

Particular Rental Terms

DRIVING LICENCE REQUIREMENTS

Customers must present a valid Driving License held for at least four (4) years, approved in the country where the vehicle is delivered and must be issued for at least one year (1) prior to rental. A National Driving License is required for European Union (E.U) citizens. Customers with a driving license from US, Canada and China will need, in all the cases, a valid International Driving Permit (IDP) accompanied by the National Driving License of their country).

DRIVERS AGE

The minimum/maximum age of the driver must be 23/75 years old respectively and must have held a driver's license for more than one (1) year. Drivers under the age of 25 and above the age of 70 years old will pay an additional charge of €10,00 per day includes VAT.

MEANS OF PAYMENT

- Credit Card VISA or Mastercard. (Not Debit Cards)
- We do not accept Diners Club, American Express, Post-pay or Cash.
- The card used must be in the name of the main driver on the rental agreement.

SECURITY DEPOSIT

A presentation of a Credit card (Not Debit) will be required at pickup in order to provide the amount of the Security Deposit that be temporarily held on the credit card of the title holder of the rental agreement (Main Driver) and this varies according to the category of vehicle rented and it is stated in the car rental voucher.

Upon returning the Vehicle, we will process a release of the hold or debited amount following payment of any potential additional charges that may arise from the rental. Subject to your bank's procedure it may take up to 20 days to post it back to your account and the funds will not be available for your use.

Note that for non-excess refund policy holders and for rental durations over 13 days the security deposit amount may be charged on the credit card.

INCLUDED IN APPLICABLE RATE

- VAT and Local Taxes
- Unlimited Kilometers
- Compulsory Insurance towards third parties: up to €1,200,000.00
- Theft Protection insurance (TP) with excess*
- Collision Damage Waiver insurance (CDW) with excess*

*depending on Car group from € 868.00 to €3,000.00 includes VAT

NOT INCLUDED IN APPLICABLE RATE (unless stated otherwise in the rental voucher)

- Additional driver is € 5,00 per day, per additional driver includes VAT. Maximum 2 additional drivers per contract.
- Booster seat, Child seat or Infant seat is € 5,00 per day, includes VAT.
- Navigational or GPS system is € 5,00 per day, includes VAT.
- Pick Up, Drop Off outside normal opening hours (OOH) 08:00am-22:00pm is € 35,00 per service, includes VAT.
- One-Way reservation fee (drop off station is different than pick up) is € 0,80 per Km, includes VAT.

CANCELLATION & NO-SHOW POLICY FOR PREPAID RESERVATIONS THROUGH ABBYCAR WEBSITE

If you have prepaid your booking online via our direct booking channel at www.abbycar.com

- You can cancel your rental free of charge up to 24hours prior to pick up time.
- If you cancel less than 24hour notice, the prepaid amount will be refunded less a Cancellation Fee € 25.00.
- If your booking is made less than 24 hours before pick up, the cancellation policy will apply to your booking.
- If you fail to pick up the Vehicle your prepayment will be refunded less the Cancellation Fee € 25.00.

GRACE TIME DUE TO FLIGHT DELAYS *

In case your flight will be delayed and subject you have provided a correct arrival flight number on booking or you have notified us at least 3 hours prior to pick time, we will hold your vehicle until your flight arrives at no extra charge. If the new arrival time is outside our station normal opening hours an additional charge of € 35,00 (OOH) will apply

** If the flight is diverted to another airport and the customer pick up the vehicle from a different station than the one originally booked, an extra fee of € 75.00 will be charged plus any group upgrade fees if required.*

DOCUMENTS REQUIRED AT PICK UP

Your Car Rental Voucher (printed or e-Voucher), your Passport or photo ID Card, your Driving License and a valid Credit/Debit card are required at pickup to collect your vehicle.

BOOKED VEHICLE

Your reservation does not refer to a specific vehicle (make, model, color, accessories, etc.) but rather a group of vehicles with similar technical and design characteristics. Feel free to contact our support team at support@abbycar.com in case you wish to express some special requests regarding your vehicle.

FUEL POLICY

We aim to provide your vehicle with a Full tank of fuel at pick up and you should return it with Full tank. Due to unforeseen circumstances (back-to-back) we might provide you the vehicle with the amount of fuel left from its previous rental. In that case you should return it approximately with the same amount as you collected it.

BREAKDOWN ASSISTANCE

A 24/7 roadside assistance is providing due to mechanical failure*

**Mechanical failure means the inability of a mechanical part to perform the function for which it was designed, due solely to defects in materials or faulty workmanship excluding regular Wear and Tear*

IMPORTANT INFORMATION

- **CROSS BORDER:** You are not allowed to travel with your vehicle outside Greek borders.
- **FERRYING THE VEHICLE:** If you plan to ferry the Vehicle then you must have this authorized by the local office at their terms and conditions. Please also note that a) damages while ferrying the Vehicle are not covered by any insurance policy and b) You are fully responsible for all financial costs arising for recovering the vehicle to the rented station in case of breakdown or accident.
- **VEHICLE MAINTENANCE:** Vehicle's consumable parts must be inspected every 2,000 Km after Pick Up. Please consult at Pick Up for further information and instructions regarding this procedure.
- **TRAFFIC FINES:** If the vehicle receives a fine during the rental period, you will be responsible for full payment of the fine as well as a € 40.00 traffic fine management fee.
- **BOOKING AMENDMENT FEE:** In case you wish to change any details in your reservation voucher (e.g. main driver's name, change vehicle group, change drop off station etc.) at the time of pick up, without prior notification at least 6 hours, you will have to pay an additional fee of €20,00 per rental.
- **LATE RETURN:** The return of the vehicle, without any prior notification, more than 59 minutes over the stated end time of the rental contract will generate a minimum charge of € 40.00 per day to the additional rental days.
- **TURN DOWN:** Abbycar reserves the right to cancel the delivery of the vehicle in case of doubts about the financial capacity of the client, outstanding debts or any serious incidents with Abbycar.

