

GREECE TERMS & CONDITIONS

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Terms & Conditions

1. Renter's Age Qualification

The minimum age for renting a vehicle is 21 years old. Drivers aged 21–23 may rent vehicles from the Mini, Economy, and Compact groups with an additional charge. Cargo vans and luxury categories are excluded from this option. No additional fees or conditions apply to drivers over 23 years of age. Additionally, an extra charge applies to drivers over 75 years old. The maximum age permitted for renting a vehicle is 80 years old.

2. Driving license & ID information

The lead driver (and any additional drivers) is required to present both a valid passport or ID and a driving license, all in physical form. The driver's license should have been issued at least one year prior to the rental start date and be in Latin characters.

2.1 International Driving Permits (IDP)

Renters holding a driver's license from an EU member state or Switzerland are not required to present an International Driving Permit. All other renters are required to provide, in addition to their original national driver's license, the original International Driving Permit.

Driver's licenses issued by countries party to the Vienna Convention (Article 94 of the Greek Traffic Code) are also accepted, provided that the holder's habitual residence is not in Greece and the license complies with the requirements set forth in Annex 6 of Law 4266/2014 (Official Gazette A'135).

Only original documents that remain valid throughout the entire rental period will be accepted.

Renters are responsible for ensuring the validity of their documents.

3. Deposit /Guarantee, and Payment Terms

3.1 Deposit/Guarantee

The rental guarantee through pre-authorization is made only with a credit card (in physical form or credit card via mobile device (NFC)).

Accepted credit cards:

- VISA
- MASTERCARD
- AMEX, DINERS, UNION PAY (with additional administrative fees)

The guaranteed amount held on the credit card will remain blocked for the entire duration of the rental.

Europcar's partner bank automatically releases the guarantee amount within 21 working days from the end of the rental, provided that all payment obligations have been fulfilled by the renter. Any charges for extra services or damages will also be completed within the same timeframe.

Note: The customer's bank may require additional time (up to 90+ days) for the full release of the amount, which is beyond Europcar's control and depends solely on the customer's bank policy. Europcar holds no responsibility for any delays in the process caused by the customer's bank.

Guarantee amounts:

- €290 for the categories: Mini, Economy, Compact, Compact Special, Compact SUV, Intermediate & Intermediate

SUV

- €390 for the categories: Standard, Standard Wagon, Full-Size Van, Premium, and Luxury Vehicles

Non-accepted means for guarantee hold:

- Visa virtual cards and MasterCard virtual cards
- Maestro, Solo, Cirrus
- JCB cards
- American Express Travelers' Cheque
- Revolut
- or any other prepaid or debit card

A card in the name of the renter (primary driver) is required for the guarantee/ deposit.

*AMEX credit cards can be used at all locations for the guarantee held except the following: Corfu city station and Karpathos.

3.2 Payments

The rental and any additional services are payable by credit, debit, or prepaid cards issued in the name of the main driver (renter). NFC (contactless) payments are also accepted.

4. Permitted Kilometers

The permitted mileage limit is 2,100 km per rental per month. The cost for each additional kilometer is €0.10 for the Mini, Economy, and Compact categories. All other car categories are charged €0.15 per extra kilometer.

5. Coverages

a. Third-Party Liability coverage

Covers bodily injuries and property damage to third parties up to the maximum limit as defined by the applicable law.

b. Collision Damage Waiver (CDW)

If not included in the rental package, CDW is available upon payment of a daily surcharge, in accordance with the company's applicable rates. The renter can reduce the cost of damage caused to the vehicle due to collision as follows:

- €868.00 for Mini & Economy car categories
- €992.00 for Compact and Compact SUV categories
- €1,300.00 for Compact Elite, Intermediate, Intermediate SUV
- €1,612.00 for Standard, Standard Elite, Full Size, and Van categories

If CDW is not included in the Rental Agreement, the renter is responsible for the full cost of any damage caused to the rented vehicle. This coverage does not cover damages caused intentionally or through negligence, damages resulting from breach of contract terms, wear and tear to the top or bottom of the vehicle, interior damages, windshield, mirrors, key damage, antenna, use of incompatible fuel, damages incurred during ferry transportation without prior written approval from Europcar presented upon vehicle pickup, damages caused by religious or terrorist acts, or damages to the steering wheel and wheels.

An Accident Report must be filed for the coverage to be valid. In case a third party is involved, customers are encouraged to call the police.

In the event of damage or theft, the driver will be charged an administrative fee for all protection packages regardless of fault.

c. Theft Waiver (TW)

If not included in the rental package, TW is available upon payment of a daily surcharge, in accordance with the company's applicable rates.

