

Recommendations from the Rental Company

Customers are required to provide their **card number** and **expiry date** in advance, on the **day of the rental** when the vehicle is **handed over**, to cover any potential **finances** during the rental period, such as for **speeding, parking, or highway toll violations**.

*** **Speeding fines** are very common, especially in **city** or **highway tunnels**.

*** There are always **two cameras** at the **entrance** and **exit**, measuring the **average speed**:

- The **speed limit** in **tunnels** is generally **80 km/h**, with **radar cameras** positioned at both ends.
- In **urban areas**, the **speed limit** is **50 km/h**.
- On **highways**, the **speed limit** is **130 km/h**.
- A tolerance of **3 km/h** over the limit is permitted.
- An **administrative fee** of **15 EUR**

Fine Handling Process:

- The **police** will notify our **company**.
- We will send the **fine PDF** to the **customer** via **WhatsApp**.
- The **fine amount** will be deducted from the **customer's card**.
- We will **settle the fine** with the **police** and send an **invoice** to the **customer**.

Main Insurance and Comprehensive Insurance:

- **Basic insurance coverage** is included in the **rental cost**.
- For **accidents caused by the customer**, a **deductible** of **600 euros** applies; any additional costs are covered by the **insurance company**.
- **Comprehensive insurance options** are available, with daily rates ranging from **30 to 40 euros**.
- In the event of a **road accident** or **vehicle damage in a parking area**, it is mandatory to call the **traffic police** to issue an **official report**.
*** Without the **report**, the **full insurance coverage** option will not apply.

Fuel Type and Return Instructions:

- The recommended **fuel type** is **NATURAL - 95**. Customers unsure about the correct fuel type can verify by sending a **photo** to our representative via **WhatsApp**.
- Vehicles must be returned with the same **fuel level** as at the start of the **rental period**.
- **Caution**: A **fine of 2000 euros** will be applied if the vehicle is refueled with **diesel**.

Service and Car Return Details:

- Upon return to **Prague**, customers are requested to contact us approximately **1 - 2 hours in advance** via **WhatsApp** or mobile at **+420 774493232**.
- Our **representative** will meet customers at the specified time in front of their **hotel**.
- Customers need not search for **parking** upon return.
- **Additional charges** will apply for a **dirty interior (100 EUR)** or **smoking in the vehicle (200 EUR)**.
- **Overnight parking service** is available at a fee of **15 euros**.