

## GREECE TERMS & CONDITIONS

### Table of Contents

1. Renter’s Age Qualification .....	3
2. Driving license & ID information .....	3
3. Forms of payment.....	3
4. Permitted Kilometers .....	3
5. INSURANCES .....	4
a. Third Party Insurance .....	4
b. Collision Damage Waiver .....	4
c. Theft Waiver .....	4
d. Super Collision Damage Waiver (SCDW) .....	5
e. Super Theft Waiver (STHW) .....	5
f. Loss Damage Waiver (LDW) .....	5
g. Personal Accident (PAI) .....	5
6. Refueling Charges .....	5
7. Roadside Protection .....	5
8. Vehicle Replacement .....	5
9. After hour Policy .....	6
10. Delivery and Collection policy .....	6
11. One-way rental policy .....	6
12. Additional Driver (ADD) .....	6
13. Baby / Child seat .....	6
14. Snow Chains (SC) .....	6
15. GPS.....	6
16. WIFI device (WIFI) .....	6
17. Ferry Transportation .....	6
18. Cross Border Policy .....	6
19. Security Deposits .....	7
20. Accident Administration Fees .....	7
21. Biological Cleaning .....	7

22. Traffic and other Municipal Fines .....7

23. Taxes ..... 7

24. Added Information .....7

25. Complaints .....7

26. Correct Use of Vehicle .....7

27. Terms, Conditions, Rates .....7

28. Car Types ..... 8

29. Cancellation policy.....8

## Terms & Conditions

### 1. Renter's Age Qualification

The minimum age to rent a vehicle is 21 for categories Mini & Economy. For all other categories minimum renters age is 23 yrs. Drivers over 21 yrs. and under 23 yrs. old may rent vehicles – Cargo Van excluded, at a daily surcharge of 8 EUR excluding vat and airport fee.

Maximum charge 112 Euro excluding vat and airport fee per rental per renter

There are no restrictions or surcharges for drivers aged 23 and older.

Maximum renters age applies for drivers older than 75 years old.

Senior driver fee (for drivers over 75 years of age) 10 per day maximum 140 EUR excluding vat and airport fee.

Maximum Renters age is 80 years of age.

### 2. Driving license & ID information

All drivers must hold a full and valid driving license for a minimum of 12 months. Renters carrying a driving license from an EU member state or Switzerland do not require an International Driving Permit. All other renters must present an International Driving license along with the ID card / valid Passport. Renters with licenses from countries which are not a part of the International Driving Permit Agreement should carry an international driving license. Since the United Kingdom has left the European Union, there are special requirements for UK Driving license holders driving in Europe. Please check requirements.

### 3. Forms of payment

VISA & MASTERCARD cards are accepted.

AMEX cards can be used in all stations except for Alexandroupoli, Corfu City, Ioannina, Mykonos, Naxos, Kavala, Karpathos and Milos.

Debit cards are accepted as forms of payment of the rental or to purchase additional products.

The deposit amount can and will be reserved only on a valid credit card.

Accepted Credit Cards for all stations are Master , Visa & American Express except for Alexandroupoli, Corfu City, Ioannina, Mykonos, Naxos, Kavala, Karpathos and Milos.

Debit Cards Maestro Cards Revolut or any other type of prepaid cards are not accepted and cannot be used as guarantee cards.

All Cards must be presented in a physical form .

Payment or guarantees at the counter with contactless technology, virtual cards, prepaid cards, Postepay, Gift cards will not be accepted.

All cards presented / used must be in the renter's name. A security deposit will be blocked on the credit card plus the estimated cost of the rental will be charged at the time of pickup. The deposit that will be blocked on the credit card will be released by the cardholder's bank, upon notification after the vehicle returns. The deposit is 290 EUR total for car groups Mini, Economy, Compact, Compact special, Compact SUV, Intermediate & Intermediate SUV. · 390 EUR total for car groups Standard, Standard Wagon, Full size & Full-size van Premium and Luxury vehicles

### 4. Permitted Kilometers

2.500 kms per month. Charge per extra kms: 0,08 EUR plus VAT and airport charges for Mini, Economy and Compact car groups and all rest car groups are charged 0,12 EUR plus VAT plus Airport Fee.

