

***Europcar***

moving *your* way

Terms and Conditions of Hire  
In Greece

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## **Preamble**

Thank You for renting with Europcar!

Europcar Greece, Hellenic Automotive is a Franchisee Greek company, having its registered office at Varis – Koropiou Avenue 2 & Ifaistou street, 1<sup>st</sup> floor, 19400, Koropi – Attica, Athens.

In accordance with the present general Terms and Conditions of Hire ('T&Cs'), Europcar will have the following obligations if a rental agreement is concluded:

- rent a Vehicle (a car or a van) to You (as defined in section 1 below) for the period of time that is specified in the Rental Agreement (the "Hire Period") plus any accessories that You wish to rent which will also be indicated in the Rental Agreement.
- provide certain mobility services included in your rental and offer You other services which are available at an extra cost.

The contractual relationship between You and Europcar is governed by the following documents:

- the Rental Agreement, including if applicable its specific conditions (the document agreed with You at the moment of the check-out or the first day of rental)
- the booking confirmation email (where You have prebooked Your rental online or offline)
- the Europcar Insurance and Protection Provisions
- the Recommended Tariffs Guide;
- the present T&Cs which apply to all aforementioned documents.

In case of a contradiction between the document above listed, the terms of the first document will prevail over the following document.

### **1) TO WHOM DO THE RENTAL TERMS AND CONDITIONS APPLY?**

The T&Cs will apply to You, the person who is paying for the rental and any associated costs (and You may also be a driver), as well as any (other) driver who is expressly indicated in the Rental Agreement and therefore being authorized to drive the Vehicle. All persons named in the Rental agreement are jointly and severally liable for payment of sums due under the contract.

### **2) WHO CAN RENT AND WHO CAN DRIVE?**

#### **a) Who can rent?**

Any legal entity and physical person:

- who is legally capable of entering into an agreement with Europcar and is prepared to accept responsibility for the Vehicle throughout the Hire Period; and
- who has the means that will be accepted by the relevant local Europcar company (see table below) to pay for the hire of the Vehicle and any associated costs;

## Payment method accepted by Europcar

Credit Card

And

· who provides valid documents as indicated in the table below:

### Documents required by Europcar

- ID or Passport
- Driving license in Latin characters (European and/or International driving license or certified translation)

Europcar has the free disposal to conclude a car rental contract with a customer or not.

### b) Who can drive? (the "Driver")

An authorized Driver of a Vehicle will be any physical person who complies with all of the following requirements:

- is expressly mentioned and fully identified on the Rental Agreement, this is in principle the renter and this may also be the person who is a registered additional driver
- provides a valid driver license and a valid identification document
- who is in possession of a driver license for the requested period and has the minimum age as follows:

MINIMUM / MAXIMUM AGE & DRIVING LICENCE REQUIREMENT	AGE	CARS
Minimum Age	21 YEAR-OLD	MDMR / ECMR / EDMR / EDAR
	25 YEAR-OLD	ALL OTHER SIPPS except of certain described below
Maximum Age	75 YEAR-OLD	ALL GROUPS
Minimum Driving Licence Period	1 YEAR	Driver must present valid driving licence at time of rental. ALL GROUPS

- A special charge is made for drivers less than 21 years of age (Young Driver Fee). The minimum age cannot be overridden by booking an additional Young Driver Fee.
- The renter is obliged on request of Europcar to notify the name and address of all drivers, unless these are already stated in the rental contract itself. The drivers are agents of the renter.
- If the vehicle is driven by another person (additional driver) an additional charge is raised for each additional driver.

### c) Who cannot drive the Vehicle?

Neither person expressly mentioned / identified on the Rental Agreement is authorized to drive the Vehicle. In addition, any person who cannot provide a valid identification document as indicated in the sections 2 a) and 2 b).

If You allow an unauthorized person to drive the Vehicle then this is considered as a breach of the T&Cs and You will be responsible for any consequences that may arise as a result

included the possibility to responding before Europcar for the damages caused by you and/or an unauthorized person.

In such circumstances the unauthorized driver will not be covered by any insurance or protection products offered through Europcar. Only liability insurance (compulsory protection) will apply.

### **3) WHERE CAN I DRIVE THE VEHICLE (CONTRACTUAL TERRITORY)**

The renter and the driver are not allowed to use the vehicle outside Greece.

Should you have questions please contact the Europcar Reservation Department of Greece to the telephone number 0030219735000 or contact by email [reservations@europcar-greece.gr](mailto:reservations@europcar-greece.gr) .

Please be aware that You must comply with the law, in particular the traffic road regulations and toll payment obligations in the country where You drive the Vehicle. You as renter and driver are liable for all claims resulting from vehicles owner liability during the rental time.

### **4) LIABILITY FOR GOODS TRANSPORTED WITH THE RENTAL VEHICLE**

You are informed that Europcar does not cover the goods carried into the vehicles. Similarly, Europcar cannot be held liable for any loss of opportunity and intervening operating loss in the context of the execution of the lease.

### **5) WHAT ARE MY OBLIGATIONS TOWARD THE VEHICLE?**

When renting a Vehicle from Europcar, You and/or any Driver must comply with the following obligations:

- You and/or any Driver must return the Vehicle and its keys, accessories and documentation to Europcar at the agreed place of return on the expiry time and date specified on the Rental Agreement Europcar allows a 59 minutes tolerance period at the end of the rental. The vehicle has to be returned in the condition that Europcar provided it to You at the start of the Hire Period. If You do not return the Vehicle as stipulated here above, Europcar will take all necessary measures outlined in these Terms and in particular Article 11 (What is the Vehicle return policy).
- You and/or the Driver must reasonably drive the Vehicle in accordance with all applicable road traffic laws and regulations and You should ensure You and/or any Drivers are familiar with all relevant local driving regulations. You are liable for all charges, duties, tolls, fines and penalties associated with the use of the vehicle and claimed from Europcar to the extent that the renter is responsible for them.
- You and/or any Driver must ensure that any luggage or goods transported in the Vehicle are secured to the extent will not cause damage to the Vehicle or cause risk to any passengers. You have to consider the actual regulations as to load safety.
- You and / or any Driver must guard the Vehicle with the utmost care as a good father, and in all circumstances, You shall make sure it is closed and protected by its anti-theft devices when parked or left unattended.

- You and/or any Driver must never drive the Vehicle whilst your ability to drive is impaired, in particular under the influence of alcohol or drugs or in case of disease.

- You and/or any Driver will be provided with a Vehicle which is ready to drive, checked and filled with all necessary operating materials. During the rental period You and/or any Driver should refill the Vehicle with the appropriate type of operating materials (e.g. fuel, oil, windscreen water, coolants) if necessary. If unsuitable fuel should be added, unless You demonstrate that the mistake is attributable to a third-party, You will be responsible for any expenses incurred by the transfer of the Vehicle and/or repair of the Damage caused to it calculated according to the rules described in the section below (Damage to the Vehicle). This does not apply if you can prove that the refill with the wrong fuel was caused by a third party.

- Smoking is strictly forbidden in all vehicles. Europcar is entitled to claim a compensation lump sum of EUR 150,00 in each case of the ban being infringed by the renter or a third party appointed by the renter. The renter is entitled to demonstrate that the damage has not occurred or is considerably less than the lump sum.

- You and/or any Driver may not use the Vehicle nor allow the Vehicle to be used:

- for rehire, mortgage, pawn, sell or in any way pledge not only the Vehicle or any part of the same but, the Rental Agreement, the keys, the documentations, the equipment, the tools and/or any of its accessories,
- for carrying passengers for hire or reward (for instance for car sharing purpose), unless otherwise expressly agreed by Europcar,
- to carry a number of persons in excess of that mentioned on the Vehicle's registration certificate,
- for carrying inflammable and/or dangerous merchandise, toxic, harmful and/or radioactive products or those that infringe current legal provisions (provided that such exclusion does not prohibit You from satisfying the needs of everyday life which do not infringe the applicable laws and whose transportation would correspond to a normal use of the rented Vehicle),
- for the transport of merchandise with a weight, quantity and/or volume in excess of what is authorized in the vehicle's Traffic Circulation Permit and/or Technical Inspection Sheet,
- for racing, off-roading, even if racing circuits are opened to the public for test and practise (so-called tourist use), reliability trials, speed testing or to take part in rallies, contests, or trials, wherever they are located, official or not,
- for transporting live animals with the exception of pets and/or domestic animals in appropriate animal transport boxes. Necessary cleaning costs must be beared by the renter. Extraordinary cleaning costs were calculated on a time and material basis and charged with a minimum lump sum of EUR 150,00. The renter is expressly entitled to demonstrate that no loss has occurred or the loss is considerably less than the lump sum,
- to give driving lessons, accompanied driving,
- to push or tow another vehicle or trailer (except where the Vehicle You are renting is already fitted with a tow-hook when the maximum load complies with the applicable law),
- on gravel roads or roads which the surface, size or state of repair poses risks to the Vehicle, as beach, impassable roads, forest roads, mountains, etc. or any roads that are not authorized and paved roads,
- to commit an intentional offence,
- for being transported on board any type of boat, ship unless express written authorization from Europcar

➤ Inside the no-traffic lanes of the ports, airports, and/or aerodromes and/or analogous or similar of a character not accessible to public traffic, or in refinery and oil company premises or installations without Europcar express written authorization. If Europcar grants our consents to You in accordance with the above, Europcar will inform You of the third party insurance cover that may be applicable in this case and which will vary depending on the circumstances.

