

RENTAL INFORMATION

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

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

Payment Terms

For the authorisation process, we accept credit cards with sufficient amounts (deposit can be up to 3500€, depending on the car category and purchased insurance) such as Eurocard/MasterCard and VISA. We do not accept prepaid or electronic cards (Visa Electron, Maestro) for the authorisation process.

The lessee must be the owner of the credit card. The rental can be paid with a credit card, prepaid, or electronic card.

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

Driving Licence

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 (24h). There is a 59-minute grace period, which is not charged. After 60 minutes, a whole day of usage is charged.

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

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

Reservations can be canceled before the rental period.

The cancellation should be made online or in written form via e-mail to reservations@carwiz.com.ro

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 extra charges can be applied.

Age Restrictions

In Romania, the following minimum lessee age requirements and driver's license possession are followed:

(a) 21 years old/2 years for vehicles in groups Mini, Economy, Compact, Intermediate

(b) 24 years old/2 years for vehicles in groups Premium and Luxury

(c) A young/senior driver's fee of 10€ per day (maximum 10 days, up to 100€) if the driver is below 25 or above 65 years of age

General Terms of Damage Protection

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 an amount which varies between 1600€ to 3000€, depending on the selected vehicle. The damage done to the vehicle will be charged according to the repair price list signed at the contract.

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 varies between 1600€ to 3000€ according to the rented vehicle. TP does not cover personal belongings.

Passenger coverage (PAI)

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

CDW +

Collision Damage Waiver plus reduces the damage excess to an amount which varies between 450€ to 1500€ depending on the selected vehicle.

Super Collision Damage Waiver (SCDW)

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

WUG

Wheels, undercarriage and glass protection is complete coverage for damage done to the undercarriage, 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 a motor breakdown
- (4.) Give a statement as soon as possible at 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

- (a) Loss or theft of luggage and or personal items from the vehicle
- (b) Parking tickets or fines, traffic violations and such
- (c) Costs due to the wrong fuel type usage
- (d) Expenses for lost, stolen or damaged car keys
- (e) Expenses for lost, stolen or damaged car documents
- (f) Expenses due to negligence – empty battery
- (g) Expenses due to damage to the car's interior
- (h) Costs of lost equipment (spare tyre, tyre repair kit, bunker shelves, document etui, driver's manual)
- (i) Expenses due to damage to additional equipment
- (j) Expenses due to car misuse
- (k) Expenses due to ignoring instructions for car maintenance stated in the car's service book
- (l) Expenses for the vehicle under the influence of alcohol or drugs
- (m) Costs of car extraction from inaccessible areas (e.g. extraction from mud due to travelling outside regular road infrastructure)
- (n) Expenses incurred by using dirt roads
- (o) Expenses incurred by car racing or car participation in sports events
- (p) Expenses due to overburdening the car with people or cargo
- (q) Damage costs caused by a person not stated in the contract as the main or additional driver
- (r) 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
- (s) 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 and 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

Within a 10 km radius of the nearest office. A fee of 20€ will be charged

Outside city limits

For distances larger than 10 km. 20€ plus 1€ per km will be charged.

Cross border permit

A charge of 150€ will apply to vehicles that travel within the European Union and a 250€ fee will apply to vehicles that travel outside the European Union. For the moment, access to the Republic of Moldova, Ukraine and Russia has been restricted.

Additional equipment and services

Fuel options

Please return the vehicle with the same amount of gas you picked it up with. If the client returns the vehicle with less fuel, he will be charged according to a valid price list. Refilling service will be applied.

Additional Driver

The fee for an additional driver is 10€ per day (max 100€ per rent).

Child Seat

A child seat is a legal obligation and needs to be used for children up to 12 years of age and 135 cm in height. Choose the seat that best fits child's age:

- (a) Baby seat (0-18 kg) – 7€ per day (70€ max per rental)
- (b) Child seat (15-36 kg) – 7€ per day (70€ max per rental)
- (c) Booster seat (children height up to 135 cm) - 4€ per day (40€ max per rental)

GPS

If you decide to rent a navigation system with your vehicle, 5€ fee will apply daily, but not more than 50€ per contract

Wi-Fi

The Wi-Fi router works with 5 devices at a time. The Wi-Fi router has an additional cost of 10€/day (max 100€ per rent). Works only inside Romania

Administration fee

If the client receives a traffic or parking fine during his rental period, which hasn't been paid by the end of the rental period, the charge of additional 25€ charge will be applied. The lessee is responsible for settling any traffic and parking fines 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 50€ 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 return 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.

Lost key

In the case that the lessee has lost the car key, a fee of 1.000€ and more (depending on the vehicle model) will be applied.

Lost documentation or registration plates

In the case of lost or stolen vehicle documentation/ registration plates, a fee of 1.000€ 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 150€ will be charged.

Don't smoke in vehicles

The penalty for smoking in the vehicle is 200€.