



# Terms and Conditions of Hire In Greece

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#### **Preamble**

Thank You for renting with **VOLTA<sup>4U</sup>**

In accordance with the present general Terms and Conditions of Hire ('T&Cs'), **VOLTA<sup>4U</sup>** 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 **VOLTA<sup>4U</sup>** 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 pre-booked Your rental online or offline)
- The **VOLTA<sup>4U</sup>** 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 **VOLTA<sup>4U</sup>** 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 **VOLTA<sup>4U</sup>** company (see table below) to pay for the hire of the Vehicle and any associated costs;

**Payment method accepted by **VOLTA<sup>4U</sup>**: Credit Card**

- Who provides valid documents as indicated in the table below:

### **Documents required by **VOLTA<sup>4U</sup>****

- ID or Passport
- Driving license in Latin characters (European and/or international driving license or certified translation. Customers out of EU with non-European Authorized driving license ie from U.S, CANADA , AUSTRALIA , EAST COUNTRIES or other it is mandatory to provide an INTERNATIONAL DRIVING LICENSE upon arriving to the rental station. Otherwise, the car will not be allocated from the **VOLTA<sup>4U</sup>** Rental Representatives) **VOLTA<sup>4U</sup>** 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 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	
	AMOUNT	CHARGE UNIT:	DRIVERS AGE/GROUP CONCERNED
Young Driver Charge	20	Per Day	19-21 years for MDMR - ECMR - EDMR - EDAR groups only. All other categories not allowed to be driven from these ages unless if a written confirmation with a confirmed amount exist from the Europcar team
Senior Driver Charge		Does not exist in country	
Drivers Licence Requirements	Driver must present valid driving licence at time of rental. Customers out of EU with non Authorized driving license from EU, ie from U.S, CANADA, AUSTRALIA, EAST COUNTRIES or other countries, it is mandatory to provide an INTERNATIONAL DRIVING LICENSE upon arriving to the rental station. Otherwise, the car will not be allocated from the Europcar Representatives		

- 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 **VOLTA<sup>du</sup>** 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?

No other 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 **VOLTA<sup>du</sup>** 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 **VOLTA<sup>du</sup>**. 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 **VOLTA<sup>4u</sup>** Reservation Department of Greece to the telephone number 0030 2109735000 or contact by email [reservations@volta4u.com](mailto:reservations@volta4u.com).

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 **VOLTA<sup>4u</sup>** does not cover the goods carried into the vehicles. Similarly, **VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>**, 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 **VOLTA<sup>4u</sup>** at the agreed place of return on the expiry time and date specified on the Rental Agreement **VOLTA<sup>4u</sup>** allows a 59 minutes tolerance period at the end of the rental. The vehicle must be returned in the condition that **VOLTA<sup>4u</sup>** provided it to You at the start of the Hire Period. If You do not return the Vehicle as stipulated here above, **VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>** 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 must 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. **VOLTA<sup>4U</sup>** 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 **VOLTA<sup>4U</sup>**,
  - 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 practice (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 bearded 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 **VOLTA<sup>4U</sup>**

○ 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 **VOLTA<sup>4U</sup>** express written authorization. If **VOLTA<sup>4U</sup>** grants our consents to You in accordance with the above, **VOLTA<sup>4U</sup>** 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.

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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 **VOLTA<sup>4U</sup>** 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, **VOLTA<sup>4U</sup>** 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?**

**VOLTA<sup>4U</sup>** 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 **VOLTA<sup>4U</sup>** 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 on the agreed tariffs calculated non-divisible from the time of pickup of the vehicle

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- 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 **VOLTA<sup>4u</sup>**, You expressly allow **VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>** is requiring You to leave a deposit. If you are paying by credit card, the deposit takes the form of a bank preauthorization. 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 **VOLTA<sup>4u</sup>** station and refers to the amount of €300 plus the rental estimate, if the rental has not been paid. The rental deposit should only be taken to cover the rental price and not the excess, or risk of excess.
- The deposit amount is determined by various criteria (such as the category of vehicle You are renting from **VOLTA<sup>4u</sup>**, 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?*)
- **VOLTA<sup>4u</sup>** may also charge You for various charges and fees that **VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>** station and/or on the **VOLTA<sup>4u</sup>** website.

