

Terms & Conditions

These terms and conditions, together with our web site terms and conditions of use, privacy policy and security policy constitute our agreement with you, the renter, for the services we provide in arranging for the supply of car hire. Together, these are referred to as our terms. These terms shall apply to all contracts for the provision of our services to the exclusion of all other terms and conditions. No conduct by 'Lesvos Car Hire' shall be deemed to constitute acceptance of any other terms. Acceptance of the services or signature on any agreement shall be deemed conclusive evidence of your acceptance of these terms. 'Lesvos Car Hire' may change these terms without notice you, the renter, are advised to check the web site to consider any changes to the terms which apply to you. You will be provided with a vehicle by us either directly or as an agent. The capacity in which we act depends on our relationship with the car hire company. These terms apply to any booking that you, the renter, make with us on or through this web site, so you should make sure that you are aware of their contents. Both our terms and conditions and those of our local providers contain some exclusions and limitations of liability. Your booking on this web site is conditional on you, the renter, accepting our terms. If you, the renter, do not agree with any part of them you must not proceed with your booking. By confirming that you wish to book a vehicle through this web site you, the renter, indicate that you have read, understood and accept the relevant terms. If there is any part that you, the renter, do not fully understand, or if you have a query about the vehicle hire or any other product, please contact us on +306970674327

Included and excluded in the price

Vehicle rental, Third party insurance, Collision damage waiver with excess €600, Personal accident insurance up to €15.0000, Unlimited Kilometers

Taxes & Surcharges: Your booking includes VAT, Road Tax & airport charges Delivery & Collection service

24 hours road assistance phone line +30 6970673954

24 hours customer service phone line +30 6970674327

Additional Driver

Additional drivers may be added, additional costs may apply and are payable locally.

TPI

Third party motor liability insurance is provided in accordance with local legislation. More information is available locally.

CDW

Collision Damage Waiver (CDW) reduces the renter's liability from the total cost of the damage, to an excess of €600 unless the renter intentionally causes the damage, is under the influence of

drink or drugs or uses the vehicle in a prohibited or negligent way e.g. driving off main roads or hiring to other parties. CDW covers liability for damage to the vehicle or its parts and accessories.

Exceptions

Charges for any of the damages written below will be charged directly to you the renter, the most important of which are the following:

Antenna, trays, clutch and gearbox, damage to car lock, door handle, door sill, loss or damage to keys, windscreen wipers, glass, mirrors, wheels, tires, interior of the car, spare key and car jack, hubcap, lights, petrol cap, damage to upholstery of a car, damages to the roof, damages caused by roof rack and any luggage on it, extreme dirtiness interior &/or exterior, underside damage, personal belongings left in a rented car, damage due to negligence, tire punctures and burst tires, water submersion or salt-water damage, hail damage, fuel errors, damage to child seats and baby seats, lack of electricity because of forgotten turned on electrical devices, damage or loss of car documents, damage or loss of registration plate, damage or theft of car logo or damage to the music devices (radio, CD/mp3 player, etc.). The car rental company, in any case, is not obligated to replace a flat tire. Towing costs are not covered under the insurance policy

TP

Theft Protection insurance reduces the renter's liability in the event of theft or damages caused due to theft or attempted theft of the vehicle to an excess of €600. Negligence connected with the theft of the vehicle may lead to 'Lesvos Car Hire' seeking the full amount for the cost of the vehicle.

PAI

Personal Accident Insurance covers medical costs and accidental death for the renter and passengers in the event of an accident during the rental up to the maximum of €15.000 more information is available locally

Excess reclaim insurance also known as nil-own risk option

If purchased, this package will reduce the Damage Liability Waiver Excess to nil for most vehicle groups: The cost of this policy is €6.95 per day of rental. This means that the excess of the standard policy, usually €600, will be paid by us on your behalf and reclaimed. Age restrictions apply to excess reclaim insurance. The minimum hiring age is 23 years and maximum hiring age is 69 years.

