and glass protection is complete coverage for damage done to the glass and wheels of the vehicle.

In case of a traffic accident, theft, engine breakdown or similar

The client is obliged to:

- (1.) keep the vehicle safe until the time it is picked up by the lessor
- (2.) take the names and addresses of every witness and participant
- (3.) call the police and procure their record except in the case of motor breakdown
- (4.) give a statement as soon as possible in the nearest office of the lessor
- (5.) In the case that the user does not procure a police report, all accepted coverages such as TP / CDW, PCDW or SCDW are considered invalid due to the client's failure to comply with the provisions of the rental agreement and general terms and conditions.

Delivery & Collection

Delivery/Collection must be arranged during the reservation process.

Delivery/Collection During Opening Hours

Delivery/Collection is an on-request service and must be arranged and confirmed by CARWIZ during the reservation process. Please contact the nearest CARWIZ office. In the territory of Vilnius delivery and collection is possible on request.

Vehicle pick-up/drop-off outside of working hours

Out Of Hours fee will be applied for each pickup / drop-off commencing outside regular opening hours.
Fee: 25€ per rental



CARWIZ
RENT A CAR

CREATING EXPERIENCES

Costs that are not covered by CARWIZ and cannot be covered by any additional coverage

- Loss or theft of luggage and personal items from the vehicle
- Parking tickets or fines, traffic violations and such
- Costs due to the wrong fuel type usage
- Expenses for lost, stolen or damaged car keys and documents
- Expenses due to damage to the car's interior
- Costs of lost equipment (spare tire, tire repair kit, bunker shelves, driver's manual)
- Expenses due to damage to additional equipment
- Expenses to the vehicle under the influence of alcohol or drugs
- Costs of car extraction from inaccessible areas (e.g. extraction from mud due to traveling outside regular road infrastructure)
- Expenses incurred by using dirt roads, car racing or participation in sport events
- Expenses due to overburdening the car with people or cargo
- Damage costs caused by a person not stated in the contract as the main or additional driver
- Expenses due to negligence – empty battery, ignoring instructions and warning signs, vehicle misuse etc.
- Costs created in cases when the main driver or additional driver stated in the rental contract does not have a valid driver's license or has a ban on driving motor vehicles
- Other: damaged windscreen wipers or locks, loss or theft of outside parts of the vehicle without a police record, damage costs incurred by usage of roof carriers or luggage on carriers, damage caused by improper handling of luggage and or putting cargo or luggage on the roof, hood etc., as well as expenses caused by ignoring sound and

Additional equipment and services

Fuel options

All vehicles are coming with a full tank and need to be returned with a full tank. If the client returns the vehicle with less fuel, he will be charged according to a valid price list.

Cross border fee and terms

Mandatory fee of 45€ per country for driving outside the country (excl: Finland and Poland, they are charged 55€ per country). In case of offence against Cross Border & Territorial Restrictions all protections lose their validity. The price is calculated per country. (For any unauthorized border crossing a penalty of 1300€ will be charged)

Pre-payment of a full tank

The client can pre-pay for the full tank of fuel and bring it back empty. If you choose this option, try to return the vehicle with an empty tank. We do not refund unused fuel. This is on request service, please check in our nearest office for charges.

Refueling service

If the client hasn't pre-paid full tank of fuel, and the vehicle is returned less than full, fuel difference will be charged according to the current price list (3€ per liter)

Additional Driver

The fee for an additional driver is 7€ per day.

Damage handling fee - administration fee

If the lessee does not have any additional coverage package, and vehicle damage occurs, alongside the damage itself, an additional fee of 100.00€ will be applied.

Lost key

In the case that the lessee has lost the car key, a fee of 600.00€ and more (depends on a vehicle model) will be applied.

Lost documentation or registration plates

In the case of lost or stolen vehicle documentation/ registration plates, a fee of 150.00€ will be applied.

The police report is mandatory.

Vehicle Cleaning

In case the vehicle requires a special cleaning procedure after drop-off (i.e. smell removal, animal hair, spillage of liquids), a minimum fee of 200.00€ will be charged.

Don't smoke in vehicles

The penalty for smoking in the vehicle is 200.00€.

Traffic violation & Parking fine administration fee

Fee applies for processing traffic violation and parking fine, and is charged 100€ per penalty/fine.

All prices include 21 % Tax.

The prices mentioned in this document are not valid for customers with special contracts and corporate clients.