

ELLADA DRIVE — RENT A CAR

Αρχιμήδη, Igoumenitsa 461 00, Greece | Tel: +30 697 592 1366 | elladrive.com

Tax Registration Number (ΑΦΜ): 803212077

GENERAL TERMS AND CONDITIONS OF VEHICLE RENTAL

ARTICLE 1 — DEFINITIONS

"Company" refers to Ellada Drive - Rent a Car, registered in Greece under ΑΦΜ 803212077, located at Αρχιμήδη, Igoumenitsa 461 00.

"Renter" refers to the individual named as primary driver in the Rental Agreement, who must be at least 21 years of age and hold a valid driving licence for a minimum of one (1) year.

"Additional Driver" refers to any other person authorised to drive the vehicle, listed in the Rental Agreement and subject to the same eligibility requirements.

"Rental Agreement" refers to the contract signed by the Renter at vehicle pick-up, incorporating these General Terms and Conditions.

"Vehicle" refers to the car provided by the Company under the Rental Agreement, including all equipment, documents and accessories.

"Rental Period" refers to the duration between the agreed pick-up date/time and the agreed return date/time.

ARTICLE 2 — ELIGIBILITY & REQUIRED DOCUMENTS

To rent a vehicle, the primary driver and any additional driver must present at pick-up:

- A valid driving licence held for at least one (1) year, issued in the driver's country of residence. If the licence is not in Latin script, an International Driving Permit is required alongside the original.
- A valid passport or national identity card.
- A valid credit or debit card in the primary driver's name for the deposit (security hold).

The minimum age to rent is 21 years. Drivers aged 21 to 24 (inclusive) are subject to a Young Driver Supplement of €8 per day. The Company reserves the right to refuse rental to any driver who does not meet the eligibility criteria.

ARTICLE 3 — RESERVATIONS & PRICING

Reservations may be made online via elladrive.com, by telephone, or in person at the agency. A reservation is confirmed only upon receipt of written confirmation from the Company.

Rental rates are calculated per 24-hour period from the time of vehicle pick-up. The final price is determined by applying the following multipliers to the base rate:

- Season multiplier: based on the month of pick-up (low season to peak summer).
- Duration multiplier: longer rentals benefit from reduced daily rates.
- Advance booking multiplier: reservations made further in advance may benefit from lower rates; last-minute reservations are subject to higher rates.

All prices are quoted in euros (€) and include VAT where applicable. The Company reserves the right to apply a special rate surcharge during peak periods (e.g., Greek Orthodox Easter, 15 August, public holidays).

ARTICLE 4 — PAYMENT & DEPOSIT

Full payment of the rental amount is due at vehicle pick-up. The Company accepts major credit and debit cards (Visa, Mastercard, American Express). Cash payments are accepted.

A security deposit of €850 will be pre-authorized (blocked, not charged) on the primary driver's credit card at vehicle collection. This single amount applies to all vehicles in the Ellada Drive fleet, regardless of vehicle category.

Protection Level	Deposit Required	Excess (Max. Liability)
Basic CDW	€850 pre-authorized	Up to €2,000
Medium CDW	€850 pre-authorized	Up to €1000
Full CDW	€0 — no deposit	€0 — no excess

The pre-authorization is a temporary hold and is fully released upon return of the vehicle in its original condition, subject to no additional charges. Release may take up to 14 business days depending on the cardholder's bank. Debit cards, prepaid cards and virtual cards are not accepted for deposit pre-authorization.

Prevailing Rate: In the event of any discrepancy between the rate confirmed at the time of online booking on elladrive.com and the rate stated in any other document, communication or third-party platform, the rate confirmed on elladrive.com shall prevail and be binding. Rates displayed on third-party comparison platforms are indicative only and may not reflect real-time pricing. The Company reserves the right to correct any manifest pricing error prior to rental commencement, in which case the Renter will be notified and offered the option to cancel free of charge.

