

LOW SEASON 01.05. - 19.06. & 11.09. - 10.10.

SIPP CODE	SUPPLIER CODE	CAR GROUP	VEHICLE MODEL	DOORS	PAX	TRANSMISSION	Freeseil	1-5 days	6-7 days	8 - 13 days	14 days	15 days +
							Yes/No	Per Day	Package	Extra day	Package	Extra day
MCMR	MINI	B	VOLKSWAGEN UP / FIAT 500	3	4	M	YES	42,00	176,00	22,00	285,00	20,00
EDMR	ECONOMY	C	VW POLO / LANCIA YPSILON	5	5	M	YES	48,00	207,00	25,00	324,00	23,00
CDMR	COMPACT	E	VW GOLF / VOLVO V40	5	5	M	YES	52,00	281,00	34,00	440,00	31,00
CDAR	COMPACT	N	VW GOLF / FORD FOCUS	5	5	A	NO	63,00	374,00	45,00	567,00	42,00
IDAD	INTERMEDIATE	M	BMW 1 SERIES / AUDI A3	5	5	A	NO	75,00	449,00	54,00	680,00	50,00
IWMR	INTERMEDIATE	F	VW GOLF SW / SEAT LEON SW	5	5	M	NO	72,00	383,00	46,00	596,00	43,00
IDMR	INTERMEDIATE	G	SKODA OCTAVIA / AUDI A4	4	5	M	NO	83,00	477,00	58,00	751,00	54,00
SWMR	STANDARD	P	VW PASSAT SW / SKODA OCTAVIA SW	5	5	M	NO	84,00	526,00	65,00	842,00	60,00
SDAD	STANDARD	H	VW PASSAT / BMW 3 SERIES	4	5	A	NO	94,00	549,00	71,00	919,00	66,00
FFAR	SUV	K	BMW X1	4	5	A	NO	96,00	602,00	73,00	945,00	68,00
SVMR	STANDARD	I	VW SHARAN / PEUGEOT 5008	5	5+2	M	NO	97,00	624,00	75,00	945,00	69,00
SVAD	STANDARD	L	VW TOURAN / BMW 2 GRAN TOURER	5	5+2	A	NO	97,00	638,00	77,00	997,00	71,00
FVMD	FULLSIZE	J	OPEL VIVARO / VW CARAVELLE	4	8+1	M	NO	103,00	664,00	92,00	1159,00	89,00
PDAR	PREMIUM	X	BMW 5 SERIES / MERCEDES E-CLASS	4	5	A	NO	113,00	713,00	102,00	1300,00	97,00
XTMR	SPECIAL	S	FIAT 500 - CONVERTIBLE	3	4	M	NO	85,00	583,00	75,00	907,00	71,00
LTAR	SPECIAL	Q	BMW 2 SERIES - CONVERTIBLE	3	4	A	NO	99,00	691,00	82,00	1033,00	74,00
FVAD	FULLSIZE	W	OPEL VIVARO / VW CARAVELLE	4	8+1	A	NO	143,00	952,00	126,00	1666,00	120,00

HIGH SEASON 20.06. - 10.09.