Such charges and fees include without limitation:

- Administration fees €20 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

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- The damages management fees per claim
- Vehicle's plates collection from the Traffic Police cost € 20.- per day charged to the customer
- Any other fine costs applicable from the Traffic Police during the rental period charged to the customer
- All and any fuel used during the Hire Period including a refueling 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 **VOLTA<sup>4u</sup>** stations other than the one from which You picked it up; (iii) the extension of Your rental) (iv) charges for additional kilometers exceeding the contractual agreed included kilometers.

#### **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 **VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>** 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 Volta4u's station**

You may return the Vehicle to another **VOLTA<sup>4u</sup>** station and for the cost you can contact the **VOLTA<sup>4u</sup>** Reservation Department at the telephone number 0030 2109735000 or contact by email [reservations@volta4u.com](mailto:reservations@volta4u.com).

The Hire Period will end when You return the Vehicle to the **VOLTA<sup>4u</sup>** station and hand the Vehicle keys and the registration documents to a **VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>** You must take the opportunity to inspect the Vehicle together with the **VOLTA<sup>4u</sup>** agent or its representative and countersign a Vehicle restitution damage report.

On your request **VOLTA<sup>4u</sup>** shall give You a signed document where **VOLTA<sup>4u</sup>** declares that the Vehicle was regularly returned to **VOLTA<sup>4u</sup>**.

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**VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>**.

**b) “Out-of-hours” return Service**

**VOLTA<sup>4u</sup>** recommends returning the Vehicle during opening hours of its stations. However, to meet the specific needs of some of its clients, **VOLTA<sup>4u</sup>** offers, in certain stations, an additional “out-of-hours” service.

If You opt for this “out of hours” service, **VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>**, this document must be leaved into 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 ends when You drop off the keys: the Vehicle will remain on the parking space where You will have parked it until opening of the **VOLTA<sup>4u</sup>** station that will proceed to the inspection of the Vehicle and close your Rental Agreement. Therefore, **VOLTA<sup>4u</sup>** 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 – **VOLTA<sup>4u</sup>** 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, **VOLTA<sup>4u</sup>** will inform you about this.

**VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>**.

### **c) Return of the Vehicle without your presence and during opening hours of Volta4u's stations.**

If you are unable and/or refuse to inspect the Vehicle together with the **VOLTA<sup>4u</sup>** agent or its representative, **VOLTA<sup>4u</sup>** is authorized 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 **VOLTA<sup>4u</sup>** immediately about the delay in its return, **VOLTA<sup>4u</sup>** shall regard the Vehicle as having been unlawfully appropriated and will be entitled to report this to the competent local authorities.

In such case **VOLTA<sup>4u</sup>** 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

**VOLTA<sup>4u</sup>** 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.

**VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>** 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 auto repair garage.

If You contest Damages and their invoicing by refusing to sign the statement of return of the Vehicle, **VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>** Agent or its representative without your presence, **VOLTA<sup>4u</sup>** 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 immobilization.

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, **VOLTA<sup>du</sup>** reserves the right to invoice You the cost of repair identified if you or the renter have caused the damage culpably.

**VOLTA<sup>du</sup>** 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 **VOLTA<sup>du</sup>**'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 **VOLTA<sup>du</sup>** 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 **VOLTA<sup>du</sup>** office where from You picked up the car and the Road Assistance as noted on Your Rental Agreement.