## 5. INSURANCES

a. Third Party Insurance Third Party insurance is mandatory by the Greek Law and included free of charge. Covers Body Injuries up to 1.220.000 €, (except the driver of the rented vehicle) and Property Damage to up 1.220.000 €, - including passengers of the rented vehicle (except the driver of the rented vehicle).

### b. Collision Damage Waiver

The renter can limit his responsibility for his legal share in any damage of the vehicle: · 700 EUR plus VAT for car groups Mini & Economy by paying the amount of 5,00€ plus VAT and airport charges per day. · 800 EUR plus VAT for car groups Compact, Compact SUV, Intermediate, Intermediate SUV, by paying the amount of 7,00€ plus VAT and airport charges per day. · 1300 EUR plus VAT for car groups Standard, Standard Wagon, Full Size and Van by paying the amount of 9,50€ plus VAT and airport charges per day. If CDW is not included to the Rental Agreement, the renter is liable to pay the total amount of the damages of the rented car. Note: this type of insurance does not provide coverage concerning damages caused at the underside part of the vehicle, inside part of the vehicle-saloon, wind shields, mirrors, car key damage, the antenna, incorrect fuel, damages caused during transportation by ferry without a prior written authorization by Europcar at the time of pick up the car, acts of God, Terrorist Attacks, wheels and tires. The Accident Statement should always be supplemented so that the insurances' covers will be in effect. If there is a third party involved to an incident, we recommend clients to call the police authorities to the incident. In case of car damage or a car theft, an administration fee (D.A.F.) of 25,00 EUR plus VAT and Airport Fee will be charged to the driver. This charge applies irrelevantly of party at fault.

### c. Theft Waiver

Covers the rented vehicle against total theft with a deductible amount of: · 700 EUR plus VAT for car groups Mini & Economy by paying the amount of 5,00€ plus VAT and airport charges per day. · 800 EUR plus VAT for car groups Compact, Compact SUV, Intermediate, Intermediate SUV by paying the amount of 7,00€ plus VAT and airport charges per day. · 1300 EUR plus VAT for car groups Standard, Standard Wagon, Full Size and Van by paying the amount of 9,50€ plus VAT and airport charges per day. Note: this type of insurance does not cover, attempted theft of the vehicle, car key loss, theft of personal belongings that were in/on the vehicle, acts of God and Terrorist Attacks. The car key and the Police Document of vehicle theft that was reported by the driver of the car, should always be presented so that the insurances' covers will be in effect. If TW is not including to the Rental Agreement, the renter is liable to pay the value of the rented car. In case of car damage or a car theft, an administration fee (D.A.F.) of 25,00 EUR plus VAT and Airport Fee will be charged to the driver. This charge applies irrelevantly of party at fault.

d. Super Collision Damage Waiver (SCDW) Super Collision Damage Waiver is optional and reduces at half the excess amount on CDW - under the condition that the damage is not due to infringement of Road Circulation Code. For buying SCDW, it is mandatory to purchase the CDW if it is not included in the package. Daily charge is: · 7,00 Euros plus VAT plus airport fees for Mini & Economy. · 9,00 Euros plus VAT plus airport fees for Compact, Compact SUV, Intermediate, Intermediate SUV · 11,5 Euros plus VAT plus airport fees for Standard, Standard Wagon, Full Size and Van SCDW does not provide any coverage concerning damages caused at the underside part of the vehicle, inside part of the vehicle-saloon, wind shields, mirrors, car key damage, the antenna, incorrect fuel, acts of God, Terrorist Attacks, damages caused during transportation by ferry without a prior written authorization by the Europcar at the time of pick up the car, wheels and tires. The Accident Statement should always be supplemented so that the insurances' covers will be in effect. In case of car damage or a car theft, an administration fee (D.A.F.) of 25,00 EUR plus VAT plus Airport Fees will be charged to the driver. This charge applies irrelevantly of party at fault. If the driver drives the vehicle off the official road network and the vehicle is immobilized, the driver will be charged the cost of towing the vehicle from the roadside assistance.