SIPP CODE	SUPPLIER CODE	CAR GROUP	VEHICLE MODEL	DOORS	PAX	TRANSMISSION	Freeseil	1-5 days	6-7 days	8 - 13 days	14 days	15 days +
							Yes/No	Per Day	Package	Extra day	Package	Extra day
MCMR	MINI	B	VOLKSWAGEN UP / FIAT 500	3	4	M	YES	55,00	316,00	41,00	531,00	38,00
EDMR	ECONOMY	C	VW POLO / LANCIA YPSILON	5	5	M	YES	63,00	341,00	43,00	557,00	40,00
CDMR	COMPACT	E	VW GOLF / VOLVO V40	5	5	M	YES	75,00	417,00	52,00	673,00	48,00
CDAR	COMPACT	N	VW GOLF / FORD FOCUS	5	5	A	NO	92,00	461,00	58,00	751,00	54,00
IDAD	INTERMEDIATE	M	BMW 1 SERIES / AUDI A3	5	5	A	NO	106,00	541,00	68,00	864,00	62,00
IWMR	INTERMEDIATE	F	VW GOLF SW / SEAT LEON SW	5	5	M	NO	98,00	528,00	65,00	842,00	60,00
IDMR	INTERMEDIATE	G	SKODA OCTAVIA / AUDI A4	4	5	M	NO	103,00	600,00	76,00	984,00	70,00
SWMR	STANDARD	P	VW PASSAT SW / SKODA OCTAVIA SW	5	5	M	NO	121,00	659,00	82,00	1062,00	76,00
SDAD	STANDARD	H	VW PASSAT / BMW 3 SERIES	4	5	A	NO	134,00	733,00	88,00	1140,00	81,00
FFAR	SUV	K	BMW X1	4	5	A	NO	139,00	814,00	92,00	1191,00	85,00
SVMR	STANDARD	I	VW SHARAN / PEUGEOT 5008	5	5+2	M	NO	145,00	847,00	98,00	1269,00	91,00
SVAD	STANDARD	L	VW TOURAN / BMW 2 GRAN TOURER	5	5+2	A	NO	153,00	847,00	99,00	1282,00	92,00
FVMD	FULLSIZE	J	OPEL VIVARO / VW CARAVELLE	4	8+1	M	NO	153,00	868,00	110,00	1425,00	102,00
PDAR	PREMIUM	X	BMW 5 SERIES / MERCEDES E-CLASS	4	5	A	NO	160,00	941,00	120,00	1554,00	111,00
XTMR	SPECIAL	S	FIAT 500 - CONVERTIBLE	3	4	M	NO	138,00	769,00	99,00	1282,00	92,00
LTAR	SPECIAL	Q	BMW 2 SERIES - CONVERTIBLE	3	4	A	NO	153,00	886,00	105,00	1360,00	97,00
FVAD	FULLSIZE	W	OPEL VIVARO / VW CARAVELLE	4	8+1	A	NO	198,00	1416,00	159,00	1999,00	130,00

