

CAMPER RENTAL TERMS AND CONDITIONS

General Provisions

The vehicle may be rented by a legal or natural person, and the driver must be at least 25 years old and hold a valid category B driving licence for at least 5 years. Only persons listed in the contract may drive the vehicle.

The rental begins upon acceptance of the offer and rental terms, payment of the full rental amount and deposit, and signature of the contract by both parties.

By signing the rental contract, both parties confirm that the vehicle has been delivered in good technical condition and clean, with all required equipment and documents, and the renter confirms that they are well acquainted with how the vehicle functions.

The equipment list and any minor deficiencies or damages are listed in the handover report.

The rental ends upon signing the handover report, payment of any additional costs, and return of the deposit, provided no issues exist under the rental terms (traffic offences, damages to or inside the vehicle, delays, negligent use).

Price INCLUDES: phone assistance, mandatory car liability insurance, comprehensive vehicle insurance (with mandatory deductible equal to the deposit amount), passenger insurance, toilet chemicals, gas (1 bottle or 3 cartridges), full clean water tank, empty waste water tank, clean toilet cassette, radio, water hose, power cable + adapter, and leveling ramps. Mileage is limited to 300 km/day. Extra kilometres are charged at €0.35/km.

Price DOES NOT INCLUDE: fuel, tolls, bedding, towels, dishes, outdoor tables and chairs, GPS device, child seats, inverters, bicycles, transfers to/from airports. Insurance does not cover damages up to the deposit amount nor damage to tyres, rims, engine undertray, clutch, or lower chassis. Assistance and damages occurring off public roads are not covered. All tyre damage is fully charged to the renter.

Payment Method and Deposit

A 40% deposit is required to confirm the reservation.

The remaining amount must be paid 30 days before vehicle pickup. If not paid on time, the deposit is retained and the reservation cancelled.

Rental may be cancelled up to 30 days before pickup; in this case 50% of the deposit is retained. For cancellation 15–29 days before pickup, 80% of the rental price is retained; for cancellation within 14 days, 100% of the paid rental price is retained.

By paying the deposit, the renter confirms they fully accept the rental terms.

The deposit amount is €1,000. Upon pickup, the renter pays the deposit as a guarantee that the vehicle will be returned in the same condition. The deposit also covers loss of insurance bonus in case of an accident caused by the renter. Deposit may be paid by bank transfer or in cash.

If any external damage occurs, whether caused by the renter or an unknown person, the deposit is not returned until the vehicle is repaired or until the insurer issues written confirmation of the bonus loss amount and confirms no further claims will be made. Damage caused by an unknown person is paid by the renter up to the deposit amount.

Vehicle Pickup and Return

The owner delivers the vehicle clean and technically sound, with a full fuel tank, full fresh water tank, full gas bottle (1 pc) or 3 cartridges, toilet chemicals, empty waste water tank, and clean toilet cassette.

The renter must return the motorhome on time and in good technical condition. External washing is not required, but if the vehicle is excessively dirty, the owner will wash and then inspect it, and the renter cannot dispute the findings. The owner recommends washing the vehicle before return.

The interior must be clean, especially the stove, fridge, toilet, and bed/seat covers. If not cleaned, a fee of €60–€125 will be charged.

The toilet cassette must be clean; otherwise €100 is charged. Dishes must be returned washed; otherwise €50 is charged.

The renter is responsible for all damages not covered by insurance.

Scratches requiring polishing are charged €150.

The owner may retain the deposit until full repair of damages. If damage is less than the deposit, the remaining amount is returned after final calculation.

Repair time depends on parts availability and service schedules. If damage clearly indicates no third-party involvement, the maximum settlement time is 90 days. Labour is €80/hour. The owner may add up to €300 for vehicle value reduction.

Missing fuel is charged at €2.50/litre.

Pickup is after 14:00; return must be before 10:00. Delays are charged €20 per started hour. Early pickup may be arranged. Pickup/return outside working hours (08–16h) is charged an additional €40. Motorhomes are not issued after 20h or received before 7h.

For pickup/return outside the depot, the time window is 10–15h unless otherwise agreed (€20 per started hour).

If the renter does not appear on time:

- If they call ahead, waiting is charged €20/hour, up to 24 hours.
- If they do not call, the owner waits 3 hours, charging €20/hour, then leaves with the vehicle. The renter may pick up the vehicle at the depot within 24 hours. After 24 hours, the reservation is cancelled without refund.