➤ For the penetration of customs or other offences, even if these are only penalized under the law at the scene of the offence.

➤ For any other use outside the use in accordance with the contract.

- During the rental, You must take all necessary protective measures to keep the Vehicle in the same condition as that in which You have taken possession. In particular, you and/or the Driver are required to perform customary inspections as to the Vehicle condition such as oil and water level, tyre pressure.

You can be held liable to Europcar for any detrimental consequence arising out of any infringement to the above mentioned obligations. Please be aware that failing to fulfil the above mentioned obligations may limit any right to compensation for the damage which You could claim for.

Likewise, in case of infringement to the above mentioned obligations, Europcar reserves the right to demand immediate return of the Vehicle and to charge damage compensation costs.

## **6) WHAT ARE THE MOBILITY SERVICES INCLUDED IF I RENT A VEHICLE ONLY?**

The basic rental charge includes the following mobility services:

### **Mobility services**

Automobile Third party liability

Collision Damage Waiver ('CDW') with a deductible depending on the product or depending on different individual agreement or other Terms noted on the website

Partially Comprehensive cover with a deductible depending on the product or depending on different individual agreement including Theft Waiver ('TW') or other Terms noted on the website

Limited or unlimited Mileage selected during the booking

Technical assistance to the Vehicle in case of impairment of the Vehicle working order not caused by the Renter and/or Driver (Emergency Assistance)

## **7) WHAT ARE THE OTHER MOBILITY SERVICES NOT INCLUDED IN MY RENTAL?**

Europcar proposes You several additional services as mentioned in the Recommended Tariff List.

## **8) WHAT IS INCLUDED IN THE PRICE YOU PAY?**

The information You provide Europcar with at the time of booking (such as the duration of the rental or Your age or any additional driver's age) will have an impact on the price You will pay. Any change to that information could therefore mean that the price also changes. The price of Your rental will be those in force at the time of booking or at the time You make any subsequent changes to the booking.

The price You will pay comprises the following costs:

- The rental charge for the Vehicle for the agreed number of calendar days (this will include the standard mobility services above mentioned)
- The rental period depending from the agreed tariffs calculated non divisible from the time of pickup of the vehicle
- Any other mobility services You choose to add at Your further cost
- VAT
- Any additional fees that are linked to You and additional Drivers personally (for example: Young driver fees for drivers younger than 21 years).

**By contracting with Europcar, You expressly allow Europcar to charge Your means of payment for any unpaid amount related to Your rental. In this regard, Your express consent will be given at the Europcar station when you will provide our agent with your mean of payment before picking up the Vehicle.**

### **9) WHAT ARE THE OTHER FEES / CHARGES THAT I MAY HAVE TO PAY?**

- **The Deposit.** In addition to the rental price that You have prepaid during the booking or that You will pay at the pick-up time or at the check-in Europcar is requiring You to leave a deposit. If you are paying by credit card, the deposit takes the form of a bank pre-authorization. If you have booked your Vehicle by remote means of communication (website, mobile application or phone), the deposit amount is recalled in the confirmation email that You will have received following your booking. In any case, the deposit amount will be reminded at the Europcar station.

- The deposit amount is determined by various criteria (such as the category of vehicle You are renting from Europcar, the Hire Period and any other mobility services that you may order for at pick-up time).. Other characteristics of Your booking may also have an effect on the deposit amount. Should You need any additional information regarding the deposit, please refer to the paragraph below *Must i pay a deposit before picking up the Vehicle?*)

- Europcar may also charge You for various charges and fees that Europcar will have to apply relating to incidents that may have occurred during the Hire Period and/or how You used the Vehicle.

The prices (inclusive of VAT) of these charges and fees are listed in the Recommended Tariffs List,, attached to Your confirmation email and available from Europcar station and/or on the Europcar website.

Such charges and fees include without limitation:

- Administration fees for handling fines or tolls. Please note that such administration fees are payable in addition to the fine or toll to which it relates and You are fully liable to pay such fines or tolls.
- Cleaning fees for a Vehicle returned in an unacceptable and/or dirty state or impaired by bad odour. Extraordinary cleaning costs were calculated on a time and material basis and charged with a minimum lump sum of EUR 150,00. The renter is expressly entitled to demonstrate that no loss has occurred or the loss is considerably less than the lump sum
- Charges for lost or stolen keys
- The damages management fees per claim
- All and any fuel used during the Hire Period including a refuelling service charge
- The following additional specific fees and charges (i) extra charges linked to the rental



made in stations located in airport or rail stations; (ii) the cost to return the Vehicle to a Europcar stations other than the one from which You picked it up; (iii) the extension of Your rental) (iv) charges for additional kilometres exceeding the contractual agreed included kilometres.

#### **10) WHAT SHOULD I PAY ATTENTION TO WHEN PICKING UP THE VEHICLE?**

If You notice any apparent defect or Damage that is not described on the Rental Agreement then You should ensure a note is made on the document and that both You and the Europcar agent sign the change to it. This also applies for any apparent defect or damage on the booked accessories.

#### **11) WHAT PROCEDURES ARE BEING APPLIED WHEN RETURNING THE VEHICLE?**

You should return the Vehicle to the Europcar station, at the latest, on the date and at the time shown on the Rental Agreement.

##### **a) Return of the Vehicle during opening hours of Europcar's station**

You may return the Vehicle to another Europcar station and for the cost you can contact with the Europcar Reservation Department at the telephone number 00302109735000 or contact by email [reservations@europcar-greece.gr](mailto:reservations@europcar-greece.gr).

The Hire Period will end when You return the Vehicle to the Europcar station and hand the Vehicle keys and the registration documents to a Europcar agent or its representative.

Any return of the Vehicle at an earliest stage than the date and time mentioned on the Rental Agreement shall not give rise to any reimbursement

When You do return the Vehicle to Europcar You must take the opportunity to inspect the Vehicle together with the Europcar agent or its representative and countersign a Vehicle restitution damage report.

On your request Europcar shall give You a signed document where Europcar declares that the Vehicle was regularly returned to Europcar.

Europcar cannot be held liable for eventual property and/or objects You may have forgotten in the Vehicle, unless You can prove that the property and/or objects were missed in the area of responsibility of Europcar.

##### **b) "Out-of-hours" return Service**

Europcar recommends returning the Vehicle during opening hours of its stations. However, to meet the specific needs of some of its clients, Europcar offers, in certain stations, an additional "out-of-hours" service.

If You opt for this "out of hours" service, Europcar is entitled to draw a Vehicle condition report without your presence and after the drop off the keys.

In particular, You are to declare any incident and/or Damage that affects the conditions of the Vehicle on the document that you can find in the vehicle documents.

Depending on the available systems and the information that You will have received from Europcar, this document must be left in the Vehicle or returned with the keys in the “keys drop off box” provided for that effect.

Please note that your Rental Agreement does not automatically end when You drop off the keys: the Vehicle will remain on the parking space where You will have parked it until opening of the Europcar station that will proceed to the inspection of the Vehicle and close your Rental Agreement. Therefore, Europcar reminds you that you must park the Vehicle on an area provided for that purpose and in a manner so that the Vehicle is not a danger to others or hamper traffic as aimed by the Highway Code. The vehicle documents remain in the glove box of the vehicle. Providing that the Vehicle is inspected at a later stage – during opening hours of the station – Europcar recommends You to take photographs of the Vehicle in order to keep evidences of the date and state of return of the Vehicle once it is parked and before the drop off of the keys.

Once the inspection is made and in case of a damage, Europcar will inform you about this.

Europcar cannot be held liable for eventual property and/or objects You may have forgotten in the Vehicle, unless You can prove that the property and/or objects were missed in the area of responsibility of Europcar.

**c) Return of the Vehicle without your presence and during opening hours of Europcar’s stations.**

If you are unable and/or refuse to inspect the Vehicle together with the Europcar agent or its representative, Europcar is authorised to inspect the Vehicle itself without your presence and to register your refusal of a contradictory inventory.

The same Procedure as the one described above will applied (See 11°-b).

**c) Late return of the Vehicle**

In the event that the Vehicle is not returned on the date shown on the Rental Agreement, and if You do not inform Europcar immediately about the delay in its return, Europcar shall regard the Vehicle as having been unlawfully appropriated and will be entitled to report this to the competent local authorities.

