

## 1. DRIVING LICENSE.

The age of the driver must be over 23 years and up to 70. Especially for four-wheel drive and mini-van cars, the minimum age is 25 years. The driver's license must be valid for more than one year. If the driver is a resident abroad, an international or European driving license is required. The driver is obliged to check if his diploma meets all the necessary conditions for renting the vehicle he has chosen. Copies of it are not accepted in any case. driving license (eg photocopies, faxes, emails).

## 2. METHODS OF PAYMENT.

Payment is made in cash or by credit card at the start of the rental (Mastercard, Maestro and Visa cards are accepted; we do not accept American Express). Prices include VAT. and municipal taxes.

## 3. INSURANCE COVER.

The tenant can choose between the following types of insurance: SIMPLE INSURANCE AGAINST THIRD PARTIES: Covers personal driver accident up to € 12,000, third party bodily injuries up to € 1,000,000 and third party material damage up to € 1,000,000. It does not cover damage to the rental vehicle. Simple third party insurance is included in vehicle prices. PARTIAL DISCLAIMER (C.D.W.): The tenant may limit his liability to any damage to the rental car for categories A, A1, A2, B: € 600.00 · C, C1: € 700.00 · D, D1 : € 800.00 · E, E1, E2, F1: € 1,000.00 · F: € 900.00 · G, G1: € 1,200.00. Prices do not include VAT. Damage does not cover damage to the underside of the car, its tires, wheels and windows. Their cost is borne by the tenant. In any case, damage to the interior of the car and the loss or wear of the vehicle keys are not covered by any insurance and are borne solely by the tenant. There is no insurance coverage if the driver is under the influence of alcohol, drugs or has violated the K.O.K.

## 4. FINANCIAL OBLIGATIONS OF THE TENANT.

Fuel is paid for by the customer, who is obliged to return the car full, as received. Calls and fines for administrative violations are borne by the tenant, who is responsible for traffic penalties that occur during the rental period. The authorities will ask for the details of the tenant and the payment of the fine will be requested even after the end of the rental period, if it is pending after the return of the vehicle. In case of removal of license plates, the tenant undertakes the payment of the rents until the re-entry of the vehicle into the traffic.

## 5. LEGAL OBLIGATIONS OF THE TENANT.

The tenant checks that the condition of the car is good before departure. The tenant agrees to follow the rules of the road and not to use the car for speed racing, on hard terrain and on sandy beaches. In case of damage or accident, the driver agrees to immobilize the vehicle and notify "Eos Rental". No one is allowed to ride in the vehicle more than is required by the manufacturer and the law.

It is **PROHIBITED** to load cars on a ship without the written consent of the company, as well as their departure beyond the borders of the country. It is **PROHIBITED** to transport pets in vehicles. Exceptionally, only small pets are allowed under the strict condition that they are transported in special cages or bags for them, and only with the written permission of "Eos Rental".

For safety reasons, the customer will be asked to install the requested child seat or booster himself.

- All bookings refer to vehicle category and not to a specific car model. In case of non-availability

for a registered booking, the company reserves the right to offer a vehicle category upgrade at no extra charge.

- The company has the right to regain possession and use of the car if it was used or is used in violation of the terms of the contract or applicable law.

## **Frequent questions:**

### **Can I rent a car using the diploma I use in my country?**

If the country belongs to the European Union, yes. Citizens of non-EU countries they must have an international diploma together with the diploma of their country.

### **What documents do I need to have with me to rent a vehicle?**

When you arrive at our office, you will be asked to show us your passport or ID. In any case, a valid driving license is required, as it is noted that photocopies, pictures on phones or email files, which include the image of the diploma are not accepted.

We will also ask for your credit card, so that its number and expiration date are written on the contract, as a guarantee. American Express cards will not be accepted.

### **Is any amount pledged from my card as a guarantee when renting?**

No, the card is only needed as a guarantee. No amount is committed from it.

### **I have a pet.**

If you have a pet, you must inform the company about it. Only small pets are allowed inside the vehicles.

You must use cages or bags specifically for transporting them by car for three reasons:

1. their safe transport and your own safety
2. the reduction of the hair, for the best possible removal during cleaning (to avoid a possible allergy)
3. the avoidance of causing damage to seats, etc. from teeth or nails.

Failure to do so may result in the cost of biological cleaning or charging for vehicle damage.

### **What is the booking cancellation policy?**

If the reservation is canceled:

- up to 15 days before the start of the rental, the deposit is refunded in full.
- from 15 to 5 days before the start of the rental, 40% of the deposit is refunded.
- from 5 days until the start date of the rental, the deposit is non-refundable.