Roadside assistance insurance

Roadside assistance insurance is optional & charged at €1.50 per day of rental. If purchased this package will cover the Roadside assistance call out fee of €40.00 and fees relating to Key replacement, Lockout service, Jumpstart, Flat tire assistance & Fuel delivery

Local Deposits & Petrol

'Lesvos Car Hire' may collect a deposit at the start of the rental to cover petrol, liability excess and other charges incurred during the hire. A valid major credit card will be required in most cases and must be in the lead driver's name. Provided the car and extras are returned in the same state as rented, and in accordance with the fuel policy, this deposit will be refunded when returning the vehicle.

Hiring age limitations

The minimum hiring age is 21 years and maximum hiring age is 74 years.

Additional Drivers

Charges may apply for additional drivers and are payable locally. Age at time of rental must be minimum 21 years – maximum 74 years with a minimum of 2 years driving experience.

Period of hire and daily rate calculation

Hire periods are calculated on a 24-hour basis.

Late returns

In the event of the vehicle being returned later than the time specified on the rental agreement, you will be charged a daily rate for periods up to 24 hours and every day thereafter.

Late arrival

In the event of a late arrival, your contract will commence at the original supplied time of arrival. In the event of a late arrival please call +30 6970674327. Your reservation will be held for up to 2 hours after the supplied arrival time, after this your reservation will be cancelled and cancellation fees will be charged.

Child seats and special requests

Child seats, roof racks and additional items are available on request, although they cannot be guaranteed. Requests for these items should be made at the time of booking and or up to 48 hours before the pick-up time on your reservation.

Delivery & Collection Charges

Delivery & Collection is always free of charge to any of the following destinations Anaxos area, Petra Port, Petra area, Molivos area, Eftalou area. Delivery and Collection is free of charge if rental period is greater than 5 days for the following destinations Mytilene Airport, Mytilene Port, Mytilene town & surrounding area, Kalloni & surrounding area, Eressos & surrounding area, Sigri & surrounding area, Plomari & surrounding area. If rental period for these destinations is less than 5

days then a 30.00€ fee is charged for delivery and a 30.00€ fee is charged for collection of the rental vehicle. Full address details and a time of delivery must be given at the time of booking. Out of hours fee may apply if delivery is between 22.00 and 07.00 and costs €20.00

Fuel

Vehicle is generally supplied with a half full tank and is to be returned at the same level or refueling charges will apply. A fuel payment option may be available please send a request to lesvoscarhire@yahoo.com This is paid locally by you the customer.

Fines and penalties

You the customer are responsible for the cost of any parking fines or other penalties incurred whilst the vehicle is on rent to you. All fines and penalties are payable before the end of your rental agreement. Any outstanding fines or penalties will be charged to you and an administration fee may apply.

Driving areas

It is only permitted to drive within the borders of the Island of Lesvos. It is not permitted to drive on an un-made or un-surfaced road

Amendments

If you, the customer, wish to make changes to your booking, please use our contact form or call a member of our team on +30 6970674327 and have your name and reference number ready.

Cancellations

If you wish to cancel your reservation we 'Lesvos Car Hire' will cancel your reservation free of charge up to 7 days prior to start date of your rental period. If cancelled within 7 days of the start of your rental then a loss of deposit will apply and an administration fee of €30.00 will be charged. If cancelled after the start time of your rental then loss of deposit, first day rental and an administration fee of €30.00 will apply . We 'Lesvos Car Hire' reserve the right to collect all applicable cancelation fees from your credit card. We 'Lesvos Car Hire' reserve the right to cancel your reservation without notice. In the event of our cancelling your reservation, all charges made to your credit card will be refunded to the same credit card only.

Documentation

Your voucher will normally be dispatched within 24 working hours of us receiving your booking request, provided that full arrival details have been advised, (e.g. flight numbers, arrival time or a local delivery address, your correct contact details, (e.g. name, telephone number& email address). Please note that certain "on request" vehicles may take longer to confirm and we will advise you, the customer, if this is the case.

Driving license

Drivers must produce a full valid driving license held for at least 2 years. All persons driving the vehicle must be in possession of their driving license at all times - this is requested by local authorities. No refunds will be given for rentals rejected due to non-production of a driving license or non-disclosed endorsements. Please note an International Driving License/Permit does not replace the requirement for a regular driving license. If using an international license/permit, a full driving license in the principal driver's name will still be mandatory in order to rent the vehicle.