VAT 25% - not included

Currency : EUR

CATEGORY	DESCRIPTION	INCLUDED	NOT INCLUDED	CHARGE	AMOUNT	PER RENTAL / PER DAY	COMMENTS & DETAILS
Compulsory Insurance	CDW (Collision Damage Waiver)	X					
	Non Waivable CDW amount			Driver	800 € - 2500 €	per rental	B, C - 800 € / E, N - 1000 € / M, F, G - 1200 € / P, H, S - 2000 € / K, I, L, J, X, Q - 2500 €
	Theft Waiver	X					
	Non Waivable Theft Waiver amount			Driver	360 € - 1350 €	per rental	
Additional Insurance	SCDW		X	Driver	12 € - 25 €	per day	B - 12 € / C, E, N - 15 € / M, F, G - 17 € / P, H, S - 20 € / K, I, L, J, X, Q - 25 €
	T&G (Tires & Glass) Insurance		X	Driver	6 € - 20 €	per day	B, C - 6 € / E, N - 10 € / M, F, G - 12 € / P, H, S - 15 € / K, I, L, J, X, Q - 20 €
	PAI		X	Driver	5 €	per day	5 €
Liability Insurance to Third Party	Insurance Policy limit for bodily injury	X					189.000 €
	for property damage	X					101.000 €
	for both	X					290.000 €
Surcharges	No show fee		X	TO	100 €	per no show	Maximum tolerance for car holding is 2 hour. After 2 hour reservation will not be valid, and surcharge applies.
	Extra day charge		X	Driver	cost depends on car group	per day	If client returns the car 2 hours after arranged drop off, extra day charge applies
Delivery & Collection	Hotels within city limits		X	Driver	20 €	per rental	Within city limits / on request
	Accommodation within city limits		X	Driver	20 €	per rental	Within city limits / on request
	Bus or Railway station		X	Driver	20 €	per rental	Within city limits / on request
Afterhours	All locations		X	Driver	30 €	per rental	on request
Driving Restrictions & One Way Rentals	National One Way MACK locations	X					IN HIGH SEASON, FOR 1-4 DAYS RENTAL - DROP OFF FEE: 80 € IN LOW SEASON, 1-4 DAYS RENTAL - DROP OFF FEE: 50 €
	International One Way		X				In DELIVERY & COLLECTION sheet you can find prices for rentals in cities in which we do not have our offices, but we work with other car rental companies, travel agencies and hotels so deliveries and collections are possible
	Cross Border Permit		X	Driver	30 €	per rental	It's not allowed to travel to Albania, Kosovo, Serbia, Romania, Bulgaria, Ukraine & Russia with our vehicles
	Ferry & Island Permit		X	Driver	30 €	per rental	Permission to use our vehicles on ferries and islands
Driver	Minimum Driver Licence period						B, C, E, N groups: 2 years / Other groups: 5 years
	Min - Max Driver age						21 years for car groups: B & C / 25 years for all other groups
	Senior driver		X		10 €	per day	
	Young driver		X		10 €	per day	
	Additional Driver	X			10 €		1st - FREE; 3rd & 4th - 8,00 € / day (per driver)
Extras	Booster		X	Driver	10 €	per day	Max. 50 EUR per rental. Not mandatory, on request only.
	Baby Seat		X	Driver	10 €	per day	Max. 50 EUR per rental. Not mandatory, on request only.
	GPS		X	Driver	FREE / 4 €	per day	FREE IN LOW & PRE SEASON / 4 € PER DAY IN HIGH SEASON
Fuel Policy (same to same)	Refuelling Charge		X	Driver	30 €	per rental	Missing fuel charge: 2,00 € / liter
Deposits & Payment	Cash deposit						Not allowed
	Cash payment						Allowed
	Credit Cards						Mastercard, Visa, Amex, Diners (Mandatory at pick up)
	Credit Card Authorization (Security Deposit)						Credit card authorization (deposit) will be made at car pick up, equal to the excess amount for reserved group + full tank
Damaged Vehicle	Damage Handling Fee		X	Driver	70 €	per rental	Damage handling fee applies to all rentals and all situations where there is a new damage on the car (even with additional insurance)
Parking and Traffic Offense Administration Fee	Parking administration fee		X	Driver	15 €		Parking and Traffic offense administration fee



TERMS AND CONDITIONS

DRIVERS AGE

Minimum 21 years of age for B & C groups / 25 years for other groups;
Minimum age 21 - Maximum age 69
The driver must be a license holder for the minimum of 2 years

MINIMUM RENTAL CHARGE

Minimal rental period per one agreement 1 day (24hours)
If daily rate is exceeded by more than 2 hours, an additional day applies
Time waiting for the client before No Show - Grace period - 1 Hour

RATE INCLUDES

Rental of the vehicle by specified rates
Rate includes unlimited mileage

CDW & TP waives partially the responsibility of driver in case of accident to an excess amount
In the case of damage or accident, client needs to report it to M.A.C.K. agent and to the police.
Otherwise, Collision Damage Waiver insurance will be void, without a police report and breath test and client will be liable for the full cost of the damage.
In the case of theft, client is not covered (TP) if doesn't have car keys and/or car document and will be liable for complete replacement value of the vehicle if it is stolen.

Third Party Liability (TPL) and Airport surcharge are included in rate

RATE EXCLUDES

Super Collision Damage Waiver, SUPER CDW (optional)
Personal Accident Insurance, PAI (optional)
Tires & Glass insurance
Additional services and equipment
Fuel and refuelling charge service
Taxes
Delivery and collection

ADDITIONAL EQUIPMENT

Baby seat, Child seat, Booster seat, GPS, etc.

