

TERMS AND CONDITIONS OF HIRE

May 2026

Europcar

TERMS AND CONDITIONS

- ***General information***

Driver's requirements:

Renter and driver must be 19 years old and produce valid identity card or passport and driving license held for at least one year. For car group Intermediate, Standard, Full size and Premium the minimum age is 23 years. Photocopied documents or documents sent by fax/email are not accepted.

All provided documents must be valid at least until the end of rental period.
International Driving Permit is required for some nationalities. International driving permit is only valid along with customer's local driving license. Please check before your arrival.

All drivers under 26 years old must pay an additional charge for young driver.

Rates:

Rates are in EURO and include unlimited mileage, Collision Damage Waiver, Theft Waiver and 20% VAT. Minimum rental period is 24 hours with a grace period of 30 minutes. If the delay is more, an additional full day charge will apply.

Method of payment:

We accept following credit cards: American Express, Visa, MasterCard and all Europcar means of payment. Credit card must be on the name of main driver. Cash payment is allowed only at time of car return. Cash deposit is not allowed.

Revolut cards and virtual cards are only accepted for payments and not for deposit.

Credit card authorization:

When you arrive at the rental location, you will be asked to leave a deposit for your rental. The deposit amount will be authorized on your credit card but not debited from your account. The deposit is intended to cover additional rental costs. Credit card used for deposit must be presented physically in order to be able to process it.

The available credit on the card will be reduced by the deposit value but the amount will not appear on your monthly statement. Provided there are no extra charges and/or fees to pay when you return the Vehicle to us at the end of the Hire Period and it has been checked-in then the deposit amount will be released(it may take up to 30 days for the transaction to be reflected).

The deposit amount is calculated as follows:

500 € (977.92 лв) plus any charges payable by the driver at the counter.

For car group PFAR a second credit card must be presented. Deposit amount is 2000 € (3911.66 BGN)

Purchasing of additional protections does not decrease the amount required for deposit.

- ***Protections***

Excess

If CDW and THW are purchased or included in the rate, the renter's maximum responsibility in case of damage or theft to the rented vehicle is the amount of money called Excess. This limitation is subject to the renter's obligation to inform Europcar office within 12 hours from the event and provide documents from the police for the accident.

Car group	*SIPP Codes*	*Basic excess amount**	*Medium protection package excess amount**	*Premium protection package excess amount**
Mini	MDMR, MDAR	1200.00 € 2347.00 лв	350.00 € 684.54 лв	0.00 € 0.00 лв
Economy	EDMR, EDAR	1200.00 € 2347.00 лв	350.00 € 684.54 лв	0.00 € 0.00 лв
Compact	CDMR, CDAR,CWMR, CWAR, CMMR, CMAR	1200.00 € 2347.00 лв	350.00 € 684.54 лв	0.00 € 0.00 лв
Intermediate	IDMR, IDAR, IWMR	1200.00 € 2347.00 лв	350.00 € 684.54 лв	0.00 € 0.00 лв
Standard	IGAV, SDAR, SWAR, IGAR, LVMD, SGAD	1500.00 € 2933.75 лв	450.00 € 880.12 лв	0.00 € 0.00 лв
Full Size	SWBR, FFAR, FVAD, FDAR, JGAE	1800.00 € 3520.49 лв	650.00 € 1271.29 лв	0.00 € 0.00 лв
SGAE	SGAE	2500.00 € 4889.58 лв	650.00 € 1271.29 лв	0.00 € 0.00 лв
Premium	PFAR	2500.00 € 4889.58 лв	650.00 € 1271.29 лв	0.00 € 0.00 лв

Protections

	Basic ★ *Full excess amount	Medium ★ ★ *Reduces excess amount	Premium ★ ★ ★ *Zero excess amount
Theft protection	V	V	V
Collision and damage protection	V	V	V
Personal accident protection (driver & passengers)	X	V	V
Windshield damage protection	X	V	V
Tire damage protection	X	V	V

Basic Protection

Third Party Liability is included in the rental cost and the car is covered according to Bulgarian law. A copy of the document is available in the car for inspection.

