

# Terms & conditions

## 1. Age Requirement:

Driver must be a minimum of 22 years of age at the time of the rental for car Categories A, B.

For all other car Categories minimum driver's age is 24 years.

For scooters, there is no age limitation, provided that the driver is licensed to drive 125cc Scooter (Category A)

Drivers with age more than 75 years old have to purchase "Senior Citizen's Insurance" (Currently costs 30 € ,for the whole period of the rental)

## 2. Drivers license:

A valid driving license held for at least one year is required.

Driving licenses issued in any country-member of the European Union are acceptable.

Driving licenses issued in the UK, in the USA ,in Canada, in Australia and in Gibraltar are also acceptable, as long as the Driving license documents are written in English. (Law: 4850/2021)

Driving licenses issued in countries not members of the European Union or in countries not mentioned above, have to be accompanied by a valid International Driver's Permit (IDP).

## 3. Minimum rental period:

- a. Minimum rental period is one (1) day (24 hours). Every hour in excess is estimated at 1/10 of the daily rate. For over eight (8) hours in excess, the renter is charged with an additional daily rate.

**ATTENTION:** There is a grace period of 30 minutes (free of charge) for a delayed return on the agreed drop off location. If the grace period expires and the renter has not notified the company about the delayed return at least half an hour prior to the end of the contract , there will be a penalty of 20€ for every 30 minutes of delay. Giving the early notice and having been granted the permission from the company, the renter ensures the regular additional charge for every hour in excess as described above(3.a).

- b. Minimum rental period for internet bookings is three (3) days.

## 5. Fuel:

The Renter is obliged to return the vehicle with the same amount of fuel as it had when collected. In the case of returning the vehicle with less fuel, the renter will be charged with the fuel difference. No refunds are issued for vehicles returned with more fuel than when collected.

## 6. Traffic fines:

Tickets and attached administrative sanctions resulting from any violation of the Greek Traffic Law during the rental period are solely the renter's responsibility.

## 7. Insurance:

This Insurance package includes the following :

1. Personal accident insurance(PAI)
2. Third party insurance
3. Road assistance. (24 hours a day, 7 days a week, valid only on Kefalonia island.)
4. Collision Damage Waiver(CDW)
5. Full Damage Waiver(with a certain excess, the value of which depends on the type of the vehicle)

For a scooter is 250€

For a Group A' Car is 400€

For a Group B' or others 550€

and it will be held as a security deposit upon signing the contract )

6. Thief protection of rented car(This insurance covers only the car and not any personal belongings of the driver/passengers).

**Full Comprehensive Insurance(No excess)** can also be considered for certain types of vehicles with some additional charges, upon request.

**Note: Insurance does not cover:**

Any damage which may have been caused, a)while the driver is under the influence of alcohol or the influence of drugs ,b)while the car was driven by an unauthorized person,c) while the car was in movement on an unpaved road (except the 4X4 vehicles) d) while the car was engaged in car racing, e) while the car was engaged in illegal actions f)any damages to the interior of the car or the tyres. g) any damages caused on purpose.η) loss or damage of the key.i) The driver uses fuel different to the one recommended by the manufacturer

**8. Additional driver charge:**

The Additional Driver is Free of Charge.

**9. Baby seats:**

Available upon request (for children up to 3 years old), The first one, is free of charge. Second or more: 3 € per day.

**10.Booster seats:**

Available upon request, Free of charge. The first one,is free of charge. Second or more: 2 € per day.

**11. Taxes:**

All rates include 24% V.A.T.

**12: Mileage restrictions:**

No mileage restrictions!

**13. Delivery /Collection:**

Free within the range of 12 km around our office base(Airport,Bus station Argostoli,Pessada port and other locations in Livatho or Lassi are all within the free delivery/collection range).For longer distances (up to 12km) the extra cost will be 3€ for every extra kilometre.

**14. Across the Border rentals:**

An advance written authorization from "GSR-Rental" is required.

**15. Ferrying the car:**

An advance written authorization from " GSR-Rental ", is required.

**16. Road maps:**

" GSR-Rental" provides a detailed Road map of Kefalonia, Free of charge.

**17. Payment methods:**

" GSR-Rental " accept payments either in cash (€) or by credit card(Visa or Mastercard).Debit cards are only acceptable when transactions take place in our offices or after an in advance request. The estimated total cost of the car hire is payable at the beginning of the rental.

### **18. Reservations/Availability:**

All bookings and reservations are made by car Group and not by car model . " GSR-Rental " reserves the right to change car model to an equivalent model or to upgrade model (with no extra charge) in exceptional cases.

### **19.Booking Procedure/deposits/Cancellation policy**

Online booking requests can be made through the contact form in our website, on the "CONTACT" section of the menu.

Once you fill out all the required fields and you submit your request ,the booking manager will get back to you as soon as possible through your email with a quote and all the relevant answers to the questions you might have.

As an alternative option, you can always call +30 6945966915(or via WhatsApp,Messenger, Viber) to contact the manager and get a more immediate response on a request or in case of an emergency.

**Booking Confirmation:**Your online booking is confirmed only when the deposit ,the value of which is 10 per cent of the overall rental cost ,has been received by the company.

**Cancellation policy:** canceling your booking 2 weeks **before** your pick-up, we refund your deposit. A fee may be applied to cover bank expenses (commission).

**Booking cancellation:** The company reserves the right to cancel the online booking up to 24 hours after the deposit is paid and refund **all the money back** if there is a problem with the availability. If,for any reason of force majeure , the delivery of the vehicle becomes impossible,even after attempts of replacement with alternative vehicles or options have been made, the renter is entitled to a full deposit refund.

**Rental Security deposit:** It is required that the renter is a credit card holder to cover the excess amount in order to proceed with the car rental. If you don't have a credit card you can still rent with us, by leaving the security deposit in cash on the collection of the car.

With the reservation, the renter states that read and accept the above terms. The company reserves the right to amend the rates or terms and conditions at any time.If that happens, a relevant notice will be sent to the renter in advance.