You shall inform the police and **VOLTA<sup>4U</sup>** 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 **VOLTA<sup>4U</sup>** 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 **VOLTA<sup>4U</sup>** 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 **VOLTA<sup>4U</sup>** 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 **VOLTA<sup>4U</sup>** 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 **VOLTA<sup>4U</sup>** 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 **VOLTA<sup>4u</sup>** know **at least 48 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 **VOLTA<sup>4u</sup>** Reservation Department to the telephone number +0030 2109735000, You can also contact by email to the following address: [reservations@volta4u.com](mailto:reservations@volta4u.com) and [customerservice@volta4u.com](mailto:customerservice@volta4u.com).

### b. Cancellation

- If You have prepaid Your booking online:
- You can cancel Your booking free of charge provided that You have given **VOLTA<sup>4u</sup>** at least 48 hours notice before the rental is due to start.
- If You cancel giving **VOLTA<sup>4u</sup>** less than 48 hours notice, 50% of the prepaid amount will not be refunded.
- If You cancel giving **VOLTA<sup>4u</sup>** less than 24 hours notice, 70% of the prepaid amount will not be refunded.
- If You have not cancelled and fail to come to the **VOLTA<sup>4u</sup>** station to pick up the Vehicle, the prepaid amount will not be refunded.
- If You turn down the reservation upon check-out, the prepaid amount will not be refunded.
- If You don't provide a valid driving license, ID or passport or a credit card under your name, the prepaid amount will not be refunded.

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 Your booking free of charge up to the time of pickup.

## 17) GUARANTEED RESERVATION POLICY

The **VOLTA<sup>4u</sup>** rental location (pick up station) is required to provide, within a given "Guaranteed period" as defined below, the requested vehicle category as confirmed at the time of booking, subject to the renter meeting rental requirements. If the vehicle category cannot be provided during this "guaranteed period", alternative solutions will be proposed at no additional cost to you, within one hour of arrival.

### - No Credit Card Details Provided - One Hour Guarantee:

If at the time of booking you did not specify your credit card details to **VOLTA<sup>4u</sup>** Greece, by email to [reservations@volta4u.com](mailto:reservations@volta4u.com), the **VOLTA<sup>4u</sup>** pick up station is committed to guarantee your reservation for one (1) hour only after the due pick-up time.

**VOLTA<sup>4u</sup>** will endeavor to provide the requested car category after the one-hour guarantee period and until the reservation is listed as a "no-show" (at the closing time of the rental pick up station). If this is not possible, an alternative will be presented to you and, if you agree, another car category will be proposed and charged (new rates may apply), subject to you meeting the rental requirements.

### - Credit Card Details Provided - Guaranteed Reservation Hold:

If you specified, at time of booking to **VOLTA<sup>4u</sup>** Greece, by email to [reservations@volta4u.com](mailto:reservations@volta4u.com) your credit card details and Driver ID the **VOLTA<sup>4u</sup>** pick up station is obligated to hold the requested vehicle category or similar until the station closure. In case you fail to collect the vehicle during the guarantee period, a no-show fee may be applied. (Please refer to the "No-Show" fee paragraph 16).

## 18) 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 **VOLTA<sup>4u</sup>** Reservation Department under the telephone number +30 2109735000 or contact by email [reservations@volta4u.com](mailto:reservations@volta4u.com)
- For any extension higher than 24 hours, You shall:
  - carry out a check of the Vehicle together with a **VOLTA<sup>4u</sup>** 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.

## 19) WHAT IS THE FUEL POLICY?

You must be aware that rules applicable to fueling and refueling. Please carefully check the rules applicable for every rental You make.

All Vehicles are supplied with a specific level of fuel. Please note that **VOLTA<sup>4u</sup>** may require you to provide a proof of fuel purchase (receipt).

If You have not returned the vehicle with a same tank level of fuel as at the time of pickup, you will be charged with the cost of the missing fuel including a refueling charge as noted on the Terms and Conditions.

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

When You pick up the Vehicle, you must 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.

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 is 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 money to be available in your credit account depending on your bank or card provider.