Collision Damage Waiver /CDW/ can be purchased or included in the rental rate and limits renter's liability to the basic excess amount. Collision damage waiver does not cover tires, windscreen, glasses, the underbody of the vehicle, interior and missing parts.

Theft Waiver /THW/ can be purchased or included in the rental rate and limits renter's liability to the basic excess amount.

Medium Protection Package

The renter can reduce excess to a certain amount in case of damage, theft and it also covers windscreen, lights, glasses, tires and the underbody of the vehicle. The insurance is not valid for missing parts of the vehicle, damaged interior or in case of breach of contracted terms.

Car group	*1 day*	*From 2-4 days*	*From 5-14 days*	*From 15+ days*
Mini	25.00 € 48.90 лв	12.00 € 23.47 лв	10.00 € 19.56 лв	9.00 € 17.60 лв
Economy	25.00 € 48.90 лв	12.00 € 23.47 лв	10.00 € 19.56 лв	9.00 € 17.60 лв
Compact	30.00 € 58.67 лв	15.00 € 29.34 лв	14.00 € 27.38 лв	12.00 € 23.47 лв
Intermediate	30.00 € 58.67 лв	15.00 € 29.34 лв	14.00 € 27.38 лв	12.00 € 23.47 лв
Standard	30.00 € 58.67 лв	15.00 € 29.34 лв	14.00 € 27.38 лв	12.00 € 23.47 лв
Full Size SWBR, SGAD, FFAR, FVAD	30.00 € 58.67 лв	21.00 € 41.07 лв	20.00 € 39.12 лв	18.00 € 35.20 лв
Full Size FDAR, JGAE	30.00 € 58.67 лв	21.00 € 41.07 лв	20.00 € 39.12 лв	18.00 € 35.20 лв
Premium & SGAE	40.00 € 78.23 лв	21.00 € 41.07 лв	20.00 € 39.12 лв	18.00 € 35.20 лв

Premium Protection Package

The renter can further reduce his risk to ***ZERO*** by purchasing Premium Protection Package. The renter must be at least 26 years old in order to purchase this insurance. Premium Protection does not cover vehicle, damaged interior or in case of breach of contracted terms.

Car group	*1 day*	*From 2-4 days*	*From 5-14 days*	*From 15+ days*
Mini	30.00 € 58.67 лв	17.00 € 33.25 лв	15.00 € 29.34 лв	12.00 € 23.47 лв
Economy	30.00 € 58.67 лв	17.00 € 33.25 лв	15.00 € 29.34 лв	12.00 € 23.47 лв
Compact	40.00 € 78.23 лв	20.00 € 39.12 лв	18.00 € 35.20 лв	15.00 € 29.34 лв
Intermediate	40.00 € 78.23 лв	20.00 € 39.12 лв	18.00 € 35.20 лв	15.00 € 29.34 лв
Standard	40.00 € 78.23 лв	20.00 € 39.12 лв	18.00 € 35.20 лв	15.00 € 29.34 лв
Full Size SWBR, SGAD, FFAR, FVAD	40.00 € 78.23 лв	27.00 € 52.81 лв	24.00 € 46.94 лв	22.00 € 43.03 лв
Full Size FDAR, JGAE	40.00 € 78.23 лв	27.00 € 52.81 лв	24.00 € 46.94 лв	22.00 € 43.03 лв
Premium & SGAE	50.00 € 97.79 лв	30.00 € 58.67 лв	27.00 € 52.81 лв	25.00 € 48.90 лв

Roadside assistance

In case of an accident, which is not caused by the Customer or mechanical breakdown that prevents Customer to continue their journey there is roadside assistance service included in the rental price.

