

Terms And Conditions

- » [Added Important Information](#)
 - » [Additional Driver Information](#)
 - » [Age Requirements](#)
 - » [Drivers License and ID Requirements](#)
 - » [Credit Card Requirements / Payment Options](#)
 - » [Taking Your Vehicle Outside the Country](#)
 - » [Cancellations and No Show Charges](#)
 - » [Delivery and Collection](#)
 - » [One Way Rentals](#)
 - » [Waiver and Protection Options](#)
 - » [Special Equipment](#)
 - » [Fuel charges](#)
 - » [Miscellaneous Information](#)
-

Added Important Information

This document provides essential information for you and any additional drivers about your rental. Please read it in conjunction with the rental terms and conditions, which you can find at www.avis.com.cy. If you have received a booking confirmation email, it may contain a link to the sample rental terms and conditions. Please note that the sample terms are only indicative and may not reflect the exact terms you will sign when you collect the vehicle.

We want you to have the best possible experience with us, so please take the time to read this document carefully. It may save you time and hassle later on.

Important Information

Your rental vehicle will be provided by Avis Cyprus - GDK Rent a Car Ltd, located at 39 Ippokratous, 7020, Dromolaxia, Larnaca. Please note that this may not be the same company you booked with.

The prices listed in this document are subject to change, but they will give you a good idea of what to expect. For exact prices, please contact the rental location or reservations team. All prices include 19% VAT where applicable.

To make changes to your booking or report any issues during your rental, please contact the rental station or reservations team using the following details:

Email: reservations@avis.com.cy

Phone: +357 24205666

Lines are open Monday to Friday from 08:00 to 18:00, and Saturday to Sunday from 08:30 to 13:00. You can find the contact details for the rental station on your rental agreement.

If you encounter any issues after returning the vehicle, please contact our customer service team:

Email: info@avis.com.cy

Phone: +357 24205666

Lines are open Monday to Friday from 08:00 to 18:00, and Saturday to Sunday from 08:30 to 13:00. Please note that calls are charged at your network rate, and international rates apply for calls made outside the Territory.

The local currency is EUR – Euro.



Top

Additional Driver Information

Is it possible for someone else to drive the rental vehicle?

Yes, it is possible but only if they are listed on the rental agreement. It is important not to allow anyone who is not authorized to drive the vehicle. Please note that there is a fee for every additional driver who is authorized to drive the vehicle. The cost is €7.00 per day, per driver including VAT.

All additional drivers must meet the age, driving license, and ID requirements. For more information, please refer to the "Age Information" and "Driving License and ID Requirements" sections of this document.

If any additional driver is outside of our age restrictions, we will also charge a driver surcharge. Find out more: see the "Age Information" section of this document.



Age Requirements

How old do I need to be to drive a rental vehicle?

You can drive an Avis car if you are 23 years and older with a valid driving licence for at least 3 years old for the car groups A, B and H. Drivers aged 25 years old and older with a driving licence valid for at least 1 year can drive car groups: C, D, E, F, G, M, N, P. Drivers aged 30 years old and above, can drive car groups I, J, K, L, O provided that they hold a driving licence for at least three years.

If you are a young driver from 23 until 24 years, old you can drive the car categories A, B, H and will have to pay a young driver surcharge of €10.00 per day, capped at 10 days (VAT included).

How do I know if there are minimum age restrictions on my rental?

You can find out if there are any age restrictions for your rental when you book or by checking your booking confirmation email or calling the reservations team.

Are there any maximum age restrictions?

There are no maximum age restrictions as long as you have a valid driver's license for at least one year.

I'm over 70 do I need to provide extra information or pay a senior driver surcharge?

If you or any of your drivers are over 70, please let us know before picking up the vehicle. In some locations, we may need to seek approval from our insurer before renting to you. Without approval from our insurer, the reduced CDW waiver option may not be available.



Drivers License and ID Requirements

Do I need to bring my driving licence with me when renting a car?

Yes, you must bring your valid driving licence or international driving licence with you. Please note only by showing presenting the physical driving licence the Avis staff will allow you to drive the Avis car in Cyprus. You cannot pick up a car with a digital driving licence. If your licence was issued in a non-Roman alphabet, an international driving permit will be required. Note that an International Driving Permit is not necessary especially for visits longer than 30 days in Cyprus. However, for a paper driving licence or a licence from Gibraltar, Jersey, Guernsey or the Isle of Man, you may need a 1949 IDP for any length of visit.

Is there a minimum length of time I must have held my licence for?

