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TIPS FOR A SMOOTH RENTAL EXPERIENCE

At pick-up

Your vehicle will be inspected for existing damages together with an Avant Car rental agent. If you notice additional damages not marked on your rental agreement, immediately notify our rental agent before starting your journey.

Before returning

Top up your tank before returning the vehicle, otherwise you will be charged for fuel by a per-litre rate including an additional refueling fee.

When returning

Remember to take all your personal belongings with you before returning your rental vehicle. When dropping off the vehicle during after hours (key box), any forgotten personal items will not be retrievable until the office opens.

Rental Terms & Conditions

Driving licence requirements

A young driver surcharge of € 10 per day (max. € 100 per rental) applies to drivers **under 21** years of age.

A senior driver surcharge of 10 per day (max. € 100 per rental) applies to drivers **above 69** years of age.

The **minimum age** to hire a vehicle is 18 years old.

The **maximum age** limit is 85 years old.

All drivers must be in possession of a valid driving licence for **at least 12 months**.

Payment & security deposit (Basic Insurance Option)

A valid **Credit Card** in the name of the renter must be presented at pick-up to make a security deposit. The amount of non-waivable excess increased by EUR 200.00 is blocked on the renter's Credit Card.

Payment & security deposit (Avant car Full Insurance Option)

A valid **Credit or Debit Card** in the name of the renter must be presented at pick-up to make a security deposit. The amount of EUR 200.00 (EUR 680 for premium car groups) is blocked on the renter's Credit or Debit Card.

Territorial restrictions & international travel

Driving is permitted in Bosnia and Herzegovina, Serbia, Montenegro, N. Macedonia, Switzerland, Liechtenstein, Monaco, San Marino and EU member states (except Ireland, Finland, Sweden, Greece & Malta).

Vehicles cannot be driven to any other country not included in the list above.

To travel abroad, a Cross-border fee of **€60.00 per rental** is charged.

Fuel policy

The general refuelling policy is full-to-full. The renter is required to return the vehicle with the fuel (or battery) level equal to that at the time of collection.

Pricing & Extras

Price of rental includes:

- unlimited mileage
- Collision Damage Waiver (CDW)
- Third Party Liability (TPL)
- Theft Protection (TP)
- Winter tyres from 15 November to 15 March
- Airport Surcharge
- 22% VAT

Price of rental does not include:

Optional Extras	Per day	Max. price
- Additional driver	€ 6.00	€ 60.00
- Young driver fee (18-21 y/o)	€ 10.00	€ 100.00
- Senior driver fee (70-85 y/o)	€ 10.00	€ 100.00
- Cross-border fee	-	€ 60.00
- GPS device	€ 10.00	€ 60.00
- Baby seat (0-13 kg), Child seat (9-18 kg)	€ 12.00	€ 72.00
- Booster seat (15-36 kg)	€ 12.00	€ 72.00
- Island and Ferry fee	-	€ 60.00

Fees and surcharges

Refueling fee	€ 25.00 + fuel price
Fuel policy is full-to-full. This charge applies if the rental vehicle is returned without a full tank of fuel. Fuel cost is a separate charge.	
Fuel charge (per litre)	Daily market price
Missing fuel is charged based on the daily market rate.	
Prepaid tank of fuel	Daily market price
An option to pre-purchase a full tank of fuel. Refunds for any unused fuel are not possible.	
Cross-border penalty	€ 625.00
Penalty applies if a customer crosses a border of a foreign country without permission	
Lost and found items postage & handling fee	€ 25.00
Handling fee for packaging and postage of lost personal belongings to customer's home address. Shipping costs excluded.	
Damage handling fees	€ 100.00
Fee applies in case of damage to or theft of vehicle.	
Speeding, parking and traffic fine handling fee	€ 50.00
Administration fee for review and forwarding of tickets, fines and charges to the authorities. The fine is not included in this price.	
Drop-off location change at pick-up	€ 20.00 + OW fee*
Fee applies if the return location is changed by the customer at the time of vehicle pick-up.	
Drop-off location change after pick-up	€ 50.00 + OW fee*
Fee applies if the return location is changed by the customer after vehicle pick-up.	
Drop-off location change without notice	€ 100.00 + OW fee*
Fee applies if the customers returns the vehicle to a different location without prior notice.	
Cleaning Fee	€ 25.00
Additional Vehicle Cleaning Fee	
Administrative fee for notices to the client	€ 25.00
Late payment notice and other reminders.	
Early return of vehicle	No refund
Refunds for early returns or unused vouchers are not possible.	

