

Here you may find answers to your questions below about our car hire services to help you understand whole process. If you could not find an answer to your question here, please do not hesitate to contact us.

What is SUPER CDW?

Super CDW – is extra insurance. This optional fee which is 5 euro per day for vehicle groups A-B; 6 euro D-G; 7 euro H-I; J-L 10 euro; excludes renter from paying excess amount (CDW).

ABOUT INSURANCE

When renting a car in Croatia it is essential to know all about insurance. When you book with RENT A CAR KAIROS the price you are quoted already includes the basic insurance needed should you be involved in an accident. This includes Legal Liability, Third Party and Public Liability insurance, rental rates also include Theft Protection* and Collision Damage Waiver* with a non waivable excess between 3000 HRK and 6000 HRK depending on rental car group. What is not included is PAI (personal accident insurance covers case of death or invalidity) and SUPER CDW (extra insurance, you can buy a non waivable excess). You can check what insurances are included in your rental price at the time of booking or when you reach the rental location. Our agents are always happy to advise and explain the options available to suit your requirements.

Types of Insurance	per day/ VAT inc.
Legal Liability, Third Party and Public Liability Insurance	No charge
These are compulsory insurances in case you damage someone or something else, including passengers and their property, in the rented vehicle. By law, these are included in your rental price.	Already included in your rental price
Collision Damage Waiver (CDW)*	No charge
If the rental car is damaged, this will cover the cost of repairs. You will, however, have to pay a fixed amount towards the repair costs. This is known as the excess. This applies if you or unknown person were at fault. Fixed amount is from 3000-6000 kn depending on car group.	Already included in your rental price
Theft Protection (TP)*	No charge
If the rental car is stolen, this will cover the cost of replacing it (or parts of it).	Already included in your rental price
Personal Accident Insurance (PAI)	3 euro
Should you have an accident during the rental as a driver or passenger, this daily insurance will cover accidental death, assistance and rescue in amount provided by law.	same price for all car groups
Super CDW	from 5 to 20 euro
If you wish you can buy a non waivable excess in case the rental car damage by taking Super CDW.	Depend on car group

CAR PICK UP

How do I pick up my car at airport locations?

Our branch offices and partners are situated at all bigger airports in Croatia. All details about pick up will be provided in confirmation.

How do I pick up my car at city locations?

Location of our offices are displayed on our web page and in your confirmation. We also deliver cars to hotels, accommodation address, ports, yacht marina and bus – railway stations. Feel free to contact us for all info.

Can I pick up out of office hours?

Yes, you may when you book and inform us in advance.

Which documents should I present at pick up?

You should present driving licence, passport and credit card for main renter, driving licence only for additional drivers.

What sort of driving licence you require?

Drivers should provide a valid national or international driver's license held at least two years.

Can I rent a car without credit card?

It is required to leave a deposit to cover the insurance excess amounts , eventually missing fuel, traffic fines. To do so, a valid credit card in the name of the lead driver, must be provided upon collection of the car or cash deposit minimum 500.00 Euro (depending on rental car group) as a form of deposit.

How can I pay the balance at pick up?

All major credit cards Visa,Mastercard, Diners and American express are accepted for payment as well as cash.

What about fuel?

In most situations cars are delivered with full tank and you also return full. In case you did not return full, you have to pay difference in fuel plus tank service in amount of 100kn+VAT . Anyhow you return same level of tank we gave you on pick up.

DURING YOUR CAR RENTAL

Can I let someone else to drive the car?

Only drivers who are registered in rental agreement can drive the vehicle. If any accident occurs while non-registered driver is driving the rental car, insurance will be void.

Can I travel to another country?

Yes it is allowed with exception for some car groups you need permission from rental agent.

What to do in case of accident?

In that case please stay cool-headed. Call us on help phone numbers we gave you as well as police and hospital if necessary.Number is 112. We will inform you about further steps.

What should I do in case of car breakdown?

Contact us on emergency phone number or number of your rental agent, we are here to give you support 24 hours a day. Depending on the breakdown reason we will either change the vehicle or make it repaired in the nearest service to you. All our cars are new and they have fabric guarantee.

RETURNING A CAR

Where do I drop off the car at airport?

You can drop the car at the airport parking, and documents in our office. Our staff will take care about rest.

Where can I drop off the car at city locations?

You may drop the car either in our office or your accommodation address, port.. All with prior arrangement with your rental agent.

May I return earlier/later than the date/time written in rental agreement?

You can return vehicle in different time or day, only if you inform us in advance. Anyhow daily rate is based on 24 hours rent,we have grace period of 2 hours, and after that we will charge one more day.