## **21) WHAT IS **VOLTA<sup>4u</sup>** DOING TO PROTECT MY PERSONAL DATA?**

**VOLTA<sup>4u</sup>** may use any information You have given **VOLTA<sup>4u</sup>**, 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.

**VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>** whether in station or via an asterisk online. The recipients of such data are agencies **VOLTA<sup>4u</sup>** station and all **VOLTA<sup>4u</sup>** 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.

## **22) 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 **VOLTA<sup>4U</sup>** 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 depends of the Vehicle category:

<p>The CDW excess amounts that will be pre-withdrawn from customer's credit card upon check out are as follows and are inclusive of VAT</p>	<p>€ 766 for MDMR, ECMR, EDMR, EDAR, HDMD, NDMR</p>	<p>€ 992 for HMMR, CDMR, CDMD, CDAR, ITMR</p>	<p>€ 1736 for DDMR, DDMD, JDMR, JDAR, CMMR, CMAR, HBMR, HBAR, IFMR, SVMR, SKMR, CTMR, JTMR, IMMR</p>	<p>€ 2480 PDMR, PDAR, CFAD, CFMD, SFMR, SFMD, SFAR, FFMR, PVMR, LVMR, LVAR</p>	<p>€ 3.100 UEAR, LDAR, XDAR, FVMR, FVAR</p>	<p>€ 3.720 for LFAR, FFAR and € 4950 XFAR</p>
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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.

### 23) LIMITATION

If an accident has been recorded by the police, compensation claims by **VOLTA<sup>4U</sup>** against the renter will only be due after **VOLTA<sup>4U</sup>** 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, **VOLTA<sup>4U</sup>** will notify the renter without delay of the date of inspecting the file.

### 24) LIABILITY OF **VOLTA<sup>4U</sup>**

Any liability of **VOLTA<sup>4U</sup>** 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. **VOLTA<sup>4U</sup>** 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.

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

### a. Applicable law

In case of dispute between You and **VOLTA<sup>4u</sup>** regarding Your rental, Greek law is applicable.

### b. Customer Relation Service

Please contact the Customer Relation Service of the **VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>** pursuant to Your Rental Agreement shall be sent to the addresses indicated in the latter, that You and **VOLTA<sup>4u</sup>** recognize as the elected domicile for all purposes and any modification must be communicated to the other party.

### d. Jurisdiction for rentals made on a professional basis.

Finally, or alternatively from the instruments adopted by **VOLTA<sup>4u</sup>** mentioned above, either You or **VOLTA<sup>4u</sup>** 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 **VOLTA<sup>4u</sup>** 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 pre-booked Your rental online)
- the present T&Cs including its appendixes, which apply to all aforementioned documents.
- the **VOLTA<sup>4u</sup>** reservation Terms & Conditions.
- the Tariffs Guide;

## 26) INSURANCE AND PROTECTION PROVISIONS

Thank you for choosing **VOLTA<sup>4u</sup>** 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 amount 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  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 **VOLTA<sup>4u</sup>** of the excess applied by the insurance company within the maximum amount as listed in the Tariff Guide **VOLTA<sup>4u</sup>** 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 from 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, preserve its right to charge you a contractual fee the amount of which is listed in

the Tariff Guide

from time to time applicable.

## 2. Options & “Protection 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 whilst 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 **VOLTA<sup>4u</sup>** time to time applicable and available online in Terms & Condition section.

The damage options do 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 willful 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 behavior 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 tires

**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 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 individualize 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 cover:

- 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.

## 27. 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).

## 28. Country's Restrictions

The CDW and SCDW excess amounts do not cover the following : 1) if any damages to the underside of the car, 2) to the wheels & tires 3) if damages caused against to the violation of all articles mentioned on the Greek Traffic Low and each one of those articles separately of the Greek Traffic low , Kodika Odikis Kykloforias (KOK) as well as to damages of self-call for traffic violation of the traffic code 4) damages caused upon driving to unpaved roads , 5) Driver under the influence of alcohol or other substances 6/ Damages to the windscreens .7/ None of these damages covered from the insurance and the total amount of the damage cost and if needed to certain cases the transportation of the car from the place that the damage took place to the **VOLTA<sup>4u</sup>** Maintenance department , should be paid from the driver or the company's account that covers the rental.

