

# CAR RENTAL TERMS & CONDITIONS

## INSURANCE, COVERS AND WAIVER

### **Collision Damage Waiver (CDW)**

Compulsory Insurance with lower Liability than the actual price of the vehicle rented in case of an accident. If this is the renter's fault, then there is always an excess deposit to pay. The excess deposit varies according to car group (€550.00 for groups A,B,C,D, €800.00 for groups E,F, €1000.00 for groups G,I,J,L €2000.00 for groups N, €1300 for groups H,K and €2500 for groups M,O,P,P1,S).Prepayment for the deposit excess amount is mandatory. This insurance cost, together with a Third-party insurance, is included in your rental agreement price.

### **Super Collision Damage Waiver (SCDW)**

Purchased by the customer at the counter. This insurance reduces the excess amount payable by the customer, in the event of an accident that is their fault, to €150 but does not cover the tyres, glass, roof or underbody of the car. The daily cost of this insurance varies between €10 and €18 according to car group. Total loss of vehicle is not covered by any insurance.

### **Excess Reduction Cover (ERC)**

Purchased by the customer at the time of rental. This insurance reduces at a certain percentage the excess amount between 30% depending on the car group, payable by the customer in the event of an accident that is their fault. The daily cost and the reduced percentage for the excess deposit of this insurance varies between €8 and €15 according to car group.

### **Theft protection (TP)**

Purchased by the customer at the time of rental. This insurance covers against attempted theft of the vehicle e.g. broken locks or windows. If this insurance is not taken, then the customer is fully responsible for the cost of the damage. The cost of this insurance is €4.50 per day. SCDW, ERC insurance is not applicable even if purchased at the time of the Rental. This insurance does not cover personal belongings or injuries. Total loss of vehicle is not covered by any extra cover insurance and the driver will be fully responsible for the current market value of the vehicle.

Included at no extra cost Emergency Roadside Assistance, Local Taxes, Road Fee / Road Licensing Fee.

Cover Agreements At our car hire counter, you may decide to buy additional cover to reduce your excess, or to cover things your Collision Damage Waiver (CDW) does not. Policy excludes things such as personal belongings. Note that your cover will be invalidated by negligence for example driving on the wrong side of the road), refuelling errors, key loss or breaking the terms of the rental agreement (for example, by driving under the influence of alcohol or drugs, or driving on roads other than tarmac or asphalt).

### **MILEAGE POLICY**

Long-term: 15000km per year or percentage by month / Short term rentals: Unlimited Km

### **Not Included in the Rental Price**

Driving Charges Customers are responsible for all speeding tickets, parking fines & traffic fines.

### **Acceptable forms of payment**

Credit/Debit cards must be in the name of the main driver. Credit cards will be used for the block of the deposit excess amount. For any debit card holders, we will charge their debit card instead. If the debit card is in foreign currency (i.e anything not in Euros), we are not be responsible for any foreign exchange loss on the conversion at the time we will return them the deposit excess amount. Banks charge their own daily bank rates (which vary from day to day).

### **Licence Requirements**

When picking the car up, the main driver and any additional drivers will need to provide a valid driving license in their name. All drivers must have held their driving license for at least 1 years. An International Driving License is required if the original driving license is printed with non-Roman Alphabet.

### **Forms of Identification**

A Passport or identity card is required.

### **Rental Voucher / eVoucher**

When picking the car up, the main driver must present their Voucher / eVoucher, which is issued after the booking is confirmed. A voucher proves that the rental is booked in the customer's name and if it is paid for.

### **Age Requirements**

Minimum age limit for renting a car is 23 and maximum age limit is 72. The car hire company's age-related charges and restrictions will apply to all additional drivers. Drivers between the age of 21 until 75 years old will not be charged with any driver fee unless their driver's license is valid for less than 2 years. All other ages will be charged with the Young or Senior driver fee at a cost of €7.50 per day and the liability of a young or senior driver varies between €2000 and €4000 according to car group.

## FUEL POLICY, EXTRAS

### **Fuel Policy**

Our fuel policy is FULL TO FULL (i.e you receive the vehicle full and return it full). In the event of any fuel missing from the tank upon return, the company will invoice the missing fuel. A penalty of €20 will be applied.

### **One-Way Rentals**

If you arrange to pick the car up in one location and drop it off in another, one-way fee of €40.00 will apply to cover the cost of returning the car to the original location. Prior notification is required for all one-way rentals. If you drop the car off at a location other than the one originally agreed, same charge will be applied.