Car capacity and vehicle type

All vehicles are insured for a maximum number of passengers. 'Lesvos Car Hire' cannot accept liability for the vehicle being unsuitable for all passengers and luggage. As a guide please refer to the 'Lesvos Car Hire' website for the approximate passenger number to that of the car groups available. The car shown on your voucher is for guidance only and may be substituted for an alternative similar model or upgraded vehicle.

Provision of cars

'Lesvos Car Hire' reserves the right to refuse to make available a vehicle to any person considered unfit to drive or who does not meet eligibility requirements.

Mechanical difficulties and incidents

In the case of breakdown due to mechanical difficulties, you, the renter, must call 'Lesvos Car Hire' immediately on +30 22530 41097. Roadside assistance is included in your booking & will come out to you where necessary and give authority for repairs or replacement cars. In the case of incident, you **MUST** contact 'Lesvos Car Hire' and the police immediately and obtain a report for all damage to the vehicle however minor. Surrender a copy of the police report, the rental agreement and the vehicle keys to 'Lesvos car hire' rental office. Vehicles must **NEVER** be removed from the incident location until a police report has been obtained. Removing the vehicle from the incident location without obtaining a police report may result in invalidating any or all insurance claims and will be in breach of local and traffic law. The report will state if there was any influence of alcohol or drugs.

The customer understands that all insurance cover is provided by the company supplying the vehicle for rental. Liability for claims in excess of the insurance cover purchased rests with the hirer of the vehicle.

Exceptions: Charges for any of the damages written below will be charged directly to you the renter and will be deducted from your credit card, the most important of which are the following: Antenna, trays, clutch and gearbox, damage to car lock, door handle, door sill, loss or damage to keys, windscreen wipers, glass, mirrors, wheels, tires, interior of the car, spare key and car jack, hubcap, lights, petrol cap, damage to upholstery of a car, damages to the roof, damages caused by roof rack and any luggage on it, extreme dirtiness interior & or exterior, underside damage, personal belongings in a rented car, damage due to negligence, tire punctures and burst tires,

water submersion or salt-water damage, hail damage, fuel errors, damage to child seats and baby seats, lack of electricity because of forgotten turned on electrical devices, damage or loss of car documents, damage or loss of registration plate, damage or theft of car logo. We 'Lesvos car hire' the car rental company, in any case, is not obligated to replace a flat tire or damage to the music devices (radio, CD/mp3 player, etc.). Towing costs are not covered by any insurance.

'Lesvos Car Hire' acting as rental or agent will not be held responsible for anyone driving under the influence of alcohol/drugs, causing willful damage, off road driving, driving without care and attention or damages caused by negligence. Our insurers do not provide coverage for damages made on unsealed roads. Vehicle must not be operated in any race, speed test, rally or contest. The renter will accept direct responsibility in respect of such claims.

Any unnoticed or unreported accident or damage to the vehicle may be interpreted as negligence. This may result in a charge to the renter. Local laws govern the terms and conditions of hiring vehicles and the rental contract signed on collection of the car is legally binding to the hirer.

Your hire of any vehicle is subject to the terms and conditions of vehicle hire imposed by 'Lesvos Car Hire' and to the corresponding laws of Greece. You, the renter, will therefore be subject to our terms. 'Lesvos Car Hire' accepts no responsibility for and shall not be liable in respect of any loss, damage, alterations, delays or changes arising from civil strife, industrial dispute, including air traffic control disputes, terrorist activity, natural and nuclear disaster, fire or adverse weather conditions, unavoidable technical problems with transport, closure or congestion of airports or ports, cancellation of scheduled airlines and financial failure of airlines.

Payment

We ask that you make payment in full when you sign the rental agreement. The following forms of payment are generally accepted at this location: All major credit cards - Visa, MasterCard, and Cash payment may be made as long as a major credit card for the principle driver is supplied to cover deposit & fuel charges.

Terms and Conditions and Prices, Fees & Charges are subject to change without notice