In such case Europcar will be entitled to charge You an additional day for each rental day at the rental tariff in effect; unless You can demonstrate that You have no longer the disposal of the Vehicle through no fault of your own or that the non-restitution of the Vehicle resulted through no fault of Your own; and claim to You all the damages and losses suffered by Europcar and all the fines, tolls, penalties or sanctions that falls on the Vehicle as a result of demands issued to it by public administrations for the purpose of identifying the perpetrator or clarifying other circumstances relating to a breach or criminal offence.

Europcar will also be entitled to start legal proceedings in order to claim the immediate return of the Vehicle. In such case, protections and additional contractual services would have no effect.

## **12) DAMAGES TO THE VEHICLE**

In case of differences between the state of the Vehicle as described upon check out and the one identified upon return, You may pay the amount as defined below if you or the driver have caused the damage culpably.

### **a. Damages identified upon return of the Vehicle and in your presence**

If some damages are identified upon return of the Vehicle when the inspection made, in your presence and in the presence of the Europcar agent or its representative, and if You acknowledge the damages by signing the statement of return of the Vehicle, the following provisions apply depending on the extent of the damage:

- Light Damage, minor insubstantial damage caused to the Vehicle without altering its delivery to the rental and permitting its movement in accordance with the provisions of the Highway Code (such as, for instance, without being exhaustive: light impacts on windshield and missing parts) are charged according to the Recommended Europcar damage price list.

- Any other damage not included in the above mentioned Recommended price list and/or other more Serious Damage (substantial Damage impairing the delivery of the Vehicle rentals and requiring its temporary immobilization for repair such as, for instance, without being exhaustive: damages bodywork) will be evaluated by an independent expert and charged according to the expert's report or a cost estimation made with an independent autorepair garage.

If You contest Damages and their invoicing by refusing to sign the statement of return of the Vehicle, Europcar will apply the procedure described below (see article 12)-b).

### **b. Damages identified in case of an out-off hours return and without your presence.**

If Damages are identified during the inspection of the Vehicle by a Europcar Agent or its representative without your presence, Europcar will send to you the following documents:

- statement of return of the Vehicle describing all

Damages identified

- pictures of Damages
- An estimate (quote) of the costs of repair that will vary depending of the nature of the Damage (see above, article 12)-a) paragraph 2) and administration fees for the treatment of the Damage and the Vehicle immobilisation.

You will be able to challenge Damages identified and their invoicing within 14 days after the sending (by e-mail or regular letter) of the documents.

If You fail challenging or justifying within the above mentioned period of 14 days, Europcar reserves the right to invoice You the cost of repair identified if you or the renter have caused the damage culpably.

Europcar reserves the right to exclude Renter and/or Driver if they have caused an extraordinary number of damages.

### **c. Common rules**

Please note that depending upon the Damage suffered by the Vehicle and the type of protection You have subscribed to with You may or may not be charged for the full or for the partial amount of the cost of repair.

In any case, You will be able to challenge Damages and their invoicing by acting pursuant to dispositions of article 24.

#### **13) WHAT IS EXPECTED OF ME REGARDING THE VEHICLE MAINTENANCE?**

During Your rental, You must take all necessary protective measures to keep the Vehicle in the same condition as that in which You have taken possession.

You should remain alert to any signal from the warning lights on the Vehicle's dashboard and take any necessary protective actions according to the instruction manual.

Any modification to or mechanical interventions on the Vehicle are forbidden without Europcar's prior written authorization. Should this rule be breached, You must bear the duly justified costs of restoring the Vehicle in the same state in which You have taken possession.

You will be liable towards Europcar for any detrimental consequence arising out of any infringement to the abovementioned maintenance obligations.

#### **14) WHAT SHOULD I DO IN CASE OF ACCIDENT, MECHANICAL BREAKDOWN, OR THEFT OF THE VEHICLE?**

In case of an accident or impairment of the Vehicle working order due to a technical defect which prevents You from continuing your travel and/or obliges you to stop Vehicle to prevent any breakdown, You should contact the Europcar office where from You picked up the car and the Road Assistance as noted on Your Rental Agreement.

You shall inform the police and Europcar immediately after any accident, fire, theft, wild animal or other incident. Claims by opposing parties may not be acknowledged. The renter shall, even if the damage is slight, produce a written report with a sketch without delay. The accident report must include in particular the name and address of the persons involved and any witness as well as the registration numbers of the vehicles involved.

In case of theft of the Vehicle, You shall provide Europcar with a copy of the report of theft filed before the local police authorities immediately with the keys and official papers of the Vehicle if those have not been stolen.

#### **15) WHEN SHALL I RECEIVE MY INVOICE AND PAY FOR THE RENTAL?**

You will receive a final invoice once all elements of Your rental have been settled and no earlier than the day after the Vehicle return date.

You will pay or be charged the full amount in one or in several lots or Europcar will make direct debit via the agreed method of payment depending on the product and payment method.

- You may decide to prepay (prepayment of your booking made online, via our call center or at the Europcar station) Your rental which will include the daily rental charge of the Vehicle and accessories for the Hire Period and for any additional mobility services. Your means of payment will be debited by the agreed amount. You will receive a booking reservation confirmation including the prepayment. In addition, the prepaid amount will be mentioned on the final invoice and deducted from the eventual total amount (still) to be paid.

- If You decide not to prepay Your rental at booking time, the amount of the deposit plus the rental charges for the Vehicle and any accessories, any additional services or drivers or protections You decide to take out before You take the Vehicle away will be shown on the Rental Agreement that You will have to agree and sign before picking up of the Vehicle. The final and global cost of your rental will be charged and invoiced at the time of return of the Vehicle at the end of the Rental Period.

Any additional fees or charges will be charged when You return the Vehicle (if they can be calculated at that time).

If You have incurred extra costs such as fine or caused Damages to the Vehicle identified without your presence Europcar will charge You these costs and the applicable administration fees at a later date, all these administrative fees (damage management fees, fines administrative fees), when Europcar becomes aware of them.

In this respect, You will have a fourteen (14) days period starting from the date of sending (by email or regular letter) of the notification of billing to challenge and justify not being the author of the fees. In case of no objection or justification from You within the aforementioned period, the amount of these fees will be charged.

Your invoice will be sent to You electronically if you have given your prior consent. If You refuse to receive your final invoice electronically, You can elect to receive paper invoice.

If the invoice amount is not paid in due time, You have to pay the default interest additionally to the non-paid invoice amount.

## **16) WHAT IF I WANT TO CANCEL OR MODIFY MY BOOKING?**

### **a. Modifications**

You can modify Your booking, free of charge, provided You let Europcar know **at least 24 hours before** the rental is due to start.

Please be aware that new rental prices may apply if You modify Your booking.

Modifications of your booking can be done via Europcar Reservation Department to the telephone number +00302109735000, You can also contact by email to the following address : [reservations@europcar-greece.gr](mailto:reservations@europcar-greece.gr) and [customerservice@europcar-greece.gr](mailto:customerservice@europcar-greece.gr) .

### **b. Cancellation**

- If You have prepaid Your booking online:

- You can cancel Your booking free of charge provided that You have given Europcar at least 24 hours notice before the rental is due to start.

- If You cancel giving Europcar less than 24 hours notice, the prepaid amount will be refunded less a later cancellation fee of EUR 50,00 net.

- If You have not cancelled and fail to come to the Europcar station to pick up the Vehicle, the prepaid amount will be refunded less a “no show” fee of EUR 50,00 net.

For the purpose of this section, cancellation of the booking or failure to pick up the Vehicle due to Force Majeure means that You are prevented or delayed by reason of war and other hostilities civil commotion, accident, lock-outs, trade disputes acts, embargoes or restraints of governments restrictions of imports or exports or any other cause or circumstance beyond Your reasonable (direct or indirect) control.

- If You have not prepaid Your booking online:

- You may modify or cancel Your booking free of charge up to the time of pick up.

- If you not cancel your booking and fail to collect the vehicle at the time of pick-up, a no show fee of EUR 50.00 will be charged.

## **17) WHAT IF I WANT TO EXTEND MY RENTAL AGREEMENT?**

In case You want to extend the Hire Period shown on Your Rental Agreement You should take the following steps:

- For any extension of less than 24 hours, give a call to the Europcar Reservation Department under the telephone number +302109735000 or contact by email [reservations@europcar-greece.gr](mailto:reservations@europcar-greece.gr) .

- For any extension higher than 24 hours, You shall:

- carry out a check of the Vehicle together with an Europcar agent

- Pay the rental as well as any additional charges

- Sign a new Rental Agreement or an addendum to the initial Rental Agreement

- Present a means of payment for the extension of the rental period.

If You don't comply with the above mentioned conditions, the terms of the above section “Return of the Vehicle” will apply.

## **18) WHAT IS THE FUEL POLICY?**

You must be aware that rules applicable to fuelling and refuelling depend on the country of rental and the type of rental product You have elected. Please check carefully the rules applicable for every rental You make.

