



General Car Rental Terms and Conditions - Serbia

1. Drivers age: minimum 21 years for MCMR, ECMR, ECAR, CCMR, CCAR, ICMR, ICAR and 23 years for SCMR, SCAR, IFMR and IFAR.
2. Drivers maximum age: 75 years
3. Driving license: minimum 2 years for Mini, Economy, Compact & Intermediate, 3 years for Standard.
4. Documents required: valid driving license (no International Driving license mandatory except for Countries with non Latin or Cyrillic alphabet) and identification document (Passport or local ID card). Chinese driving licenses are acceptable with official notary translation.

Means of deposit: Mayor credit card in the main driver name (except Diners card). Exceptionally, additional driver may be guarantor. Deposit amount required is in value of maximum excess charge for the category + rental amount. Debit cards, Visa Electron, Maestro or Prepaid credit cards are not acceptable for Deposit.

5. Mean of payment: Credit card or cash- in local currency only.
6. VAT in the Country: 20%

Additional Rental Terms and Conditions

7. Rental charge is calculated in Serbian Dinars (RSD).
8. Basic Rental rate includes duration of rental, included kilometers and VAT. Some products include different levels of coverage. Additional kilometers charge is the matter of a daily rates and will be available at the pickup.
9. The Customer is fully liable for all accidental damages to third parties up to the limit set by the law, caused by his fault.
10. The Customer will charge the Lessee a minimal rental period of 1 day (24 hours) and 100 kilometers, regardless of the shorter time period or less kilometers covered.
11. The Customer will not charge rental extension up to 29 minutes, extensions over 30 minutes will be charged as another full rental day.
12. Global fully observes the service intervals proclaimed by motor vehicle manufacturers. Failure to comply with the said schedule shall cause losing of the vehicle warranty. The Lessee is obliged to inform the Lessor (Global) immediately and without any delay that there is a warning on ANY car indicating light. If the Lessee ignores such warning and fails to call to the Global renting station, s/he shall be charged full penalty for losing the vehicle warranty.

Liabilities and Coverage

13. The Customer will pay the Full or Deductible amount in case of an accidental/other collision damage on the rented vehicle up to the maximum amount for the selected car group. Excess will be charged for each accident case depending of the insurance package purchased in the product.
14. The Lessee will pay the Deductible amount in case of theft/loss of the rented vehicle in the amount stated in the current Price List for the selected car group (in the case when CDW & THW basic insurance is included in the rate).
15. If product do not include CDW & THW, Lessee is liable for the full damage amount on the vehicle.

Standard (XML)	Car lead model GL	Minimum age	excess (incl. total damage), Theft
MCMR	TOYOTA YARIS	21	720€
ECMR	FORD FIESTA	21	720€
ECAR	YARIS AUT	21	720€
CCMR	FORD FOCUS	21	960€
CCAR	TOYOTA AURIS AUT	21	960€
ICMR	TOYOTA COROLLA	21	1,080€
ICAR	TOYOTA COROLLA AUT	21	1,080€
SCMR	FORD MONDEO	23	1,200€
SCAR	FORD MONDEO AUT	23	1,200€
IFMR	FORD KUGA	23	1,200€
IFAR	FORD KUGA AUT	23	1,200€

16. By contracting and paying Super insurances – Super CDW or Super Premium CDW, the Customer can reduce the deductible amount in case of an accidental/other collision damage. Values of Super insurances are available at the counter during vehicle pick up.
17. The Customer can purchase Tires and Glasses super insurance (WWI), which will release the Customer of the excess in the case of damage of those parts.
18. The Customer is obliged to present Police report for every damage, otherwise no insurance will apply and Customer will be liable for full damage cost increased for damage administration fee.
19. Insurance terms of the Collision Damage Waiver and theft protection are not valid on the territory of Albania and the UN Protectorate Kosovo. The Lessee will pay full value of all damages and losses caused by accidents on that territory. Cross border is generally forbidden for those territories.
20. If the theft/loss of the rented vehicle is not reported to the Police authorities and/or the Lessee does not show vehicle documents and keys, the Lessee shall pay the full value of the missing/stolen vehicle.

