

## Car Rental General Terms & Conditions

**AGE REQUIREMENT:** For groups A, B, J, Z and V2 drivers must be over 21 years of age. For any other vehicle group, min age of the driver must be 25.

**YOUNG DRIVER'S SURCHARGE:** Young driver surcharge allows customers aged 19 & 20 years old to rent a category A, B, Z, J and V2 vehicle under the condition that they hold a drivers license for at least 12 months prior to the pickup day.

| MINIMUM DRIVER'S AGE                            | CAR GROUP                                    | YOUNG DRIVER'S SURCHARGE |
|---|--|--------------------------|
| <b>Drivers aged between 19 and 20 years old</b> | A, B, Z, J, AE, ZE, V2                       | 10€ Charge per day + VAT |
|   | Other car groups unavailable                 |                          |
| <b>Drivers aged between 21 and 24 years old</b> | A, B, Z, J, V2, AE                           | Free of charge           |
|   | C, D, F, K, M, P, T, R, BE                   | 10€ Charge per day + VAT |
|   | E, EM, N, U, V, DE, NM, O, V3, V4, Y, EE, FE | €15 per day + VAT        |
|   | Other car groups unavailable                 |                          |
| <b>Over 25 years old</b>                        | All car groups available                     | Free of charge           |

**PAYMENT METHOD:** For all groups a valid Credit/Debit Card accepted by Autohellas Hertz, must be shown for the pre-authorization of the renter's liability as well as the settlement of final rental charges (for non prepaid reservations). Specifically for non-prepaid reservations, there is also the option of paying via IRIS at the POS of the vehicle pick-up location.

Although we try to ensure that all prices quoted on our websites are accurate, errors may sometimes occur. We will inform you as soon as possible if we discover an error in the price of your reservation and give you the opportunity to confirm your booking at the correct price or cancel. Our usual cancellation charges will not apply if you choose to cancel. If you cancel and you have already paid for your rental, you will receive a full refund. If we are unable to contact you, we will treat your reservation as cancelled.

**DEPOSIT FOR GUARANTEE:** For rentals in Greece, upon pick up of the vehicle, Autohellas Hertz will preauthorize an amount from the driver's credit/debit card as a deposit for guarantee equal to the amount of the insurance waiver, as defined in paragraph "COLLISION DAMAGE WAIVER (CDW-SCDW)" . The amount of the deposit varies according to the car group and will be fully refunded at the end of the rental, provided no other charges arise. Please note that the refund can take up to 14 days, depending on the issuing bank of the credit/debit card.

**DRIVING LICENSE:** A valid driving license held for at least one year is required from the driver. For more information over the accepted Driving License per country of origin, please click [here](#).

**GRACE PERIOD:** At the end of the agreed rental period, Autohellas Hertz allows a grace period of 29 minutes free of charge after which, the renter will be charged with a minimum of one full day rental.

**TRAFFIC FINES:** All fines resulting from the drivers conduct are born solely by the renter.

**INSURANCE:** All authorized drivers of Autohellas Hertz vehicles are covered against damages from Fire to the rented vehicle, and Liability Insurance to Third Party death, injury, and property. Both coverages are subject to General Terms of the Hertz's insurance contract with its Insurer.

**COLLISION DAMAGE WAIVER (CDW-SCDW):** The renters liability for damage to the rented vehicle, can be reduced, under the condition that the Greek Traffic Law is not violated, to a charge of:

- €650 for groups A, B, J, Z, AE, ZE, V2
- €800 for groups C, D, F, K, M, P, R, T,

- €1,000 for groups E, EM, EE, FE, DE, N, O, NM, U, V, Y, YL, 1, 5, 8, V3, V4, V5,
- €1,300 for groups 9, SY, SE, 9F, V6,
- €3,000 for groups 3, 9L, & YP

by paying €12, €15, €23, €44 and €80 per day respectively. Damage to the underside of the car, the wheels and the tires is not covered.