All Vehicles are supplied with a full tank of fuel. Please note that Europcar may require you to provide a proof of fuel purchase (receipt).

If You have not returned the vehicle with a full tank of fuel, You will be charged with the cost of the missing fuel including a refuelling charge as noted on the Terms and Conditions.

## **19) MUST I PAY A DEPOSIT BEFORE PICKING UP THE VEHICLE?**

When You pick up the Vehicle, you have to pay a deposit. If you pay with a credit card, an authorization is made for the deposit. The amount of the deposit takes into account the category of Vehicle, the Hire Period of the rental and all the additional products and/or mobility services that you will have selected at the pick-up of the Vehicle.

The deposit is intended to cover additional rental costs.

The rule of calculation applied to determine the deposit amount is explained on the Europcar website in a dedicated section and might be clarified at the counter.

Its amount is specified in the Rental Agreement and in the confirmation email sent to You at the time of your booking.

If no additional rental cost are identified, then the deposit will be refunded at the end of the rental. Please note that it may take up to 20 working days for the deposit monies to be available in your credit account depending on your bank or card provider.

## **20) WHAT IS EUROPCAR DOING TO PROTECT MY PERSONAL DATA?**

Europcar may use any information You have given Europcar, including the details of any named driver, for the purposes of Your rental to verify identity, collect payment, monitor fraud and deal with any issues before, during and after the Hire Period.

Our data protection policy is available from: [Europcar Privacy Policy](#).

Europcar collects and processes data in order to provide You with vehicles rental services and for own marketing purposes such as special promotions and loyalty program. You are informed of any information that must be collected by Europcar whether in station or via an asterisk online. The recipients of such data are Europcar station agencies and all Europcar Group franchisees.

You are made aware that Your personal data may be notified to the police authorities at their request in case of any traffic road offence and/or any crime committed during Your rental.

## **21) WHAT IS MY LIABILITY IN CASE OF A DAMAGE?**

a.

The renter is liable for repair costs for accident damage, loss, theft or improper operation of the vehicle or impairment of contractual obligations according to clauses 2, 6 and 14 of these conditions. The renter is also liable for any consequential damage, particularly reduced value, towing costs, fees for technical experts and a fee for administration costs. The renter is not liable if neither the renter nor the driver is responsible for the damage.

b.

If an exemption of liability is agreed against payment of an additional sum, then Europcar exempts the renter for damage to the rental vehicle in accordance with the principles of vehicle damage (collision) insurance. The liability exemption covers accident damage, i.e. through an incident acting suddenly from outside with mechanical force; brake damage, operational damage and pure fracture damage do not count as accident damage. The exemption of liability does not therefore cover in particular damage, which occurs due to improper treatment and/or operation, for example through incorrect gear changing or filling the wrong fuel, or though loaded goods. The deductible excess for each damage is depending from the Vehicle category :

CDW excess amounts that will be pre-authorized from customer's credit card upon check out (vat included)	€744 for MDMR,ECMR,EDMR,EDAR, HTMR,MBMR	€ 992 for HBMR,HBAR,HDMR,DDMR, CMAR,EJML,CDMR,CCAR, HMMR,CMMR,SDMR	€ 1240 for CTMR,CTAR,JT AR,JTMR	€1,736 for MMR,FMR,FBMR,FAR,SV MR,SVAR,PVMR,LVMR,LV AR	€ 3,100 for FVMR,FVAR,PDAR,PDMR,XDAR,XDMR,LDAR,LFAR,LFMR,XTAR,XSMR,LG AR,LTAR,LTMR	€ 3,720 for CFAR, SFAR
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A list of the deductible excess applicable for the relevant vehicle is available at the place of conclusion of the contract. These deductible excesses only apply when no different individual agreement has been made.

c.

The exemption of liability does not release the renter from the contractual obligations under clauses 2, 6, 14 of these conditions. The renter is fully liable in case of intentional infringement of the contractual obligations, particularly for damage, which occurs due to an unauthorized driver (clause 2) or due to a forbidden use (clause 6). If the renter has intentionally fled the scene of an accident or infringed obligations under clause 14, the renter is also fully liable, unless the infringement has no effect on the assessment of the damage incident. In case of grossly negligent infringement of a contractual obligation, the renter is liable in the proportion of the extent of the fault of the renter. The renter is also fully liable for intentionally caused damage. If damage is caused through gross negligence, liability is in proportion to the fault of the renter.

d.

In other cases, the statutory regulations apply.

## 22) LIMITATION

If an accident has been recorded by the police, compensation claims by Europcar against the renter will only be due after Europcar has had the opportunity to inspect the investigation file. The period of limitation begins at the latest six months after return of the vehicle. In case files are to be inspected, Europcar will notify the renter without delay of the date of inspecting the file.

## 23) LIABILITY OF EUROPCAR

Any liability of Europcar due to the infringement of their contractually regulated duties is restricted to cases of intention or gross negligence, including intention or gross negligence of representatives and employees. Europcar is only liable in cases of slight negligence for injury to life, body or health, for infringement of essential contractual duties and for compulsory liability under the terms of the product liability law. In this case liability is limited in extent to the compensation of contractually typical losses.



## **24) WHAT HAPPENS IN CASE OF DISPUTE RELATED TO MY RENTAL?**

### **a. Applicable law**

In case of dispute between You and Europcar regarding Your rental, Greek law is applicable.

### **b. Customer Relation Service**

Please contact the Customer Relation Service of the Europcar Country you have made your reservation. This country can be different from the one which is renting the Vehicle to you or from the country of your place of residence.

### **c. Notifications**

All notifications to be served upon You and Europcar pursuant to Your Rental Agreement shall be sent to the addresses indicated in the latter, that You and Europcar recognize as the elected domicile for all purposes and any modification must be communicated to the other party.

### **d. Conciliation before ECRCS**

You may file a claim before the *European Car Rental Conciliation Service (ECRCS)* (<http://www.ecrcs.eu>) if you are of the opinion that your interest has not been considered appropriately. Indeed, Europcar has subscribed to the scheme of ECRCS in order to enable its clients to solve their complaints concerning cross border vehicle rentals within Europe.

It should be underlined that this conciliation service can only help with disputes involving a 'cross-border' rental transaction occurring within the European Union – You must be a resident of the EU and the rental must have taken place in a different EU country. If your complaint concerns a non-cross-border rental you should raise the matter ECRCS will not be able to look at your complaint.

### **e. Jurisdiction for rentals made on a professional basis.**

Finally or alternatively from the instruments adopted by europcar mentioned above, either You or europcar can submit the case to the competent Court which that is either the one of Your residence or of your elected domicile.

### **Contractual documents**

The binding documents between You and Europcar are, by order of priority, the following:

- the Rental Agreement, and if applicable its specific conditions (the document signed by You at the moment of the check-out or the first day of rental)
- the booking confirmation email (where You have prebooked Your rental online)
- the present T&Cs including its appendixes, which apply to all aforementioned documents.
- the europcar reservation terms & Conditions;
- the Tariffs Guide;

## 25) Insurance and protection provisions

Thank you for choosing europcar to supply your rental vehicle needs. We hope everything will go very smoothly for you but, just in case it doesn't, we have set out below a summary of:

- insurance products that we include as part of our rental service because there is a legal obligation upon us to do so (Third Party Liability insurance);
- other optional insurance products and our options of limitation of liability and "Protection Packages" (which are not insurance products) that we make available to you because we want to be able to give you peace of mind during your rental with us.

These insurance, options of limitation of liability and "Protection Packages" are designed to limit your potential exposure if any of the following circumstances occur whilst you are renting and using one of our Vehicles. Without them, you will be personally responsible, pursuant to and by the effect of the relevant applicable laws and by the Rental Agreement, for the financial consequences arising from:

### **Liability to a Third Party**

Means other people's bodily injury or death and / or damage to their property that occurs because of an accident or incident that you may cause. Damage to a third party's property could include buildings or their contents, machinery or personal possessions. The cost of any business interruption associated with either the third party's injury or death and/or the damage to their property will also form part of this liability.

### **Damage to or theft of the Vehicle**

The Vehicle itself may be damaged as a result of a collision or an attempted theft and need to be repaired or it may be so badly damaged that it is irreparable and we write it off; or it may be stolen and not recovered.

You should be aware that if you are the driver of the Vehicle at the time of a collision and you are responsible for the collision taking place then whilst any injured Passengers will be covered by our Third Party Liability insurance your own injuries (together with the possible associated consequences of it) or death will not. You can, however, be protected from such circumstances if you purchase any of our Personal accident insurance (i.e. Pai) separately.

### **Definitions**

Your rental and/or reservation is subject to the applicable reservation Term and Conditions and/or rental Terms and Conditions to which this document is an annex (being a part of) and to the conditions provided in the rental agreement. For the purposes of this document, we have given the following words or expressions a particular meaning:

**Abnormal Use:** means that your use of the Vehicle whilst you are in charge of it doesn't comply with the Road Traffic laws that prevail and/or does not meet with the requirements of the rental Terms and Conditions and/or does not meet with the standards of driving that would be expected of a reasonable and prudent driver.

