

# Terms and Conditions

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## General information

**Rentals starting at an Airport Location:** A surcharge of 9%, calculated on the basic price, will be added to the cost of all rentals starting at any Avis airport location in Greece. This is usually included in the Avis rates. Please refer to your contract.

**City Tax:** A 0,5% tax is charged in some downtown locations and is calculated on the total price. This is usually included in the Avis rates. Please refer to your contract

**Driver's License :** The driving license of the driver must be issued at least 12months prior to rental.

According to the Greek Law, all National Driving Licenses issued by the following countries are accepted in Greece: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Holland, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland & United Kingdom.

According to the Greek Law, all National Driving Licenses with Latin Characters issued by the following countries are accepted in Greece: Albania, Armenia, Azerbaijan, Bahamas, Bahrain, Belarus, Bosnia & Herzegovina, Brazil, Central African Republic, Chile, Congo, Costa Rica, Cuba, Ecuador, FYROM, Georgia, Ghana, Guyana, Indonesia, Iran, Iraq, Israel, Ivory Coast, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Liberia, Mexico, Moldova, Monaco, Mongolia, Montenegro, Morocco, Nigeria, Northern Ireland, Norway, Pakistan, Peru, Philippines, Qatar, Russia, San Marino, Saudi Arabia, Senegal, Serbia, Seychelles, South Africa, South Korea, Tajikistan, Thailand, Tunisia, Turkey, Turkmenistan, Ukraine, United Arab Emirates, United Kingdom, Uruguay, Uzbekistan, Venezuela, Vietnam & Zimbabwe.

Drivers that hold a driving license which is issued in any other country must hold additionally an International Driving License (driver's valid national driving license must accompany the International Driving license at all times).

### **VAT matrix for all Avis stations in Greece**

Regions with 17%

VAT

Chios, Kos, Lesbos, Samos, Skopelos

Regions with 24%

VAT

Alexandroupoli, Athens, Chalkidiki, Corfu, Crete, Igoumenitsa, Ioannina, Kavala, Katakolo, Kos, Kefalonia, Larissa, Lefkada, Thassos, Parga, Patras,

Preveza, Thessaloniki, Volos, Karpathos, Santorini, Skiathos, Rhodes, Naxos, Mykonos, Milos, Paros, Kalamata, Skyros, Chalkida, Eretria, Salamina, Zakynthos

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## Added Important Information

The drivers license, a valid credit card and passport or identity card will be required on the pick up date.

All of them must be in the renter's name and spelled the same on all documents.

The driving license of the driver must be issued at least 12months prior to rental. The driver must hold a driving license issued from the European Union, or an International Driving License (your valid driver's licence must accompany the International Driving licence at all times).

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## Additional Driver Information

Additional driver will be charged at € 4 plus vat per day. Maximum charge 10 days.

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## Age Requirements

Renter and driver must be 21years old for all car groups except car groups J, L, M, O, P & H where the driver must be at least 25years old. Apart from that, Renters that are not already 25years old, regardless of the type of the car they drive, they will be charged €10 daily, with maximum charge of €100 per rental agreement, excluding VAT.

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- 21 years old for car groups B, F, H & I. Drivers that are not already 25 years old will be charged €10 with maximum charge of €100 per rental agreement, excluding VAT.

- 25 years old for car group .

- 30 years old for car groups A, C, D, E, G, J, K, L, M, O, P.

(Prices do not include vat)

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## Drivers License and ID Requirements

Must be issued at least 12 months prior to rental. An international driving licence is required for all rentals unless renter is a citizen of a European community country. American, Canadian, New Zealand and Australian citizens must have an international driver's licence. Your valid driver's licence must accompany the International Driving licence at all times.

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The driving license must be issued:

1 year before car pick up date for car groups B, F, H, I, N.

5 years for car groups A, C, D, E, G, J, K, L, M, O, P.

The driver must hold a driving license issued from the European Union, or an International Driving License (your valid driver's licence must accompany the International Driving licence at all times).

