



Country:	Albania (T&Cs apply to Tia Rental - all auto airport and city rentals)		
Currency:	ALL	20 %	included: yes
Tax:	20 %		
Season:	Feb. 1st 2025 - until further notice (T&C's are subject to change any time) Vouchers with former T&C's will be accepted		
Mileage:	unlimited		
Advance booking time:	3 hrs		

CONDITION OF RENTALS IN ALBANIA						
ITEMS	CHARGES	Incl. in rates Yes/No	Amount	Per Unit / per day	Specification	Remarks
Mandatory Surcharges	Airport Surcharge	yes	-	-	-	-
	Road Tax/City Toll	yes	-	-	-	-
	Environmental Charge	yes	-	-	-	-
DRIVER & LICENCE Requirements	Reservation	yes	-	-	In order to pick the car up, the main driver will need a passport or national ID card, a driving license, and a credit card. All drivers must have held their valid driving license for a minimum period of 1 years. All drivers must be at least 20 years old.	
	Min. Driver Age	no	-	-	All drivers must be at least 20 years old at the time of a pick-up.	
	Max. Driver Age	no	-	-	Maximum age is 65 years old.	
	Driving licence	yes	-	-	All drivers must have their valid driving license issued a minimum of one year before the rental date. A driving license, accompanied by other valid ID documents must be presented at the pick-up time. An International driving license is additionally required if the driving license is written in non-Latin characters. ATTENTION: international driving license is valid only if presented together with your original one.	
	Methods of payment	yes	-	-	Credit cards (VISA Card, Master Card) are accepted. Debit cards and cash payments are not allowed for deposit. The validity of the credit/debit card may not be less than 6 months from the end of the rental period. We will not accept prepaid, recharge, or virtual credit cards for deposit. The name on the card should be complete, shortcuts are not accepted. The debit card or different credit card are accepted if the customer buys the Full Protection .	
	Passport or national ID card	yes	-	-	A passport or ID will be required for identification purposes.	
Limit kilometers	Limit kilometers	yes	-	-	unlimited	
Deposit	Limit kilometers	yes	-	-	unlimited	
	Security Deposit	no	-	per unit	The card will be used in order to block the deposit and must have enough available funds to cover a refundable deposit amount (which will be blocked on the card for a maximum of 30 days after returning the vehicle). The bank issuing the card, not a rental company is responsible for releasing funds blocked under pre-authorization. Customers can buy a quick release (same day) for Eur 10,-	
	Tank Deposit	no	150 Eur	per unit	Included in an initial deposit (no separate deposit). In case the customer purchases Full Protection at the rental desk or Prepaid Zero Excess Package, the tank deposit will be blocked.	
POLICY	CANCELLATION	-	-	-	Free of charge.	
	NO SHOW	-	-	-	Free of charge.	
	MODIFICATION	-	-	-	Free of charge for modifications to extras (e.g. child seat/GPS). If a customer wishes to change the pick-up date or location, they must pay the current rental price. All modifications must be reported to the email address: rent.albania@flex10go.com	

PROTECTIONS AND COVERS						
ITEMS	CHARGES	Incl. in rates Yes/No	Amount	Per Unit / per day	Specification	Remarks
Compulsory Insurance	CDW (Collision Damage Waiver)	yes	-	-	Damage waiver insurance covers damages caused by an accident, where your responsibility is limited to the amount of the excess and will depend on the group of the vehicle booked. The excess amount is between EUR 1200 and EUR 1500. The excess amount will be charged in case of damage.	
	TW (Theft Waiver)	yes	-	-	This insurance covers theft risk, where your responsibility is limited to the amount of the excess. The excess amount is between EUR 1200 and EUR 1500.	
Road Assistance	Road assistance in a situation of a breakdown and complete immobilization of the vehicle	no	2 Eur	Per km	Roadside Assistance Package covers any roadside assistance for fuel service, dead battery, key lockout, lost key replacement delivery, tyre change service up to 300km	* Important: All insurance covers become invalid when it turns out that: the person who drives the vehicle is not the main driver or an additional driver (registered in the rental office), he/she is not authorized to drive the vehicle, the person drives the vehicle under the influence of alcohol/drugs or intoxicated, the person driving intentionally causes damage to the car or drives off road.
Mini-CDW	Tires and windshield with zero deductible	no	Depending on the vehicle class. Offer in the office.	per day	This type of insurance cancels your damage responsibility on tires and windshield.	
MIDI - CDW	CDW and TP with zero deductible	no	Depending on the vehicle class. Offer in the office.	per day	This type of insurance cancels your damage responsibility caused by an accident as well as a theft risk. You can purchase this insurance while picking up the car. The tires and windshield are not covered by this package.	
Full Protection/ Full Protection Plus	SCDW (Super Collision Damage Waiver), tires & windshield with zero deductible, Full Protection Plus-SCDW + Fuel upfront	no	Depending on the vehicle class. Offer in the office.	per day	This type of insurance entirely cancels your damage responsibility. The deposit for all car groups is reduced to eur 150 on Credit Card with SCDW in case of purchasing SCDW debit card can be used for deposit.	* Important: The person drives the vehicle carefully or fails to comply with traffic regulations. The covers do not apply to damage, loss, or compensation. The covers do not apply to damage, loss, or compensation. The covers do not apply to damage, loss, or compensation. The covers do not apply to damage, loss, or compensation.
Liability Insurance to third party	Insurance Policy Limit For Bodily Injury	yes	-	-	10k Eur in case of temporary disability and medical care, 40k in case of permanent disability.	
	For Property Damage	yes	-	-	Maximum Amount : Eur 20 000,-	

