

GREECE TERMS & CONDITIONS

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Terms & Conditions

1. Renter's Age Qualification

The minimum age requirement for renting is 21 years old for the Mini & Economy categories. For all other categories, the minimum age limit is 23 years old. Drivers over 21 and under 23 years old can rent compact or larger vehicles—except Cargo Vans—at a daily cost of €9.92 per day. The maximum cost is €138.88 per rental per renter. There are no additional fees or conditions for drivers over 23 years old.

Additionally, there is an extra charge for drivers over 75 years old. This cost amounts to €12.40 per day, with a maximum of €173.60. The maximum age allowed for renting a vehicle is 80 years old.

2. Driving license & ID information

The driver's license must have been issued at least one year before the rental start date and must be in Latin characters.

Renters holding a driver's license from an EU member state or Switzerland are not required to have an International Driving Permit. All other renters must present, in addition to the original national driver's license, the original International Driving Permit along with the original ID card or valid passport.

Driver's licenses issued by contracting states to the Vienna Convention (Article 94 of the Greek Traffic Code) are accepted, provided that the holders do not have their habitual residence in Greece and the license complies with the provisions of Annex 6 of Law 4266/2014 (Official Gazette A'135).

Only original documents valid until the end of the rental period are accepted.

The renter is responsible for the validity of their documents.

3. Forms of payment

For the payment of the rental and any additional services, credit and debit cards in the name of the main driver (renter) are accepted.

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 of €20)

The guarantee 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, 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 Travellers' Cheque
- Revolut
- or any other prepaid or debit card

The card used for the guarantee must be in the name of the renter (primary driver).

For the payment of the rental and any additional services, credit and debit cards in the name of the main driver (renter) are accepted.

*AMEX cards can be used for payments at all locations except the following: Corfu city station and Karpathos. For every car rental, a credit card in the name of the main driver is always required.

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

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. Insurances

a. Third-Party Liability Insurance

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)

The renter can reduce the cost of damage caused to the vehicle due to collision as follows:

- €868.00 for Mini & Economy car categories by paying €6.20 per day
- €992.00 for Compact and Compact SUV categories by paying €8.68 per day
- €1,300.00 for Compact Elite, Intermediate, Intermediate SUV by paying €11.16 per day
- €1,612.00 for Standard, Standard Elite, Full Size, and Van categories by paying €11.16 per day

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 insurance 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 insurance coverage to be valid. In case a third party is involved, customers are encouraged to call the police.

An Administration Fee of €31.00 applies to the driver in case of damage or theft, regardless of fault.

c. Theft Waiver (TW)

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

- €868.00 for Mini & Economy categories paying €6.20 per day
- €992.00 for Compact and Compact SUV categories paying €8.68 per day
- €1,300.00 for Compact Elite, Intermediate, Intermediate SUV paying €11.16 per day
- €1,612.00 for Standard, Standard Elite, Full Size, and Van paying €11.16 per day

Note: This insurance 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 insurance 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.

An Administration Fee of €31 plus VAT applies in case of damage or theft, regardless of fault.

d. Super Collision Damage Waiver (SCDW)

Optional insurance that halves the CDW cost, 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.

The renter can reduce the damage cost as follows:

- €434.00 for Mini & Economy categories paying €8.68 per day
- €496.00 for Compact and Compact SUV categories paying €11.16 per day
- €650.00 for Compact Elite, Intermediate, Intermediate SUV paying €13.64 per day

- €806.00 for Standard, Standard Elite, Full Size, and Van categories paying €13.64 per day

This insurance excludes damages caused intentionally or through negligence, breach of contract terms, wear on the underside of the vehicle, interior damages, windshield, mirrors, key damage, antenna, incompatible fuel, damages during ferry transport without Europcar's written approval provided at pickup, damages from religious or terrorist acts, damages to steering wheel and wheels.

An Accident Report must be filed for coverage validity. If a third party is involved, customers should call the police.

An Administration Fee of €31 applies regardless of fault.

e. Super Theft Waiver (STHW)

Optional insurance that halves the TW cost. To purchase STHW, TW must be included if not already in the contract.

Covers total theft with payable amounts as follows:

- €434.00 for Mini & Economy categories paying €7.44 per day
- €496.00 for Compact and Compact SUV categories paying €9.92 per day
- €650.00 for Compact Elite, Intermediate, Intermediate SUV paying €12.40 per day
- €806.00 for Standard, Standard Elite, Full Size, and Van categories paying €12.40 per day

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.

An Administration Fee of €31 applies regardless of fault.

f. Super Plus Collision Damage Waiver (SPCDW)

Optional insurance which, when included, reduces the excess amount (Excess = 0) arising from CDW. To include SPCDW, CDW must be included in the rental.

Daily rates:

- €13.64 for Mini, Mini Electric & Economy categories
- €16.12 for Compact, Compact Crossover, Compact Electric categories
- €18.60 for SUV, Intermediate, Standard, Standard Elite, Van categories

Excludes attempted theft, loss of keys, theft of personal belongings, damages from religious or terrorist acts, breach of contract terms.