These particular rental terms prevail over the general conditions.

Rental Terms and Conditions

These Rental Terms and Conditions (the "T&Cs") are govern the relationship between "ABBYCAR" and "YOU" which once you have signed the "Rental Agreement" together with the "Vehicle's Condition Check Out Form", the "Vehicle's Condition Check In Form" on return, the "Privacy Policy" and the "Tariff Guide" constitute a legally binding contract (the "Contract") between YOU and ABBYCAR, or the independent ABBYCAR Licensee identified on the Rental Agreement and will govern your use of the Vehicle during the Rental Period. The Rental Agreement is made with the ABBYCAR company or franchisee named on it and all references to "ABBYCAR", "we", "us" and "ours" are to that company. And "you", "yours" refer to the person who signs the Rental Agreement.

In case of any conflict between any of the documents comprising the Contract then these T&Cs will take priority. If any provisions contained in these T&Cs and/or any of the contractual documents listed above are found by any court or relevant authority to be unlawful, invalid or unenforceable, the remaining provisions shall not be affected and will remain in full force and effect. Miscellaneous

1. BASICS

YOUR RENTAL AGREEMENT

You rent from ABBYCAR the vehicle described on the Rental Agreement which includes a summary of your rental, which rental is solely a transfer of possession, and not of ownership. By signing you indicate that these details are correct as well as

you accept these T&Cs provided any such term is not prohibited by the law of a jurisdiction covering this rental, in which case such law controls.

IMPORTANT: You must carry at all times with you, your Rental Agreement and your Driving License as it is mandatory by the Greek Law.

RESPONSIBILITIES

OURS: We are responsible to you for providing the vehicle in good overall and operating condition and for replacing the vehicle in the event of breakdown. Our responsibility covers death or personal injury resulting from our acts or omissions. It does not extend to other losses arising from your rental unless they are a direct and foreseeable result of our negligence or breach of these T&Cs. In this case our responsibility to you will not cover loss of profits or loss of opportunity.

YOURS: You are responsible to us if the vehicle is lost or damaged, as well as for traffic fines and other charges that arise during the rental. You must care for, use and return the vehicle in accordance with this T&Cs.

WHO CAN RENT AND WHO CAN DRIVE?

The Driver of a Vehicle will be any person at least 23 years old and no older than 75 years old held a valid driving license for at least four (4) years, who is deemed by us to be authorized to drive the Vehicle because they comply with all of the following requirements:

- a) they have provided a valid identification document (photographic ID or Passport)
- b) they have provided a valid driving license issued at least 12 months prior to rental, as below:
 - I. NATIONAL DRIVING LICENSE: For European Union citizens (E.U)
 - II. NATIONAL DRIVING LICENSE WITH LATIN CHARACTERS: For Non-European Union citizens
 - III. NATIONAL DRIVING LICENSE ACCOMPANIED BY AN INTERNATIONAL DRIVING PERMIT (IDP): For drivers holding a license for AUSTRALIA, CANADA, CHINA, NORTH KOREA, JAPAN, USA (without the National License the IDP on its own is not acceptable)
- c) they have the means to pay for the hire of the vehicle and any associated costs that will be accepted by us as below:
 - Cash: Accepted for the Hire and any associated products of the Vehicle / Not Accepted for Security Deposit
 - Credit Cards: VISA CARD, MASTERCARD Accepted always
 - Debit Cards: for the Hire and any associated products of the Vehicle / Not Accepted for Security Deposit
 - Valid Car Hire Vouchers: Accepted always

You agree that we have the right to verify that your license has been validly issued and is in good standing (not suspended, revoked or otherwise restricted in any way) and that we may in our sole discretion refuse to rent to you if your license is not in good standing. You acknowledge that you will remain financially responsible under the Rental Agreement at all times even if the car is operated by a Permitted Driver named on the Rental Agreement or someone other than yourself.

WHAT IS INCLUDED IN THE PRICE?

The information you provided at the time of booking (such as the duration of the Hire Period or your age or any Additional Driver) will determine the rental price. Any change to that information could therefore also mean that the price changes. The price of your rental will be those prices in force at the time of booking or at the time you make any changes to that booking and comprises the following items:

- ✓ The rental charge for the Vehicle for the agreed Hire Period
- ✓ Third Part liability insurance and our Standard (CDW) and theft (TW) waiver with an excess amount
- ✓ Technical assistance to the Vehicle for breakdown recovery due to mechanical faults (not driver error or abuse)
- ✓ Any other optional services you choose to add
- ✓ Value Added Tax (VAT)

YOUR CAR RENTAL VOUCHER

If you have a confirmed booking placed online with us or through any of our associated selling channels (car hire brokers, travel agencies, airlines etc.) you have been e-mailed a confirmation document(s) that contains relevant information about your rental including pickup dates and times, car category, scheduled pickup location and/or details of any associated insurance products purchased on booking such as Excess Reimbursement Policy (together the "Voucher"). You need to present a full printed form of your voucher at the rental desk. If no voucher is presented you could be charged at a higher rate for your rental.

THE VEHICLE

All references to "the Vehicle" in these T&Cs are to the vehicle we supply to you for your rental, including any replacements, plus all parts and accessories belonging to the vehicle and any additional equipment provided to you, such as child seats, GPS system, DVD players, ski chains etc. and we will provide a summary of any pre-existing damage in the Vehicle (the "VEHICLE CHECK OUT FORM") at the start of your Hire Period. It is important that you check the condition of the vehicle at the start of the Hire Period and on return. You are responsible for looking after the vehicle and reducing the risk of breakdown and damage by complying with these T&Cs.

