

# **Terms and Conditions**

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## 1 Definitions

In the context of these Terms and Conditions, the following terms shall have the meanings stated below:

- **“LuxRent-Auto” or “The Company”** –the provider of premium vehicle rental services headquartered in Bucharest, Romania.
- **“Client” or “User”** –the individual or legal entity renting one or more vehicles.
- **“Vehicle”** –the automobile provided to the Client under the rental agreement.
- **“Rental Agreement”** –the contract between LuxRent-Auto and the Client regarding the vehicle rental.
- **“Rental Period”** –the time interval specified in the contract for which the vehicle is rented.
- **“Daily Rate”** –the rental price for one calendar day (24 hours).

## 2 General Rental Conditions

### 2.1 Eligibility

To rent a vehicle, the Client must meet the following criteria:

- Be at least 21 years old (25 years for premium/sport vehicles).
- Hold a valid driving license for a minimum of 2 years (3 years for premium categories).
- Possess valid identification documents (ID card or passport).
- Provide a valid credit/debit card under the contract holder's name.

## **2.2 Reservation and Confirmation**

Reservations can be made online via [www.luxrent-auto.ro](http://www.luxrent-auto.ro), by phone, or email.

- A reservation is finalized after availability confirmation and advance payment.
- The advance payment equals 30% of the total rental value.
- Confirmation is sent by email within 24 hours.
- LuxRent-Auto reserves the right to refuse any reservation without providing reasons.

## **2.3 Vehicle Pickup and Return**

- Vehicles are picked up at the address specified in the contract at the agreed time.
- Pickup delays exceeding 1 hour may result in cancellation of the reservation.

- Vehicles must be returned on the date and time agreed in the contract.
- Late returns are charged at 50€/hour or a proportional daily rate.
- Vehicles must be returned with the same fuel level as at pickup.

## 3 Rates and Payments

### 3.1 Rate Structure

The rental rates include the following services:

- Comprehensive CASCO insurance.
- Mandatory third-party liability (RCA) insurance.
- 24/7 roadside assistance.
- GPS navigation system.

Rates **do not** include:

- Fuel consumption.
- Traffic fines.
- Damages not covered by insurance.

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- Parking fees.

<b>Kilometrage Policy</b>	<b>Details</b>
Unlimited kilometers	Within Bucharest and Ilfov counties
200 km/day limit	For trips outside Bucharest and Ilfov
Additional kilometers	Charged at 0.50€/km

### **3.2 Payment Methods**

Accepted payment options include:

- Credit/Debit cards (Visa, Mastercard, American Express).
- Bank transfer (corporate contracts only).
- Cash (only for amounts below 500€).

At vehicle pickup, a security deposit between 500€ and 2000€ is withheld, depending on the vehicle category.

### 3.3 Additional Fees

Service	Fee
Additional driver	10€/day
Child seat	5€/day
Extra GPS device	5€/day
Airport pickup/delivery	30€
Pickup/delivery outside Bucharest	1€/km
Excessive cleaning	50€–200€

## 4 Insurance and Protection

### 4.1 Included Insurance

The rental includes the following coverage:

- Full CASCO insurance covering vehicle damages.
- Mandatory RCA third-party liability insurance.
- 24/7 roadside assistance throughout Romania.

The standard deductible (franchise) is fixed at 500€ for damages.

## 4.2 Insurance Exclusions

Insurance does not cover:

- Damages caused intentionally or through gross negligence.
- Driving under the influence of alcohol or prohibited substances.
- Damage to wheels, tires, and undercarriage parts.
- Loss of vehicle keys.
- Interior damages (seats, upholstery, dashboard).
- Damages occurring on unauthorized or unapproved roads.

## 4.3 Optional Supplemental Protection

Clients may opt for additional protection packages:

<b>Protection</b>	<b>Additional Daily Fee</b>
Super CDW (reduces deductible to 0€)	+15€/day
Wheel and Tire Protection	+10€/day
Windshield Protection	+8€/day
Interior Protection	+12€/day

## **5 Client Responsibilities**

### **5.1 General Obligations**

The Client commits to:

- Use the vehicle in good faith and according to its intended purpose.
- Comply with traffic laws and applicable legislation.
- Maintain the vehicle clean and in good condition.
- Check daily levels of oil, water, and tire pressure.
- Immediately report any malfunction or damage.
- Not allow unauthorized persons to drive the vehicle.

### **5.2 Prohibitions**

The Client is prohibited from:

- Subleasing or lending the vehicle.
- Using the vehicle for illegal racing or criminal activities.
- Transporting passengers for a fee (taxi services).
- Carrying hazardous or illegal materials.

- Driving on unauthorized roads (off-road without approval).
- Exiting the country without prior written consent.
- Smoking inside the vehicle (fine of 200€).
- Transporting animals without proper protection (fine of 100€).

### **5.3 In Case of Accident**

In the event of an accident, the Client must:

- Immediately notify the Police and LuxRent-Auto (24/7 contact: [+40 123 456 789](tel:+40123456789)).
- Complete an amicable accident report or obtain a police report.
- Not leave the accident scene before authorities arrive.
- Not admit fault without consulting LuxRent-Auto.
- Provide all required documentation and information within 24 hours.

## 6 Reservation Cancellation and Modification

### 6.1 Cancellation Policy

<b>Time Before Rental</b>	<b>Refund Policy</b>
More than 7 days	100% refund of advance
Between 3 and 7 days	50% refund of advance
Less than 3 days	No refund
No-show	No refund + 100€ fee

### 6.2 Reservation Modification

Modifications are permitted under these conditions:

- Requests must be made at least 48 hours before rental start.
- Date changes are free of charge, subject to availability.
- Vehicle category changes require payment of any rate difference.