**Accident Report:** means a full and complete signed statement (including any other document(s)) which records all of the facts of an accident or incident as they occurred (for example, how the event occurred, the nature of the damage to the Vehicle, the location where the incident took place, the dates and circumstances and any potential witness details), the relevant insurance form should be used if available on the Vehicle.

**Bodily Injury (or bodily injury):** means any physical injury suffered by a person that is caused as the direct result of an accident; it is not something that is intentionally self-inflicted and it does not result from sickness or disease

**Book value:** means the value that a Vehicle is recorded to be worth to us on our books at the time of an incident

**Excess:** is a specified sum of money that, in case of effectiveness of our options of limitation of liability or Protection Packages and provided you have complied with the rental Terms and Conditions and have not committed a major breach of any applicable laws, is the maximum amount we will charge you for the cost of any damage caused to the Vehicle during the rental period or its attempted theft; or the loss of a Vehicle if it is written off because it is irreparable or if it is stolen and we do not get it back. The excess amount is a non-waivable amounts that is governed by the conditions of the protection product you have purchased. The excess amount applicable to your rental is shown on the rental agreement.

**Rental Terms and Conditions:** means the document you will be asked to sign before you may rent any Vehicle from us and which sets out the rights and obligations that will apply to both you and us throughout the rental period. Such conditions can vary according to the Country in which your rental starts and are provided to you at the moment of the reservation together with the confirmation of your booking (in case of booked rental) or, in any case, at the moment

**Loss of Use:** describes the circumstances where a Vehicle is unavailable for us to rent to another customer because, as a result of it being damaged whilst it is on rent to you, we need to take it off the road to have it repaired.

**Passenger:** means any person other than the driver that is being transported or is travelling in or on the Vehicle on a gratuitous basis. A Passenger would be viewed as a Third Party under the mandatory Third Party Liability insurance regimes.

**Options (Damage/Theft):** in this document applies to the means by which your financial liability for any damage to or loss of a Vehicle is limited to the excess amount.

**Protection Packages:** in this document applies to cumulative packages that allow you to buy together the optional or Premium level of the damage/Theft options, and the insurance policy Personal accident insurance as represented below.

**Rental Agreement:** is the document which summarizes the terms of the services included in your rent, including the main characteristics of the rented Vehicle, the conditions of the Vehicle at the moment of its rental, the length and places of the beginning and the end of the rental. The rental agreement shall be signed by you, also throughout electronic means, before the rental of any Vehicle with us.

**Third Party:** means any party to an incident – other than the driver of the Vehicle. For the avoidance of doubt a Passenger is deemed to be a Third Party.

**Third Party Liability insurance:** means insurance that provides the driver of a Vehicle with protection against liability for another party's claims for damage to his/her property or for bodily injury or death arising out of an incident. Third Party Cover is a mandatory legal requirement and it is therefore an integral part of our rental service. The cost of it is included in the rental charge.

**Vehicle** means the vehicle you will be renting from us.

**We or we/ Us or us / Ours or ours:** means europcar Greece.

**You or you / Yours or yours:** means the person who undersign the Rental Agreement in that document defined as the “Driver”, and the eventual different person who pay for the rental and is jointly responsible together with the driver of all the economic responsibility arising from the rental.

### **1.Third party liability insurance**

We are mandated by the laws of all of the countries in which we operate our vehicle rental services to insure our Vehicles against liability for the claims or actions of Third Parties. We have selected between the best Third Party Liability insurance offered within the market from the foremost insurers in the business and it is automatically included as part of our vehicle rental services.

You will, therefore, be insured upon the conditions and up to the level legally required by the country in which you are renting the Vehicle for the consequences that others may suffer as a direct result of your actions whilst you are driving the Vehicle.

an abstract of the conditions of the Third Party Liability insurance policy applicable to the Vehicle, is available at the rental desk.

#### **a. What am I insured for?**

as provided by law you will be insured against liability for the financial cost of any of the following consequences that may arise as a result of an incident that you cause:

- bodily injury or death suffered by Third Parties;
- property damage sustained by Third Parties and losses and costs arising as a consequence of the damage.

#### **• b. What is excluded from the policy?**

Third Party Liability insurance does not cover:

- bodily injury or death that you (the driver at the time of the collision) may suffer;
- any damage to or loss of your personal property or possessions;
- any damage caused to the Vehicle

#### **c. In case of accident caused by me, what is the amount of my financial exposure for Third Party Liability toward Third Parties?**

Provided that you have not committed a breach of any applicable laws (including any relevant road traffic regulations) and you were not making abnormal Use of the Vehicle then you will be covered not less than the level legally required by the country in which you are renting the Vehicle for the financial cost of any Third Party Liability arising as the result of a collision that you may cause.

However, if you didn't comply with those laws and/or regulations then, whilst our insurer will still fulfil its obligations to Third Parties under the Third Party Liability insurance policy, it may seek to recover from you some or all of the costs it may have paid to that Third Party as a result of the incident.

With reference to the rental of a commercial vehicle, in case of accident with Third Parties in which it is ascertained by the insurance company your responsibilities, our insurance policy provides for the application of an excess that shall be reimbursed by the client. In case of

accidents, you will have to reimburse europcar of the excess applied by the insurance company within the maximum amount as listed in the Tariff Guide europcar from time to time applicable

#### **d. How to notify us A Claim?**

In circumstances involving Third Parties it is mandatory to notify us the accident within 24 hours form the event. In this respect, it is important that you do your utmost to properly complete and sign an accident report form which gives all relevant details of the incident and of the Third Party and request the assistance of the nearest police authority. This will allow us to defend our case against the Third Party (if you are responsible for the incident) or to recover costs from the Third Party (if the Third Party has caused the damage to the Vehicle). The accident report form and the Police report should be transmitted to us within the term duly provided by the applicable rental Terms and Conditions.

In order to avoid possible mistakes or preclusion, at the end of each rental, our people will require you a statement concerning any accident eventually occurred during the rental period, or, which are not occurred during the rental. You can attach to such statement all the documents required to prove your reasons, being intended that, in case of false declarations, or, of failure to declare that an accident occurred followed by a claim by any third party/ies, europcar preserve its right to charge you a contractual fee the amount of which is listed in the Tariff Guide europcar from time to time applicable

#### **2. Options & “Protections Packages”**

Our options limit or exclude your financial exposure for damage caused to the Vehicle whilst it is in your care. Our Damage and Theft options are not insurance product but limitation/exclusion of your liability and are not provided by insurance companies.

**2.1 Damage option** our damage Options limit your financial exposure for the damages caused to the Vehicle whist is rented by you. Our “Basic damage” option is included in the rental charge and, provided you comply with the applicable laws and the rental Terms and Conditions then, you will not be liable for any damage costs that exceed the damage excess amount. if you wish, you can reduce within a third of the Damage Excess amount by enhancing the basic damage option (already included in your rental charge) by purchasing the relevant “Premium damage” option.

The exact amount of your financial liability for which you will remain liable, for each Vehicle’s categories is showed in the Rental agreement and in Tariff Guide europcar time to time applicable and available on line in Terms & Condition section .

The damage options does not cover the loss or theft of or damage to objects or property, (including luggage or goods) that are deposited or kept or transported in or on the Vehicle by you or by any Passenger.

##### **a. What does this protect me against?**

These damage options limits your liability to the damage excess amount (or within a third of the damage excess, in case of purchase of the “Premium damage”) for the following combined costs related to:

- damage to or repair of the Vehicle or its book value if it is not repairable and must be written off;
- our Loss of Use in the Vehicle whilst it is being repaired and / or written off in circumstances where:

- you collide with a fixed or moving object;
- lights or reflectors are damaged or broken during a collision with another • vehicle or fixed object.

**b. What is excluded from the option?**

The administration costs we incur in handling any claim if it is applicable.

Loss of or damage to your or third party own property that is being transported or kept in or on the Vehicle during the rental period.

The damages caused to the Vehicle's interior.

in addition, aside from the Damage Option purchased, you will be financially liable for the entire cost of the damage to the full extent allowed by the relevant applicable law), if the damage is caused:

- by the wilful acts of the driver;
- by an explosion or fire in or to the Vehicle because you are using it to the transport dangerous goods (dangerous goods being any product or substance that, due to its nature and/ or main characteristics, is reasonably considered to be dangerous and which, if not transported with appropriate caution and safety, could cause harm to the Vehicle, and to any Third Party within a reasonable distance of the Vehicle);
- by its total or partial theft or an act of vandalism whilst the Vehicle is left unattended.
- by your negligence (which is behaviour that falls below the standards expected of a reasonably sensible person in similar circumstances) or the negligence of your Passengers (for example incorrect evaluation of the height of the Vehicle);
- if the keys are lost or stolen
- glass and tyres

**c. What must I do to benefit from the Damage Option?**

You must:

Comply with Rental Terms and Conditions and all applicable law and local traffic regulation when you are driving the Vehicle, notify us within 24 working hours of any incident. in addition, within the term duly provided in section 15 of the rental Terms and Conditions You must also return to us a full and complete signed statement and/or a police statement (if this is appropriate in the circumstances) and/or any other document which records all of the facts as they occurred (for example, how the event occurred, the nature of the damage to the Vehicle, the location where the incident took place, the dates and circumstances and any potential witness details). You may, of course, include any other document you believe will be useful in support of your claim.