e. Super Theft Waiver (STHW) Super Theft Waiver is optional and reduces at half the excess amount on THW. For buying STHW, it is mandatory to purchase the TW if it is not included in the package. Daily charge is: · 6,00 Euros plus VAT plus airport fees for Mini & Economy · 8,00 Euros plus VAT and airport fees for Compact, Compact SUV, Intermediate, Intermediate SUV. · 10,50 Euros plus VAT plus airport fees for Standard, Standard Wagon, Full Size and Van Attempted theft of the vehicle, car key loss, theft of the personal belongings that were in/on the vehicle, acts of God and Terrorist Attacks are not covered. The car key and the Police Document of vehicle theft that was reported stolen by the driver of the car, should always be presented so that the insurances' covers will be in effect. In case of car damage or a car theft, an administration fee (D.A.F.) of 25,00 EUR plus VAT and Airport Fee will be charged to the driver. This charge applies irrelevantly of party at fault.

g. Personal Accident (PAI) Covers the driver of the vehicle of up to 15.000,00 Euro in case of total or partial disability or death due to an accident, while driving the rented car. Daily Charge is 5,00 Euros plus Vat and airport charges for all car groups.

## 6. Refueling Charges

The rented vehicle must be returned at the same fuel level as at the time of pick up. In every other case the difference will be charged (based upon the fuel used).

## 7. Roadside Protection

Free of charge and available 24/7. Contact phone number of the road assistance indicated to the signed R.A. and/or provided by the rental agent at the time of pickup the car. It is recommended to contact the branch directly in the event of required roadside assistance. If the driver drives the vehicle off the official road network and the vehicle immobilized, the driver will be charged the cost of towing the vehicle from the roadside assistance.

## 8. Vehicle Replacement

Provided by the pickup location within 24hours wherever in Greece. Driver should contact by phone the pickup branch for assistance. If the vehicle has been towed by the roadside

assistance because of an accident, after violations of the traffic law by the driver, the driver is obliged to cover the costs of repatriating the car to the company's headquarters from the point where it was immobilized.

9. After hour Policy It is provided for pick up and drop off outside the operating hours at charge of 48,3 EUR plus VAT and airport charges and can be paid at the rental counter.

#### 10. Delivery and Collection policy

It is allowed only from Monday to Friday and it's an on-request service. Please proceed with your request to our reservations department prior to your arrival. For deliveries and collections within a 15 km distance, a charge of 28,00 EUR plus VAT plus Airport fees applies and should be paid locally. For distances longer than 15 km an additional charge of 1,00 EUR plus VAT plus Airport fees per km will be applied locally.

#### 11. One-way rental policy

This type of service is upon request. Please proceed with your request to our reservations department prior to your arrival. The one-way fee must be paid at the rental counter.

12. Additional Driver (ADD) Daily charge for the ADD is 4€ plus Vat plus airport fees and can be purchased through the official site or upon arrival locally. All additional drivers must present a valid Credit card in their name.

13. Baby / Child seat Daily Charge 6 EUR plus VAT plus Airport Fee with max charge of 60 EUR plus VAT plus Airport Fee per rental per item. Seats comply with EU rules. · BABY - CHILD INFANT SEATS: For children ranging between newborn to 13kg. · CHILD/TOOLDER SEATS: For children ranging from 9kg to 18kg. · BOOSTER SEATS: For children ranging from 15kg to 30kg. In case of total distraction the customer will be charged 60,00 EUR plus VAT plus Airport Fee

14. Snow Chains (SC) Daily Charge 5,00 EUR plus VAT plus airport charges with max charge of 70,00 EUR plus VAT plus Airport Fee per rental.

15. GPS Daily Charge 8,00 EUR plus VAT and airport charges with max charge of 70,00 EUR plus VAT plus Airport Fee per rental.