VEHICLE INSURANCE

All vehicles are insured against damage caused by the third party
The insurance company covers the damage caused by our car up to the amount determined by the law.

With CDW, the renter will not be charged more than the amount of the non waivable excess (regarding to the tariff list for each group) for the damage.
Taking the Super Collision Damage Waiver (SUPER CDW), the excess is reduced.
CDW and SUPER CDW are not comprehensive insurances and do not cover the damage to the tires, wheels, under side of the car and the interior of the car
Theft protection TP, does not cover areas considered as a risk territory

NOT ALLOWED COUNTRIES TO ENTER

Vehicles are allowed to drive into Western European Countries
Vehicles are not allowed to enter Greece, Romania, Bulgaria, Macedonia and former USSR countries, Turkey, Iraq, Albania and Kosovo
Entrance in Bosnia & Herzegovina, Serbia and Montenegro is *on request only

ONE WAY RENTALS

* On request only

TERMS OF PAYMENT

All major credit cards are accepted (Amex, Diners, Visa, Mastercard)
For some car groups 2 credit cards are needed as a guarantee

DETAILED EXPLANATION OF INSURANCE FORM FOR CLIENTS

Dear Clients,

At the start of the car rental please check the vehicle condition and fill out the VEHICLE CHECK OUT/IN form.

In case of an accident, you are obligated to contact m.a.c.k. rent-a-car representative, call the police and take the police report and alcohol test.

Without police report and breath test, made at the time and location of the accident, any insurance will be void and you will be liable for the full cost of the damage.

TP (Theft Protection) waives partially the responsibility of the driver in case of car theft to an excess amount.

In case of an accident, for which you are responsible, you participate in damage with a maximum of _____ € + TAX, for this car group,
with mandatory police report and breath test, otherwise you are liable for the full cost of the damage on the car.

You can avoid participation in accident or damage if you decide to take additional insurances:

SCDW (Super Collision Damage Waiver), waives your responsibility in case of the accident you are responsible for,
with mandatory police report and breath test: _____ € + TAX / day, for this car group, does not cover wheels, undercarriage and glass.

T&G (Tires & Glass), additionally covers damages made to tires (only rubber part, not wheels) and glass in case you are responsible for the accident,
with mandatory police report and breath test: _____ € + TAX / day, for this car group.

SCDW and T&G insurances do not cover malfunctions and damages caused by wrong fuel or reckless driving, damages caused by driving under influence of alcohol, drugs or passing through red light and damages caused by unauthorized driver.

I have read and understand this agreement, and I accept and agree to all of its terms and conditions. Signature: _____

POLICE: + 385 192

INSURANCE EXPLANATION

Compulsory insurance

All cars rented from MACK include Third Party Liability Insurance.

Third Party Liability Insurance does not cover loss of, or damage to the rental vehicle - client is responsible for the full value of the vehicle. (subject to acceptance of the insurance options).

Optional insurance

When renting a vehicle from MACK client is responsible for returning the vehicle in the same condition as at the beginning of rental, excluding normal wear, tear and cleanliness.

If the vehicle is stolen, lost or damaged, regardless of fault, client will be absolute liable for costs and losses incurred to MACK. This includes towing, recovery, repairs, storage and loss of revenue. If client chooses CDW or/and TP limitation of liability (in such case "YES" will be entered in the relevant place in the Rental Agreement), liability shall be limited to an Excess Amount according to the Price list of MACK and will be stated on the Rental Agreement (depending on car model).

CDW (Collision Damage Waiver) limitation of liability:

This limitation of liability shall apply to damage to the rental vehicle, it's parts and accessories caused in a road traffic accident. CDW limits clients financial responsibility to the Excess Amount stated on the Rental Agreement. However CDW does not cover any damage to the interior of the rental vehicle, tyre and wheel damage, damage to the underside of the vehicle, broken or lost keys or contamination of fuel, neither in event of deliberate intention or negligence.