Please see the Damage Policy section in these T&Cs to understand how we will process damage caused during your rental.

ADDITIONAL PRODUCTS & SERVICES

We do offer additional services and products which among others reduce or eliminate the excess "Excess Reduction Cover ERC" and "Full Damage Waiver FDW" that you may buy when you pick up the Vehicle. These products and services are not included in the Rental Price unless otherwise stated in your Rental Voucher. and some of them are optional. Please see the section Tariff Guide – General Products for the full list and rates.

GENERAL CHARGES

CHARGES RELATED TO FINES & TICKETS: You agree to pay us for all fines, penalties, interest, and court costs for parking, traffic, toll and other violations, including storage liens and charges incurred as a result of your rental. You agree we may, in our sole discretion, pay all tickets, citations, fines, penalties and interest on your behalf directly to the appropriate authority and you will pay us for what we paid to the appropriate authority or their designated agents plus an administrative fee (the "Admin Fee"). In the event we use a third part collection service or agent to resolve any tickets, citations, fines, penalties, and interest, you agree to pay all costs and collection fees including but not limited to administrative and legal costs to such agent upon demand without protest.

OTHER CHARGES:

These charges refer to any additional charges that are linked to other events which take place at the start, during and the end of your rental. All such charges are set out in the section Tariff Guide – Charges Explained and include – but are not limited to – charges for damage suffered by the Vehicle, One Way Fee charges, voucher amendments charges at the pickup, special cleaning/valet charge, lost or stolen or damaged keys etc.) You agree that if you fail to make a payment to us when it is due and you still do not make payment within 5 days of us reminding you that payment is due then we may cancel the Contract and demand the immediate return of the Vehicle. We will only take this action if we have reasonable belief that you may not pay the amounts you owe and we have requested you to explain the position and you have failed to do so satisfactorily.

DISPUTES

ASK US: We aim to resolve all disputes amicably. If you disagree with any charges on your return, or have a complaint relating to your rental experience, you should call our Customer Relations Dept +30 212 213 5282 (ext. 550) or email at cr@abbycar.com and our team will help resolve any issues. We aim to deal with all customer contacts within 48 hours.

INDEPENDENT ADVICE: If we are unable to resolve an issue to your satisfaction you can contact a third-party conciliation organization (ECRCS, is the European Car Rental Conciliation Service provided you are an EU resident and you were renting in a different EU country). The ECRCS is an independent conciliation service staffed by people who understand the car rental industry. They review any complaints against a Code of Conduct for car rental companies and they will decide on the merits of the case. We will comply with the decision of the ECRCS.

If we are unable to resolve a dispute, the law of the country where you signed the Rental Agreement will apply.

PRIVACY

When you rent with us, you consent to us processing your personal information in accordance with our Privacy Policy. Please see the section below Privacy Policy for detailed information.

2. AT PICK UP STATION

PICK UP YOUR VEHICLE

- When you pick up the Vehicle from us you will be asked to sign the "Vehicle Condition Check-Out Form" that describes the Vehicle's condition at that particular time. Before you sign the Rental Agreement, you should inspect the Vehicle and any Accessories for any pre- existing damage
- If you notice any apparent defect or damage that is not described on the "Vehicle Condition Check-Out Form" then you should ensure a note is made and that we both sign the change to it.

- If you don't notify us of any pre-existing defect or damage then we will assume that you have accepted the Vehicle and any accessories in the condition set out on the "Vehicle Condition Check-Out Form"
- Familiarize yourself with the Vehicle before driving it on the public highway. Make sure you know where the controls are for essential instruments such as headlights, indicators, hazard warning lights, where the parking brake is situated (and how it is released and applied) and what type of fuel the Vehicle uses. Should you require further assistance please feel free to ask our Station's staff.

VEHICLE USE & RESTRICTIONS

The vehicle belongs to us and you may not sub-rent, transfer or sell it. When renting a Vehicle from us both you and/or any Driver or Referred Driver (each of whom, for the purposes of this section, will be included in the term 'you') must comply with the following obligations:

- drive the Vehicle in accordance with all applicable road traffic laws and regulations and ensure that you are familiar with all relevant local laws and driving regulations
- ensure that any luggage or goods transported in the Vehicle are secured to the extent they will not cause damage to the Vehicle or cause risk to any passengers or to any third party or to any third part property
- treat the Vehicle with due care and respect and make sure that it is always locked and protected by its anti- theft devices when it is parked or left unattended
- never drive the Vehicle whilst you are under the influence of alcohol, hallucinatory drugs, narcotics, barbiturates, other illegal drugs or any other substance (whether legal or illegal) that is liable to impair your driving ability
- not fit any roof or bike rack or any tow bar nor allow anyone else to do so
- do not make any other modifications to the Vehicle without our prior written consent
- refill the Vehicle with the correct type of fuel. If unsuitable fuel is added then you will be responsible for all expenses incurred by us in the repair of any damage that may be caused to the Vehicle
- make routine inspections in respect of the Vehicle condition: for example, oil and water and coolant levels, front and rear windscreen washer fluid and tire pressures and take any preventive actions necessary to keep the Vehicle in good working order
- do not use the Vehicle nor allow the Vehicle to be used for:
 - I. rehire; neither can you mortgage, pawn, sell or in any way pledge or attempt to or give anyone any legal rights over the Vehicle or any part of it or any of its Accessories
 - II. to carry passengers for hire or reward
 - III. to carry more passengers than is recommended by the Vehicle's manufacturer
 - IV. to carry flammable and/or dangerous merchandise; toxic, harmful and/or radioactive products or those that infringe applicable local laws and regulations, or to transport merchandise with a weight, quantity and/or volume in excess of what is recommended by the Vehicle's manufacturer
 - V. for racing, off-roading, reliability trials, speed testing or to take part in rallies, contests, or trials, wherever they are located, official or not
 - VI. to transport live animals (with the exception of Assistance Dogs, subject to our prior written consent.)
 - VII. to give driving lessons
 - VIII. to push or tow another vehicle or trailer
 - IX. driving on gravel roads or roads that are unfit for motor vehicles or where the surface or condition of it involves risks for the tires or for the underside of the Vehicle or for the Vehicle itself, such as beaches, forest paths, mountains, etc.
 - X. to intentionally commit an offence.
- Return the Vehicle and its keys, accessories and documentation to us by the expiry time and date specified in the Rental Agreement and in a condition that complies in all respects with the requirements of the section above
- You must not allow any unauthorized driver to drive the Vehicle which includes you deliberately allowing the unauthorized driver access to the Vehicle or the access being acquired due to your negligence, negligent act or failure to act.