Covers the rented vehicle in case of total theft with payable amounts as follows:

- €868.00 for Mini & Economy categories
- €992.00 for Compact and Compact SUV categories
- €1,300.00 for Compact Elite, Intermediate, Intermediate SUV
- €1,612.00 for Standard, Standard Elite, Full Size, and Van

Note: This coverage does not cover attempted theft, loss of keys, theft of personal belongings inside or on the vehicle, damages caused by religious or terrorist acts, or damages resulting from breach of contract terms.

For the coverage to be valid, the primary driver must provide the company with the vehicle key and a copy of the theft report from the official Greek Police incident book.

If TW is not included in the Rental Agreement, the driver is responsible for the full value of the stolen vehicle.

In the event of damage or theft, the driver will be charged an administrative fee for all protection packages regardless of fault.

d. Super Collision Damage Waiver (SCDW)

Optional protection that reduces the excess of the CDW to half, provided the damage was not caused by violating the Traffic Code. To purchase SCDW, CDW must be included if it's not already part of the package. This is a protection package that reduces excess to half of its standard level and covers any damage to the vehicle's bodywork. Super Collision Damage Waiver is available upon payment of a daily surcharge, in accordance with the company's applicable rates.

The renter can reduce the deductible amount upon payment of a daily surcharge, in accordance with the company's applicable rates to deduct as follows:

- €434.00 for Mini & Economy categories
- €496.00 for Compact and Compact SUV categories
- €650.00 for Compact Elite, Intermediate, Intermediate SUV
- €806.00 for Standard, Standard Elite, Full Size, and Van categories

However, the deposit and corresponding liability still apply for:

- intentional damages or damages caused through negligence,
- any breach of contract terms,
- damage to the underside, interior, windshield, mirrors, steering wheel, wheels, or antenna,
- key loss or key damage,
- damages caused using an incorrect or incompatible type of fuel,
- mechanical failures (including gearbox damage),
- damages incurred during ferry transport without Europcar's prior written approval,
- damages resulting from religious or terrorist acts.

In the event of damage or theft, the driver will be charged an administrative fee for all protection packages regardless of fault.

e. Super Theft Waiver (STHW)

Optional protection that reduces the excess of the TW to half. To purchase STHW, TW must be included in the contract, if this is not already included.

The renter can reduce the deductible amount upon payment of a daily surcharge, in accordance with the company's applicable rates to deduct as follows:

- €434.00 for Mini & Economy categories
- €496.00 for Compact and Compact SUV categories
- €650.00 for Compact Elite, Intermediate, Intermediate SUV
- €806.00 for Standard, Standard Elite, Full Size, and Van categories

Does not cover attempted theft, loss of keys, theft of personal belongings inside or on the vehicle, damages from religious or terrorist acts, or breach of contract terms.

For validity, the primary driver must submit the vehicle key and a theft report copy from Greek Police.

In the event of damage or theft, the driver will be charged an administrative fee for all protection packages regardless of fault.

f. Super Plus Collision Damage Waiver (SPCDW)

Optional coverage which, when purchased, reduces the excess to zero (Excess = 0) and covers any damage to the vehicle's bodywork. Extended Roadside Assistance is included in this package. SPCDW may only be added if CDW has already been included in the rental. Super Plus Collision Damage Waiver is available upon payment of a daily surcharge, in accordance with the company's applicable rates.

This policy excludes:

- attempted theft,
- theft of personal belongings,
- loss of or damage to keys,
- internal damage to the vehicle,
- mechanical failures (including gearbox damage),
- damages to the tires, windows, underside, roof, windshield, mirrors, steering wheel, wheels, or antenna,
- damages caused using an incorrect or incompatible type of fuel,
- damages caused by religious or terrorist acts,
- damages arising from breach of contract terms.

In the event of damage or theft, the driver will be charged an administrative fee for all protection packages regardless of fault.

g. Super Plus Theft Waiver (SPTHW)

Optional coverage which, when included, reduces the excess amount arising from TW (Excess = 0). To include SPTHW, TW must be included in the rental. **Super Plus Theft Waiver** is available upon payment of a daily surcharge, in accordance with the company's applicable rates.

Does not cover attempted theft, loss of keys, theft of personal belongings, damages from religious or terrorist acts, breach of contract terms.

To validate the claim, the primary driver needs to present the vehicle key and a theft report issued by the Greek Police.

In the event of damage or theft, the driver will be charged an administrative fee for all protection packages regardless of fault.

h. Glass and Tires (WWI) Coverage

Optional coverage that covers damage to the vehicle's glass and tires, eliminating the excess amount for these cases. Available only if CDW is included.

An Accident Report must be filed for coverage. Customers are advised to call the police if a third party is involved.

Does not cover attempted theft, loss of keys, theft of personal belongings, damages caused by religious or terrorist acts, or breach of contract terms.

In the event of damage or theft, the driver will be charged an administrative fee for all protection packages regardless of fault.