The cases listed below are **excluded** from free roadside assistance and will be invoiced:

- Error, negligence or misuse of the vehicle by the Customer;
- In case of an accident/breakdown caused by the Customer and/or if the vehicle is driven by person not authorized in Rental agreement;
- Loss or breakage of keys or leaving them inside the locked vehicle;
- Running out of fuel or using the wrong fuel;
- Punctures and/or damage to tires;
- Dead battery;
- All incidents or damage resulting from participation in car tests, other motor sport events, car races or any type of competition;
- Recovery of vehicle from locations or routes that are unsuitable for driving or unpaved/off-road routes;
- Defective fitting of accessories in the vehicle by the Customer;
- The seizure of the vehicle by the Police or confiscation of the vehicle, the cause of which is attributable to the renter;
- In case vehicle is abandoned outside Europcar station (parking, city parking, roadside, motorway, service areas etc).

Personal Accident Insurance / PAI /

3.60 Euro (7.04 лв) per day – in case of personal injury due to an accident the insurance covers compensation up to 5.000 Euro (9779.15 лв) per passenger in the rented car, including the driver.

Super Protection Collision Damage Waiver / SPCDW / - reduces excess to zero only in case of damage but does not cover windscreen, lights, tires, glasses and the underbody of the vehicle.

Super Protection Theft Damage Waiver / SPTHW /- reduces excess to zero only in case of theft.

Car group	***SPCDW***	***SPTHW***
Mini	8.00 € 15.65 лв	4.00 € 7.82 лв
Economy	8.00 € 15.65 лв	4.00 € 7.82 лв
Compact	12.00 € 23.47 лв	6.00 € 11.73 лв
Intermediate	12.00 € 23.47 лв	6.00 € 11.73 лв
Standard	16.00 € 31.29 лв	8.00 € 15.65 лв
Full Size SWBR, SGAD, FFAR, FVAD	16.00 € 31.29 лв	8.00 € 15.65 лв
Full Size FDAR, JGAE	16.00 € 31.29 лв	8.00 € 15.65 лв
Premium & SGAE	16.00 € 31.29 лв	8.00 € 15.65 лв

All Protections are in EURO per day and are non refundable.

NB: The payment of any of the super insurances does not relieve the renter of the obligation to obtain and provide Europcar Bulgaria with written report from the police in case of damage or theft.

There is no coverage and the renter should pay the total amount of damages or losses in case of:

- The damage or theft is not reported until 12 hours to Europcar Bulgaria and immediately to the Police and a police report or reference number obtained;
- Loss of wipers, aerial, car emblems, mirrors, broken windows by negligence, wheel-rims, underbody damage;
- Damage or loss of interior parts;
- Any events resulting from alcohol or drug abuse;
- Damage caused to the rented vehicle because of off road driving;
- Any unauthorized repairs;

❖ *Additional options & charges*

Additional driver - 5.00 Euro (9.78 лв) per day, not more than 60.00 Euro (117.35 лв) per rental no matter of the number of the drivers (There is no charge for additional driver if he/she is a family member).

Young Driver - 7.20 Euro (14.08 лв) per day, not more than 86.40 Euro (168.98 лв) per rental.

Ski rack – 5.00 Euro (9.78 лв) per day, not more than 60.00 Euro (117.35 лв) per rental.

Snow chains – 5.00 Euro (9.78 лв) per day, not more than 60.00 Euro (117.35 лв) per rental.

Booster seat – 5.00 Euro (9.78 лв) per day, not more than 60.00 Euro (117.35 лв) per rental.

Child seat – 7.20 Euro (14.08 лв) per day, not more than 86.40 Euro (168.98 лв) per rental.

Navigation system – 10.80 Euro (21.12 лв) per day, not more than 129.60 Euro (253.48 лв) per rental.

Penalty charge in case of damage or loss of special equipment is 180.00 Euro (352.05 лв) except the navigation system. Penalty charge in case of damage or loss of navigation system is 300.00 Euro (586.75 лв). For missing parts as charger, holder or missing bag of the navigation 30.00 Euro (58.67 лв) charge will apply.