IMPORTANT: If you do not comply with these Rental Restrictions:

- You will be responsible for any damage, losses and expenses we suffer as a result.
- You may lose the benefit of any insurance or waivers of liability you have taken.
- We may terminate the Rental Agreement and take the vehicle back at any time at your expense.

SECURITY DEPOSIT

To ensure there is no confusion we want to confirm that we will ask you to leave us with some security for any additional charges that may arise during your use of the Vehicle over the Hire Period. This security is the form of financial deposit (the "Security Deposit") and the amount of this will have been specified in your Voucher and will also be confirmed on the Rental Agreement.

IMPORTANT: For each case that "Excess Reimbursement Policy" has not been pre-selected on booking or additional cover has not purchased locally, a further guarantee of EUR €70.00 per rental day might be required at Abbycar's discretion. If

you do not present the required documents, the documentation is not valid or you do not have enough funds on your credit card, the local station may refuse to release the vehicle.

3. INSURANCE & WAIVERS

We provide insurance and waiver products to cover the principal risks you incur when driving the vehicle. These may be included in your rate or available as optional extra products. Key benefits, limitations and exclusions for these products are summarized below

THIRD PART LIABILITY (TPL)

TPL is automatically included in your rental rate. It meets all legal requirements for third party liability and protects you and any authorized driver against claims from any other person (including your passengers) for death, personal injury or damage to property caused by your use of the Vehicle during your rental.

THEFT PROTECTION (TP)

TP is automatically included in your rate and reduces your liability to us to the amount of the applicable excess (stated on your Rental Agreement) which applies to each incident related to loss of the Vehicle caused by theft.

COLLISION DAMAGE WAIVER (CDW)

Our Standard CDW is often included in your rate and reduces your liability to us to the amount of the applicable Excess (stated on your Rental Agreement). We do not accept personal car insurance policies or any third part waiver products that can be purchased online via a Broker or similar trader. Standard CDW, ERC and FDW do not cover the loss or theft of or damage to the keys, accessories and to objects or property, (including luggage or goods) that are deposited or kept or transported in or on the Vehicle by you or by any Passenger. Standard CDW, Excess Reduction Cover ERC and Full Damage Waiver FDW applies to each incident of damage caused by:

- Impact with a moving object (where a moving object is another Vehicle)
- Impact with a fixed object due to a collision and/or involvement with another Vehicle (excluding animals)
- Fire caused by vehicle defect, including electrical fault, or from adjacent fire or explosion, criminal or terrorism acts

KEY LIMITATIONS AND EXCLUSIONS

Standard CDW, Excess Reduction Cover ERC and Full Damage Waiver FDW (Zero Excess) will be void – meaning that your liability to us for damage or loss will not be reduced or eliminated – where the damage to the Vehicle is caused:

- by Natural events (such as snow, hail, flood or rock fall), war, riots, terrorist acts, radiation, vandalism.
- by the willful acts of the driver or any authorized driver
- by driving the Vehicle on Non-Public roads
- by any identified or unidentified third party whilst the Vehicle is parked in public or private parking areas or left unattended.
- to uncovered parts of the Vehicle: interior, roof, rims, tires, undercarriage, glasses, lights, indicators, antennas, badges, locks, wiper
- by your or an authorized driver grossly negligence (e.g. act in a way they know or should know is likely to cause harm or damage) including in particular:
 - I. violation of Traffic Lights
 - II. violation of any of the Warning, Priority and Prohibitory Traffic signs
 - III. explosion or fire to the Vehicle because you are using it to transport dangerous goods
 - IV. hitting a bridge or driving into a barrier that is too low for the vehicle to pass beneath or overhead objects
 - V. driving into a barrier in a car park before it fully opens.
 - VI. driving on unsuitable/unpaved roads in bad condition without due care resulting in damage to the undercarriage
 - VII. driving on a beach causing damage by salt water and/or sand
 - VIII. driving through flooded roads causing damage to the engine
 - IX. putting wrong fuel in the vehicle or otherwise contaminating the fuel
 - X. burning a clutch (which requires persistent ill use) or using the hand brake incorrectly
 - XI. damage to the wheel rim caused by driving with a flat tire
 - XII. fitting unauthorized objects to the interior (e.g. luggage/suitcases) or exterior
 - XIII. carrying especially dirty or smelly materials that require extra cleaning costs or that damage or burn the interior
 - XIV. damage resulting from locking the keys in the vehicle or losing the keys
 - XV. damage resulting from leaving the windows open
 - XVI. loss of or damage to the vehicle caused by failure to use the anti-theft system (if provided)

XVII. loss of the vehicle when you are unable to return the keys

EXCESS REIMBURSEMENT POLICY (ERP)

If you have purchased excess waiver insurance or similar from a third party (broker, trader) you must present a printed version of your Excess Refund Policy Voucher at the rental desk.