Personal Accident Insurance - PAI

21. The Customer can insure the driver and all passengers in the rented vehicle for disability and death in the traffic accident of the rented vehicle by signing the front side of the Rental Agreement and paying the Personal Accident Insurance (PAI) in value of 6,00€ + VAT/ rental day.
22. PAI insures the driver and all passengers up to the amount regulated by the Law and the Insurance policy of the rented vehicle.

Additional services

23. Delivery and collection is not available.
24. Return of the vehicle is available in different station with extra charges of 25-120€ + VAT depending on the station.

25. Modification/ Cancellation policy – Free for maximum 24 hours ahead of the rental, 100% of the rental value for cancellations 23:59h ahead of the rental.

26. Stations working hours:

STATION	Monday-Friday	Saturday	Sunday	Phone	Email
BELGRADE INTL AIRPORT NIKOLA TESLA	08:00 - 22:00	08:00 - 22:00	08:00 - 22:00	+381117852820	reservations@global-rent-a-car.rs
NIS INTL AIRPORT KONSTANTIN VELIKI	08:00 - 20:00	08:00 - 20:00	08:00 - 20:00		
BELGRADE DT, Blv. Milutina Milankovića 9D - GTC41a	08:00 - 20:00	08:00-16:00	08:00-16:00		
NOVI SAD Dt, Hotel Novi Sad, Bulevar Jaše Tomića 1,	08:00 - 20:00	Closed	Closed		
KRALJEVO AIRPORT MORAVA, Tavnik bb	08:00 - 20:00	08:00 - 20:00	08:00 - 20:00		

27. Out of working hours pick up: 35€ + VAT. Maximum period for pick up after working hours is 120 min.

28. Young driver fee applies for Drivers between 21-25 years of age in value of 15,00€ + VAT / rental day, maximum 75,00€ + VAT/ rental.

29. Senior driver fee applies for Drivers between 70 – 75 years of age in value of 15€ + VAT/ rentals day, maximum 75€+ VAT per rental.

30. Additional driver fee: 10,00€ + VAT/ rental day, maximum 50,00€ + VAT/rental.

31. Tank refill fee: 20€ + VAT per rented vehicle. Gasoline is not included in the Basic Rental rate.

32. Express fuel option might be offered.

33. GPS Navigation: 9,00€ + VAT/ day, 72,00€ + PDV max per rental. Replacement fee: 300,00€ + VAT per device.

34. The Customer pays Airport surcharge of 2,50€ + VAT/ rental day for all rentals starting at the Airport.

35. Car washing is not included in the rental. Customer is obliged to return the vehicle washed inside and out.

Prepaid service fee is offered at the pickup in value of 10,00€ + VAT. Penalty for not washed car on return is 30€ + VAT. Penalty for extremely dirty vehicle, without dry cleaning is 55,00€ + VAT. Dry cleaning of the seats is 25€ per seat + VAT.

36. Baby/ toddler seat is 8€ + VAT/ rental day, 64€ + VAT/rental. Children up to 7 years of age and 110cm height are obliged to be driven in adequate baby/ toddler seats.

37. WiFi device is charged 9€ + VAT/ rental day, 72,00€ + VAT max per rental. Device replacement fee is 130€ + VAT.

38. All vehicles are nonsmoking vehicles. Smoking package can be purchased for some vehicles in value of 20€+VAT per rental. If, upon the car return, it has been concluded that it has been smoked in the car without prior purchase of the smoking package, penalty of 40€ + VAT will be charged.

39. Winter tyres are mandatory between 01/11-31/3 and are included in rates. Snow chains are 25€ + VAT.

40. The Lessee will cover full value of the damages which are not covered by Insurance Company, occurred on the following vehicle parts: wheels, wheel covers, undercarriage, rims, interior and radio. All engine damages caused by the misuse of the Lessee, like clutch burning and similar, are not a subject of insurance coverage and are full liability of the Lessee.