**d. What is the amount of my financial exposure?**

If during your rental the Vehicle is damaged and you have not purchased the "Premium damage" option, you will have to pay for the total cost of the damage suffered by our company to be evaluated according to the provisions set forth in section 13 of the rental Terms and Conditions.

However, provided you have complied with the Rental Terms and Conditions and the applicable law and road traffic regulations and that you have not made an abnormal Use of the Vehicle, then the maximum you will have to pay us is the relevant damage excess amount, as provided under the rental agreement.

## **2.2 Theft Option**

Our Theft Options limit or exclude your financial exposure for loss of the Vehicle if it is stolen or if it is damaged because it is subject to an attempted theft or it is damaged by fire. Our “Basic Theft” Option is included in the rental charge and, provided you have complied with the applicable law and local traffic regulation and the Rental Terms and Conditions and that you have adopted your best diligence while keeping the Vehicle, you will not be liable for the costs greater than the relevant Theft excess amount arising from the theft (or attempted theft) or fire.

### **a. What am I protected against?**

Our Theft options limit (or exclude if you purchase the “Premium Protection options) your liability to the Theft excess amount for the following combined costs related to:

- the cost of damage (including recovery costs) to or repair of the Vehicle (if it is recovered) or the book value of the Vehicle if it is lost as a consequence of theft or fire events;
- our Loss of Use in the Vehicle whilst it is being repaired and / or written off; and in circumstances where:
- the Vehicle and /or any accessories (being any supplementary component that is installed in or on the Vehicle that improves its specification) are stolen following an occurrence of breaking and entering or it is partially damaged due to a fire event;
- there is an attempted theft of the Vehicle and of any accessories;
- the Vehicle suffers any act of vandalism whilst it is stationary and left unattended by you or while you are driving or using it.

### **• b. What is excluded from the Theft Option?**

The administration costs we incur in handling any claim.

The Theft options do not operate if:

- the Vehicle is stolen, burned or damaged because of your negligence or more specifically (but without limitation) as a result of keys being left in the Vehicle whilst it is unattended, your failure to use the anti-theft system appropriately, any failure by you to return the keys to us or if you left the Vehicle unlocked when you weren't using it or in case of ignition of fire/use of incandescent object within the Vehicle;
- the Vehicle is stolen, burned or misappropriated by persons you put in possession of the vehicle;
- personal and / or work related goods or possessions and any goods being transported in or on the Vehicle are stolen or damaged.

### **c. What must I do to benefit from the Theft Options?**

You must:

- purchase the option if you want to take advantage from the reduced Theft excess or from the exclusion of liability provided by our “Premium” Theft options;
- comply with rental Terms and Conditions as they apply to the theft or potential theft of a Vehicle
- notify the local police of any incident or event immediately or as soon as is reasonably practicable and provide us, within 24 hours of from the time you discovered the Vehicle is missing, with the police report or evidence that the theft has been notified to the police together with the key of the Vehicle including those of the anti theft system, if provided with the Vehicle.

These are the minimum requirements for all countries. Some countries may have other additional arrangements.

#### **d. What is the amount of my financial exposure?**

if, during your rental, the Vehicle is stolen or is damaged in an attempted theft or due to vandalism and you are not eligible for these Theft options then you will be liable for the full cost of the damage (if the Vehicle is recovered) or for the full book value of the Vehicle if it is not recovered to the full extent allowed by the relevant applicable law.

With Theft options, provided you have complied with the rental Terms and Conditions, then the maximum you will have to pay us is the relevant Theft excess amount concerning the product purchased, as resulting from the rental agreement.

## **2.3 Protection Packages**

### **a. What the “Protection Packages” are?**

According to the fares and offers available, the Premium level of the damage Protection and of the Theft Protection could be available cumulative packages, which may include the insurance policy Personal accident insurance as represented below:

- Premium Protection Package, including: Premium damage option, Premium Theft option, charge exemption for the theft and the damage administrative fees.
- For further information on how to individuate on your rental agreement the Protection Packages and the options applicable to your rental, please refer to article n.5 of the rental Terms and Conditions.

## **3. Other products**

### **3.1 Personal accident insurance**

#### **a. What am I insured for?**

Under this insurance product you can claim for the financial cost of any of the following potential consequences resulting from your death or injury in a collision that occurs when you are driving the Vehicle:

- a lump sum payment of up to a maximum of € 5000

if you and / or your Passengers are victims of a collision during the rental period then, provided you have purchased the product (in which case the protection will apply to you and



all passengers in the Vehicle), a claim can be made against it irrespective of who is at fault. as a result:

- Passengers and a 'not at fault' driver (both of whom are considered to be third parties in the context of the mandatory

Third Party Liability insurance regime) can not only be indemnified by the Third Party Liability insurer but can also collect the lump sum indemnity they are entitled to under the Personal accident insurance product;

- Passengers travelling with an 'at fault' driver will be considered third parties in the context of the mandatory Third Party Liability insurance regime can be indemnified by the Third Party Liability insurer and can also collect the lump sum indemnity under the Personal Accident Insurance product. However, an 'at fault' driver will only be covered by the Personal accident insurance product

**b. The insurance Product Personal Accident Insurance do not covers:**

- any of the costs set out above if the expense was not incurred as a direct result of the collision or incident occurring whilst you were in control of the Vehicle or if you intentionally caused or brought about the accident or collision;
- any costs relating to treatment you were receiving or medical conditions you were suffering from before the accident or incident occurred;
- any damage to or loss of your personal property or possessions;• any damage caused to the Vehicle.

**c. What is the amount of my financial exposure?**

Provided you have not committed a breach of any applicable laws (including any relevant road traffic regulations and, in particular, relating to the wearing of seat belts and not exceeding the official passenger capacity of the vehicle – for instance if 7 people are injured in a 5 seater vehicle then the Personal accident insurance will simply not apply at all) then you will be entitled to the protection up to the indemnity limit shown above.

However, if you didn't comply with those laws and/or regulations then our insurer may refuse the cover altogether or, if it can be shown that you were partially responsible for the level of injury you suffered in the collision or incident, it may seek to reduce its liability for the costs.

**d. How to notify us?**

It is important that you do your utmost to properly complete and sign an accident Claim Form which will be made available on request. This give all relevant details of the incident and will allow us to ensure your claim is being handled as efficiently as possible. The accident Claim form should be transmitted to insurance company within a maximum of three days from the collision or incident.

**26. Is there a code of conduct applicable to the car rental industry?**

Leaseurope has published a code of conduct for the car rental industry. You may obtain a copy at the following address: **[www. leaseurope.org](http://www.leaseurope.org)**.



## Tariff Guide.

MINIMUM / MAXIMUM AGE & DRIVING LICENCE REQUIREMENT	AGE	CARS		
Minimum Age	21 YEAR-OLD	MDMR / ECMR / EDMR / EDAR		
	25 YEAR-OLD	ALL OTHER SIPPS except of certain described below		
Maximum Age	75 YEAR-OLD	ALL GROUPS		
Minimum Driving Licence Period	1 YEAR	Driver must present valid driving licence at time of rental. ALL GROUPS		
	AMOUNT	CHARGE UNIT:	DRIVERS AGE/GROUP CONCERNED	
Young Driver Charge	€ 20	Per Day	19-20 YEARS for MDMR - ECMR - EDMR - EDAR groups only	
Senior Driver Charge		Does not exist in country		
Drivers Licence Requirements ***	Driver must present valid driving licence at time of rental. PLEASE NOTE THAT ALL U.S./CANADA / AUSTRALIA & EAST COUNTRIES CUSTOMERS RENTING A CAR IN GREECE MUST HAVE AN INTERNATIONAL DRIVING LICENCE			
	CHARGE	CHARGE UNIT:	CHARGED TO:	REMARKS
Additional driver Charge	4 EUR	Per Day	Charged to Driver	