IMPORTANT: Any of the above products purchased from third part trader will be void if you breach these T&Cs, or if the loss or damage is caused intentionally. Reimbursement and Waivers may also be invalid if the loss or damage is caused by the gross negligence of you or an authorized driver. For full details of exclusions see the above paragraph Key Limitations & Exclusions

IMPORTANT: These general conditions govern all related insurance products offered by us (CDW, ERC and FDW).

ABBYCAR INCLUSIVE RATE TERMS & CONDITIONS

If you have purchased our "INCLUSIVE RATE" product, you will be reimbursed for any excess paid for accidental damages or theft of the vehicle itself, except in the instances listed below under 'Exclusions'. This product is NOT an insurance but an additional service provided by SKYWARPEL TRADING LTD, CYPRUS which is determined within reason at the company's discretion.

The supplier excess does not cover damage to windows, windscreen, wheels, hub caps, or tyres of the vehicle. By purchasing the "INCLUSIVE RATE" product, SKYWARPEL TRADING LTD will refund you for the costs relating to the damage caused to these parts of the vehicle.

INCLUSIVE RATE Product applies to each incident of damage caused by:

- Impact with a moving object (where a moving object is another Vehicle)
- Impact with a fixed object due to a collision and/or involvement with another Vehicle (excluding animals)
- Fire caused by vehicle defect, including electrical fault, or from adjacent fire or explosion, criminal or terrorism acts

Exclusions - Refund Does Not Apply:

- Damages caused to the transmission and interior
- When the rental vehicle has been driven on unpaved roads, off-road, unauthorized countries or areas.
- When the driver is not authorized on the rental agreement.
- When the driver was under the influence of alcohol or drugs.
- When any fraudulent, dishonest or criminal act has been committed by the driver and/or others including vandalism
- When the damage is caused by the driver due to gross negligence or intent, adding wrong fuel, traffic violations, or wrongly using the hand brake.
- When the vehicle was stolen due to loss of keys.
- When parts of the vehicle or personal belongings are stolen.
- No refund will be issued for towing fees, roadside assistance, extra costs for over night accommodations, public transportation, taxis, or immobilization fees from the car rental company.
- If the vehicle is returned out of the location's operating hours (use of key drop box) and damages are discovered during the official check-in by an employee of the car rental company, the excess refund claim will be denied.

Accident procedure:

- In the event of an accident, theft, or upon discovering new damages to the rental vehicle, it is required to inform both the local authorities and the rental company within 24 hours.
- An accident report must be completed and signed at the accident commenced date.
- In the event of an accident involving a 3rd party or damage to the property of a 3rd party, the police must be contacted immediately to file a report.
- If the damages are caused by unknown, while parking or collision with private property a police report must be filed within 24 hours in the city of the incident.
- Retain copies of all rental documentation must be provided.

Should these procedures not be followed, your claim could be invalidated.

4. DURING YOUR RENTAL

FINES, TOLLS AND OTHER CHARGES

You are responsible for all fines, road tolls, congestion charges and other similar charges (including parking fines or charges) incurred in relation to the vehicle during your rental. Some of these will be sent to us for payment, which we will pay and recover from you by way of reimbursement. Alternatively, we may be required to provide your details to the relevant authority, who will contact you directly.

IMPORTANT: In addition to any fine or charge you incur we may also apply an Administration Fee to reimburse us for the time and costs we incur in dealing with these matters.

MOTORING SERVICES

ABBYCAR has contracted a third party (hereinafter "RSA") to provide their roadside assistance services to its vehicles and the authorized driver(s). Eligible for motoring services is each motorized vehicle and authorized driver(s) nominated on ABBYCAR's Car Hire Rental Agreement. In the event of a Call-Out for Breakdown assistance or to Reporting a new damage or Accident or request motoring assistance, RSA will assess and provide the appropriate service(s) 24 hours a day, seven days a week in all City Areas and as soon as reasonably possible in Country Areas. RSA will provide you with an estimated timeframe to attend a Call-Out in Country Areas when requesting Patrol Vehicle or Towing assistance, where possible. The RSA Contractor will provide assistance as soon as reasonably possible by travelling the most direct/feasible route to your location and return to base under your Cover Plan to the following cases:

- Breakdown due to mechanical failure*.

*Mechanical failure means the inability of a mechanical part(s) to perform the function(s) for which it was designed, due solely to defects in materials or faulty workmanship excluding regular Wear and Tear.

- Flat Battery: In event of a flat battery, we will utilize our testing equipment to diagnose the battery condition. We will then either provide a jump-start or deliver and install a new battery, at your cost.
- Wheel Change: RSA will assist you to replace a flat or damaged tire with a suitable roadworthy spare wheel. RSA will not be provided if tire impact damage has occurred as a result of an Accident.
- Lockout/Locksmith: RSA will organize the spare key delivery at the Breakdown location or to your residence/hotel.
- Minor Mechanical Repairs: RSA will provide limited mechanical repairs to mobilize your Vehicle utilizing the spare parts and supplies within a RSA Patrol vehicle. The cost of all parts and supplies is payable by you at the time of the service or can be deducted from the credit card used for your car rental.
- Towing Service: If we are unable to get your Vehicle going, we will arrange for your Vehicle to be Towed to a place of safety or repair center appointed by ABBYCAR.
- Transportation-Taxi: If your Vehicle has to be Towed by RSA following a Breakdown and the Patrol vehicle is unable to accommodate you and your passengers to your destination, we will arrange and pay for one taxi to the maximum amount of €35.00.
- Accident Care: In the event that the renter is involved in a car accident, for which he is not responsible or the fault is disputed, we undertake to claim compensation on his behalf before the civil courts (*Legal Protection Cover*). Additional our Insurance Expert will verify your Accident Report Declaration (*Insurance Expert Verification*)

All the available Cover Plans (Classic, Ultimate & Ultimate Plus) are available to purchase at the rental desk.