### **Delivery And Pick Up Out Of Office**

If you require the car to be available outside of office, whether for the pick-up or the drop-off, we will arrange for a member of our staff to be available. Prior notification is required for this service and it will incur a fee to cover additional man hours. The cost of this service is €25.00. for each service within 15km from our office.

### **Cross-Border and Boundary rules**

The rented vehicle will be driven only by the Hirer (unless otherwise herein agreed) and only on the geographical area of Cyprus which is in areas under the full control of the Government of Republic of Cyprus or the Authorities of the British Sovereign Base Area and will not be used in areas at present under the Turkish occupation forces or the Turkish Cypriots or in near proximity to such areas.

### **Additional Drivers**

The cost to add an additional driver is € 4,50 per day including tax.

### **Taxes & Fees**

Any additional services will be subject to any applicable sales taxes and location fees.

### **Pay local extras**

All additional extras should be requested at the time of booking or before signing the rental agreement and paid directly to us at the counter.

## IMPORTANT INFORMATION

### **General important Information**

To make sure you understand the rules and laws about driving hired cars at home and abroad, it is essential you read the Terms & Conditions in full before you leave to pick your car up. In particular, please make sure you know what documents and other paperwork you must have with you (e.g. driving license, forms of identification, and payment cards) and what you will need to pay for at our car hire counter. By making a booking, you are confirming that you have read and accepted our Terms & Conditions. Before you pick your car up, you will be required to sign a rental agreement. Please make sure you read it carefully – and if anything is not clear, discuss it with our staff before you sign. If you have any questions, please do not hesitate to contact us. You will find our opening hours and contact information within the Contact Us page of our website. If you run into any problems during your rental, call us immediately the emergency phone number, which you will find at the top of your Rental Agreement. Our full Terms & Conditions can be viewed at <https://www.hopscar.net>

### **Accident or Breakdown**

In the event of a breakdown, accident or mechanical difficulties, you must **CALL US IMMEDIATELY**. For accidents, a police report or an incident report from an authorized member of our staff will be required. **IF THE ABOVE PROCEDURE IS NOT FOLLOWED THEN ALL INSURANCES BECOME INVALID**. We give authority for repair or replacement of the damaged car. Please keep copies of all documentation you are asked to complete. This may be needed if you wish to make a claim.

### **Loss of Keys**

If you lose your key(s), you will be charged the cost of replacement and the loss of use.

### **Seatbelts**

Passengers must wear seatbelts at all time, wherever they are sitting in the car.

### **Valeting Fee**

Smoking in not allowed in the car. There is no smoking fee but you will be required to pay a cleaning cost between €40 and €150 if the vehicle requires more than the usual standard cleaning, and for any reason including smoking, on its return to restore it to its pre-rental condition, allowing for fair wear and tear.

### **Pet policy**

We are a pet friendly company, but we care about people with allergies too. Pet owners must inform us before letting the pet in our car and if agreed, equip themselves with all the necessary sanitary ware in order to avoid smells in the car, hair drop, make sure that the seats are not exposed to any dirt and ensure that the car is returned at its original condition. We preserve the right to charge for valeting fees and the right to deny the reservation depending on the size or the type of the pet. With the exception of service dogs helping a passenger with disabilities, all other dogs must be restrained while driving for your pet's safety and yours. Restriction Applies for Luxury and Executive cars.

### **Price Calculation**

Prices are based on the pick-up and drop-off times and dates that you agree before your rental starts. If you pick the car up any later or bring it back any earlier, you will not receive a refund for unused time. At pick-up, you may choose to take a different car, rather than the one reserved for you. If you do, you may be charged an additional premium, even if the new car is bigger than their original choice.

### **CANCELLATIONS, NO SHOWS & AMENDMENTS**

You can make a reservation online at least 24 hours before the pick-up time. After that time and until 30 minutes before pick-up time all reservations online are subject to negotiation and might fail confirmation depending our company's fleet availability.

### **Cancellation of Fully Prepaid Bookings**

You can cancel up to 30 minutes before your rental is due to start. If you cancel in the 30 minutes period before pick-up, the money you have paid will be refunded to you from the source that you originally made the Reservation. We reserve the right to refuse the car to any customer who fails to arrive on time with all necessary documentation and cash or card with enough funds for the car's deposit. In such a case, unless the rental has been cancelled in advance, the customer will not be entitled to a refund.

### **No-Show**

A 'No-show' is when you: Wish to cancel but do not inform us before your rental is due to start, or Fail to pick the car up at the arranged time and date.