INSURANCE	STATUS	AMOUNTS PER DAY	CHARGED TO:	EXCESS CHARGES AND REMARKS
CDW Collision Damage Waiver	Included in the rates		Included in the rates	MDMR/ECMR/EDMR / EDAR , NTMR , MBMR euros 600 ,HBMR ,HBAR ,HDMR ,DDMR , CMAR,EJMN/CDMR/CCAR/HMMR/CMMR/SDMR euros 800 , CTMR , CTAR , JTAR euros 1000 ,IMMR , IFMR/IFBR/SVMR/SVAR euros 1400 ,PVMR/LVMR euros 2000 , FVMR ,FVAR ,PQAR ,XQAR /XDMR /LDAR / LFAR /LFMR /XTAR /XSMR /LGAR /PDMR /LTAR /LTMR eur 2500 ,CFAR , SFAR eur 3000
THW Theft Waiver	Included in the rates		Included in the rates	MDMR/ECMR/EDMR / EDAR , NTMR , MBMR euros 600 ,HBMR ,HBAR ,HDMR ,DDMR , CMAR,EJMN/CDMR/CCAR/HMMR/CMMR/SDMR euros 800 , CTMR , CTAR , JTAR euros 1000 ,IMMR , IFMR/IFBR/SVMR/SVAR euros 1400 ,PVMR/LVMR euros 2000 , FVMR ,FVAR ,PQAR ,XQAR /XDMR /LDAR / LFAR /LFMR /XTAR /XSMR /LGAR /PDMR /LTAR /LTMR eur 2500 ,CFAR , SFAR eur 3000
SCDW Super Collision Damage Waiver	Not included in the rates	€ 12 for MDMR,ECMR,EDMR,ED AR,NTMR,MBMR,  € 15 for all other groups	Charged to Driver	SCDW reduce the CDW excess amount as follows : MDMR/ECMR/EDMR / EDAR , NTMR , MBMR euros 200 ,HBMR ,HBAR ,HDMR ,DDMR ,CMAR,EJMN/CDMR/CCAR/HMMR/CMMR/ CTMR ,CTAR /JTAR /SDMR euros 400 ,IMMR ,IFMR/IFBR/SVMR/SVAR/PVMR/LVMR euros 800 ,
CDW Collision Damage Waiver for GAD & other US exclusive rates	Not included in the rates	€ 10	Charged to Driver	MDMR/ECMR/EDMR / EDAR , NTMR , MBMR euros 600 ,HBMR ,HBAR ,HDMR ,DDMR , CMAR,EJMN/CDMR/CCAR/HMMR/CMMR/SDMR euros 800 , CTMR , CTAR , JTAR euros 1000 ,IMMR , IFMR/IFBR/SVMR/SVAR euros 1400 ,PVMR/LVMR euros 2000 , FVMR ,FVAR ,PQAR ,XQAR /XDMR /LDAR / LFAR /LFMR /XTAR /XSMR /LGAR /PDMR /LTAR /LTMR eur 2500 ,CFAR , SFAR eur 3000
TW Theft Waiver for GAD & other US exclusive rates	Not included in the rates	€ 10	Charged to Driver	MDMR/ECMR/EDMR / EDAR , NTMR , MBMR euros 600 ,HBMR ,HBAR ,HDMR ,DDMR , CMAR,EJMN/CDMR/CCAR/HMMR/CMMR/SDMR euros 800 , CTMR , CTAR , JTAR euros 1000 ,IMMR , IFMR/IFBR/SVMR/SVAR euros 1400 ,PVMR/LVMR euros 2000 , FVMR ,FVAR ,PQAR ,XQAR /XDMR /LDAR / LFAR /LFMR /XTAR /XSMR /LGAR /PDMR /LTAR /LTMR eur 2500 ,CFAR , SFAR eur 3000
PREMIUM PACKAGE ( CDW , TW, SCDW) for GAD & other US exclusive rates	Not included in the rates	€ 30	Charged to Driver	SCDW reduce the CDW excess amount as follows : MDMR/ECMR/EDMR / EDAR , NTMR , MBMR euros 200 ,HBMR ,HBAR ,HDMR ,DDMR ,CMAR,EJMN/CDMR/CCAR/HMMR/CMMR/ CTMR ,CTAR /JTAR /SDMR euros 400 ,IMMR ,IFMR/IFBR/SVMR/SVAR/PVMR/LVMR euros 800 ,
PAI	Not included in the rates	€ 5	Charged to Driver	Medical hospitalization to the driver up to the amount of € 5.000.-

Cross Border driver restriction / Comment	TRAVEL OUTSIDE GREECE IS NOT ALLOWED , TRAVEL TO THE GREEK ISLANDS : ADVANCED WRITTEN AUTHORIZATION OF THE Europcar Greece HQs IS REQUIRED FOR TRAVELLING TO GREEK ISLANDS. C.D.W. IS NOT VALID WHILE THE CAR IS ON THE FERRY.			
DELIVERY AND COLLECTION	STATUS	CHARGE	CHARGED TO:	REMARKS
Standard Delivery and Collection - During office hours	Not included in the rates	15,00 EUR + 0,50 EUR additional kilometer	Charged to Driver	if delivery and collection during the office hours the amount will be calculated euros 25 total package rate
AFTER HOURS CHARGE	STATUS	CHARGE PER RENTAL	CHARGED TO:	REMARKS
General charge	Not included in the rates	20 EUR	Charged to Driver	if delivery and collection out of the office hours the amount will be calculated euros 35 total package rate
CANCELLATION & NON SHOW FEE	Not included in the rates	€ 50 to all groups except of : € 100 CTMR, CTAR, JTAR, SDMR, IMMR, IFMR/IFBR/SVMR/SVAR/PVMR/LVMR. For all other categories the cancellation fee is on request		Cancellation & non show fees apply if cancellation 24hrs before the check out date for check outs from June 1st to September 30th Cancellation & non show fees apply if cancellation 24 hrs before the check out date for check outs from June 1st to September 30th

EQUIPMENTS	STATUS	CHARGE PER DAY	MAX PER RENTA	CHARGED TO:	FREES/SELL/REQUEST STATUS	REPLACEMENT AMOUNT/REMARKS
Child Seat Infant (0 to 12 months)	Not included in the rates	4 EUR	40	Charged to Driver	REQUEST	
Child Seat Baby (1 to 3 years)	Not included in the rates	4 EUR	40	Charged to Driver	REQUEST	
Child Seat Toddler (4 to 7 years)	Not included in the rates	4 EUR	40	Charged to Driver	REQUEST	
Child booster seat (less than 13)	Not included in the rates	4 EUR	40	Charged to Driver	REQUEST	
Luggage Rack	Not included in the rates	NA	NA			
Navigation System	Not included in the rates	8 EUR	80	Charged to Driver	REQUEST	
Ski Racks	Not included in the rates	NA	NA			
Snow Chains	Not included in the rates	10 EUR	100		REQUEST	from November 1st till 31st March
Refuelling Service Charge	Not included in the rates		20 EUR	Charged to Driver	REQUEST	
OTHER INFORMATION						
Refuelling service charge	€ 20.- per rental					
CDW excess amounts that will be pre-authorized from customer's credit card upon check out (vat included)	€ 744 for MDMR,ECMR,EDMR,EDAR,NTMR,MBMR	€ 592 for HBMR,HBAR,HDMR,DDMR,CMAR,EJMN,CDMR,CCAR,HMMR,CMMR,SDMR	€ 1240 for CTMR,CTAR,JTAR,NTMR	€ 1736 for IMMR,IFMR,IFBR,IFAR,SVMR,SVAR,€ 2.480 PVMR,LVMR,LVAR	€ 3.100 for FVMR,FVAR,PQAR,PDMR,XDMR,XDMR,LDAR,LFAR,LFMR,XTAR,XSMR	€ 3.720 for CFAR, SFAR
Standard deposit amount per rental (vat included) if SCDW included in the rental or has been accepted as optional extra to be purchased from customer's credit card upon check out	€ 300					

Cash deposit	NOT ALLOWED		
Credit Cards accepted:	ALL ( VISA , MASTER, DINERS ) except UNION PAY VISA or MASTER card if it is not a credit card and we cannot pre-authorize the excess amount.		
Debit cards	Not accepted		
GRACE PERIOD	Europcar offers you 30 minutes grace period		
Travelling with the Ferry to the Greek islands	On request - Allowed only with a written authorization from Europcar Greece HQs	CDW , SCOW & SLDW excess amount is not valid for damages caused into the Ferry	
Country Restrictions	<p>In addition to the CDW , the renter is waived of the € 600, € 800 , € 1000, € 1400 , € 1500 , € 2000 , € 2.500, € 3000 , € 4000 &amp; € 5000 or other depending of the car groups will be confirmed to the customer and upon his/her signature , if will sign and accept the optional extra charge of the SCOW &amp; SLDW insurance with the minimum excess amount . But even if the CDW and the SCOW &amp; SLDW insurances applied, the CDW and the SCOW &amp; SLDW excess amount &amp; the minimum excess amount will not valid to the following options:</p> <p>1) if any damages to the underside of the car, 2) to the wheels &amp; tires , 3) if damages caused against to the violation of the EU Traffic Law 4) damages caused upon driving to unpaved roads , 5) Driver under the influence of alcohol or other substances 6/ Damages to the windcreens . None of these damages are covered from the insurance company and the total amount of the damage cost ( including to certain cases the transportation of the car) should be paid from the driver or the company's account that covers the rental.</p> <p>1/ Traffic fines cost plus administration fees of € 30 - charged to the customer. 2/ Vehicle's plates collection from the Traffic Police cost € 200.- charged to the customer [ Law3542/code L2886/1999(par3/art4.P-40)</p>		