Yes the below table shows the minimum age and the minimum driving licence requirement for each car group.

Car Group	Minimum Age	Driving licence

A,B,H	23	3 years
C, D, E, F, G, M, N, P	25	1 years
I, J, K, L, O	30	3 years

Can I drive if I have unspent convictions on my licence?

If you have any unspent driving convictions for careless, reckless, or dangerous driving, driving under the influence of drink or drugs, using an uninsured vehicle, theft or unauthorised taking of a vehicle, or if you have been disqualified, or have two or more unspent convictions for other offences, unfortunately, you will not be able to drive our vehicles.

Do I need to bring proof of identification?

Yes, you must bring the payment card used to make your booking and a photo ID featuring a recognisable photo taken within the last 10 years, such as a passport, driving licence, national identity card, or government-issued identification.

Will I need to provide a pre-authorisation or pay a security deposit?

Yes, the main driver must provide a pre-authorisation on your credit card before we release the vehicle to you. The amount is calculated based on the CDW/TP excess waiver and the rental price, including any optional extras. If you have selected our Pay Now option, the sum you have paid will be deducted from the pre-authorisation value.

How do I provide a pre-authorisation?

You'll need to provide a payment card in your own name with enough money available. Please note that due to fluctuating foreign exchange rates and possible banking charges, we cannot be held responsible for any difference between the amount paid and the amount refunded. For more information, see the "Payments Options" section in this document or ask a member of our team.

If you'd like more details, please call the Reservations team or ask a member of our team.



[Top](#)

Credit Card Requirements / Payment Options

Which payment cards can I use for pre-authorisation (security deposit)?

We accept the following:

- Visa credit cards
- Mastercard credit cards
- Avis-issued charge cards / full credit vouchers

Please be aware that debit cards cannot be used for car rental pre-authorisation.

As foreign exchange rates and banking charges fluctuate, we cannot take responsibility for any discrepancies between the amount paid and the amount refunded.

For further details, kindly consult with the Cyprus Reservations team.

What types of payment cards do you accept?

We accept the following:

- Visa credit/debit cards, including Visa Electron cards
- Mastercard credit/debit cards
- American Express (excluding American Express Traveller's Cheque cards)
- Avis-issued charge cards/vouchers
- Prepaid cards in Euros
- Cash payments in Euros

Please note that as foreign exchange rates and banking charges fluctuate, we cannot take responsibility for any discrepancies between the amount paid and the amount refunded.

Can I receive a refund if I've prepaid?

If you prepay, we will not refund the prepaid amount if the total cost of car rental is less than the prepaid voucher, such as for unused days or if you return the car early.

If you return optional products early, you may lose the benefits of any special offers, which could lead to a higher overall charge for those products.

What happens if I'm late with payment?

If you fail to pay on time, we will charge interest calculated at 4% per year above the base lending rate of Bank of Cyprus.

For car groups I, K, L, O you will need two payment cards in the name of the main driver.

Please keep in mind that the payment card used for making the booking will be required to prevent fraudulent transactions. If you're unsure, please check your booking confirmation email or call the reservations team.



[Top](#)

Taking Your Vehicle Outside the Country

Can I take the vehicle to other countries?

Unfortunately, drivers are not allowed to take the vehicle outside of the Republic of Cyprus under any circumstances. The vehicle's protection and road assistance cover are also limited within the Republic of Cyprus and the Army bases of Dhekelia, Akrotiri, and the UN Buffer Zone.

It is important to note that it is strictly prohibited to drive an Avis car across the Green Zone and into the Northern area, which is occupied by Turkish military forces. If you require further information, please contact the Cyprus Reservations team.

Avis cars are insured for use within the territory governed by the Republic of Cyprus. However, if you plan to cross into the Turkish occupied area, please contact Avis Cyprus in advance to ensure you are properly informed about the potential consequences and risks.



[Top](#)

Cancellations and No Show Charges

In case the renter fails to pick up the car, a non-show fee of EUR 49.50 per booking will be charged.



[Top](#)

Delivery and Collection

Is it possible for a vehicle to be delivered to my location?

Yes, some of our rental locations offer a Hotel Delivery Service where we can deliver the vehicle and any pre-booked optional extras to the hotel and time of your choice. However, if you wish to have the vehicle delivered, it is important to be present at the delivery location during your requested delivery period and have the necessary items listed in the booking terms and conditions and rental terms and conditions section called 'What you need to

rent the vehicle.'