ADDITIONAL EQUIPMENT AND SERVICES						
ITEMS	CHARGES	Incl. in rates Yes/No	Amount	Per Unit / per day	Specifications	Free Sale/On Request
Driver	Young Driver Fee	no	10 Eur	per day	Must be applied to all drivers aged 20-24 years old. Maximum in 15 days.	free sale
	Additional Driver Fee	no	10 Eur	per day	In case of more than 1 person is authorized to drive the rented vehicle, an additional charge of EUR 10 for each additional driver per day will be charged. Age and driving license validity criteria apply to all additional drivers. Maximum in 15 days.	free sale average market value per liter
Refueling	Fuel up front	no	3 Eur	per liter	A prepaid fuel option. The customer can return the vehicle with an empty tank paying at the location the average market value of 3 euro per liter and a non-refundable administration fee (up to 20 EUR). The fee for unused fuel is not refundable.	free sale
	Hotel Pick-up / Hotel Drop-off	no	50 Eur	per pick-up / per drop-off	Only in the city of vehicle pickup.	on request
Out of Hours Fee	Out of Hours Fee	no	30 Eur	per transaction	The charge is applied when the customer is picking up or dropping the car out of the regular hours.	on request
	Baby Seats (under 9 kg weight)	no	10 Eur	per day	Maximum in 15 days.	free sale
Special Equipment	Toddler Seats (9-25 kg weight)	no	10 Eur	per day	Maximum in 15 days.	free sale
	Infant Seats (over 36 kg weight)	no	10 Eur	per day	Maximum in 15 days.	free sale
	Child Booster Seats	no	10 Eur	per day	Maximum in 15 days.	free sale
	Navigation System (GPS)	no	15 Eur	per day	Maximum in 15 days.	on request
	Wi-Fi	no	no	per day	Not Available	Limited availability
Priority booking	Snow Chains	no	no	per day	Not Available	
	Cut your queue time - for a quick pick-up, take the Fast Track to the Selected Counter	no	20 Eur	per rental	Reduce your rental wait time by purchasing priority queuing. To purchase on the website and at the airport office.	free sale
Ferry	Ferry	no	50 Eur	per rental	In case the customer wishes to take the rented vehicle on a ferry, the main driver has full responsibility for the damages made during the trip and all insurance covers become invalid.	free sale
Upgrade	Upgrade	no	from 5 Eur to 30 Eur	per day	Depending on category.	free sale
	National One Way from Airport or City location	no	150 Eur	per rental	National one way rentals up to 150 Eur one way fee.	free sale
	International One Way	no	from 500 Eur to 3000 Eur	per rental	Returning a car to a country other than Albania requires special arrangements. The fee will be determined based on distance and location.	on request
Driving Restrictions & One Ways	Cross Border	no	50 Eur	per country	Cars can cross the borders of Albania to the following countries: Montenegro, North Macedonia, Kosovo, Croatia. Cross border fee is 50 Euro per Country, excluding any cross border insurance. Cross border insurance is based on the rental days and charged to the customer as per insurance company fee.	on request

ADDITIONAL CHARGES AND ADMINISTRATION FEES						
ITEMS	CHARGES	Incl. in rates Yes/No	Amount	Per Unit / per day	Specifications	Remarks
Extra cleaning - upholstery	Car upholstery laundrying	no	200 Eur	per rental	Applicable in case of dirty upholstery, dirty smelling from smoking inside, wet seats etc.	
	Extra cleaning fee for dirty vehicles	no	25 Eur	per rental	There is an additional fee for washing / cleaning for dirty vehicles (inside and outside).	
Delivery of driver's data to authorities	Delivery of driver's personal data in case of a request from authorities	no	50 Eur	per case	Police, Road Transportation Inspection, and Municipal Police requests are usually linked to the speed camera photos or cars parked in no-parking zones. Also court issues.	
Delivery of driver's data to foreign authorities	Delivery of driver's personal data in case of request from foreign authorities	no	60 Eur	per case	Police, Road Transportation Inspection, and Municipal Police requests are usually linked to the speed camera photos or cars parked in no-parking zones. Also court issues.	
Mandate re-invoicing	Handling the mandate in the absence of notification to the relevant institutions	no	40 Eur + cost of fine	per case	-	
Parking in the wrong parking lot	Parking in the wrong parking lot	no	100 Eur + cost of parking	per case	-	
Lost parking ticket	In case, when the customer has lost a ticket or taken it with him, while leaving the car.	no	-	per case	-	

Grace Period	Grace Period for car rental pick-up	no	-	per hour	There is a 59-minute grace period for daily rentals. More than 59 minutes from the pick-up, the reservation may be canceled by the rental company.
Grace Period	Grace Period for car rental drop-off	no	for each started day	per hour	There is a 59-minute grace period for daily rentals. If the vehicle is returned within 59 minutes of the time it was rented penalty fee of EUR 50 Eur will be charged <u>and on a subsequent day additional charge for an additional day of rental.</u>
Refueling	Tank Conditions (same/same)	no	5 Eur	per liter	Any quantity of missing fuel will be refilled and invoiced to the customer at the cost of approximately Eur 5,- per liter (There is no separate refueling service charge.
Unauthorized Crossing of Albania borders	Unauthorized Crossing borders	no	500 Eur	per rental	Unauthorized (in advance) driving abroad or to countries is not allowed, according to the above list. In case of accident or service repairs, additional costs may appear.

Besim Kurti President, 28.01.2025

Important contacts	E-mail address	Telephone number
Change of reservations, extensions	rent.albania@flextego.com	+355 69 777 33 99
complaints reports	customer.albania@flextego.com	+355 69 777 33 99
Issues related to vehicle breakdowns	service.albania@flextego.com	+355 69 777 33 99