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## Payment Options

A payment card (Visa, Euro/Master Card, Amex, Diners or Avis issued charge card) is required for all rentals. For car groups O, P and H two payment cards must be submitted (at least one of them must be Credit Card), even if renter finally pays in cash. However, you do not need your credit card in order to make a booking online! We only request to know what type of credit card you are going to use at the actual time of rental.

Renter must use a payment card (credit or debit) at the time of rental in his or her own name.

The following cards are accepted forms of payment:

- Visa (Credit and Debit cards).
- MasterCard (Credit and Debit cards).
- American Express
- Discover
- Diners
- Avis issued charge cards

We don't accept Maestro, Electron, any pre-paid cards - even if they carry the Visa or Mastercard logo- or any other cards not listed above.

CREDIT or DEBIT CARD HOLD: The estimated amount of the rental plus up to 100EUR will be authorized against your credit/debit card at the time of rental. This amount will no longer be available for your immediate use and may take up to 14 days, depending on your bank, to become available. We will not be responsible for any returned check(s) or insufficient fund charges or bank fees related to this process.

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A payment card is required for all rentals as a guarantee. For car groups A, D, E, F, J, K, M & P two payment cards must be submitted, one of which must be a credit one. Cash is not allowed

Please read full Booking Conditions regarding online payment.

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## Collecting and Returning Your Vehicle

**Change of Return Station:** The return of the rented car on a different station than the one agreed at time of pick-up is charged at €25, excluding VAT. In addition, one way fee will be charged at the cost of €0,75 per klm, excluding VAT, calculated by the distance in klms between the two stations with minimum charge at €18, excluding VAT.

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## After Hours Information

**Out of Hour's Service:** If the renter wants to pick-up a car during out of office hours, he must request this at the time of reservation. The charge for out of hour's service is €23 excluding VAT.

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If the renter wants to pick-up a car during out of office hours, he must request this at the time of reservation. The charge for out of hour's service is €30 excluding VAT.

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## Taking Your Vehicle Outside the Country

Cross border rental is possible under the following conditions:

- Booking must be made at the Contact Center of Avis Greece (tel: +30 210 6879800, e-mail: [contact@avis.gr](mailto:contact@avis.gr)).
- Cross Border is only allowed in the following countries:
- Albania, Andorra, Cyprus, Netherlands, Poland, Switzerland, Austria, Czech Republic, Hungary, Luxembourg, Portugal, Denmark, Iceland, Malta, Romania, Turkey, Moldavia, Finland, Ireland, Montenegro, Slovakia, Bosnia and Herzegovina, France, Israel, Morocco, Slovenia, Bulgaria, FYROM, Italy, Northern Ireland, Spain.
- Booking must be on request only for categories A, B, C, D, E, F, G, J, K, L, M & N. Not allowed for services: Avis Van Rental, Avis Prestige, Avis Flex.
- There must be a written approval by Avis Greece at the start of the rental (not just by the booking process).
- Payment is via Avis central account and/or credit card. The credit card is always required to guarantee the rental of a car, based on Avis General Rental Terms.
- There will be additional costs for issuing the Green Card, for which you can get informed when making the booking. If the rental is over 1 month, additional Green Card(s) must be issued at extra cost. This cost is charged to the customer.
- The renter is obliged to return the car to Greece.
- The driver must have the new type of driving license (in Latin characters).

The price for cross border rental from Greece to abroad includes:

- 300 km free per day
- Third Party Cover
- Collision Damage Cover with excess amount – according to each car group
- Vehicle Theft Cover with excess amount - according to each car group
- Airport Surcharge
- City Tax, VAT

Cost per extra km (excl. Vat):

- A 0,10€
- B 0,10€
- C 0,10€
- D 0,12€
- E 0,14€
- F 0,12€
- G 0,14€
- J 0,24€
- K 0,14€
- L 0,24€
- M 0,20€
- N 0,10€

- Note: The customer should be aware that if Avis car is damaged while staying in another country, Avis is not responsible for replacing the car with another.
- Avis is not responsible for customer's transportation back to Greece (cost and arrangements) in case of any problem.
- Avis has to approve in writing for carriage by ship.