Extensions must be requested at least 48 hours before return and confirmed in writing. Approval depends on availability.

If the renter does not return the vehicle on time and cannot be reached within 2 hours, the owner will consider the vehicle stolen and take legal action.

Vehicles are picked up and returned at Cvjetna ulica 3E, Donja Bistra.

Owner Responsibility

The owner may provide a different vehicle of the same class. If the replacement is cheaper, the difference is refunded; if more expensive, no surcharge is required.

In case of force majeure or unusable vehicle, another date is arranged or full payment refunded. No penalties are owed.

The owner may inspect the vehicle at any time and may confiscate it if rental terms are violated.

If a failure occurs, the owner will attempt repair within 36 hours. If impossible, the owner is not responsible for renter's losses. The renter waives all claims except refund for unused days when the renter is not at fault.

If the vehicle becomes non-operational, the owner covers transport within 600 km of the depot; distances above that are paid by the renter.

The renter must notify the owner of any malfunction immediately and go to the instructed service. If the renter refuses, they lose all rights to complaints.

If the renter caused the failure, no replacement vehicle is provided and the deposit is held until repair.

Minor electronic malfunctions (radio, AC, fridge, cruise control, water heater) do not entitle the renter to compensation.

The owner does not guarantee flawless performance and the renter waives all claims for inconveniences.

In case of accident, the owner does not cover accommodation or transportation costs.

If a third party causes an accident and the vehicle is unusable, the owner will try to provide a replacement within 48 hours. If not possible, unused rental days are refunded after receiving the police report.

If bicycles are rented, the owner does not cover bicycle repair costs.

If the renter returns the vehicle early, no refund is given.

Renter Responsibility

The renter must lock the vehicle and keep documents with them. Lost documents cost €500.

The renter must maintain the vehicle and follow traffic laws.

Renter must check engine fluids and tyre pressure.

Driving under alcohol, drugs, or sedatives is forbidden.

Smoking and animals are forbidden. Violations cost €300.

Shoes with rough soles, jumping on beds, or careless behaviour are forbidden.

Vehicle may not be sub-rented or used for illegal activities, towing, transporting flammable or explosive materials. Violations result in full loss of deposit.

No modifications to the vehicle are allowed without written consent. Violations require paying the full new replacement value.

Only EURO DIESEL BS fuel may be used; the renter must provide the last fuel receipt. Wrong fuel or damage to engine/chassis is fully charged, including loss of rental income for up to 30 days.

The renter must report any malfunction immediately and must not leave a broken vehicle unattended.

If instructed to go to a service centre, the renter must comply. Failure makes the renter liable for all additional damage and lost rental of subsequent reservations.

The renter must obey traffic laws; fines and damages are fully charged to the renter, even up to 2 years after rental.

Clutch failure: deposit is held until an authorised report determines responsibility; if renter is at fault, full cost is charged.

Tyre puncture: renter pays full replacement cost and must inform the owner immediately.

In case of accident: renter must call owner, call police, fill EU report, and provide an alcohol test. Failure results in full liability.

Deposit may be held up to 12 months until responsibility is determined.

The renter must report all new damages immediately; failure results in an additional €250 charge for urgent parts procurement.

In case of theft: renter must immediately report to owner and police and provide keys/documents. Failure results in paying full new vehicle value and lost profit. If the police confirm fraud/false theft, the renter must pay double the value.

Winter Equipment, Offences, Winter Use

Vehicles have legally required equipment (no winter tyres unless required). Renter must check requirements for each country. All fines and damages from frost are renter's responsibility.

Travel Abroad

Motorhomes are primarily intended for travel within Croatia. Travel is allowed in all European countries except those in war or unsafe. Leaving Croatia must be reported in advance.

Camping or overnighing outside official camps is illegal in Croatia. All fines and resulting damages/losses are renter's responsibility.

By signing the contract, the renter accepts full liability for all damages not covered by insurance.

All disputes are under jurisdiction of the court in Zaprešić.

Owner:

VETOS d.o.o.

Tomislav Svitić, Director

Cvjetna ulica 3E, Poljanica Bistranska, 10298 Bistra

OIB: 15645959881