The renter may reduce the above liability to a charge by choosing Additional Coverage (SCDW) for an extra daily charge as listed below:

| Groups  | Daily charge 1-3 days | Daily charge 4-17(max) days | Deductible |
|---|-----------------------|-----------------------------|------------|
| A, B, J, Z, V2, AE, ZE  | 11 €                  | 8.5 €                       | 160 €      |
| C, D, F, K, M, P, R, T, BE                                    | 13.5 €                | 10.5 €                      | 200 €      |
| E, EM, N, NM, O, U, V, Y, YL, 1, 5, 8, DE, FE, EE, V3, V4, V5 | 20.5 €                | 16 €                        | 300 €      |
| 9, SE, SY, 9F,V6  | 40 €                  | 30.5 €                      | 400 €      |
| 3, YP, 9L   | 68 €                  | 52.5 €                      | 800 €      |

**THEFT PROTECTION (TP):** Theft protection is an optional service which, if accepted, reduces the renter's financial responsibility in case of total theft of the Autohellas Hertz vehicle to €650 for groups A, B, J, Z, V2, €800 for groups C, D, F, K, M, P, R, T, €1,000 for groups E, EM, EE, ZE, FE, DE, N, O, NM, U, V, Y, YL, 1, 5, 8, V3, V4, V5 €1,300 for groups 9, SE, SY, 9F, V6 and €3,000 for groups 3, 9L & YP by accepting a charge of €6, €9, €12, €18 and €40 respectively per rental day. This excludes any thefts of personal effects.

**SUPER COVER (SUP):** The renter can be fully covered (with zero excess) in case of total theft or damage to the Autohellas Hertz vehicle, for an additional charge as shown in the table below provided that the renter has previously accepted the relevant coverage charges for CDW, SCDW, and TP, or has a reservation inclusive of these coverages.

| <b>Groups</b>  | <b>Daily Charge<br/>1-3 days</b> | <b>Daily Charge 4-<br/>17(max) days</b> |
|--|----------------------------------|---|
| <b>A, B, J, Z, V2, AE, ZE</b>  | 12.5 €                           | 9.5 €                                   |
| <b>C, D, F, K, M, P, R, T, BE</b>                                    | 15 €                             | 11.5 €                                  |
| <b>E, EM, N, NM, O, U, V, Y, YL, 1, 5, 8, DE, FE, EE, V3, V4, V5</b> | 23 €                             | 18 €                                    |
| <b>9, SE, SY, 9F, V6</b>   | 30 €                             | 23 €                                    |
| <b>3, YP, 9L</b>   | 61.5 €                           | 47 €                                    |

Please note:

- Super Cover covers any damages caused on the vehicle's windshield and tires and includes Extended Road Assistance.
- Damages caused to the underside and wheels of the vehicle are not covered by any insurance.
- Super Cover is not available for rentals made by drivers aged 19 and 20 years old.

**EXTENDED ROAD ASSISTANCE (ERA):** Extended Road Assistance (ERA) is an optional service that provides road assistance for cases that do not involve a mechanical damage of the vehicle, such as: 1) Lockout Assistance, in case the renter

is locked outside the car, 2) Jump-Start/Fuel Assistance, in case the renter's vehicle face battery failure or runs out of gas, 3) Tire change Assistance, in case of the renters needs help to change a flat tire. The service is available for an additional charge of €3 per rental day. In case the renter requests any of the Extended Road Assistance services described above, without prior having purchased ERA, there will be an additional charge of €60.

**PERSONAL ACCIDENT COVERAGE (PAC):** For a charge of €8.5 per day, Personal Accident Coverage can be obtained covering driver's medical expenses resulting from an accident with the rented vehicle up to €1,500 and for the loss of life or total/partial permanent disablement: up to €50,000.

**TYRE & GLASS PROTECTION (TGI):** For a charge of €5.5 per day (maximum charge 17 days), Tyre and Glass Coverage provides cover against consequences of damages on tires, windscreen, side windows and back window. If TGI is not accepted, the client will be held liable for the full value of damage on tires, windscreen, side windows and back window.