Roadside Assistance General Limitations

Remaining with the Vehicle: You must be present with the Vehicle or at a pre-determined meeting point when an RSA Contractor or RSA Patrol arrives. Incorrect or incomplete information about your location may result in delay.

Response Time: Patrol Roadside Assistance will be provided as soon as practicable, but response time is not guaranteed and may vary, depending on the location of the Vehicle and demand for Patrol Roadside Services.

Tow Trucks – Transport of Passengers: For legal reasons the RSA is unable to transport passengers in a Tow track

Damage File Processing: In case of a minor or significant damage occurred, you must submit a Damage Report Form either online through our mobile application or place a Call-Out via our call center within 24hours of the date the damage has been commenced.

Unsealed and non-Trafficable Roads: Breakdowns which occur on Unsealed or non-Trafficable Roads will be attended at the discretion of the RSA or RSA Contractors, with any excess cost payable by the Member at the time of service.

ACCIDENT / DAMAGE

If you have an accident you agree to co-operate with us and our insurers in any investigation or subsequent legal proceedings. You must also take the following steps:

- **Accident Report Form (ARF):** You must complete an Accident Report form ARF (available at www.abbycar.com/accidentreport) at the date the accident/damage commenced. According to the article K70 of the Greek Law, customer is obliged to complete an accident report form, regardless his responsibility or not. Failure to submit the ARF constitutes breach of the rental terms.
PLEASE NOTE: If you return the car with a new damage and you have not reported and submitted an Accident Report previously a compensation fee of €200.00 will apply, as a compensation for the next rental cancellation
- **Notification:** You must inform the station in any event, if there is damage to the vehicle, using the numbers stated on your Rental Agreement.
- **Obtain Police Report:** Report the accident to the police as soon as you can if anyone has been injured or property has been damaged.
- **Do Not Admit Fault:** Take the name and address of everyone involved, including witnesses, and collect the information requested on the ARF.

IMPORTANT: If you fail to comply with these accident/damage instructions your waiver products may be void.

DAMAGE AND THEFT

Responsibility: You are responsible for all losses incurred by us to the full value of the vehicle if the vehicle is lost or damaged during your rental and our costs unless the loss or damage is directly due to us or we have been reimbursed by a third party or their insurers.

IMPORTANT: Your liability to us may include (amongst others):

- Cost of repairs and loss of rental income (Loss of Use)
- Towing and storage charges
- Loss in value of the Vehicle
- An administration charge to recover our costs for dealing with these issues and any related claim

Security: You are responsible for the security of the vehicle and should try to minimize the risk of theft or vandalism by parking in a safe place. Always remove valuable items (including any removable radio, DVD player or GPS systems unit) from sight and make sure the vehicle is locked. You must also comply with our return instructions (see the section Return Your Vehicle below).

Theft: If the vehicle is stolen you need to inform the police, call our station as soon as you can and complete an ARF. You must be able to show that you have taken appropriate care by returning the keys to us, otherwise our applicable waiver products will be invalid.

IMPORTANT: To the extent allowed under applicable law, our insurance and waiver products will be void if you breach these Rental Terms, or if the loss or damage is caused intentionally. Our waivers may also be invalid if the loss or damage is caused by the gross negligence of you or an authorized driver. For full details of exclusions see the section Insurance & Waivers

5. RETURN YOUR VEHICLE

RETURN PROCEDURE

You should return the Vehicle and its keys, accessories and documentation to us in the same condition as they were at check out, on the date and at the time and with the same amount of fuel as shown on the Rental Agreement. You should allow 20 to 30 minutes to complete the inspection with our staff and agree any damage. If you don't have time to do this any new damage will be assessed in your absence. If you return the Vehicle before the return date and time stated on the Rental Agreement the rental charges will remain the same as we will not refund any unused daily rental or accessory charges or additional insurance packages you have purchased from us.

When you return the Vehicle to us you should take the opportunity to:

- I. present the original copy of the "Services Agreement"
- II. make sure the Vehicle is clean for inspection
- III. ensure you have removed all of your personal belongings (you are responsible for checking the Vehicle)
- IV. inspect the Vehicle together with our agent and countersign of any new damage
- V. fill and sign the "Damage Charges Breakdown" form

If you are unable or you refuse to inspect the Vehicle with us or we are unable to complete the inspection due to extreme dirtiness of the Vehicle, then we will inspect the Vehicle on our own and you accept that you are responsible for all charges, fees and damage to or loss of the Vehicle which may have arisen before we have checked the Vehicle back in. If, during our inspection, we discover new damage to the Vehicle (from that described on the Check Out Form at the time of pick up the Charges Procedure section below will then apply.

IMPORTANT: If you return the vehicle out of hours you will remain fully responsible for the vehicle, including any damage, until we are able to locate it. We will notify you of any such charges and arrange for payment when these are identified.

DAMAGE POLICY

Your responsibility for damage to the Vehicle is set out at the Damage and Theft section of these T&Cs. This policy covers how we assess and charge for damage and how we deal with any disputes relating to damage assessed.