16. WIFI device (WIFI) Daily Charge 12,00 EUR plus VAT and airport charges with max charge of 168,00 EUR plus VAT plus Airport Fee per rental. In case of loss or damage a replacement fee will be charged of total 168 euro plus VAT plus Airport Fee.

17. Ferry Transportation: Written authorization is mandatory at the time of pickup. Total cost 25.00 euro per direction plus VAT plus airport fees. This product is not valid for cross borders rentals. If the return location is other than the pickup location, the ONE-WAY charges will apply on top of the TRASPORTATION VIA FERRY cost. The vehicle without the written authorization of Europcar is not covered for any damages or loss during the time that it remains on a ship. Written authorization is added to the R.A. at the time of pickup after the payment of this fee.

18. Cross Border Policy It is not allowed and a penalty of 20.000 plus VAT plus airport fees euro will be charged to those travelling without permission.

19. Security Deposits In each rental on a major Credit Card (VISA, MASTERCARD, AMEX) is mandatory.

Security amount deposit is: · 290 EUR total for car groups Mini, Economy, Compact, Compact special, Compact SUV, Intermediate & Intermediate SUV. · 390 EUR total for car groups Standard, Standard Wagon, Full size & Full-size van Premium and Luxury vehicles

20. Accident Administration Fees In case of damage or theft an administration fee of 25,00 euros plus VAT plus Airport fees will be charged to the driver. The D.A.F. charge applies irrelevantly of party at fault.

21. Biological Cleaning For vehicles returned with stained interior that cannot be cleaned with normal / common washing, customers will be charged for 90,00 euros plus Vat and Airport charges, for the biological cleaning of the car.

#### 22. Traffic and other Municipal Fines

The Driver is fully liable and must pay all respectively fines on his own before leaving Greece. Failing to pay the fines on his own the Driver will be charged 35 euro Traffic Violation Administration Fee plus VAT plus Airport fees. The driver is obliged to present all documents – tickets & payments to the branch. If the driver fails to pay the fines KINSEN Hellas reserves the right to take any legal actions against the driver/drivers to collect the amount plus any surcharges that may occur by the Greek authorities or the country's authorities. On top of the traffic violation fines, client is liable to pay a non-refundable fee of 100 euros plus TAX and surcharges in case of loss of license plates.

23. Taxes VAT 17% or 24%: Depending on the area. Airport Fee at international Airport of Athens 13%, Airport fee for other Airports 6%.

#### 24. Added Information

The min. rental period is considered 24 hours. A grace period of 59 minutes, free of charge, after which, the renter will be charged for a minimum of one full day rental. The extra day cost will apply according to the pricelist in effect on the day of the extension and will depend on the car group reserved, the period the rental took place.

#### 25. Complaints

Any possible complaint should be stated to the customer service department of the company within 60 days from the end of the rental. The full written description of the problem is required.

#### 26. Correct Use of Vehicle

Rented vehicle should be only used from drivers mentioned on the rental agreement. The vehicle is prohibited to be used, for infringement of provisions of the Greek Road Circulation Code, for purposes opposite to the Greek laws, for towing other vehicles, in order to transport heavy objects or baggage, flammable materials, or smelly objects, to be used outside asphalt road network, under the influence of alcohol, narcotic or toxic substances. Also, for transportation via boats or cross border rentals without a prior written authorization of the company.

27. Terms, Conditions, Rates are subject to change by KINSEN Hellas at any time.

## 28. Car Types

All car types that are mentioned in catalogues are sample models, based in the actual interpretation of the international SIPP codes and are subject to change with similar models at the Renters discretion.

29. CANCELLATION POLICY: In case of a prepaid reservation the Renter can cancel the reservation free of charge if the latter has notified the Company at least 48 hours before the hire period is due to start, otherwise (cancellation in less than 48 hours before the hire period is due to start) the Renter shall be charged with a cancellation fee. If the Renter has not cancelled their reservation and does not show up to pick up the vehicle, then the Renter shall be charged the non-appearance fee. Bookings that were not checked-out after 2 hours of the expected check-out time will automatically be cancelled.