**One-Way Drop-off Fee*

One-way rentals

One-way fees apply when the pick-up location is different to the drop-off location. Avant car must be notified about the drop-off location before the start of the rental period. One-way fees apply to rentals between international locations only.

International One-way Fees from Slovenia

To Croatia

Zagreb airport [ZGA] / downtown [ZGD]	€ 183.00
Zadar airport [ZDA]	€ 549.00
Split airport [STA] / downtown [STD]	€ 549.00
Dubrovnik airport [DBA] / downtown [DBD]	€ 915.00

To North Macedonia

Skopje Airport [SKAPT] / downtown [SKDTN]	€ 1,708.00
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avantcar@avantcar.si

Coverage, deposit & payment methods

Customers can choose between **basic** and **full** (optional) insurance. The Avant Car full insurance option reduces the exterior damage responsibility amount to €0 and the safety deposit to €200. Full insurance packages of 3rd party providers are standalone, and are not associated with Avant Car insurance products. These 3rd party offers fall under our basic insurance policy.

Basic insurance option summary

- a security deposit ranging from **€ 1200.00** to **€ 2600.00**, based on booked car group
- maximum damage and theft responsibility in form of an insurance excess
- security deposit can only be made on the renter's **Credit Card**

Full insurance option summary

- a security deposit in the amount of **€ 200** (€ 680 for Tesla models)
- reduced damage and theft responsibility
- security deposit can be made on the renter's **Debit or Credit Card**

Security deposit

At the time of vehicle pick-up the renter is required to leave a deposit to cover the value of the insurance excess, increased by an additional amount of €200 to cover the value of an empty fuel tank or a potential loss of documents and keys

The security deposit is held as a guarantee in the event of damage or theft of the vehicle. Depending on the booked car group, the deposit varies from a minimum amount of **€ 1,200.00** up to a maximum amount of **€ 2,600.00**. By purchasing Avant Car's full insurance "Carefree package" the excess and security deposit amounts are lowered to **€ 200.00**.

The deposit can only be blocked on the renter's **Credit Card** (or Debit Card if full insurance is purchased). Cash deposits, pre-paid cards and virtual cards **are not accepted**.

The security deposit is released after the end of the rental period, if the vehicle was returned with a full tank of fuel and in the same condition as collected at the beginning of the rental. It may take up to 30 days for the blocked funds to be released on the renter's credit card.

If the renter fails to present a valid credit card in their name or if insufficient funds are available on the card, Avant Car reserves the right to refuse the release of the vehicle.

Insurance and liability

All offers include basic insurance with deductible excess and liability Collision Damage Waiver (CDW), Theft Protection (TP) and Third-Party Liability protection (TPI). The Excess liability is the maximum amount the driver is responsible for in case of damage to the rental vehicle during the rental period. CDW insurance does not cover damage to tyres, windscreen, glass, undercarriage, damage to or loss of the car's documents or keys, damage caused by the renter's negligence (i.e., wrong fuel type), or driving under the influence of alcohol, drugs and other illegal substances.

The security deposit, reserved on the renter's card, can be deducted by Avant Car in case of damage to the rental vehicle, traffic fines and traffic charges, lack of fuel, refueling the incorrect fuel type, not returning the rental vehicle on time, incurred penalties according to the T&Cs, chemical cleaning or loss of documents and keys.

The Lessor may charge the Lessee's credit card for the purpose of settling all the obligations arising from the lease, including Lessee's outstanding debts towards the Lessor.

Vehicle fleet & car groups

Car groups, Excess and Deposit amounts

The vehicles and vehicle models listed in the pricelists or offers are the most common vehicles in the Avant Car fleet. We cannot guarantee an exact brand or model of the rental vehicle as displayed on our website, our partners' websites or the rental voucher (unless explicitly stated that the booked model is guaranteed).