CHECKING THE VEHICLE:

We will provide a summary of any damage on the Vehicle as stated in the "Services Agreement" form at the start of the rental. Please check to make sure it is correct. We will also inspect the Vehicle on your return and provide the "Damage Charges Breakdown" form to record any new damage. Some damage will not be apparent on post-rental inspection, such as damage caused to inaccessible parts of the vehicle (engine, fuel tank or clutch) or hidden by adverse light or weather conditions. If we find any such damage, we will notify you by email, with evidence, before we charge you.

DAMAGE ASSESSMENT AND CHARGING:

For every new damage there are two common scenarios:

New Damage on Return

We aim to deal with every damage in a quick and practical way by using our Damage Matrix Tariff. This contains the average cost of repairing the most common damage based on the costs of body repair, shops for parts and labor. For each damage agreed with you on return, we will charge you in line with our Damage Matrix Tariff.

Significant Damage

If the damage is significant and is not covered by our Damage Matrix Tariff, we will refer to a third party for evaluation of the damage (DAT, Official vehicle dealer).

IMPORTANT: If you disagree with the charges or refuse to sign the relevant docs our counter staff will proceed with the charges on the credit card used for your rental. You may contact our Customer Relations Department cs@abbycar.com within 48 hour who will review the matter in full, refunding you as appropriate if they disagree with any charge made. They aim to deal with all customer contacts within 14 days. If we are still unable to resolve the matter to your satisfaction, we will refer you, where possible, to an independent adjudicator, whose decision will be binding on us

FAIR WEAR & TEAR

To maintain complete transparency, we have listed below what is classified as damage which will be charged for when the vehicle is returned. Any damage smaller than the below measurement is considered to be fair wear and tear and will not be charged:

- VEHICLE BODYWORK
 - I. Scratches / Scuffs: Greater than 15mm (paint damage) or less than 15mm if the bare metal is showing.
 - II. Dents: Diameter greater than 0,5mm
- GLASSES/MIRRORS: Any chips or cracks
- TYRES: Any damage to the tire, including damage to the sidewall, punctures and where the vehicle has been driven on a flat tire.
- WHEELS: Scratches greater than 0,5mm
- INTERIOR: Any damage to the internal trim, any stains or burns to seats or carpets

6. GENERAL

MODIFICATIONS

Regardless in which channel you have placed your booking (with us or through any of associated partners) you can modify free of charge provided you let us know at least 24 hours before the Hire Period is due to start. Please be aware that depending of the nature of the modification (change car group, pickup and/or drop off dates or location etc.) your rental price may change. You can use the same communication channel that you used when booking the Vehicle, alternatively you can contact our support team at support@abbycar.com. We will let you know if the modification to your booking is

possible. If it is possible, we will tell you about any changes to the rental price which would be necessary as a result of your requested modification and ask you to confirm whether you wish to go ahead with the modification to your booking. We will charge you a Booking Amendment fee as set out in Tariff Guide – Charges Explained each time you amend any details of your booking and you give us less than 24hour notice before the Hire Period is due to start or for any modifications that you wish to make once the Hire Period has started.

CANCELLATION & NO-SHOW POLICY FOR PREPAID RESERVATIONS THROUGH ABBYCAR WEBSITE

If you have prepaid your booking online via our direct booking channel at www.abbycar.com:

- You can cancel your rental free of charge up to 24hours prior to pick up time.
- If you cancel less than 24hour notice, the prepaid amount will be refunded less a Cancellation Fee € 25.00.
- If your booking is made less than 24 hours before pick up, the cancellation policy will apply to your booking.
- If you fail to pick up the Vehicle your prepayment will be refunded less the Cancellation Fee € 25.00.

IMPORTANT: If you have placed your prepaid or part paid booking to one of our associated channels (Brokers, Agents etc.) you should only use the same communication channel to cancel your booking as you used when booking the Vehicle

FUEL POLICY

We will supply your vehicle with a full tank of fuel. You will need to return the vehicle with a full tank or pay for the additional fuel required to fill the tank on return, including a Refueling Service Charge for the convenience of having us refuel the vehicle for you. Fuel Purchase Option (FPO): You might find it more convenient to pay for a full tank at the start of the rental and save time refueling on return by taking this option.

SPECIFIC TERMS

- DRIVING LICENSE: You are not able to rent if you or any additional driver have any endorsements or convictions for dangerous driving, drink driving or unauthorized taking of a vehicle in the last 5 years or your driving license is invalid.
- GRACE TIME FOR PICKUPS:
 - Prepaid Bookings: 60 minutes (see details at Tariff Guide/Charges Explained/Amendments)
 - Part Paid Bookings: 15 minutes. (see details at Tariff Guide/Charges Explained/Amendments)
- FERRYING THE VEHICLE: A prior written notice is required if you plan to load the Vehicle on a Ferry. Additional charges may apply
- CROSS BORDER: You are not allowed to drive the Vehicle outside the Countries Borders
- VEHICLE REPLACEMENT: A replacement vehicle for any damaged vehicle can only be supplied following the submission of the Accident Report Form and with the new deposit.

CONTACTS

BEFORE PICKUP: MON-FRI: 08:00-16:00. Tel.: +30 212 213 5282 (ext. 510) or by e-mail at support@abbycar.com

DURING YOUR RENTAL: You can telephone the station at any time using the number provided on the Rental Agreement.