TP (Theft protection/Waiver) limitation of liability:

This limitation shall apply in the case of loss of the rental vehicle it's parts and accessories (including tyres, stereo equipment etc.) as a result of theft or attempted theft.

TP limits clients financial responsibility to the Excess Amount stated on the Rental Agreement.

TP is not valid if the vehicle is left unlocked or the keys are left unattended with the vehicle.

Luggage insurance does not exist.

Any liability on the part of MACK for loss or damage to items placed or left in the rental vehicle shall be excluded to the extent permitted by law.

!! **CDW / TP is not valid without a police report and alcohol test**

!! **If customer declines to sign the vehicle condition form at check in he is still liable for damages estimated during the rental period by the official dealership.**

Conduct after accident, damage, loss and theft

If persons are injured they shall, at first, be helped and third-party help shall be called. Road safety obligations are to be observed.

To the extent possible client must do the following:

Immediately inform the Police and MACK

- Take down all the details of any other parties involved.

- Complete an accident report which is placed with the car papers.

- Upon the return of rental vehicle write down a brief statement explaining the course of events.

Credit/Charge Card cover

Some credit card/charge card companies provide limited cover against liability. We are unable to advise customers the cover provided in these schemes.

If the client chooses to utilise this type of cover, client is responsible for compensating MACK in full for any damage, and reclaiming from their Credit/Charge card company.

Customer's declining to take our damage waiver and theft waiver will be required to complete a declaration.

Damage is not considered to be everyday Wear and Tear

Paintwork & Body Panels

Any dents, impacts or damage visible from a body line check.

Any scuffs, scratches that cannot be polished out.

Bird lime or other contamination.

Missing or damaged aerials.

Any unauthorised repairs.

Underside damage.

Adhesive residue or other damages from application of decals or similar.

Bumpers & Mouldings

Any dents or damage visible from a body line and underside check.

Any scuffs, scratches that cannot be polished out.

Bird lime or other contamination.

Dislodged (or missing) trims or bumpers.

Mirrors, Lamps and Body Glass

Stone chips and cracks greater than 5mm in diameter.

Scratches to glass caused by rings or vandalism.

Wheels, Tyres and Rims

Easily visible scuffs and damage to wheels and rims.

Missing rims / wheel caps

Interior and Luggage Area

Cuts, scores, tears or burns to seat or interior trim.

Contamination of interior from smoke or strong odours.

Scores, breakages or damage to plastic trims or fittings.

Stains or excessive soiling of carpets or trims.

Missing equipment.

Mechanical and Electrical

Wear and damage through abuse, overloading, or failure to replenish coolant or lubricant.

Wear and damage caused by ignoring warning lights/instruments, or driving through a flood.

Wear and damage caused by driver error or inconsiderate driving style/technique.

Key / Key Card

Broken or lost key / key card

Unfunctional key / key card due to negligence (exposing to water)

General

Failure caused by abnormal use, impact, abuse, neglect or during off road use



Dear Partner,

Here are pick-up and drop-of prices for rentals in cities in which we do not have our offices, but we work with local agencies, car rental companies and hotels.