6. Coverage Packages

a. Medium Protection Package (MPP):

A protection package that reduces the excess to half of its standard level and includes Super Collision Damage Waiver (SCDW), Super Theft Waiver (STHW) and Glass and Tires (WWI) Coverage. Access to this package requires that Collision Damage Waiver (CDW) and Theft Waiver (TW) are already included in the rental agreement.

By purchasing this coverage, the renter's liability in the event of theft is limited to half of the standard excess amount; the same reduced liability applies in the event of damage. Extended Roadside Assistance is included in this package. All standard exclusions of SCDW, STHW and WWI remain applicable when combined under the MPP.

Medium Protection Package Package is available upon payment of a daily surcharge, in accordance with the company's applicable rates.

This protection package shall not apply to:

- loss of or damage to the vehicle key,
- damage to or loss of accessories or items in the interior of the vehicle,
- mechanical failures resulting from misuse (including, but not limited to, gearbox damage),
- any damage caused using an incorrect type of fuel.

b. Premium Protection Package (PPP):

A protection package that eliminates the excess amount entirely. It includes SPCDW, SPTHW, and WWI coverage.

Extended Roadside Assistance is included in this package. As a condition for including this protection package in the

rental agreement is that both CDW and TW are already included. The exclusions applicable to SPCDW, SPTHW, and WWI shall continue to apply when combined under the PPP. Premium Protection Package is available upon payment of a daily surcharge, in accordance with the company's applicable rates.

This protection package shall not apply to:

- loss of or damage to the vehicle key,
- damage to or loss of accessories or items in the interior of the vehicle,
- mechanical failures (including, but not limited to, gearbox damage),
- any damage resulting from the use of an incorrect type of fuel.

Administration Fees:

In the event of damage or theft, the driver will be charged an administrative fee for all protection packages regardless of fault.

For all coverages to be valid, an accident report must be completed immediately, and a full claim must be submitted. In any case, the renter and the driver must cooperate in fully clarifying the facts of the case, otherwise the renter and the driver will be liable without limitation. Regardless of fault, an administrative fee will be charged.

Any damage or mechanical failures (for example, damage to the gearbox, etc.) resulting from improper, negligent, or non-compliant use of the vehicle by the renter/driver are expressly excluded from any insurance coverage and/or insurance package and shall be borne by the renter.

7. Refueling and Electric Charge Policy

The vehicle must be returned with the same amount of fuel as it had at the time of pick-up. If the vehicle is returned with a lower fuel level than at pick-up, a charge will apply for the difference in fuel plus an additional refueling fee. The charging fee for electric vehicles must be prepaid at the time of vehicle pick-up at a cost of €24.80.

8. Roadside Assistance

Basic Roadside Assistance is available free of charge, 24/7. Please contact the Roadside Assistance phone number listed in the Rental Agreement and/or provided by the staff at the time of vehicle pick-up. Immediate contact with Roadside Assistance is strongly recommended if required.

Roadside Assistance shall be subject to an additional charge in the following cases: running out of fuel or use of the wrong type of fuel, loss of keys, broken windows, damage to the front or rear windshield, incidents occurring off-road, or misuse of the vehicle, punctures and/or damage to tires.

In the event the vehicle is operated off-road and becomes immobilized, all towing costs will be charged to the renter.

9. Extended Roadside Assistance

Extended Roadside Assistance provides 24/7 support in the event of incidents occurring during the rental period, including but not limited to breakdowns caused by driver error, use of incorrect fuel or fuel depletion, loss or breakage of vehicle keys, broken windows, damage to the front and/or rear windshield, and punctures or damage to tires.

The service is available upon payment of a daily surcharge, in accordance with the company's applicable rates. When Extended Roadside Assistance is purchased, the above services are provided without additional intervention or service fees. Coverage applies only for the duration of the rental period and in accordance with the terms of the rental agreement.

10. Vehicle Replacement

The estimated duration for vehicle replacement is 24 hours on the mainland and 72 hours on the islands. In the event that vehicle replacement is required due to misuse by the renter, the renter shall bear full responsibility for all replacement costs. Furthermore, if roadside assistance is required to tow the vehicle as a result of an accident caused by the renter's violation of traffic laws or misuse, the renter shall bear the full cost of repatriating the vehicle to the company's headquarters from the immobilization location.

11. After Hours Policy (OOH) and Night Fee (NF)

Out-of-hours service is provided upon request for vehicle pick-up and drop-off outside the station's operating hours. In such cases, an additional fee applies, which is payable locally at the station.

For stations operating 24 hours, a night fee will be charged between 00:00 and 05:00, unless it is already included in the booking price.

12. Delivery and Collection policy

Delivery and pick-up services are available and are provided only upon request through the reservations department. All delivery and pick-up arrangements are subject to availability and must be coordinated in advance. Payment for the service is required on site in accordance with the company's applicable rates.