ARTICLE 5 — INSURANCE & PROTECTION

All vehicles are covered by the mandatory Greek third-party liability insurance as required by law. In addition, the following protection levels are available:

- Basic CDW (Collision Damage Waiver) — Included in the rental rate. Covers damage to the vehicle, with the Renter liable for the first €2,000 of any claim (the "excess" or franchise). Also includes Theft Protection (TP) subject to the same excess.
- Medium CDW — Additional cost of €8/day. Reduces the Renter's excess to €500.
- Full CDW — Additional cost of €15/day. Eliminates the Renter's excess entirely (€0 franchise). No damage charges will be applied to the Renter for covered incidents.

Insurance protection does NOT cover in any circumstance:

- Damage or loss resulting from driving under the influence of alcohol, drugs or any impairing substance.
- Damage caused by driving on unmaintained roads, off-road tracks, beaches or flooded areas.
- Damage to tyres, rims, underbody and roof caused by negligence.
- Damage caused by an unauthorised driver (not listed in the Rental Agreement).
- Theft when the vehicle was left unlocked or keys were left inside.
- Interior damage including burns, stains and smoke odour.
- Fines, toll charges, traffic violations and penalties.

Administrative fee: In the event of a damage claim, an administrative file fee of €40 applies under Basic and Medium CDW. A vehicle immobilisation fee of €35 per day applies for the period during which the vehicle is unavailable for rental due to repairs. These fees do not apply under Full CDW.

ARTICLE 6 — DAMAGE ASSESSMENT & CHARGES

Minor damages (scratches, dents, broken parts) are assessed according to the Company's published Schedule of Damage Charges, available at the agency and on elladrive.com. Major damages requiring expert assessment will be evaluated by an independent approved assessor, whose report shall be final for billing purposes.

The following schedule applies to minor damages (compact/economy vehicle class):

Damage Description	Charge
SCRATCHES	
Light scratch (2-5 cm)	€125
Medium scratch (5-15 cm)	€230
Long scratch (+15 cm)	€280
DENTS	
Dent 2-5 cm	€380
Dent 5-15 cm	€590
Dent +15 cm	€790
BUMPERS	
Light scuff on bumper	€148
Scratch on bumper	€174
Broken bumper	€700
LIGHTS & GLASS	
Broken front headlight	€710
Broken rear light	€212
Full exterior mirror	€266
Mirror glass only	€61
Broken door window	€143
Cracked windscreen	€412
INTERIOR	
Stained / burnt seat	€420
Stained / burnt front floor mat	€574
Stained boot carpet	€190
Smoke smell — cleaning fee (flat)	€150
Broken interior mirror	€188
Broken dashboard	To be assessed
WHEELS & MISCELLANEOUS	
Damaged / punctured tyre	€120
Damaged rim	€200
Lost key	€300
Lost registration document	€80
Missing warning triangle	€21
Missing jack	€66

Underbody damage	€182
ADMINISTRATIVE FEES	
Damage file fee (Basic & Medium CDW only)	€40
Vehicle immobilisation (per day)	€35/day

ARTICLE 7 — VEHICLE PICK-UP & RETURN

Pick-up: The vehicle will be inspected together with the Renter before departure. A vehicle condition report will be completed, signed by both parties, and a copy provided to the Renter. Photographs will be taken of all existing damage. The Renter is responsible for verifying the condition report is accurate before signing.

Delivery to the port of Igoumenitsa is included in all rental rates at no extra charge.

Return: The vehicle must be returned to the agreed location, on the agreed date and time, with the same fuel level as at pick-up. Late returns: a grace period of 60 minutes is allowed free of charge. Beyond this, an additional full day will be charged at the applicable daily rate.

Out-of-hours returns: if the vehicle is returned outside business hours, the Renter accepts that the condition inspection will be carried out in their absence. Any damage found will be documented photographically and communicated to the Renter within 24 hours. The Renter has 14 calendar days to contest any findings.

One-way rentals (return to a different location): subject to prior written agreement and a surcharge of €25–€50 depending on distance.

ARTICLE 8 — FUEL POLICY

The vehicle is provided with a full fuel tank. It must be returned with the same fuel level. If returned with less fuel, the Renter will be charged for the missing fuel at the current local pump price, plus a refuelling service fee of €15.

