

## GENERAL TERMS AND CONDITIONS 2019 - MERIDIAN RENT A CAR

### 1. Mandatory for vehicle pick up

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Customers must present following at vehicle pick up:

1. Passport or ID and driver's license
2. Printed voucher
3. Credit card: Master, Visa, Diners or American Express

**Credit Cards must be in the Principal driver's name.**

### 2. Principal Driver's Credit Card preauthorization

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A valid credit card in the name of the principal driver is required at every vehicle pick up to cover the value of the insurance excess.

**We do not accept any debit cards or cash in moment of pickup of car, but on the end of rental we accept all credit or debit card or cash payment.**

The same credit card is taken for preauthorization of funds (deposit) depending on the length of the lease, the type of insurance purchased and rented vehicle category.

Deposit represents a guarantee for the vehicle rental payment and possible (additional) costs that may occur - any delays, lack of fuel, damages on the vehicle that are not covered by insurance, traffic violation fines, etc.

**Please have in mind that preauthorization is valid for 4 to 6 weeks.**

**Excess for all car groups is:**

SIPP Code	Excess amount
MDAV / MDMV	400,00 €
EDMV / EDAV	600,00 €
RDMV / RDAV	800,00 €
GFBD	2000,00 €
GVAD	2500,00 €

**There is an opportunity to purchase insurance (CDW+), to minimize the excess:**

SIPP Code	CDW+ (daily) + VAT
MDAV / MDMV	5,50 €
EDMV / EDAV	7,00 €
RDMV / RDAV	12,50€
GFBD	18,50 €
GVAD	20,50 €

### **3. All rentals include**

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1. Unlimited mileage
2. Local taxes
3. Insurance (Third Party Liability, Collision Damage Waiver, Theft Protection)
4. Airport Surcharge
5. 24 Hour Road assistance
6. Winterization fee in the period 01.11. – 31.03.

### **4. All rentals exclude**

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1. Out of hours fee: 20,00 € per service.
2. **One Way Rentals:**  
✓ 15,00 € for any rentals less than 14 days throughout the year
3. Fines, Toll Fees & Parking charges.
4. **Administration fee** for any parking ticket or traffic violation ticket: 10,00 €
5. Personal Accident Insurance (PAI): 3,00 € per day.
6. Wheels, underside and glass insurance (WUG):

SIPP Code	WUG (daily) +VAT
MDAV / MDMV	3,00 €
EDMV / EDAV	3,00 €
RDMV / RDAV	4,00 €
GFBD	5,00 €
GVAD	7,00 €

7. **Additional driver:** 5,00 € per day with a maximum of 50,00 € per rental.
8. **Child seat/Baby Seat / booster:**5,00 € per day with a maximum of 20,00 € per rental.
9. **Navigation System (GPS):**10,00 €per day with a maximum of 50,00 € per rental.

### **5. Rental vehicle**

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Please note that we do not confirm the exact vehicle model and engine type. We confirm only a vehicle group. Customer will receive a vehicle in the appropriate condition for the rental with all the pertaining equipment and all the accompanying documentation.

## **6. Driver's age and driver's license requirements**

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The minimum driver's age required is 23.

If the customer is in the age range 19 -22 young driver's fee in the amount of 8,00 € per day with a maximum of 80,00 € per rental will apply.

Driver's license must be held for at least 2 years.

When collecting a vehicle the principal driver & any additional drivers will need to provide driver's license on their name (if driver's license is not written in roman characters International driver's license is obligatory).

Please note: an international driver's license does not replace the requirement for a regular driver's license. If using an international license, a driver's license in the principal drivers name will still be mandatory in order to rent the vehicle.

## **7. Fuel Policy**

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The vehicle must be returned with the same amount of fuel as taken.

Customer can make a prepayment for a full tank of fuel in the amount of 1,50 € per litre.

If the customer does not return a vehicle with the same amount of fuel, he / she will be charged for the missing fuel in the amount of 2,50 € per litre.

**MERIDIAN rent a car will not refund the customer for any unused fuel.**

## **8. Cleanliness policy**

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Customer will be provided with a clean vehicle ready for rental and is supposed to return a vehicle in the same condition. Excessive dirty vehicle interior or stained upholstery will be charged to the customer locally at the vehicle drop off in the amount of 50,00 €.

## **9. Cross border policy and International One Way Rentals**

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Travel outside country must be noted and confirmed at time of booking.

Cross border fee: 20 € per rental.

## **10. Terms and conditions**

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At a vehicle pick up customer must sign a rental agreement with MERIDIAN rent a car which will be a subject to local laws. All local fees for services not included in the rental are billed by and under a contract with the Rental Company.

**Reservations need to be sent for booking at least 24 hours before requested vehicle pick up in the period of 01.01. – 30.04. / 16.09. – 31.12. and 72 hours before requested vehicle pick up in the period 01.05. – 15.09.**

All the reservations may be confirmed exceptionally if vehicles requested will be available.

Reservation confirmations have to be made in the period of 24 hours (please consider opening hours of the Reservations Department).

Reservation amendments are free of charge, preferably done 24 hours prior requested vehicle pick up.

Reservation cancellations are free of charge, preferably done 48 hours before the commencement of the rental.

Modifications and cancellations of reservations cannot be done by customer; they strictly need to be requested over the email from the rental broker.

## **11. Insurance included**

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Rental will normally include collision damage & theft protection waivers. Collision Damage Waiver will waive customer's liability to pay for any damage caused to the vehicle during the period of rental. Theft waiver provides coverage for the theft or damage resulting from attempted theft of the vehicle, its parts and accessories up to their full value. Both are subject to certain exclusions. Customer's liability is waived subject to paying an excess which limits the liability to the cost of the excess only. In the event that the customer has caused the damage on the vehicle by negligent driving or driven under the influence of drugs or alcohol he / she will be liable for the full cost damage.

**No insurance covers key loss, registration plate loss or theft, damage of the interior of the vehicle, an engine or powertrain damage of the rented vehicle, clutch or any kind of damage to the chassis, or other typical malfunctions caused by the lack of attention or negligence of the customer.**

**Loss of keys or vehicle documentations is charged 500 €.**

## **12. Traffic incidents and damages**

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**In a case of damage or traffic incident Police report is a mandatory.**

## **13. Customer support**

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**If for any reason the customer is dissatisfied with any aspects of the rental, the customer must report all the concerns immediately to MERIDIAN rent a car.**

All the complaints regarding additional equipment must be done immediately during the vehicle rental.

FLEET rent a car does not provide any refunds for additional equipment.

**The failure of additional equipment must be reported immediately to any of MERIDIAN rent a car location and will be replaced.**

If the customer is still not happy and wishes to make a formal complaint, all complaints can also be sent after rental was finished. **Complaints must be put in writing to our customer services team at [meridian@t-com.me](mailto:meridian@t-com.me) in the period of 30 days after the vehicle rental ends.**All the claims after that period will not be taken into consideration.

We will make investigation and you will receive an acknowledgement of your email within a few days and we endeavor to answer all customer service queries within 14 days of receiving them. Sometimes we can experience delays, if we are dealing with third parties.