DOMESTIC & INTERNATIONAL DELIVERY & COLLECTION					
PICK UP & DROP OFF - DOMESTIC		Price	PICK UP & DROP OFF - INTERNATIONAL		Price
Biograd		60,00	AUSTRIA - Klagenfurt		250,00
Bjelovar		70,00	AUSTRIA - Salzburg		350,00
Čakovec		70,00	AUSTRIA - Vienna		350,00
Daruvar		70,00	AUSTRIA - Villach		250,00
Hvar, Starigrad (Hvar island)		150,00	BELGIUM - Brussels		1.200,00
Igrane		65,00	BOSNIA - Mostar		220,00
Karlovac		45,00	BOSNIA - Sarajevo		310,00
Korcula		100,00	BULGARIA - Sofia		800,00
Krk		90,00	CZECH REPUBLIC - Prague		800,00
Makarska		60,00	FRANCE - Pariz		1.200,00
Murter		60,00	GERMANY - Berlin		1.000,00
Omis		30,00	GERMANY - Frankfurt		800,00
Opatija		100,00	GERMANY - Hamburg		1.000,00
Osijek		150,00	GERMANY - Hannover		1.000,00
Pag		135,00	GERMANY - Koln		900,00
Pakostane		60,00	GERMANY - Munchen		550,00
Ploce		100,00	GERMANY - Stuttgart		650,00
Porec		120,00	HUNGARY - Budapest		350,00
Primosten		45,00	ITALY - Milano		480,00
Pula		100,00	ITALY - Roma		950,00
Rijeka		100,00	ITALY - Torino		480,00
Rovinj		120,00	ITALY - Trieste		250,00
Sibenik		60,00	ITALY - Venezia		370,00
Samobor		30,00	ITALY - Verona		400,00
Sisak		60,00	MONTENEGRO - Budva		180,00
Slavonski Brod		80,00	MONTENEGRO - Kotor		170,00
Supetar (Brac island)		100,00	MONTENEGRO - Podgorica		200,00
Trogir		40,00	MONTENEGRO - Tivat		180,00
Tucepi		55,00	NETHERLANDS - Amsterdam		1.200,00
Varazdin		60,00	POLAND - Warsaw		1.200,00
Velika Gorica		20,00	PORTUGAL - LISABON		1.600,00
Vodice		60,00	SERBIA - Belgrade		380,00
Vukovar		110,00	SLOVAKIA - Bratislava		380,00
Zadar		70,00	SLOVENIA - Ljubljana		150,00
			SPAIN - Barcelona		1.400,00
			SPAIN - Madrid		1.400,00
			SWITZERLAND - Zurich		800,00

Prices are in EUR

VAT (25 %) is not included

All other destinations *On request

M.A.C.K. RENT A CAR OFFICES**OFFICE
HOURS**

COUNTRY	CITY	LOCATION	LOCATION CODE	ADDRESS	TELEPHONE NUMBER	MONDAY - SUNDAY	E-MAIL
CROATIA	ZAGREB	DOWNTOWN	31	ELITE TRAVEL OFFICE & MACK RENT A CAR, ULICA NIKOLE JURIŠIČA 30, ZAGREB	+ 385 (0) 98 485 900	08:00 - 16:00	zagreb@rent-a-car.hr
CROATIA	ZAGREB	AIRPORT	30	INTERNATIONAL AIRPORT FRANJO TUĐMAN, RUDOLFA FIZIRA 1, VELIKA GORICA	+ 385 (0) 98 360 042	08:00 - 20:00	zagreb@rent-a-car.hr
CROATIA	SPLIT	DOWNTOWN	20	HOTEL PARK, HATZEOV PERIVOJ 3, SPLIT	+ 385 (0) 98 601 727	08:00 - 16:00	split@rent-a-car.hr
CROATIA	SPLIT	AIRPORT	21	ELITE TRAVEL OFFICE & MACK RENT A CAR (1. FLOOR), REŠNIK AIRPORT, CESTA DR. FRANJE TUĐMANA 1270, KAŠTEL ŠTAFILIĆ	+ 385 (0) 98 601 727	08:00 - 20:00	split@rent-a-car.hr
CROATIA	DUBROVNIK	DOWNTOWN	10	FRANA SUPILA 3, DUBROVNIK	+ 385 (0) 98 320 915	08:00 - 16:00	dubrovnik@rent-a-car.hr
CROATIA	DUBROVNIK	AIRPORT	11	DUBROVNIK AIRPORT, 20213 ČILIPÍ	+ 385 (0) 98 422 192	08:00 - 20:00	dubrovnik@rent-a-car.hr