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Cross border rentals is forbidden for all car groups.

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## Delivery and Collection

Deliveries or collections of the rented cars are available upon request at a cost of €0,75 per klm, excluding VAT.

Minimum charge for delivery or collection service is €18, excluding VAT.

IN ORDER TO BE INFORMED ABOUT DELIVERY AND COLLECTION RATES BY AREA PLEASE CONTACT US BY EMAIL TO THE ADDRESS [contact@avis.gr](mailto:contact@avis.gr) OR BY PHONE TO THIS NUMBER 210 6879800.

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a) Deliveries or collections of the rented cars are available upon request at a cost of €1 per klm, excluding VAT.

Minimum charge for delivery or collection service is €23, excluding VAT.

b) Car deliveries or collections not within Avis office hours are charged at €30, plus vat. The charge will also apply at any other time that the Avis offices are closed (i.e. midday for some Avis offices). Always check online the Avis office working hours.

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## One Way Rentals

IN ORDER TO BE INFORMED ABOUT ONE WAY FEES BY AREA PLEASE CONTACT US BY EMAIL TO THE ADDRESS [contact@avis.gr](mailto:contact@avis.gr) OR BY PHONE TO THIS NUMBER 210 6879800.

The return of the car to a location other than the one the car was picked-up from, costs €0,75 per klm, excluding VAT calculated by the distance in kmls between the two stations. Minimum charge for one way service is €18, excluding VAT.

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It is allowed only between the stations in Attica and the charge is €20, plus vat.

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## Waiver and Protection Options

### 1) Third Party Cover

**Also known as:** Motor Liability Insurance, Legal Liability Insurance

What's covered?

Covers third parties in case of death or body injuries, including passengers (except the driver of the Avis vehicle), when using the Avis vehicle up to **€1.000.000** per person per accident and material damages to third parties up to **€1.000.000** per accident.

What's not covered?

Theft or attempted theft of the vehicle.

Theft of personal belongings from the vehicle.

Death or injury to the driver.

Damage to the rental vehicle.

What's the cost?

Included

## 2) Collision Damage Cover

### ) Collision Damage Cover

**Also known as:** LDW in Australia-NZ-USA, Vehicle Damage Waiver, CDW

What's covered?

If the rental car is damaged by a car accident or fire, you will be covered for the cost of the repairs of the Avis vehicle. You will, however have to pay up to a maximum of **€750** for car groups A, B, C, N, **€900** for car groups D, E, F, **€1.100** for car groups G, I, J, M and **€1.350** for car groups K, L, O, P, H towards the repair costs, storage charges and loss of use, regardless of whether you were at fault or not. However, if we can recover these costs from a responsible third party, we will reimburse you.

**(Prices do not include VAT)**

What's not covered?

Damage caused intentionally or by negligence.

Damage caused by incorrect fuel.

Damage caused as a result of a breach of the rental agreement's terms and conditions.

Damage caused as a result of acts of God and terrorist attacks.

Damage caused to the underneath and the top of the car, the antenna, the mirrors and the tires or while Avis car was on board ship.

What's the cost?

If not included in the rate

**€12,5** per day for car groups A, B, C, N

**€16** per day for car groups D, E, F, G, I, J, M

**€22,5** per day for car groups K, L, O, P, H

**(Prices do not include VAT)**

*The maximum charge of Collision Damage Cover is 14 days, per rental agreement (as long as the rental agreement is not more than 31+ days).*

If CDW is not included in your rate and no CDW is purchased, you will be liable for the full market value of the vehicle in case of damage.

Avis Prestige Fleet

What's covered?