For coverage, the primary driver must provide the vehicle key and theft report from Greek Police.

An Administration Fee of €31 applies regardless of fault.

g. Super Plus Theft Waiver (SPTHW)

Optional insurance which, when included, reduces the excess amount arising from TW (Excess = 0). To include SPTHW, TW must be included in the rental.

Daily rates:

- €8.68 for Mini & Economy categories
- €11.16 for Compact categories
- €13.64 for Standard, Standard Elite, SUV, Intermediate, Full Size, Van categories

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

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

An Administration Fee of €31 applies regardless of fault.

h. Glass and Tires (WWI) Insurance

Optional insurance that covers damage to the vehicle's glass and tires, eliminating the excess amount for these cases.

Daily rates:

- €8.68 for Mini, Economy, and all Compact categories
- €11.16 for SUV, Intermediate, Standard, Standard Elite, Full Size, and Van categories

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.

An Administration Fee of €31 applies regardless of fault.

6. Insurance Packages

a. **Medium Protection Package (MPP):**

A protection package that reduces the excess amount by half. It includes the insurances SCDW, STHW, and WWI. A prerequisite for including this protection package in the contract is that both CDW and TW are included. The exclusions applicable to SCDW, STHW, and WWI continue to apply when combined within the MPP.

Daily rates for MPP:

- €14.88 for Mini & Economy categories
- €18.60 for all Compact categories
- €19.84 for Intermediate and Compact Premium categories
- €24.80 for Standard, Standard Elite, SUV, and Van categories

b. **Premium Protection Package (PPP):**

A protection package that eliminates the excess amount entirely. It includes the insurances SPCDW, SPTHW, and WWI. A prerequisite for including this protection package in the contract is that both CDW and TW are included. The exclusions applicable to SPCDW, SPTHW, and WWI continue to apply when combined within the PPP.

Daily rates for PPP:

- €27.28 for Mini & Economy categories
- €33.48 for all Compact categories
- €35.96 for Compact Elite and Intermediate categories
- €44.64 for Standard, Standard Elite, SUV, Full Size, and Van categories

Administration Fees:

An administration fee of €31.00 applies to the driver in case of damage or theft regardless of fault for all protection packages including MPP and PPP.

7. Refueling Charges

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 of €12.40.

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

Free of charge and available 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 recommended if needed.

If the driver operates the vehicle off the road network and the vehicle becomes immobilized, the driver will be responsible for the towing costs.

9. Vehicle Replacement

In the event that the car requires replacement due to a breakdown, a replacement vehicle will be provided within 24 hours from the time the branch is notified of the immobilization. For replacements outside Europcar stations, the renter is responsible for covering all additional expenses (tolls, fuel, tickets, etc.).

If roadside assistance has to tow the vehicle due to an accident caused by the driver's violation of traffic laws, the driver is required to cover the cost of repatriating the vehicle to the company's headquarters from the immobilization location.

10. After hour Policy

Provided upon request for vehicle pick-up and drop-off outside the station's operating hours, the fee is €59.99 and can be paid locally at the station.

11. Delivery and Collection policy

Available Monday to Friday and only upon request through the reservations department. For deliveries and pick-ups within a 15 km radius, there is a charge of €34.72 payable locally. For distances over 15 km, the charge is €1.24 per kilometer, also payable locally.

12. One-way rental policy

Provided upon customer request. Please submit your request to the reservations department before your arrival. Payment for the service is made locally at the station.

13. Additional Driver (ADD)

There is a daily charge of €4.96, 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 with a valid credit card, driver's license, and ID/passport in their possession.

14. Baby/Child Seat

Available upon request and subject to availability.

Child seats have a daily charge of €6.50 with a maximum charge of €80.00 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.

15. Snow Chains and Snow Covers

Available upon request and subject to availability.

Daily charge of €6.20 with a maximum charge of €37.20 per rental vehicle.

For replacement, whether chains or snow covers, the replacement cost of the set is €49.60.

16. GPS

Available upon request and subject to availability.

Daily charge of €9.92 with a maximum charge of €86.80 per rental vehicle.

17. Ferry Transportation: Written approval is mandatory upon vehicle pickup.

Final fee is €31.00 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 insurance 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.

18. Cross Border Policy It is not allowed, and a penalty of 24.800 EUR will be charged to those travelling without permission.

19. Optional Cleaning Service 7€

The vehicle must be returned in the same exterior and interior condition as it was delivered. Customers may optionally pre-purchase a Cleaning Service, which allows the vehicle to be returned without exterior or interior cleaning.

*Please note that this fee does not cover stains or excessive dirt on seats, upholstery, or in the luggage compartment that require specialized or deep (biological) cleaning. In such cases, an additional charge may apply.

20. Traffic 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 ranging from €40 to €120 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 of €124 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 considered to be 24 hours.

If the customer does not return the vehicle within the time 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 full 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 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.

26. Cancellation Policy

In case the renter has not canceled his reservation before the 48-hour mark of the agreed date and time of and if the renter has not managed to get a vehicle cancellation charged will be applied. Reservations will be canceled automatically 2 hours after the agreed date and time of the reservation.