Lost registration documents or Lost plate number – a fine of 240.00 Euro (469.40 лв) will apply.

Lost car keys - depending on car manufacturer's pricelist.

Winterization fee - 3.60 Euro (7.04 лв) per day and not more than 43.20 Euro (84.49 лв) per rental. Applicable from November 1st until March 31st.

Accident administration fee - in case of an accident, there is a non-refundable fee of 36.00 Euro (70.41 лв) to cover administration expenses, irrespectively of driver's liability and covers applicable.

No Show Fee – 95.00 Euro (185.80 лв)

Late Cancellation Fee <48h – 50.00 EUR (97.79 лв)

Smoking Fee – All Europcar Bulgaria vehicles are smoke free. There is a charge of 120.00 Euro (234.70 лв) applicable for smoking in the vehicle.

IMPORTANT! – Please have in mind that according to Bulgarian Law the authorities have the right to seize the vehicle registration card and plates if the renter has used alcohol or intoxicants while in possession or driving the rented vehicle or if renter provides the vehicle to incompetent driver not listed in rental agreement form. In such cases the renter shall be charged for the days we are not able to use the vehicle according to our standard rental rates.

The Lessor shall bear no responsibility for lost, damaged or stolen personal items and belongings.

- ***Other services***

Delivery and Collection

Available only on request!

Within city limits and working hours (only in cities where Europcar has offices) there is an extra charge as follows:

- Delivery – 15.00 EUR (29.34 лв) incl. VAT;
- Collection – 15.00 EUR (29.34 лв) incl.VAT;

Outside working hours deliveries or collections are not possible.

Outside city limits customer has to pay 1.80 EUR (3.52 лв) per kilometer from the nearest Europcar location.
Copies of Passport/ID card and driving license of main driver must be sent in advance in order to confirm the delivery. For more information please contact our Reservation Department at reservations@europcar.bg .

Cross-border authorization – cross-border rentals are available on request and are subject to permission by Europcar Bulgaria. Please ask at time of booking.

Cross border to:	*Price*	*Availability*
EU COUNTRIES & NON-EU COUNTRIES	72,00 € (140.82 лв) per rental	request minimum two working days before pick up
UK, Turkey, Kosovo, Albania and ex USSR countries	n/a	**Cross border is NOT ALLOWED!**

If the cross border is not authorized the penalty amount will be 5 (five) times the price of Cross-border authorization.

One way rentals – domestic and international One ways are allowed only on request with an additional charge.

- **Domestic One Ways**

There is a minimum rental of 2 days for Domestic one ways.

To City / From City	Sofia	Varna	Bourgas	Plovdiv	Other
Sofia		300.00 € 586.75 лв	300.00 € 586.75 лв	120.00 € 234.70 лв	1.8 € (3.52 лв) per km
Varna	300.00 € 586.75 лв		96.00 € 187.76 лв	216.00 € 422.46 лв	1.8 € (3.52 лв) per km
Bourgas	300.00 € 586.75 лв	96.00 € 187.76 лв		180.00 € 352.05 лв	1.8 € (3.52 лв) per km
Plovdiv	120.00 € 234.70 лв	216.00 € 422.46 лв	180.00 € 352.05 лв		1.8 € (3.52 лв) per km
Other	1.8 € (3.52 лв) per km	1.8 € (3.52 лв) per km	1.8 € (3.52 лв) per km	1.8 € (3.52 лв) per km	

If the domestic one-way is not authorized the penalty amount is 300.00Euro (586.75 лв).

- **International One Ways (possible only to major international airports)**

There is a minimum rental of 3 days for International one ways.