If the rental car is damaged by a car accident or fire, you will be covered for the cost of the repairs of the Avis vehicle. You will, however have to pay up to a maximum of €1.000 for car groups B, F, H, I & N, €3.000 for car groups D, G, J, K, L & P and €4.000 for car groups A, C, E, M & O towards the repair costs, storage charges and loss of use, regardless of whether you were at fault or not. However, if we can recover these costs from a responsible third party, we will reimburse you.

What's not covered?

Damage caused intentionally or by negligence.

Damage caused by incorrect fuel.

Damage caused as a result of a breach of the rental agreement's terms and conditions.

Damage caused as a result of fire, acts of God and terrorist attacks.

Damage caused to the underneath and the top of the car, the antenna, the mirrors and the tires or while Avis car was on board ship.

What's the cost?

Included

(Prices do not include VAT)

## 3) Vehicle Theft Cover

**Also known as:** Theft Protection, TP

What's covered?

This covers the cost of replacing the rental car (or parts of it) if it gets stolen. You may have to pay an excess, which varies by country, so you are asked to check at the time of booking. In Greece you will have to pay an excess up to

€750 for car groups A, B, C, N, €900 for car groups D, E, F, €1.100 for car groups G, I, J, M and €1.350 for car groups K, L, O, P, H

**(Prices do not include VAT)**

What's not covered?

Negligence regarding loading of a vehicle (e.g. car unsupervised) or keys safe keeping (e.g. left in ignition).

What's the cost?

If not included in the rate

€4, 5 per day for car groups A, B, C, N

€7 per day for car groups D, E, F, G, I, J, M

€12 per day for car groups K, L, O, P, H

**(Prices do not include VAT)**

*The maximum charge of Theft Cover is 14 days, per rental agreement (as long as the rental agreement is not more than 31+ days).*

If TP is not included in your rate and no TP is purchased, you will be liable for the full market value of the vehicle in case of theft.

Avis Prestige

What's covered?

Completely eliminates the excess amounts of Collision Damage Cover (CDW) and Vehicle Theft Cover (TP) for all car groups. Mandatory condition is that the renter completes and signs the Avis Accident Report before the end of the rental. If another vehicle is involved in the accident with the Avis car, it is mandatory that the renter calls the road assistance company, indicated by Avis, for the recording of the accident and the photographing of the vehicles.

What's not covered?

Damage caused intentionally or by negligence.

Damage caused by incorrect fuel.

Damage caused as a result of a breach of the rental agreement's terms and conditions.

Damage caused as a result of fire, acts of God and terrorist attacks.

Damage caused while Avis car was on board ship.

What's the cost?

€13 per day for car groups B, F, H & I

€16 per day for car group N

For Car group D, G, J, K, L, P, A, C, E, M & O Zero excess product does not apply.

(Prices do not include VAT)

The maximum charge of Super Cover is 14 days, per rental agreement (as long as the rental agreement is not more than 31+ days).

#### **4) Zero Excess**

**Also known as:** Super Cover or Excess Reduction

What's covered?

Completely eliminates the excess amounts of Collision Damage Cover (CDW) and Vehicle Theft Cover (TP) for all car groups. Mandatory condition is that the renter completes and signs the Avis Accident Report before the end of the rental. If another vehicle is involved in the accident with the Avis car, it is mandatory that the renter calls the road assistance company, indicated by Avis, for the recording of the accident and the photographing of the vehicles.

What's not covered?

Damage caused intentionally or by negligence.

Damage caused by incorrect fuel.

Damage caused as a result of a breach of the rental agreement's terms and conditions.

Damage caused as a result of acts of God and terrorist attacks.

Damage caused while Avis car was on board ship.

What's the cost?

€9 per day for car groups A, B, C, N

€12 per day for car groups D, E, F

€14 per day for car groups G, I, J, M

€16 per day for car groups K, L O, P, H

**(Prices do not include VAT)**

*The maximum charge of Super Cover is 14 days, per rental agreement (as long as the rental agreement is not more than 31+ days).*

Avis Prestige Fleet

What's covered?