ARTICLE 9 — USE OF THE VEHICLE

The Renter agrees to use the vehicle responsibly and in compliance with Greek law and all applicable traffic regulations. The following are strictly prohibited:

- Driving under the influence of alcohol (blood alcohol level above 0.5‰), drugs or any impairing substance.
- Sub-letting, re-renting or transferring the vehicle to any third party not listed as an Additional Driver.
- Using the vehicle for commercial transportation of passengers or goods without prior written consent.
- Driving on unsurfaced roads, beaches, flooded areas or off-road terrain.
- Transporting the vehicle on a ferry, boat or any watercraft without prior written consent.
- Towing another vehicle or trailer without prior written consent.
- Smoking inside the vehicle.

Geographic restriction: the vehicle may be used within Greece only. Travel to Albania, North Macedonia, or any other country requires prior written authorisation from the Company. Unauthorised cross-border travel will void all insurance cover.

ARTICLE 10 — ACCIDENTS & BREAKDOWNS

In the event of an accident, the Renter must:

- Stop immediately and ensure the safety of all parties.
- Contact the police and obtain an official police report, regardless of the severity of the incident.
- Complete a European Accident Statement (Constat Amiable) with the other party involved.

- Notify the Company immediately by phone (+30 697 592 1366) and in writing within 24 hours.
- Not admit liability or make any offer of settlement to any third party.

Failure to follow this procedure may result in the loss of insurance cover and full liability being attributed to the Renter. In the event of a breakdown, the Renter must contact the Company immediately. Roadside assistance is available during business hours.

ARTICLE 11 — ADDITIONAL DRIVERS

Additional drivers must be registered on the Rental Agreement at the time of pick-up and must meet the same eligibility requirements as the primary driver. The additional driver fee is €5 per day. Driving by any person not listed in the Rental Agreement is strictly prohibited and will void all insurance protection.

ARTICLE 12 — OPTIONAL EQUIPMENT

The following optional extras are available upon request and subject to availability:

- Child seat / booster seat: €5/day (maximum €25 per rental)
- Portable GPS: €5/day

Optional equipment must be requested at the time of reservation or at pick-up. The Company cannot guarantee availability for requests made at pick-up without prior notice.

ARTICLE 13 — CANCELLATION POLICY

Cancellation Notice	Refund
More than 48 hours before pick-up	Full refund
24 to 48 hours before pick-up	50% refund
Less than 24 hours before pick-up	No refund
No-show	No refund

ARTICLE 14 — TRAFFIC VIOLATIONS & FINES

The Renter is solely responsible for all traffic violations, parking fines, toll charges, and any other penalties incurred during the Rental Period. If the Company receives a fine notification after the return of the vehicle, an administrative handling fee of €25 will be added to the amount forwarded to the Renter. The Renter authorises the Company to debit any such amounts from the payment card on file.

ARTICLE 15 — LIABILITY & LIMITATION

The Company's liability is limited to direct damages caused by proven fault on its part. The Company shall not be liable for any indirect losses, loss of income, loss of opportunity, or consequential damages arising from the use or unavailability of the vehicle.

The Renter assumes full responsibility for the vehicle from the moment of pick-up until the vehicle is returned and accepted by a Company representative.

ARTICLE 16 — PERSONAL DATA & PRIVACY

Personal data collected during the rental process (name, identity document, driving licence, payment details, contact information) is processed solely for the purpose of executing the Rental Agreement, complying with legal obligations, and managing any disputes. Data is processed in accordance with Regulation (EU) 2016/679 (GDPR). The Renter has the right to access, rectify or request deletion of their personal data by contacting the Company at the address above.

ARTICLE 17 — GOVERNING LAW & DISPUTES

These General Terms and Conditions are governed by Greek law. Any dispute arising from or in connection with the Rental Agreement shall be subject to the exclusive jurisdiction of the courts of Igoumenitsa, Greece.

The Company aims to resolve all disputes amicably. Renters may also submit complaints to the European Online Dispute Resolution platform at: <https://ec.europa.eu/consumers/odr>

ARTICLE 18 — AMENDMENTS

The Company reserves the right to modify these General Terms and Conditions at any time. The version in force at the time of reservation shall apply to the rental. The most current version is always available at elladrive.com.

By signing the Rental Agreement, the Renter confirms having read, understood and accepted these General Terms and Conditions in their entirety.

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