AFTER YOUR RENTAL: If you disagree with any charges on your return, or have a complaint relating to your rental experience, you should call our Customer Relations Team at cr@abbycar.com

VEHICLE EXCESS VALUES inclusive of VAT via our website www.abbycar.com

Please find in the below table the Excess amount for damages and the Security Deposit required for each car group.

| Vehicle Group | CDW Excess | Security Deposit |
|--|------------|------------------|
| MCMR, NCMR, MDMR, MDAR, EBMR, MXMR, NXMR, MZMR, NZMR | €400.00 | €400.00 |
| NDMR, EDMR, HDMR, ECAR, EDAR, EDMD, ECMR, HCMR, EXMR, HXMR, EZMR, HZMR | €500.00 | €500.00 |
| CCMR, CDMR, DDMR, CCAR, CDAR, CDMD, DCMR, CXMR, DXMR, CZMR, DZMR | €750.00 | €750.00 |
| ICMR, IDMR, JDMR, ICAR, IDAR, IWMR, JWMR, SDAR, JCMR, IXMR, JXMR, IZMR, JZMR | €900.00 | €900.00 |
| SFMR, RFMR, RFAR, FVMR, PVMR, DTMR, ITMR, SXMR, RXMR, SZMR, RZAH, SFAR, SFAH, SVMR, FXMR, GVMR, LVMR, PXMR, PZMR | €1,450.00 | €1,450.00 |

VEHICLE GROUP UPGRADE

Please remember that the guidelines above are only intended as a reference point. However, if you will have one or two pieces of luggage that will or might exceed your vehicle's trunk capacity, we recommend reserving the next biggest vehicle. Otherwise The station will require an upgrade to a larger vehicle due to luggage exceeding capacity.

| Group Upgrade per/day (max charge x 10 days) | | UPGRADE GROUP | | | | | | |
|---|--------------|---------------|---------|--------------|---------|---------|---------|---------|
| | | ECONOMY | COMPACT | INTERMEDIATE | ESTATE | SUV | MINIVAN | MINIBUS |
| BOOKED GROUP | MINI | 3,50 € | 10,00 € | 17,00 € | 35,00 € | 40,00 € | 50,00 € | 60,00 € |
| | ECONOMY | | 7,00 € | 14,00 € | 35,00 € | 40,00 € | 50,00 € | 60,00 € |
| | COMPACT | | | 10,00 € | 25,00 € | 30,00 € | 40,00 € | 50,00 € |
| | INTERMEDIATE | | | | 25,00 € | 30,00 € | 40,00 € | 50,00 € |
| | ESTATE | | | | | 20,00 € | 30,00 € | 40,00 € |
| | SUV | | | | | | 30,00 € | 40,00 € |
| | MINIVAN | | | | | | | 40,00 € |
| | MINIBUS | | | | | | | |

GENERAL PRODUCTS AND SERVICES

The following are optional products we offer that you may buy when you pick up the Vehicle. These are not included in the rental charges.

| Description | Cost inclusive of VAT |
|---|---|
| Additional Driver. Maximum 2 per rental | €5.00 per day |
| Booster Seat (for children > 3 years old) | €5.00 per day |
| Child Seats (for young children 0-7 years old. Mandatory from Greek Traffic Laws) | €5.00 per day |
| Navigational or GPS system | €8.00 per day |
| Snow Tires | €10.00 per day |
| Snow Chains | €10.00 per day |
| Wi-Fi | €7.50 per day |
| Excess Reduction | From € 7.00 - € 15.00 per day Depending the car group and station |
| Zero Excess | From € 15.00 - € 40.00 per day Depending the car group and station |
| Roadside Assistance per rental (Classic, Ultimate, Ultimate Plus) | From € 43.75 - € 72.15 per rental Depending on the Cover Plan |

CHARGES EXPLAINED

You may incur some of the following Charges during your Hire Period. These are not included in the rental charges.

| CHARGES EXPLAINED | Cost Inclusive of VAT |
|---|-----------------------|
| Pick Up – Drop Off Outside Normal Opening Hours 08:00am – 22:00pm | € 35.00 per service |
| Young and Senior Driver Fee This Fee applies to drivers below 25 years old and above 70 years old | € 10.00 per day |
| Booking Amendment Fee This fee applies for changes you to your car rental voucher at pick up time without prior notice | € 20.00 per rental |

| | |
|--|--|
| Cancellation and No-Show Fee (for reservations booked through www.abbycar.com) This charge applies if you cancel your prepaid booking less than 24hours prior to pick up | € 25.00 |
| One Way Fee This fee applies if you wish to drop off your vehicle to another station subject to prior notice | € 0.80 per Km |
| Vehicle Late Return | € 40.00 per day |
| Special Cleaning This applies if you return the Vehicle in a condition that requires more than our standard 'ready for rent' clean | € 35.00 |
| Biological Cleaning This applies if you return the Vehicle to us in a condition that requires biological cleaning | € 125.00 |
| Patrol Assistance Recovery Charge This charge will apply for each case a Patrol Assistance is required to recover a Vehicle due to a mechanical breakdown or damage you were at fault | € 1.75 per Km plus € 75.00 surcharge |
| Towing Assistance Recovery Charge This charge will apply for each case a Towing Assistance is required to recover a Vehicle due to an accident or mechanical breakdown or damage you were at fault | € 3.50 per Km plus € 150.00 surcharge |
| Certified Damage Report Form This fee will apply in addition to the fixed sums set out in the Minor Damage Matrix | € 75.00 |
| Penalty Fees This fee will apply in the following cases: a) Failure to report any/all damage within the 24-hour time frame will cause this charge in addition to the total damage costs through our Damage Matrix Tariff. or DAT System. b) When driving in unpaved roads or restricted areas | € 200.00 |
| | € 250.00 - € 500.00 |
| Third Part Admin Fee This fee applies to recover our costs of dealing with any road charge, parking fine or charge, traffic fine or other penalty you incur during your rental. | € 40.00 |

ANNEX I

DAMAGE MATRIX TARIFF

Product Information Document PID

V.12.2020