1/ Traffic fines cost applicable from the Traffic Police plus administration fees of € 20 charged to the customer

2/ Vehicle's plates collection from the Traffic Police cost € 20.- per day with a maximum of € 400 per rental charged to the customer.

3 / Any other fine costs applicable from the Traffic Police during the rental period charged to the customer



# Tariff Guide

Amounts stipulated below exclude Tax 24% to all check out destinations ( Airports , DT offices, Meet & Greet points)

No Show Fee	Not included in the rates	€95 to all groups or the total amount of the rental if lower.	Charged to Driver	The NON SHOW fee apply 1 hour after the check out time for customers that pay upon arrival and at the end of the day before the station close for customers on pre-paid rentals
Winter Cover	Does not apply in country	Select	Does not apply in country	
<b>MINIMUM / MAXIMUM AGE &amp; DRIVING LICENCE REQUIREMENT</b>		<b>CARS</b>		
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		
	<b>AMOUNT</b>	<b>CHARGE UNIT:</b>	<b>DRIVERS AGE/GROUP CONCERNED</b>	
Young Driver Charge	20	Per Day	19-21 years for MDMR - ECMR - EDMR - EDAR groups only. All other categories not allowed to be driven from these ages unless if a written confirmation with a confirmed amount exist from the Europcar team	
Senior Driver Charge		Does not exist in country		
Drivers Licence Requirements ***	Driver must present valid driving licence at time of rental. Customers out of EU with non Authorized driving license from EU, ie from U.S, CANADA, AUSTRALIA, EAST COUNTRIES or other countries, it is mandatory to provide an INTERNATIONAL DRIVING LICENSE upon arriving to the rental station. Otherwise, the car will not be allocated from the Europcar Representatives			
	<b>CHARGE</b>	<b>CHARGE UNIT:</b>	<b>CHARGED TO:</b>	<b>REMARKS</b>
Additional driver Charge	4 EUR	Per Day	Charged to Driver	

<b>INSURANCE</b>	<b>STATUS</b>	<b>AMOUNTS PER DAY</b>	<b>CHARGED TO:</b>	<b>EXCESS CHARGES AND REMARKS</b>
PAI	Not included in the rates	5	Charged to Driver	Medical hospitalization to the driver up to the amount of € 5.000,-
ACCIDENT ADMINISTRATION FEE	Not included in the rates	20	Charged to Driver	In case of an accident due to renters liability, renter has the obligation to pay the accident administration fee. The amount is not refundable.
<b>LIABILITY INSURANCE TO THIRD PARTY</b>	<b>STATUS</b>			
Insurance Policy Limit for bodily injury	Included in the rates	Max insurable sum for damages to persons: € 1.220.000 per person		
For property damage	Included in the rates	Max for property damages to third party € 1.220.000 total		
For both	Select			
<b>ONE-WAY</b>	<b>STATUS</b>	<b>CHARGE</b>	<b>CHARGED TO:</b>	<b>MINIMUM RENTAL DAYS</b>
Domestic	Not included in the rates	See ONEWAY routes & fees list	Charged to Driver	Min 1 day of rental
International	Not included in the rates	STRICTLY UPON REQUEST	Charged to Driver	STRICTLY UPON REQUEST
Cross Border driver restriction Comment	TRAVEL OUTSIDE GREECE IS NOT ALLOWED. A penalty fee with a minimum amount of 10.000 euros will apply.			

