

Vehicle Pick-up

To collect the vehicle, you must present the following:

- A credit card valid for at least 3 months from the pick-up date, with a sufficient limit to allow for a deposit pre-authorization;
- An identity document – either a national ID card or a passport;
- A valid driving licence issued by a country that is a signatory to the Vienna Convention on Road Traffic, or a driving licence issued by a non-signatory country accompanied by an international driving permit.

The amount of the deposit (pre-authorization) depends on the rental price, the vehicle type and category, and the selected insurance coverage.

The credit card may be charged for any additional costs incurred during the rental period.

Payment Terms

We accept the following credit cards for deposit pre-authorization: Eurocard/MasterCard, American Express, Visa, and Diners. Prepaid cards and Electron cards (e.g. Visa Electron, Maestro) are not accepted. The person renting the vehicle must be the holder of the credit card used for the pre-authorization.

The rental fee may be paid using a credit card, a prepaid card, or another accepted card.

Driving License

Every driver of the rented vehicle must hold a valid driving licence issued at least one year prior to the rental.

If the licence is not written in the Latin alphabet or if it was issued in a country that is not a signatory to the Vienna Convention on Road Traffic, an international driving permit is required.

At the time of vehicle pick-up, you must present a valid identity document (ID card or passport) and a valid driving licence.

Rental Period and Grace Period

Vehicles are rented on a daily basis (24 hours).

If you return the car up to 30 minutes late, no additional fee will be charged. If you exceed the return time by more than 30 minutes, a double full daily rate will apply, but not less than EUR 25.00.

Modification and Cancellation of Prepaid and Pay-on-Arrival Reservations

You can modify or cancel your reservation free of charge up to 48 hours before the scheduled start of the rental.

Reservations can be modified or cancelled online or by email at: reservations@carwiz.pl.

No-show

If you do not inform us that you are unable to collect the vehicle at the agreed time, or if you fail to collect the vehicle at all, we reserve the right to charge additional fees.

Age Restrictions

Carwiz requires that all drivers have held a valid driving licence for at least one year.

Drivers under the age of 23 and over the age of 70 are subject to an additional fee of EUR 5.00 (PLN 21.50*) per rental day.

General Terms of Damage Protection

The basic rental agreement includes third-party liability insurance (OC), but it does not cover the costs of damage to the rented vehicle. Carwiz offers additional protection packages that allow you to reduce or fully waive your financial responsibility for damage. You can choose from three protection packages:

- **Basic Protect** – the default package included in the rental price. It reduces liability for damage or theft but retains a high excess and the full deposit amount.
- **Medium Protect** – this package lowers the deposit and reduces the excess payable in case of vehicle damage.
- **Total Protect** – this package significantly reduces the deposit, eliminates the excess, and also includes protection for wheels, undercarriage, and windows.

In the event of a traffic accident, theft, engine failure, or other incident, you are required to:

- Secure the vehicle until it is collected by the Lessor;
- Record the names and addresses of any witnesses and persons involved in the incident;
- Call the police and obtain an official report (except in the case of engine failure);
- Submit a written statement as soon as possible at the nearest Carwiz office.

If you fail to provide a police report, all Carwiz protection packages (Basic Protect, Medium Protect, and Total Protect) will be considered void and non-applicable due to a breach of the rental agreement and general terms.

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

- Loss or theft of luggage and/or personal belongings from the vehicle;
- Parking tickets, traffic fines, or similar penalties;
- Costs resulting from the use of incorrect fuel;
- Expenses for lost, stolen, or damaged car keys;
- Expenses for lost, stolen, or damaged vehicle documents;
- Costs arising from negligence (e.g. dead battery);
- Expenses resulting from damage to the vehicle interior;
- Costs of lost equipment (e.g. spare tire, repair kit, cargo shelf, document case, driver's manual);
- Expenses resulting from damage to additional equipment;
- Costs caused by using the vehicle contrary to the user manual;
- Costs caused by ignoring vehicle maintenance instructions stated in the service booklet;
- Expenses related to the driver being under the influence of alcohol or drugs;
- Recovery costs for vehicles stranded in inaccessible areas (e.g. stuck in mud due to driving off regular roads);
- Expenses resulting from using unpaved roads;
- Expenses resulting from participation in races or sports events;
- Costs resulting from overloading the vehicle with too many passengers or excessive cargo;
- Damage caused by a person not listed in the rental agreement as the main or additional driver;
- Costs incurred if the main or additional driver listed in the rental agreement does not hold a valid driving licence or is prohibited from operating a motor vehicle;
- Other: damaged wipers or locks, loss or theft of external vehicle parts without a police report, costs resulting from damage caused by roof racks or roof-mounted carriers, damage caused by improper handling of luggage and/or placing luggage or cargo on the roof, bonnet, etc., as well as costs resulting from ignoring the vehicle's warning lights or sounds.

Pick-up and Return

You choose the pick-up and return location when making your reservation.

Pick-Up / Return Within City Limits

If you pick up the vehicle within a 10 km radius of the nearest Carwiz branch, a fee of EUR 25.00 (PLN 107.50*) will apply.

Pick-Up / Return Outside City Limits

If you pick up the vehicle within a 25 km radius of the nearest Carwiz branch but outside the city limits, a fee of EUR 50.00 (PLN 215.00*) will apply.