From Station	*To station / to country*	*Total amount per One-Way*
All	Hungary, Austria	1500.00 € 2933.76 лв
All	Czech Republic, Slovakia, Slovenia	1800.00 € 3520.51 лв
All	Italy, Germany, Switzerland	1800.00 € 3520.51 лв
All	France, Denmark, Belgium, Netherlands, Poland, Croatia, Montenegro	2160.00 € 4224.61 лв
All	Spain, Portugal, Finland, Sweden, Norway	2500.00 € 4889.59 лв
All	Greece – Thessaloniki only	660.00 € 1290.85 лв
All	Greece – mainland only	1200.00 € 2347.00 лв
All	North Macedonia – Skopje only	480.00 € 938.80 лв
All	Serbia– Belgrade only, Romania– Bucharest only	660.00 € 1290.85 лв

If the international one-way is not authorized the penalty amount is 3000.00Euro (5867.49 лв).

Out of hours rentals - we meet late reservations only on request.

For Varna and Bourgas Airport locations rentals starting from 21:01 to 08:59 a charge of 42.00 Euro (82.15 лв) will apply.

For Sofia Airport Terminal 2 rentals starting from 23:01 to 00:59 a charge of 42.00 Euro (82.15 лв) will apply.
For Sofia Downtown office rentals starting from 08:00 to 08:59 and 18:01 to 21:00 a charge of 42.00 Euro (82.15 лв) will apply.

For Plovdiv Airport and Plovdiv Downtown rentals starting from 20:01 to 21:30 a charge of 42.00 Euro (82.15 лв) will apply.

Fuel - The car is rented with full tank and the fuel consumption is on renter's expenses. A refueling fee of 18.00 Euro (35.20 лв) plus missing fuel charge (at gas station prices) will apply if the vehicle is not returned with full tank. There is an option to prepay a full tank of fuel at the beginning of the rental at the price at the gas stations. An additional charge will apply if the driver refuels the car with wrong fuel. The charge is 250.00 Euro (488.96 лв) plus the expenses for one tank of fuel plus eventual expenses for damage of the car.

In the case of rental of an electric vehicle, the Vehicle will be delivered with a minimum charge level of 80%. However, we do not guarantee any battery charge level at time of pick-up. Vehicle shall be returned with minimum 50% charge level. Any return lower than 50% will result in invoicing additional

charges. These may include public charge point charging costs, costs associated with the additional time required to charge the Vehicle at public charging points to enable it to be returned to the station/car wash and, where the Vehicle has insufficient charge to enable it to be driven to a public charging point, the costs of transporting the Vehicle back to the station/car wash. We reserve the right to recover the Vehicle in a way that we deem appropriate in our sole opinion, acting reasonably and in good faith.

Good practices for using electric vehicle

We recommend that Customer charge the battery as often as possible to keep it between 20% and 80% charge. Charging the vehicle when the battery life is less than 20% will extend the charging time.

IMPORTANT: Customer must not allow the battery charge to fall below 10%, as this considerably reduces the life of the battery and may damage it. Customer is fully responsible in case of breakdowns caused by low battery.

Customer must ensure that they use the charging point and cables (either the cable supplied with the Electric vehicle or a cable attached to public charger) responsibly and with care, so as not to create a tripping hazard or other risk to the public.

When using a charging point vehicle must be moved as soon as charging process had finished. Failing to do so may lead to incurring additional charges from the operator of electric charging point, or even a parking fine, which will be passed on Customer, together with administrative charges for handling fines.

Traffic violation fines

Customer must comply with all traffic laws and regulations and toll payment obligations applicable in the country where the vehicle shall be driven.

If traffic violation fines are received an Administration fee of 42.00 Euro (82.14 лв) plus the penalty amount will apply. Customer/main driver is responsible for all traffic violation charges, taxes and sums regardless of who was driving the vehicle.

Customer Service contact: customer.service@europcar.bg

Road Side Assistance: +359 884 81 6666

*Remark: 1.00 EUR = 1.95583 BGN

All rates and charges include 20% VAT.

Europcar