Sample model	Car group	CDW & TP	Excess & Deposit			
			ACRISS	Basic Insurance		Full Insurance
VW Up!	MCMR	incl.	€ 1,000	€ 1,200	€ 0	€ 200
VW Polo	EDMR	incl.	€ 1,000	€ 1,200	€ 0	€ 200
Toyota Yaris	ECMR	incl.	€ 1,000	€ 1,200	€ 0	€ 200
Ford Focus	CCMR	incl.	€ 1,200	€ 1,400	€ 0	€ 200
VW Golf	CDMR	incl.	€ 1,200	€ 1,400	€ 0	€ 200
VW T-Cross	CFMR	incl.	€ 1,200	€ 1,400	€ 0	€ 200
VW T-Roc	IFMR	incl.	€ 1,200	€ 1,400	€ 0	€ 200
Renault Grand Scenic	SMMR	incl.	€ 1,500	€ 1,700	€ 0	€ 200
VW Polo Aut.	EDAR	incl.	€ 1,200	€ 1,400	€ 0	€ 200
VW Golf Aut.	CDAR	incl.	€ 1,200	€ 1,400	€ 0	€ 200
VW T-Cross Aut.	CFAR	incl.	€ 1,200	€ 1,400	€ 0	€ 200
VW T-Roc Aut.	IFAR	incl.	€ 1,500	€ 1,700	€ 0	€ 200
MB A-Class Aut.	DDAR	incl.	€ 1,500	€ 1,700	€ 0	€ 200
MB B-Class Aut.	JDAR	incl.	€ 1,500	€ 1,700	€ 0	€ 200
BMW 2 Active Tourer A	JMAR	incl.	€ 1,500	€ 1,700	€ 0	€ 200
MB GLA Aut.	PFAR	incl.	€ 1,500	€ 1,700	€ 0	€ 200
BMW X1 Aut.	RFAR	incl.	€ 1,500	€ 1,700	€ 0	€ 200
VW Tiguan Aut.	SFAR	incl.	€ 1,500	€ 1,700	€ 0	€ 200
Škoda Octavia Combi A	SWAR	incl.	€ 1,500	€ 1,700	€ 0	€ 200
MB E-Class Aut.	LDAR	incl.	€ 2,400	€ 2,600	€ 0	€ 200
Renault Trafic	FVMR	incl.	€ 1,500	€ 1,700	€ 0	€ 200
VW Transporter Aut.	FVAR	incl.	€ 1,800	€ 2,000	€ 0	€ 200
VW Multivan Aut.	PVAR	incl.	€ 2,400	€ 2,600	€ 0	€ 200
Peugeot e208	ECAE	incl.	€ 1,200	€ 1,600	€ 0	€ 200
Renault Zoe ZE52	EDAE	incl.	€ 1,200	€ 1,400	€ 0	€ 200
Opel Mokka-e	IFAE	incl.	€ 1,500	€ 1,700	€ 0	€ 200
Cupra Born	DDAE	incl.	€ 1,500	€ 1,700	€ 0	€ 200
VW ID.4	SFAE	incl.	€ 1,800	€ 2,000	€ 0	€ 200
Tesla Model 3 LR RWD	PDAE	incl.	€ 2,400	€ 2,600	€ 480	€ 680
Tesla Model 3 LR AWD	PDBE	incl.	€ 2,400	€ 2,600	€ 480	€ 680
Tesla Model Y LR AWD	PFBE	incl.	€ 2,400	€ 2,600	€ 480	€ 680

All sample models may be substituted for a directly comparable vehicle of the same car group.

All prices include 22% VAT. Extras are payable locally, available on request.



Contact & Support

avantcar@avantcar.si
avantcar.si

Avant Car Ljubljana International Airport →

avantcar@avantcar.si
00 386 41 482 466 Zgornji Brnik 130A, 4210 Zgornji Brnik

Avant Car Ljubljana North / Downtown

avantcar@avantcar.si
00 386 1 589 08 50 Dunajska cesta 140, 1000 Ljubljana

Avant Car Ljubljana Railway Stn. / City Centre ©

avantcar@avantcar.si
00 386 51 433 173 Trdinova ulica 9, 1000 Ljubljana

Avant Car Maribor City Centre ©

avantcar@avantcar.si
00 386 51 419 777 Partizanska cesta 6, 2000 Maribor

Avant Car Koper

avantcar@avantcar.si
00 386 41 442 394 Ankaranska cesta 12, 6000 Koper

Reservations & Sales

reservations@avantcar.si
00 386 1 589 08 50

Avant Car Slovenia Head Office
Dunajska cesta 140, 1000 Ljubljana