This covers the cost of replacing the rental car (or parts of it) if it gets stolen. You may have to pay an excess, which varies by country, so you are asked to check at the time of booking. In Greece you will have to pay an excess up to €1.000 for car groups B, F, H, I & N, €3.000 for car groups D, G, J, K, L & P and €4.000 for car groups A, C, E, M & O.

What's not covered?

Negligence regarding loading of a vehicle (e.g. car unsupervised) or keys safe keeping (e.g. left in ignition).

What's the cost?

Included

(Prices do not include VAT)

Note: Note: In case of an accident or theft, the renter will still have to pay the excess amounts of CDW, Super CDW and TP, even if he was not at fault. If and when Avis recovers the cost of the damage/theft from the insurance company, then Avis will compensate the customer.

## 5) Personal Accident Insurance

**Also known as:** PAI

What's covered?

Covers the renter of the vehicle of up to **€50.000** in case of death, total or partial disability, plus up to **€2.000** for medical expenses incurred, due to the accident.

What's not covered?

Accidents that did not happen while driving the Avis car.

Accidents that happened before or after the rental.

What's the cost?

**€2,5** per day for all car groups

**(Price does not include VAT)**

*The maximum charge of Personal Accident Insurance is 14 days, per rental agreement (as long as the rental agreement is not more than 31+ days).*

Avis Prestige Fleet

What's covered?

Covers the renter of the vehicle of up to €50.000 in case of death, total or partial disability, plus up to €2.000 for medical expenses incurred, due to the accident.

What's not covered?

Accidents that did not happen while driving the Avis car.

Accidents that happened before or after the rental.

What's the cost?

€4 per day for all car groups

(Price does not include VAT)

The maximum charge of Personal Accident Insurance is 14 days, per rental agreement (as long as the rental agreement is not more than 30 days).

## 6) Super Personal Accident Insurance

**Also known as:** Super PAI

What's covered?

Additional to Personal Accident Insurance and increases the renter's coverage up to **€80.000** for death, **€100.000** for total or partial disability and **€5.000** for clinical expenses.

What's not covered?

Accidents that did not happen while driving the Avis car.

Accidents that happened before or after the rental.



What's the cost?

€3,5 per day for all car groups

**(Price does not include VAT)**

*The maximum charge of Super Personal Accident Insurance is 14 days, per rental agreement (as long as the rental agreement is not more than 31+ days).*

Avis Prestige Fleet

What's covered?

Additional to Personal Accident Insurance and increases the renter's coverage up to €80.000 for death, €100.000 for total or partial disability and €5.000 for clinical expenses.

What's not covered?

Accidents that did not happen while driving the Avis car.

Accidents that happened before or after the rental.

What's the cost?

€2 per day for all car groups

(Price does not include VAT)

The maximum charge of Super Personal Accident Insurance is 14 days, per rental agreement (as long as the rental agreement is not more than 30 days).

## **7) Windscreen Protection**

What's covered?

Covers the glass damage of the vehicle.

What's not covered?

Damage caused intentionally or by negligence.

Damage caused as a result of a breach of the rental agreement's terms and conditions.

Damage caused as a result of fire, acts of God and terrorist attacks.

What's the cost?

€3 per day for all car groups.

**(Price does not include VAT)**

*The maximum charge of Windscreen Protection is 14 days, per rental agreement (as long as the rental agreement is not more than 31 days).*

Avis Prestige Fleet

What's the cost?

€2 per day for all car groups.

(Prices do not include VAT)

The maximum charge of Windscreen Protection is 14 days, per rental agreement (as long as the rental agreement is not more than 31 days).

## **8) Roadside Safety Net**

What's covered?

-Lockout Service: Avis will assist the driver gain entry when keys are locked inside the vehicle or when he has lost the keys.

-Flat Battery: If the vehicle experiences battery failure, Avis will provide a jump start.

-Tyre assistance: Replacement of a flat or damaged tyre with the spare, or get the car towed to the nearest service facility

-Fuel Delivery - If the vehicle runs out of fuel, Avis will deliver fuel to driver's location.