41. Destroyed/ damaged tire will be charged 300,00€ + VAT.

42. The Customer will pay full value of the lost rented vehicle's key / alarm-key / vehicle's documents in value of 250,00€ + VAT.

43. The Customer will pay the amount of 200,00€ + VAT for the lost rented vehicle's registration plate(s).

44. Cross border fee for all borders crossing is 8,00€ + VAT /rental day, 64,00€ + VAT max per rental. Cross border is allowed only for the following Countries: Croatia, Bosnia, Montenegro, Hungary and Macedonia. Penalty for not allowed border crossing is 500€ + VAT.

45. All traffic fines are Customers responsibility and will be charged to him/her in full cost, increased for administrative cost of 40,00€ + VAT.

46. Damage administration fee is 40,00€ + VAT.

47. Traffic fines and parking ticket administration fee is 35,00€ + VAT.
48. Re-invoice for Parking fines is 15,00€ + VAT.
49. Reservation modification fee is 5,00€ + VAT.
50. Telephone or e-mail bookings are charged 10,00€ + VAT / rental.
51. Rental extension or decrease fee is 30€ + VAT.
52. International one way rentals are not allowed.

*not exist level of the damage

Most frequent damages to cars and vans	Mini				Economy				Compact				Intermediate				Standard / SUV			
	FABIA or similar				YARIS, FIESTA or similar				AURIS, MEGAN or similar				COROLLA or similar				MONDEO, 500X or similar			
	Damage severity				Damage severity				Damage severity				Damage severity				Damage severity			
	Light	Medium	Serious	Replace	Light	Medium	Serious	Replace	Light	Medium	Serious	Replace	Light	Medium	Serious	Replace	Light	Medium	Serious	Replace
25%	50%	75%	100%	25%	50%	75%	100%	25%	50%	75%	100%	25%	50%	75%	100%	25%	50%	75%	100%	
Body repairs																				
Front bumper	107	215	322	429	127	253	380	506	179	358	537	717	205	410	615	820	215	429	644	858
Rear bumper	111	223	334	446	135	270	404	539	170	340	510	680	218	436	654	872	212	424	635	847
Front doors	168	336	503	671	198	396	594	792	234	468	701	935	231	461	692	923	261	523	784	1045
Rear doors	153	305	458	611	191	382	573	765	247	494	741	988	231	461	692	923	261	523	784	1045
Front fenders	80	160	239	319	91	182	273	364	109	219	328	438	154	308	461	615	123	247	370	493
Rear fenders	135	270	404	539	193	385	578	770	234	468	701	935	344	688	1031	1375	259	517	776	1034
Sills	128	256	384	512	143	286	429	572	192	383	575	767	90	179	269	359	234	468	701	935
Bonnet	142	283	425	567	171	341	512	682	198	397	595	794	256	513	769	1025	254	509	763	1017
Back door	173	347	520	693	206	413	619	825	228	457	685	913	244	487	731	974	266	532	798	1064
Rear view mirrors	11	22	33	44	15	30	45	61	22	45	67	89	102	205	307	409	24	48	71	95
Mirror housings	33	66	99	132	48	96	144	193	61	123	184	245	58	116	175	233	61	123	184	245
Front bumper grille	41	83	124	165	55	110	165	220	67	133	200	266	67	133	200	266	74	147	221	295
Headlights	82	165	247	330	83	165	248	330	96	193	289	385	359	718	1077	1436	116	233	349	465
Rear lights	36	73	109	146	38	75	113	151	38	76	115	153	77	154	231	308	84	167	251	335
Roof	215	429	644	858	385	770	1155	1540	413	825	1238	1650	308	615	923	1231	440	880	1320	1760
Door locks	21	41	62	83	21	41	62	83	26	52	78	105	27	53	80	107	26	52	78	105
Glasses																				
Windscreen	55	*	*	438	55	*	*	569	55	*	*	728	55	*	*	746	55	*	*	796
Rear window	*	*	*	421	*	*	*	463	*	*	*	578	*	*	*	523	*	*	*	538
Front doors glass	*	*	*	90	*	*	*	99	*	*	*	126	*	*	*	139	*	*	*	141
Rear doors glass	*	*	*	152	*	*	*	167	*	*	*	112	*	*	*	157	*	*	*	147
Front doors fixed glass	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	82
Rear doors fixed glass	*	*	*	80	*	*	*	88	*	*	*	107	*	*	*	141	*	*	*	255
Rear wiper arm (complete)	*	*	*	30	*	*	*	33	*	*	*	30	*	*	*	50	*	*	*	50
Front wiper arm (complete)	*	*	*	83	*	*	*	91	*	*	*	86	*	*	*	34	*	*	*	36
Front wiper blades	*	*	*	34	*	*	*	38	*	*	*	39	*	*	*	61	*	*	*	66
Wheels and tyres																				
Alloy wheel	*	*	*	*	*	*	*	*	65	129	259	345	64	127	255	340	62	124	248	331
Iron wheel	25	51	101	135	25	51	101	135	*	*	*	*	*	*	*	*	*	*	*	*
Hub covers	*	*	*	*	*	*	*	*	*	*	*	44	*	*	*	44	*	*	*	55
Wheel trim	25	51	76	101	36	73	109	145	*	*	*	*	*	*	*	*	*	*	*	*
Tyres *	22	*	*	55	22	*	*	61	22	*	*	66	*	*	*	330	22	*	*	110