13. One-way rental policy

This service is provided upon customer request. Requests must be submitted to the reservations department prior to arrival. Payment for the service shall be made locally at the station. Customers who return vehicles to any Europcar station other than the one specified in the rental agreement, and without prior written authorization from the rental company, shall be charged the excess amount and shall be fully responsible for covering any additional costs incurred, including but not limited to the transportation of the vehicle back to the designated Europcar station.

14. Additional Driver (ADD)

There is a daily charge which can be purchased via our official website or upon arrival at a Europcar station. All additional drivers must be present at the rental location and have their physical driver's license and ID/passport with them.

15. Baby/Child Seat

Available upon request and subject to availability.

Child seats have a daily charge per rental vehicle per seat.

Booster seats: For children weighing between 15 kg and 30 kg.

In case of total damage, the customer will be charged €80.00.

16. Snow Chains and Snow Covers

Available upon request and subject to availability with an extra charge.

For replacement, whether chains or snow covers, the replacement cost is per set.

17. GPS

Available upon request and subject to availability.

Daily charge per rental vehicle.

18. Ferry Transportation

Written approval is mandatory upon vehicle pickup.

Final fee is per direction. This service is not valid outside the borders of Greece.

If the vehicle is returned to a different station than the pickup location, the driver will be charged the One-Way fee, which will be added to the Ferry transportation cost.

The vehicle, without written approval from Europcar, is not covered by any coverage in case of accident or theft while the vehicle is on the ferry.

The written approval is mentioned in the Rental Agreement at the time of vehicle pickup and upon full payment of the Ferry Transportation fee.

19. Cross Border Policy

It is not allowed, and a penalty of 24.800€ will be charged to those travelling without permission.

20. Traffic and other Municipal Fines

The driver bears full responsibility for the payment of all fines and related penalties prior to their departure from Greece.

This applies to violations of the Road Traffic Code or other applicable vehicle traffic laws, regardless of whether the fines are issued by the police, motorway authorities, or port authorities.

The driver is required to present all relevant documentation, including the original fine and proof of payment, at the rental branch.

Failure to pay any fines may result in KINSEN HELLAS S.A. taking legal action to recover the outstanding amount, including any additional charges imposed by Greek or international authorities.
An administrative handling fee will apply in all such cases, in addition to the cost of the fine and/or any toll charges.

Loss or Seizure of License Plates Due to Traffic Violations

In the event of loss of the vehicle's license plates, the renter is required to immediately report the loss to the competent local police department.

A non-refundable administrative fee will be charged to cover the administrative and replacement costs, in addition to any other applicable charges.

In the event of seizure of license plates by the competent authorities (e.g., police, municipality, port authorities due to violations such as illegal parking or dangerous driving) the renter is responsible for:

- settling the corresponding fines, and
- promptly retrieving the license plates from the relevant authority.

In case of non-compliance, the renter will be charged:

- Twice the amount of the fine, according to applicable legislation on immediate plate recovery,
- a non-refundable recovery handling fee of €124, and
- any additional expenses incurred, such as lost rental days or staff transportation costs, especially in cases where the seizure occurred in a city other than the vehicle's return location.

21. Added Information

The minimum rental period is 24 hours.

If the customer does not return the vehicle within the period specified in the contract, the cost of an additional day will be applied according to the current price list on the day of the extension. This cost will depend on the category of the reserved vehicle and the rental period.

No refunds are given for early returns.

22. Complaints

Any potential complaint must be reported to the company's customer service department within 60 days from the end of the rental period.

A fully written description of the issue is required.

23. Correct Use of Vehicle

The rented vehicle must be used only by drivers listed in the rental agreement. The vehicle is prohibited from being used in violation of the provisions of the Greek Highway Code, for purposes contrary to Greek law, for towing other vehicles, for transporting heavy objects or luggage, flammable materials, or odorous items, for use outside paved road networks, under the influence of alcohol, drugs, or toxic substances. Additionally, it is prohibited for transport by boats or cross-border rentals without prior written authorization from the company.

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

25. Car Types

All car types mentioned in the catalogues are sample models, based on the interpretation of the international SIPP codes, and may be substituted with similar models at the renter's discretion.

26. Cancellation Policy

In case the renter has not canceled the reservation at least 48 hours prior to the agreed date and time, and has not collected a vehicle, a cancellation charge shall be applied. Reservations will be automatically canceled 2 hours after the agreed date and time of the reservation.

For reservations made via a third-party agency or broker, the renter is advised to contact the respective agency or broker directly for cancellations or modifications.

27. Grace Period and Late Return Terms

Grace Period: A grace period of up to 59 minutes is permitted for the return of the vehicle beyond the agreed-upon return time.

Late Return: If the vehicle is returned more than 59 minutes after the agreed return time, all rental coverage and coverage will become void