

General Terms & Conditions

Reservations

Reservations are made by car group only and not for a specific car model, although we always try to meet renter's preference. Reservations are accepted by phone, fax or e-mail or through the website. Renter shall have a valid passport and an acceptable driver license to rent a vehicle from **Avis** Armenia.

Location :

Hours of operation:

Sayat – Nova , ave.33

Mon - Fri : 10:30 – 19:00

Downtown

Sat : 10:30 – 15:30, Sun : day-off

The minimum vehicle rental period is 24 hours. There is no maximum limit for vehicle rental. The 24-hour Rental Day begins from the moment the vehicle is picked up by the customer.

Driver's qualifications

For all car groups: renter must hold valid driving license for at least 3 years, 21 years of age , valid passport . International licence is required for licenses in non-roman alphabet.

An additional driver may be authorized by **Avis** Personnel for an additional fee of **2000 AMD** , but not more than **14 000 AMD** for entire rental period per each driver . However, in the case that the rented vehicle is driven by an additional driver, the Renter remains responsible for all rental related expenses. Any Renter under the influence of alcohol or drugs cannot be authorized for vehicle rental. Alternatively, we may offer our chauffeur service upon availability

Rates

All Rental Rates include taxes, vehicle maintenance for the entire rental period (excluding car wash and refueling expenses), CDW (Collision Damage Waiver), TP (Theft Protection) and Third Party Liability Insurance with coverage up to **150 000 AMD** per occurrence. Rental Rates may also include additional services. All rates are subject to change without prior notice.

Pick up and Return of the vehicle

All vehicles are provided to a customer in clean condition, with full tank of petrol and shall be returned clean and with full tank of petrol.

Additional fee of **5000 AMD** will apply if the returned vehicle is not clean.

If the vehicle is not returned with full tank of petrol, Renter will be charged for a refueling service of **700 AMD** per liter. Please note that this is not a sale of petrol.

Delivery / Collection

All rentals with delivery / collection at the airport must be requested in advance. Service Charge of **7000 AMD** will apply to all rentals with pick-up or drop off at the Zvartnots Airport during office hours.

Out of office hours: **19:00 - 23:00** and **08:00 – 10:30** delivery/collection service charge to airport – **10 000 AMD**

Meet Late Arrival

23:00 – 08:00 delivery /collection service charge to airport – 12 000 AMD

Additional fee of **5000 AMD** will apply to all rentals with pick up or return at non working days/hours and they shall be requested in advance.

Additional fee of **5000 AMD** will apply for collection and delivery within the limits of Yerevan.

Additional fee of **300 AMD** per kilometer will apply for collection and delivery of the vehicle outside Yerevan.

Collection and delivery of the vehicle from/to a different location shall be requested in advance.

Liability of Renter

In case of damage or loss to the **Avis** vehicle, its parts and accessories, theft, attempted theft or vandalism, and in case of fire, breakage of glass, the Renter, even without being at fault, is fully liable. The Renter is fully liable for all infringements committed while in possession of the vehicle.

Collision Damage Waiver (CDW)

This option of insurance coverage reduces your financial liability in case of damage to the **Avis** vehicle, its parts and accessories, except theft, attempted theft or vandalism, if the vehicle is used in accordance with the terms and conditions of the rental agreement.

CDW Non-Waivable Excess. All rentals are subject to a non-waivable excess in amount of **150 000 AMD**. This option is obligatory and cannot be rejected.

Theft Protection (TP)

This option of insurance coverage reduces your financial liability for loss or theft of the **Avis** vehicle, its parts and accessories, if the vehicle is used in accordance with the terms and conditions of the rental agreement. TP is a non-waivable excess. All rentals are subject to a non-waivable excess, in amount of **150 000 AMD**. This option is obligatory and cannot be rejected.

Personal Accident Insurance (PAI)

This kind of insurance is already included in rates and covers sum of up to to **9 250 000 AMD** per accident for each person in the rented Avis vehicle in case of primary disability or death.

Super Cover (SC)

You may also wish to purchase an additional protection, "Super Cover", to waive your already limited liability in case of damage to the vehicle, or theft of the **Avis** vehicle, its parts and accessories, including those losses resulting from collision, vandalism, theft or attempted theft, provided the vehicle is used in accordance with the terms and conditions of the rental agreement.

Super Cover can only be purchased at time of pick-up by an additional amount of **10 000 AMD/** per day.

Super Cover does not cover broken / loss of keys, plate numbers, additional **Avis** equipment, contamination of fuel.

No-Show Fee

This charge is applied only in case of booking out of office hours, non working days and delivery to airport late hours when the customer does not cancel the booking in advance, the daily rate of the booked car will apply.

Driving Restrictions

Driving is permitted in Armenia and Nagorno – Karabakh. Driving outside Armenia is allowed only upon the prior written permission by authorized **Avis** personnel only. Such permission must be stated in Rental Agreement.

Method of Payment

Avis Armenia accepts all major credit cards as a method of payment for the Rental: AMEX, VISA, , Mastercard **Avis** charge cards and **Avis** vouchers. Payment by bank transfer may be accepted pending approval of the Station Manager. Payments are made in AMD (Armenian Drams) at the official exchange rate of The Central Bank of Armenia on the next working day following the vehicle return. The exchange rate may differ from the one used by a customer's bank (Customer's credit card company), as billing is made at a later date.

