

GENERAL TERMS & CONDITIONS

Rental Period

The duration of your rental starts and finishes according to the agreed start time and agreed end time detailed on your rental agreement or booking voucher (as applicable).

Minimum rental

The minimum rental period is 1 day.

Driver Information

The Minimum rental age is 21 years depending on vehicle group. The Maximum rental age is 75 years. Full EC licence that has been held for at least one year is required.

Additional drivers

For an additional charge, you may specify up to two additional drivers (excluding yourself) at the time of booking.

Airport shuttle service

Airport shuttle service is available upon your request.

Payment

We ask that you make payment in full when you collect your car at the pick up point.

The following forms of payment are accepted: cash or all major credit cards - Visa, MasterCard.

Currency

Customers will be charged in Euro. Any supplementary charges will also be charged in Euro.

Vehicle availability

Max will do its best to provide you with the Vehicle type specified when you made your booking. From time to time an alternative or better Vehicle type can be provided.

Documents required

In order for your Vehicle to be released to you, you must present the following documents:

- Your rental agreement or booking voucher.
- The driver's licence for the driver and for each additional driver (original documents only)

Please ensure that you:

- Keep a copy of your rental agreement and all insurance documents in the Vehicle
- Do not use your Vehicle for hire, reward, or any paid work
- Do not use your Vehicle for the purpose of off-road driving or drive it without due care and attention
- Keep your Vehicle safe and secure and properly protected against any damage, and ensure every precaution is taken when parking and driving
- Use the correct fuel
- Will not continue to use your Vehicle if there is a fault and your Vehicle could be damaged from further
- Do not allow your Vehicle to be driven or used by any person who has not been authorised to drive it
- Inform Max as soon as possible in case of any damage, breakage or accident

Max reserves the right to continue to rent Vehicles which may have sustained minor cosmetic damage but which are considered safe and roadworthy under the local traffic regulations.

Collection

Your Vehicle may be collected at any time during the period shown on your rental agreement or booking voucher. No refund will be made if you do not collect your Vehicle or collect your Vehicle

later than the agreed start time.

Deposit

You may be required to leave a deposit for C. W. D. insurance. To do so, a valid credit card in the name of any of the drivers, must be produced upon collection of your Vehicle. The deposit will be refunded after the return of your Vehicle. No charges will be applied against any customer's credit card unless the customer has clearly signed acceptance and likely been provided with a detailed invoice of the same.

Our Insurance Policy

Every client has Special Full Insurance FREE OF CHARGE, it includes:

- 1) Accident assistance
- 2) Replacement of your damaged vehicle with a new one to continue your vacation.
- 3) Transportation of the driver and all passengers to your hotel, or airport.
- 4) Transportation of the damaged car to the garage.
- 5) Third party Insurance.
 - For any damage you make to other persons, animals or property. The Third-party Insurance covers damages to property and people up to 1000.000 euro
- 6) Fire Insurance.
 - Partial or total damage to the vehicle resulting from fire.
- 7) Personal Accident Insurance (P.A.I.).
 - Covers the driver for doctor and medicine expenses.
- 8) Theft Insurance (T.I) covers the stolen car

In the case of theft or fire, you must contact the police and report the incident as soon as possible, and submit a copy of the police report, the rental agreement and the Vehicles keys to Max. Theft protection does not apply beyond the rental date agreed . It does not cover stolen personal belongings.
- 9) Collision Damage Waiver (C.D.W.) is included in the booking cost with franchise for ABC group cars 350 euro and DGF group cars - 750 euro.

If purchased, a client may have:

100 % Full Insurance KASCO- it will reduce the Damage Liability Waiver Excess to EUR 0.00 for all cars. The cost is 5 euro per day for all groups of cars.

Note !!!

Insurance will be void if an accident occurs where drugs or alcohol are involved.

Included in your booking cost is:

Mileage Allowance: The Vehicle is provided with an unlimited Kilometre/Mileage Allowance.

Roadside Assistance: Roadside assistance is provided.

Taxes & Surcharges: Your booking includes all local taxes.

Parking tickets and traffic fines are paid by the renter. No insurance covers broken or lost car keys.

For every car we deliver, the level of fuel is taken note of. The vehicle must be returned with the same amount of fuel. If the vehicle is returned with less fuel, a charge of Euro 10 will be applied in

addition to the cost of the missing fuel. If the vehicle is returned with more fuel, there is no money-refund.

Late Returns

For vehicle drop-offs, a maximum tolerance of 59 minutes is allowed, after which, an extra day's rental will be charged.

Maintenance

Maintenance expenses will not be reimbursed without prior authorisation by our staff. Presentation of a receipt delivered on Janis Klisarhakis name is necessary.

Complaints

Any complaints must be received by our main office within 60 days of the closure of the rental agreement.

Terms and Conditions and Prices are subject to change without notice.

If Incident happens

In the event of any incident, such as an accident involving your Vehicle, theft of or to your Vehicle or mechanical difficulties, it is important that you report the event to Max as soon as possible. In the case of theft or an accident in which any of the parties are injured, you must inform the local police immediately and obtain an incident or crime number and a signed police report. Full details of third parties and witnesses (including contact details and Vehicle registration numbers) should also be obtained. In addition you must:

- At once provide to Max any letter from any third party and any claim form or other document relating to any court proceedings
- Provide all reasonable assistance to Max in dealing with the court proceedings, including allowing court actions to be taken in your name and defending any proceedings taken against you at the time of the incident, which has involved a third party in an accident, make no admission of liability to any persons

You may be held liable by Max to make good any and all damage or loss sustained to your Vehicle and to any third party during the rental period in the event that you:

- (a) fail to ensure that an incident report form is completed and submitted to Max at the end of the rental period;
- (b) use your Vehicle for any purpose other than that for which it was supplied to you;
- (c) use your Vehicle to participate in any illegal activity;
- (d) fail to take reasonable care of your Vehicle (for example, leaving it unlocked and unattended or leaving the keys in your Vehicle). You should retain copies of all rental documentation in the event that an insurance company is involved. Your Insurance cover may be invalidated if this procedure is not followed correctly and this may prejudice any claim for compensation.

Vehicle security

Always lock your Vehicle when leaving it unattended and ensure all valuables or belongings are concealed.