<b>DELIVERY AND COLLECTION</b>	<b>STATUS</b>	<b>CHARGE</b>	<b>CHARGED TO:</b>	<b>REMARKS</b>
Standard Delivery and Collection - During office hours	Not included in the rates	15,00 EUR + 0,50 EUR additional kilometer each way, for a distance of maximum 20 kms from the rental station	Charged to Driver	if delivery and collection out of the range of 20 kms the charge is on request
<b>AFTER HOURS CHARGE</b>	<b>STATUS</b>	<b>CHARGE PER RENTAL</b>	<b>CHARGED TO:</b>	<b>REMARKS</b>
General charge	Not included in the rates	20 EUR	Charged to Driver	if delivery and collection out of hours will be requested out of the range of 20kms from the rental station the charge is on request
<b>CANCELLATION FEES</b>	<b>Not included in the rates</b>	<b>€ 50 to all groups or the whole price of rental if the amount is lower</b>		<b>Cancellation fees apply if cancellation will be less than 48 hours</b>

<b>OPTIONAL EXTRAS</b>	<b>STATUS</b>	<b>CHARGE PER RENTAL</b>	<b>CHARGED TO:</b>	<b>REMARKS</b>		
<b>READY SERVICE</b>	<b>STATUS</b>	<b>CHARGE PER RENTAL</b>	<b>CHARGED TO:</b>	<b>REMARKS</b>		
General charge	Not included in the rates	euros 25,-	Charged to Driver	Customers have the option of selecting service via READY SERVICE in relation to other customers. Customer's full contact details such as e-mail address and cell phone are mandatory in order to provide the READY SERVICE.		
<b>EQUIPMENTS</b>	<b>STATUS</b>	<b>CHARGE PER DAY</b>	<b>MAX PER RENTAL</b>	<b>CHARGED TO:</b>	<b>FREESSELL/REQUEST STATUS</b>	<b>REPLACEMENT AMOUNT/REMARKS</b>
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 135cm)	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	Charged to Driver	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
Dirty Car cabin upon return or to the outside of the car where the car inspection is not possible	€ 80.- per rental
Lost/Damaged Key	€ 200.-
The CDW excess amounts that will be pre-authorized from customer's credit card upon check out are as follows and are inclusive of VAT	<p>€ 1736 for DDMR, DDM, JDMM, JDAR, € 2480 PDMR, PDAR, CMMR, CFAD, CFMD, SFMR, CMAR, SFMD, SFAR, FFMR, HBMR, HBAR, PVMR, LVMR, LVAR, IFMR, SVMR, SKMR, CTMR, JTMR, IMMR</p> <p>€ 744 for MDMR, ECMR, EDMR, EDAR, HDMD, NBMR</p> <p>€ 992 for HMMR, CDMR, CDMD, CDAR, NTMR</p> <p>€ 3.100 UEAR, LDAR, XDAR, FVMR, FVAR</p> <p>€ 3.720 for LFAR, FFAR and € 4960 XFAR</p>
Standard deposit amount per rental (yet 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	Accepted if the pre-authorization of the CDW excess amount or the SCDW amount is authorized from the bank or the Debit card provider
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 , SCDW & SLDW excess amount is not valid for damages caused into the Ferry
Country Restrictions	<p>The CDW and SCDW excess amounts do not cover the following : 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 all articles mentioned on the Greek Traffic Law and each one of those articles separately of the Greek Traffic law - Kofitis Odhis Kykloforias [KOK] as well as to damages of self-call for traffic violation of the traffic code 4) damages caused upon driving to unpaved roads , 5) Driver under the influence of alcohol or other substances 6/ Damages to the windscreens 7/ None of these damages covered from the insurance and the total amount of the damage cost and if needed to certain cases the transportation of the car from the place that the damage took place to the Europcar Maintenance department , should be paid from the driver or the company's account that covers the rental.</p>	<p>1/ Traffic fines cost applicable from the Traffic Police plus administration fees of € 20 - charged to the customer</p> <p>2/ Vehicle's plates collection from the Traffic Police cost € 20.- per day with a maximum of € 400 per rental charged to the customer</p> <p>3/ Any other fine costs applicable from the Traffic Police during the rental period charged to the customer</p>