**INCIDENT ADMINISTRATION FEE (IAF):** In case of an accident regardless of renter's liability, the renter has the obligation to pay Autohellas Hertz a non refundable fee of €30, to cover administration expenses.

**FINE ADMINISTRATION FEE (FAF):** In case of a fine due to a violation of the Greek Traffic laws the renter has the obligation to pay Autohellas Hertz a non refundable fee of €30, to cover administration expenses.

**ADDITIONAL DRIVER/S:** A charge of €7.5 per day has to be paid for each additional Driver.

**AIRPORT CHARGE (ASC):** The charge applicable to all airports in Greece is 6% except for "Eleftherios Venizelos" airport in Athens where the charge is 13%. The above percentages are calculated on the sum of charges excluding taxes and fuel charges.

**BIOLOGICAL CLEANING CHARGE:** Applicable if upon return the vehicle requires cleaning beyond the usual cleaning to prepare it for the next rental. The biological cleaning charge is €100. For cases where we need to clean a seat, a child seat and not the whole saloon the charge is reduced to €50.

**GASOLINE/RE-CHARGE PRE-PAYMENT POLICY:** For rental periods of 3 days or longer and at the start of rental, the renter is required to pre-pay the cost of any petrol in the tank of the vehicle to be rented. Upon return and only then, of the rented vehicle, the renter may request a refund of the cost for any remaining amount of fuel

in the tank, which if less than that of initial pre-paid quantity, a Refueling Service Charges will be applied.

For the electric car groups, the battery level of the vehicle upon return by the renter should at least 75%, which if less, the Re-charge Service Charge will be applied. Renter is fully responsible in case of loss or damage to the vehicle's charging cable. This responsibility cannot be waived by any coverage package, unless the renters has accepted Super Cover (SUP). Cost will vary depending on model and manufacturer.

**REFUELLING SERVICE CHARGE: €16**

**RE-CHARGE SERVICE CHARGE: €16**

**BABY SEATS:** Available on request with a daily charge of €7. Maximum charge of 17 days.

**GPS:** Available on request with a daily charge of €8. Maximum charge of 17 days.

**SNOW CHAINS:** Available with a daily charge of €8 and only after a written request by the renter at least 7 days prior to the rental date.

**FLEET AVAILABILITY:** The Company reserves the right to provide a different car model to that originally reserved of an equivalent or higher model type.

**COLLECTION / DELIVERY:** Every collection or delivery which does not take place at a Hertz location shall be charged from €14 (city rate). Outside the city limits there will be an additional charge of €0.6/km for categories A, B, J, €1.2/km for group 9, €1.8/km for groups 3, 9L, YP and €0.9/km for all other categories. The charge for every delivery or collection Outside Working Hours is €50.

**ONE WAY RENTALS:** Applicable between Autohellas Hertz locations following a written authorization and a special charge agreement with Hertz.

**ACROSS THE BORDER RENTALS:** Allowed only with the prior written agreement with Autohellas Hertz.

**FERRY TRANSPORTATION:** Allowed only with the prior written approval of Autohellas Hertz and provided that the renter has accepted the **Ferry Boat Cover**. Otherwise, the renter is liable for all damages that may have been caused for any reason to the rented vehicle during its transfer, regardless of any coverage and liability restrictions accepted and paid at the start of the rental. The Ferry Boat Cover with an additional cost of €20 per day and a maximum charge of €60 per rental.

**ROAD ASSISTANCE:** Please contact Interamerican (24hrs service) tel: (+30) 210 626 4646 /(+30) 210 94 61 044. In case of immobilization of an electric car due to low battery level the renter will be charged a fee of €25, for the transportation of the vehicle to the nearest Autohellas Hertz charging point.

**TAXES:** All above mentioned rates and charges are subjected to V.A.T. At some locations a municipal tax of 0.5% is added to the rental rate.

Find out everything you need to know about your Hertz car rental.