

Required Documents

To collect the vehicle, the customer must present:

- A valid Identity Card or Passport.
 - A valid Driving License.
 - Reservation confirmation (if booked online).
-

Vehicle Collection & Return

- The vehicle is delivered clean and in excellent mechanical condition.
 - The customer is responsible for returning the vehicle in the same condition.
 - Any damage identified during or after the rental period will be assessed according to the rental agreement.
 - Late returns may be subject to additional charges.
-

Vehicle Use

The rented vehicle must **not** be used:

- For racing or sporting events.
 - For any illegal activities.
 - By individuals not authorized in the rental agreement.
 - Under the influence of alcohol or drugs.
 - In violation of Albanian traffic laws and regulations.
-

In Case of an Accident

In the event of an accident or vehicle damage, the customer must:

1. Notify the rental company immediately.
2. Contact the Police whenever required by law.
3. Avoid moving the vehicle unless necessary for road safety or instructed otherwise.

4. Provide all police reports and related documentation to the rental company.

Failure to follow these procedures may affect insurance coverage.

Security Deposit

The security deposit may be used to cover:

- Vehicle damage.
- Outstanding traffic fines or penalties.
- Loss of vehicle keys or documentation.
- Fuel shortages in accordance with the fuel policy.

If none of the above applies, the deposit will be refunded in full.

Reservation Cancellation

- Reservations may be cancelled by contacting the company.
 - Refunds of any advance payments are subject to the applicable cancellation policy and the timing of the cancellation.
-

Privacy Policy

Personal data is collected and processed solely for:

- Managing vehicle reservations.
- Preparing the rental agreement.
- Complying with applicable legal obligations.

Personal information will not be shared with third parties except where required by law.

Policy Updates

The company reserves the right to amend or update this Rental Policy at any time. The latest version will always be available on the official website.