***Europcar***

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## Damage Price Guide



Most frequent damages to cars and vans	Economy				Compact				Standard & Intermediate			
	MDMR,ECMR,EDMR, EDAR, HMMR, NBMR,NTMR				CDMR,CCAR , CMMR				SDMR, SFMR, IMMR			
	Damage severity				Damage severity				Damage severity			
Light	Medium	Serious	Replacement	Light	Medium	Serious	Replacement	Light	Medium	Serious	Replacement	
<b>Body repairs</b>												
Front bumper	130	229	312	561	134	246	330	591	121	250	300	634
Rear bumper	116	184	259	476	108	190	270	496	121	226	285	554
Front doors	194	404	628	876	202	450	725	839	194	437	671	971
Rear doors	179	376	584	817	191	405	630	883	182	415	636	932
Front fenders	145	265	397	495	146	273	408	519	158	318	465	596
Rear fenders	217	461	734	1188	217	411	755	1234	214	481	765	1328
Sills	150	244	334	742	146	252	372	885	129	244	334	847
Bonnet	151	282	437	538	155	270	481	621	171	353	510	758
Back door	170	336	545	930	185	394	611	1120	176	370	607	1110
Rear view mirrors				219				293				293
Mirror housings	78,8			114	78,8			114	78,8			121
Front bumper grille				65,1				73,5				122
Headlights				213				231				366
Rear lights				113				179				130
Roof	270	601	951	1769	312	638	1017	2142	281	669	1062	2084
Door locks				372				372				396
<b>Glasses</b>												
Windscreen	76,7			309	79,8			345	88,2			377
Rear window				255				219				267
Front doors glass				123				125				138
Rear doors glass				137				125				147



Front doors fixed glass		67,2		106		103
Rear doors fixed glass		153		273		142
Rear wiper arm (complete)		55,7		59,9		46,2
Front wiper arm (complete)		42		52,5		37,8
Front wiper blades		41		41		49,4
<b>Wheels and tyres</b>						
Alloy wheel	105	240	105	280	105	320
Iron wheel		96,6		102		80,9
Hub covers		17,9		15,8		15,8
Wheel trim		31,5		39,9		35,7
Tyres *		159		128		193
<b>Interiors and accessories</b>						
Owners guide		31,5		31,5		42
Main key (with remote)		159		167		148
Lighter		26,3		22,1		25,2
Ashtray		25,2		34,7		33,6
Radio		501		837		629
Internal mirror		62		65,1		80,9
Cockpit		720		1289		922
Gloves compartment		74,6		137		128
Luggage cover		84		159		171
(Iron wheel trim) spare tyre		231		202		124

(Alloy wheel trim) spare tyre		284		433		547
Compressor		92,4		98,7		99,8
Tool kit		33,6		24,2		35,7
Roof lining		223		336		373
Extraordinary interior cleaning	121		121		121	

Most frequent damages to cars and vans	SUV's & Cabrio cars				Luxury - Special				Passenger Van			
	IFMR, IFAR, CTMR,JTMR,JTAR				PDAR, PDMR, FDMR				SVMR, PVMR, LVMR,			
	Damage severity				Damage severity				Damage severity			
	Light	Medium	Serious	Replacement	Light	Medium	Serious	Replacement	Light	Medium	Serious	Replacement
<b>Body repairs</b>												
Front bumper	128,1	281,4	355,95	800,1	123,9	288,75	364,35	791,7	119,7	210	312,9	533,4
Rear bumper	119,7	217,35	321,3	752,85	119,7	280,35	352,8	826,35	123,9	257,25	324,45	579,6
Front doors	196,35	495,6	753,9	1176	203,7	529,2	806,4	1394,4	202,65	493,5	750,75	1247,4
Rear doors	190,05	481,95	726,6	1113	198,45	526,05	791,7	1395,5	178,5	392,7	653,1	1065,8
Front fenders	161,7	375,9	529,2	741,3	180,6	476,7	512,4	889,35	140,7	305,55	453,6	533,4
Rear fenders	235,2	579,6	938,7	1830,2	243,6	597,45	963,9	2073,8	263,55	598,5	979,65	2257,5
Sills	118,65	268,8	359,1	763,35	120,75	280,35	368,55	813,75	108,15	243,6	322,35	644,7
Bonnet	193,2	474,6	604,8	1096,2	213,15	535,5	615,3	1431,2	150,15	332,85	514,5	652,05
Back door	181,65	464,1	684,6	1245,3	168	403,2	673,05	1194,9	197,4	553,35	913,5	1717,8
Rear view mirrors				204,75				1114,1				201,6
Mirror housings	78,75			165,9	78,75			210	78,75			111,3
Front bumper grille				185,85				408,45				118,65
Headlights				499,8				1146,6				241,5
Rear lights				340,2				221,55				122,85
Roof	280,35	728,7	1149,8	1529,5	256,2	621,6	1004,9	2225	375,9	863,1	1461,6	2797,2
Door locks				319,2				435,75				310,8
<b>Glasses</b>												
Windscreen	105			416,85	105			508,2	100,8			443,1
Rear window				355,95				508,2				201,6
Front doors glass				198,45				194,25				183,75
Rear doors glass				182,7				194,25				211,05
Front doors fixed glass				95,55				123,9				123,9
Rear doors fixed glass				205,8				85,05				211,05

Rear wiper arm (complete)		53,55		59,85		59,85
Front wiper arm (complete)		40,95		89,25		57,75
Front wiper blades		57,75		60,9		56,7

**Wheels and tyres**

Alloy wheel	105	316,05	105	253,05	105	296,1
Iron wheel		91,35		108,15		108,15
Hub covers		22,05		12,6		19,95
Wheel trim		43,05		31,5		31,5
Tyres *		203,7		173,25		111,3

**Interiors and accessories**

Owners guide		43,05		72,45		25,2
Main key (with remote)		222,6		205,8		180,6
Lighter		22,05		37,8		21
Ashtray		47,25		23,1		28,35
Radio		904,05		838,95		436,8
Internal mirror		172,2		345,45		53,55
Cockpit		1049		1543,5		1193,9
Gloves compartment		153,3		294		162,75
Luggage cover		244,65		42		192,15
(Iron wheel trim) spare tyre		94,5		124,95		246,75
(Alloy wheel trim) spare tyre		316,05		430,5		430,5
Compressor		120,75		120,75		120,75
Tool kit		69,3		55,65		23,1
Roof lining		511,35		577,5		1474,2

Extraordinary interior cleaning	120,75	120,75	120,75
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Most frequent damages to cars and vans	Luxury Van cars					
	FVMR, FVAR, FVAD					
	Damage severity					
	Light	Medium	Serious	Replacement		
<b>Body repairs</b>						
Front bumper	118,65	252	297,15	537,6		
Rear bumper	120,75	184,8	267,75	371,7		
Front doors	210	429,45	674,1	958,65		
Rear doors	169,05	331,8	534,45	855,75		
Front fenders	152,25	271,95	407,4	507,15		
Rear fenders	263,55	567	907,2	1370,25		
Sills				501,9		
Bonnet	156,45	289,8	448,35	522,9		
Back door	162,75	324,45	519,75	1014,3		
Rear view mirrors				159,6		
Mirror housings	78,75			95,55		
Front bumper grille				48,3		
Headlights				198,45		
Rear lights				92,4		
Roof	307,65	654,15	1059,45	2124,15		
Door locks				323,4		
<b>Glasses</b>						
Windscreen	75,6			256,2		
Rear window				153,3		
Front doors glass				111,3		
Rear doors glass				202,65		
Front doors fixed glass				148,05		
Rear doors fixed glass				162,75		

Rear wiper arm (complete)		75,6		
Front wiper arm (complete)		32,55		
Front wiper blades		39,9		
<b>Wheels and tyres</b>				
Alloy wheel	105	222,6		
Iron wheel		95,55		
Hub covers		12,6		
Wheel trim		21		
Tyres *		96,6		
<b>Interiors and accessories</b>				
Owners guide		23,1		
Main key (with remote)		197,4		
Lighter		27,3		
Ashtray		43,05		
Radio		415,8		
Internal mirror		40,95		
Cockpit		859,95		
Gloves compartment		60,9		
Luggage cover		77,7		
(Iron wheel trim) spare tyre		181,65		
(Alloy wheel trim) spare tyre		363,3		
Compressor		81,9		
Tool kit		18,9		
Roof lining		238,35		

Extraordinary interior cleaning	120,75		
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