

ARROW RENTALS

Terms & Conditions 2021

Pricing

Pricing is quoted on a 'per day' basis (24 hour period).

Collision Damage Waiver and Theft Waiver (or Theft Protection) herein called CDW and TW (TP) respectively, is cover limiting the customer's liability for damage to or theft of the rental vehicle. The level of liability is the amount known as the insurance excess which can differ depending upon the type of vehicle.

Rate Includes

VAT 24%

Airport fees

Environmental fees

Collision Damage Waiver (CDW)

Theft Protection (TW) with excess

Rate Excludes

Delivery and collection

One way fees (if applicable)

Optional extras

Vehicle Group/Model

Reservations are confirmed for a group and not for a particular model. The vehicle shown on any documentation is for guidance only and may be substituted with an alternative, similar or upgraded vehicle at our discretion.

Model groups described as "or similar" are not guaranteed.

Vehicle Condition

Vehicles must be returned to the location/drop off point in the same condition as when it was picked up/delivered. It is the responsibility of the customer to ensure that the vehicle is thoroughly checked prior to taking custody of the vehicle. Renter returns the vehicle in a clean condition (normal wear and tear excepted). If the vehicle is exceptionally dirty upon return or if there is damage to the seats, seat

upholstery or the carpets an additional charge for deep cleaning will apply. This charge will be dependent upon the actual state of the vehicle when returned. Animals must be transported contained in our vehicle. Please be aware for cigarette burns in the interior of the vehicle. A valeting fee may be applied to rectify any soiling due to smoking or animal transportation.

Methods of Payment / Deposit

Arrow Rentals locations accept all major credit and debit cards for payments and deposit.

Credit card or debit card should be in the main driver's name, when used for deposit.

The deposit amount will no longer be available for immediate use and may take up to 14 working days after the drop off of the car, depending on bank, to become available. Car rental will not be responsible for any returned check(s) or insufficient fund charges or bank fees related to this process.

Fuel Policy

Arrow Rentals's fuel policy is "same-same"). Return the hire vehicle with the same level of fuel as on collection.

Your vehicle will be supplied with full tank or part-full tank. At the time of pick up the level of fuel will be marked on your agreement.

Missing fuel will be charged on your return.

Early Returns/Unused Rental Days

No refunds (partial or full) will be given for rentals ended early.

Driver License Requirements

A full license held for minimum of 1 year with no major endorsements. UK license holders need to present the photocard.

If your driver's licence is not from European Union or UK and if it is not in Roman alphabet (i.e. if it is in Cyrillic) you are required to bring an International Driving Permit and your domestic licence. For driving licences from countries not part of the international driving licence treaty, an official translation of the licence must also be presented with the original licence. When renting within Greece, customers from non-EU countries must also present an International Driving Permit along with their domestic licence.

Driver Age & Restrictions

The minimum age allowed for a driver is **21** years.

Accident

In case of an accident or other incident, renter or additional driver should immediately inform the car rental company. If there is a third party, renter must also call the Police. Renter should bring a Police report to the local office if there is damage or a missing/stolen car part. The Police report should be completed and sent to local office up to 24 hours after the accident/incident.

The car rental would replace the damaged car with similar depending on the availability and the distance from the closest station. If an accident occurred, the local office will charge for the damage repair cost.

Lost Keys

Arrow Rentals will charge if keys are lost or damaged.

Travel Restrictions

Cross border is not permitted.

Ferry use is not allowed without permission.

General Terms

All bookings are subject to our terms and conditions. Greek law applies to agreements made on the basis of the terms cited above.

Arrow Rentals will not be held responsible for anyone driving under the influence of alcohol or drugs causing willful damage, off road driving or driving without due care and attention. The vehicle should be used only by the renter or other additional drivers mentioned on the rental agreement. The vehicle is prohibited to be used, for infringement of provisions of the Greek Road Circulation Code.

Terms and Conditions Issued November 2021 and may be subject to change at any time.