



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 height 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

For the authorization process, we accept all credit cards such as MasterCard, Visa Card, We do not accept prepaid or electron cards (Visa Electron, Maestro) for the authorization process.

The lessee must be the owner of the credit card.

The rental can be paid with a credit card, pre-paid or electron cards, as well as cash.

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 two years.

Drivers licenses that are not printed in the Roman alphabet (Arabian, 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.

Rental period, and grace period

Vehicles are rented on a daily basis. There is a 59-minute grace period, that is not charged. After 60 minutes, a whole day of usage 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 reservations@carwiz.al

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 Albania, the following minimum lessee age required and drivers license-possession are followed:

(a) 21 years old/2 years

A young/senior drivers fee of 5 € per 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) 540 € (MBMR,MDMR,EBMR,EDMR)

(b) 700 € (CBMR, CDMR, CDAR, CWMR)

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) 540 € (MBMR,MDMR,EBMR,EDMR)

(b) 700 € (CBMR, CDMR, CDAR, CWMR)

Passenger coverage (PAI)

by paying an added daily passenger coverage fee, the driver and passengers are covered in cases of disability or death to the amount stated in current insurance regulations and rules.

Risk and user responsibility can be limited to accepting the following additions.

CDW +

Collision Damage Waiver plus reduces the damage excess to the following limits:

(a) 270 (MBMR,MDMR,EBMR,EDMR)

(b) 350 (CBMR, CDMR, CDAR, CWMR)

Super Collision Damage Waiver (SCDW)

is coverage that reduces responsibility to 0 in case of damage to the vehicle body.

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, CDW + 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.

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

- (1.) Loss or theft of luggage and or personal items from the vehicle
- (2.) Parking tickets or fines, traffic violations and such
- (3.) Costs due to the wrong fuel type usage
- (4.) Expenses for lost, stolen or damaged car keys
- (5.) Expenses for lost, stolen or damaged car documents
- (6.) Expenses due to negligence – empty battery
- (7.) Expenses due to damage to the car's interior
- (8.) Costs of lost equipment (spare tire, tire repair kit, bunker shelves, document etui, driver's manual)
- (9.) Expenses due to damage to additional equipment
- (10.) Expenses due to car misuse
- (11.) Expenses due to ignoring instruction for car maintenance stated in the cars service book
- (12.) Expenses to the vehicle under the influence of alcohol or drugs
- (13.) Costs of car extraction from inaccessible areas (e.g. extraction from mud due to traveling outside regular road infrastructure). Assistance is 0.8euro/km
- (14.) Expenses incurred by using dirt roads
- (15.) Expenses incurred by car racing or cars participation in sport events
- (16.) Expenses due to overburdening the car with people or cargo
- (17.) Damage costs caused by a person not stated in the contract as the main or additional driver
- (18.) 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
- (19.) 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 visual warnings of the vehicle.

Delivery & Collection

Delivery/Collection must be arranged during the reservation process.

During Opening Hours

Delivery/Collection is an on-request service. Please contact the nearest CARWIZ office.

Delivery/Collection within city limits

A fee 0.7€ per km will be applied.

Outside city limits

(for distances greater than 10 km) 20,00 € plus 0.7 € per km will be charged.

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

An additional fee of 20.00 € will be charged for reservations outside of working hours.

One-Way Rentals within Albania:

For the service of one-way vehicle rentals, the following fees are applied:

(a) TIRANA AIRPORT -> TIRANA DOWNTOWN: 25 €
TIRANA AIRPORT -> VLORA CITY: 120 €
TIRANA AIRPORT -> DURRES CITY: 35 €
TIRANA AIRPORT -> SHKODER CITY: 60 €

(b) TIRANA DOWNTOWN -> TIRANA AIRPORT: 25 €
TIRANA DOWNTOWN -> VLORA CITY: 140 €
TIRANA DOWNTOWN -> DURRES CITY: 40 €



CARWIZ
RENT A CAR

CREATING EXPERIENCES

TIRANA DOWNTOWN -> SHKODER CITY: 80 €

(c) VLORA CITY -> TIRANA AIRPORT: 120 €
VLORA CITY -> DURRES CITY: 100 €
VLORA CITY -> SHKODER CITY: 180 €
VLORA CITY -> TIRANA DOWNTOWN: 140 €

(d) DURRES CITY -> TIRANA AIRPORT: 35 €
DURRES CITY -> VLORA CITY: 100 €
DURRES CITY -> SHKODER CITY: 110 €
DURRES CITY -> TIRANA DOWNTOWN: 40 €

(e) SHKODER CITY -> TIRANA AIRPORT: 60 €
SHKODER CITY -> VLORA CITY: 180 €
SHKODER CITY -> DURRES CITY: 110 €
SHKODER CITY -> TIRANA DOWNTOWN: 80 €

One-way vehicle rentals with vehicle drop off outside the Republic of Albania

International One-Way vehicle rent is a service that is approved on request. For different location, a special fee will be applied. For additional information please contact our offices or our Customer support.

Cross Border Fee

The price for the cross-border fee depends on the terms, duration and special conditions. The client is obliged to mention any plans to cross the border, during the reservation or at vehicle pick up. In the case that the lessee does not pay an additional fee, and the vehicle is damaged outside of Albania borders, all chosen coverages will be considered null and void, and the client can be charged for the full amount of damages done to the vehicle. The cross border is 50,00 € and pay at the rental desk.

Island / Ferryboat Travel Fee

Pay an additional fee of 50 €.

In the case that the client does not pay the additional fee, and the vehicle is damaged or has a malfunction on the island, all coverages that have been chosen will be considered null and void. A client can be charged for the full amount of the damage.

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. Refueling service will be applied.

Refueling service

If the vehicle is returned less than full, fuel difference will be charged according to the current price list (2€ per liter). Refueling service will be charged (15 €).

Additional Driver

The fee for an additional driver is 5 € per day.

Child Seat

A child seat is a legal obligation and needs to be used for children 0-7 years
Pay for the baby/seat or booster is 3,00 €/Day

Wi-Fi

If you decide to rent WiFi device with your vehicle, the following fees apply:

(a) A fee of 5,00 €/daily applies (max per rental 50,00 €)

GPS

If you decide to rent a navigation system with your vehicle, the following fees apply:

(a) A fee of 8,00 €/daily applies (max per rental 50,00 €)

Administration fee

If the client receives a traffic or parking fine during his rental period which hasn't be paid by the end of the rental period, the charge of additional 25,00 € will be applied.

The lessee is responsible for settling any traffic and parking fine issued during the rental period.

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 40 € will be applied.

Vehicle pick-up/drop-off in an office different from the one agreed upon in the rental contract.

If the client decides to pick-up or returns the vehicle to a location different from the one stated in the reservation or the rental contract, an additional fee of 50 € will be applied along with the one-way rental fee.

Don't drive on unpaved roads

Driving a car off-road and on unpaved / dirt road will result in 350 € penalty.

Lost key

In the case that the lessee has lost the car key, a fee of 300,00 € 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 500,00 € 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 100,00 € will be charged.

Don't smoke in vehicles

The penalty for smoking in the vehicle is 50,00 €.

Cross border permit

If you are planning to travel outside the borders of our beautiful country, you must select a border crossing charge. Vehicles have territorial validity of insurance in Europe, with the exception of Bulgaria and Romania. This option is charged 50,00 €.

Unauthorized cross border travel will result in 100 € penalty.

All prices include Tax.

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