Interiors and accessories																				
Owners guide	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Lighter	*	*	*	39	*	*	*	39	*	*	*	39	*	*	*	44	*	*	*	44
Ashtray	*	*	*	55	*	*	*	66	*	*	*	66	*	*	*	66	*	*	*	77
Radio	214	428	857	1142	214	428	857	1142	142	284	569	758	206	412	824	1098	176	352	703	938
Internal mirror	*	*	*	100	*	*	*	100	*	*	*	288	*	*	*	449	*	*	*	534
Cockpit	152	304	609	812	152	304	609	812	203	406	812	1083	*	*	*	*	211	422	844	1125
Gloves compartment	*	*	*	67	*	*	*	67	*	*	*	89	*	*	*	449	*	*	*	189
Luggage cover	33	65	130	173	33	65	130	173	27	53	107	142	19	38	76	102	18	36	73	97
(Iron wheel trim) spare tyre	*	*	*	135	*	*	*	135	*	*	*	161	*	*	*	*	*	*	*	*
(Alloy wheel trim) spare tyre	*	*	*	*	*	*	*	*	65	129	259	345	64	127	255	340	62	124	248	331
Mandatory equipment	*	*	*	50	*	*	*	50	*	*	*	50	*	*	*	50	*	*	*	50
Compressor	191	383	765	1020	191	383	765	1020	191	383	765	1020	216	433	866	1155	184	368	736	981
Tool kit	*	*	*	34	*	*	*	34	*	*	*	34	*	*	*	14	*	*	*	12
Roof lining	*	*	*	317	*	*	*	317	*	*	*	349	*	*	*	97	*	*	*	69
Extraordinary interior cleaning (one seat)	*	*	*	39	*	*	*	39	*	*	*	39	*	*	*	39	*	*	*	39
Lost key hanger	*	*	*	6	*	*	*	6	*	*	*	6	*	*	*	6	*	*	*	6
Lost keys	*	*	*	220	*	*	*	220	*	*	*	220	*	*	*	294	*	*	*	330
Lost documents	*	*	*	151	*	*	*	151	*	*	*	151	28	*	*	151	*	*	*	151
Lost plates	*	*	*	151	*	*	*	151	*	*	*	151	*	*	*	151	*	*	*	151

**VAT 20% not Included