What's not covered? \*\*

-Cost for replacement of the keys in case of loss.

-Battery damage caused intentionally or by negligence.

-Tyre damage caused intentionally, by negligence or by driving in non-permitted areas as of rental agreement's terms and conditions.

-Cost of replacement tyres\*

-Fuel costs and refueling service fee, in case of fuel delivery.

\* Customers taking zero excess are covered for costs

\*\* In case Roadside Service receives a call and assists the customer in those situations, there is an extra charge of €100, 00 excluding VAT.

What's the cost?

€2,5 per day for all car groups

**(Price does not include VAT)**

The maximum charge of Roadside Safety Net is 14 days, per rental agreement (as long as the rental agreement is not more than 31 days).

Avis Prestige Fleet

What's the cost?

€3 per day for all car groups.

(Prices do not include VAT)

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**What is an "excess"?** In the event of an accident to – or theft of – the vehicle, a sum of money (called an excess) has to be paid. The renter will still have to pay the excess amount, even if he was not at fault. If and when Avis recovers the cost of the damage from the insurance company, then Avis will compensate the customer. Extra insurances, which are not automatically included in the price of your car hire, will either remove or reduce this amount. These can be bought when you collect your Avis car.

**What does "additional driver" mean?** The rental car is insured for one person – the named driver. If others are to drive your Avis car, then those people need to be present and show their driving license when the car is picked up. There will be an additional charge for each driver.

IN CASE OF AN INCIDENT, ACCORDING TO THE ARTICLE K70 OF THE GREEK LW, CUSTOMER IS OBLIGED TO COMPLETE AN INCIDENT REPORT FORM, REGARDLESS HIS RESPONSIBILITY OR NOT.

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## **Special Equipment**

Baby seats are available, on automatic confirmation at the time of reservation. The charge for this service is €4 per day, with maximum charge of €40, excluding VAT, per rental agreement.

GPS is available at specific stations, upon request at the time of reservation. The charge for this service is:

1 day: 8 euro, plus tax  
2 days: 16 euro, plus tax  
3 days: 24 euro, plus tax  
4 days: 32 euro, plus tax  
5 days: 40 euro, plus tax  
6 days: 48 euro, plus tax  
7 days: 48 euro, plus tax  
8 days: 48 euro, plus tax  
9 days: 48 euro, plus tax  
10 days: 48 euro, plus tax  
11 days: 48 euro, plus tax  
12 days: 48 euro, plus tax  
12+ days: 48 euro, plus tax

Avis WiFi:

Avis WiFi is available, upon request, at the time of reservation. The charge for this service is €7 per day, excluding VAT and provides the customer with 500MB on daily basis.

Snow chains are available upon request, charged at € 3,00 plus vat per day. Maximum charge 10 days.

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## **Fuel charges**

**Refueling Service Charge:** If the Renter returns the car with less fuel than the fuel delivered, there will be a charge of € 12 (flat fee), plus VAT (Refueling Service Charge), plus the cost of the missing fuel.

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## Fines

**Incident Report Fee:** In case of an accident or traffic violation fine, there is a non-refundable fee of €30, excluding VAT, to cover administration expenses, irrespectively of renter's liability.

**Traffic Violations:** The renter assumes full responsibility for traffic violations and pays the respective fines.

**Vehicle Registration Fee:** Vehicle registration fee is charged at €1 per day, with maximum charge of €14, excluding VAT per rental agreement. This is usually included in the Avis rates. Please refer to your contract.

**Grace Period:** One rental day is calculated as 24 hours and 29 minutes. If the rental exceeds this period, then an additional day will be charged.

**Late Return Fee:** All customers must inform Avis about change of plans in a timely manner, in order to avoid being charged the Late Return Fee. If the car is returned over 7 hours late from the agreed date/time, then a Late Return Fee of 15€ excluding VAT will be charged for every for every 24Hr period the car is returned late plus the cost of an additional day of rental.

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