Pick-Up / Return Outside Business Hours

If you pick up or return the vehicle outside of business hours with staff assistance, a fee of EUR 14.40 (PLN 61.92*) will apply.

Return to a Different Branch or Location Than Specified in the Rental Agreement (Within Poland)

If you decide to return the vehicle to a different branch than the one where it was picked up, a fee of EUR 80.00 (PLN 344.00*) will apply.

Such a return must be agreed in advance with the branch that issued the vehicle.

Vehicle Return Outside of Poland

If you wish to return the vehicle in a different country than where it was picked up, this is possible – but it will incur an additional fee.

For details or information about the required documentation, please contact the branch where you are collecting the vehicle or our customer support team at customer.support@carwiz.pl.

Cross Border Fee

The fee for taking the vehicle abroad depends on the rental period and travel conditions. You must inform us of your plans to cross the border when making your reservation or at vehicle pick-up. If you fail to do so and the vehicle is damaged outside of Poland, insurance coverage will not apply and you may be charged the full cost of repairs.

Fee for taking the Vehicle outside the territory of the Republic of Poland (EU countries only):

- Countries bordering Poland: EUR 80.00 (PLN 344.00*);
- Non-bordering EU countries: EUR 160.00 (PLN 688.00*).

Additional Equipment and Services

Fuel

When the vehicle is handed over, the agent will record the fuel level based on the fuel gauge reading in the rental documents. You are required to return the vehicle with at least the same amount of fuel as at the time of pick-up.

Prepaid Full Tank

At pick-up, you can choose to pay for a full tank of fuel and return the vehicle with an empty tank. Our price for this service is based on the current market price of fuel. No refund will be given for any unused fuel.

Refueling Service

If you return the vehicle with less fuel than at the time of pick-up, you will be charged an additional fee calculated as follows: value of the fuel replenished to the level at the time of pickup (average retail fuel price based on data from www.e-petrol.pl x number of missing litres) plus a refuelling service fee of EUR 23.00 (PLN 100,00).

Additional Driver

The fee for an additional driver is EUR 5.00 (PLN 21.50*) per day.

Child Seat

Polish law requires that children under the age of 12 and shorter than 150 cm must travel in a child seat.

At Carwiz, you can rent a child seat or booster seat at the following rates:

- Infant seat (0-18 kg) or child seat (15-36 kg) - EUR 8.00 (PLN 34.40*) per day;
- Booster seat (for children up to 150 cm in height) - EUR 5.00 (PLN 21.50*) per day.

Please note that you are responsible for properly installing the child seat - our staff are not allowed to do it for you.

GPS

At Carwiz, you can rent a GPS navigation device. The rental cost is EUR 7.00 (PLN 30.10*) per day.

Administrative Fee (Fines)

You are responsible for any fines related to traffic violations or improper parking issued during the rental period. These costs must be covered by you.

If a fine received during the rental period is not paid before the rental ends, an additional administrative fee of EUR 25.00 (PLN 107.50*) will be charged.

Damage Handling Fee

If you have not purchased any additional insurance package and the vehicle is damaged, a damage handling fee of EUR 50.00 (PLN 215.00*) will be charged per incident, in addition to the cost of the damage itself.

Lost or Damaged Vehicle Key/Remote

If you lose the vehicle key, you will be charged for the cost of replacement or repair, plus a contractual penalty of EUR 230.00 (PLN 989.00*).

Lost Vehicle Documentation or License Plates

If you lose or someone steals the vehicle's documents or license plates, you will be charged a contractual penalty equal to the official cost of issuing replacements, plus EUR 120.00 (PLN 516.00*) for each lost or stolen document/item.

In both cases, you are required to report the incident to the police and present an official report upon returning the vehicle.

Clean Vehicle Return Requirement

You are required to return the vehicle clean both inside and out. If the vehicle is returned dirty, a cleaning fee of EUR 24.00 (PLN 103.20*) will apply.

If the vehicle is returned with stains on the seats, upholstery, or in the trunk that can be removed through standard professional car wash procedures, a fee of EUR 50.00 (PLN 215.00*) will be charged per seat requiring cleaning.

At pick-up, you can purchase a service that waives the requirement to return the car clean – the cost is EUR 12.00 (PLN 51.60*).

This service covers only standard dirt (e.g. dust, sand) and does not apply to stains or damage to the interior.

No Smoking in Vehicles

Smoking of traditional cigarettes, electronic cigarettes, and vaping is strictly prohibited in all Carwiz vehicles.

A contractual penalty of EUR 200.00 (PLN 860.00*) will apply for each violation.

Transporting Pets

If you wish to transport pets in a Carwiz vehicle, you must obtain our prior approval. As the pet's guardian, you are responsible for any damage caused to the vehicle by the animal.

If you transport a pet without our consent, you will be charged a penalty of EUR 200.00 (PLN 860.00*) per incident.

* Base prices are quoted in euros and include all applicable taxes. Prices in Polish zloty are calculated based on the euro exchange rate from the current "Table A of the average foreign exchange rates of the National Bank of Poland" (<https://nbp.pl/statystyka-i-sprawozdawczosc/kursy/tabela-a/>).

As a result, the PLN prices displayed on www.carwiz.pl may differ slightly from those listed in this price list due to exchange rate fluctuations.

The PLN prices shown below are for reference purposes only. An exchange rate of 4.30 PLN/EUR was used for calculation.

The prices listed in this document do not apply to customers with special agreements or corporate clients.