Please note that you will be responsible for paying the fuel used to deliver the vehicle to you at the Pay on Return rates, unless you opt to purchase Fuel up Front. More information can be found in the "Fuel Options" section of this document. The delivery fee varies depending on your rental location and where you want the vehicle delivered. Typically, within town limits, you can expect the fee to be between €20 and €25.

To request delivery, please give us at least 4 hours' notice. While we may be able to accommodate shorter notice requests, it's best to confirm with the rental station or Reservations team.

If you prefer to collect the vehicle, some of our rental locations offer a Collection Service where we can collect the vehicle and any optional extras at a time and place of your choosing. To use this service, you must be available to hand over the vehicle.

When returning the vehicle, you will be responsible for paying the fuel used to return the vehicle to our nearest rental location at Pay on Return rates unless you purchase Fuel up Front. The collection fee varies depending on your rental location and where you want the vehicle collected from. Generally, you can expect the fee to be between €20 and €25.

To request collection, please give us at least 24 hours' notice. If you need to request collection with shorter notice, please check with the Reservations team.

If the main driver is not present when we come to collect the vehicle, a charge will apply. Additionally, if the vehicle, keys, accessories, documents, or optional extras are missing, you will still be charged for the collection. You'll then need to book a new collection and pay another collection fee, or you can bring the vehicle back to the rental location yourself.



[Top](#)

One Way Rentals

Is it possible to pick up a rental vehicle from one location and return it to another?

Yes, some rental locations offer the option to collect the vehicle and any additional extras from one location and return them to another within the Republic of Cyprus. The cost, if applicable, will be included in the rate quoted at the time of booking. Please note that an extra fee may apply if you decide to change any of the stations mentioned in the booking.

What is the cost of the One-Way fee?

The price for the One-Way fee varies depending on the rental location. If you are interested in picking up a vehicle and dropping it off at a different location within the same country, you can expect to pay between €20.00 and €70.00.

How can I request a One-Way rental?

You can request a One-Way rental when you book your rental or ask for it when you arrive at the rental location. If you requested a One-Way rental when you booked, the fee will already be included in your rental price.

If I did not request a One-Way rental but decide to return the vehicle to a different location, how much will it cost?

If you did not request a One-Way rental but decide to return the vehicle to a different location, you will be charged a One-Way fee based on the "pay at location" prices available on the day of your return. Please note that the price will

depend on the rental location.



[Top](#)

Waiver and Protection Options

Damage

Which products can lower my expenses if the rental vehicle gets damaged?

If you have Damage Waiver (CDW) and return the vehicle with any damage, missing keys, accessories, or documents, you will only have to pay up to the excess amount stated in your rental agreement. This means you will cover the cost of repair or replacement, or the excess amount (whichever is less), along with a damage processing fee of €45.00.

Theft

Are there any products that can lower my expenses in case the rental car gets lost or stolen?

If you have opted for the Theft Protection waiver (TP), and the car is stolen, your payment will be capped at the excess amount mentioned on your rental agreement. This means you will only have to pay for the replacement cost, or the excess amount, whichever is lower. Additionally, an administration fee of €45.00 will be charged.

How much is the excess?

The CDW and TP excess amount is stated on your rental agreement, and also in your booking confirmation email. You can reduce the excess even further by buying an excess reduction product. This also reduces the administration fee.

How do I get Damage and Theft Protection Waiver?

When renting a vehicle, you will typically receive Damage Waiver as a standard inclusion. You can find confirmation of this in your rental agreement and booking confirmation email. In the event that Damage Waiver is not included, the cost will depend on the type of vehicle and the duration of the rental. Typically, you can expect to pay between €7.50 and €14.00 per day. It is important to note that CDW does not provide coverage for damages caused by incorrect fuel, intentional or negligent actions, damage to the underneath/top, antenna, mirrors, tires, wheels, windscreen, oil sump, or interior of the vehicle.

Is there an excess reduction product available to reduce my excess further?

The Super Damage and Theft Protection waiver (SCDW) is a product that reduces your excess up to zero. The cost of the waiver depends on the vehicle you choose and the rental duration, but typically ranges from €25 to €60 per day. If there is an accident involving an Avis car and another vehicle, the driver must wait for the insurance company indicated by Avis to record the accident and photograph the vehicles. Additionally, the driver is required to fill out and submit an Avis Vehicle Incident Report on the same or next day. For more information or any questions, please contact our customer service team.

Will I need to pay if the windscreen is damaged?

If you notice a chip on your vehicle's windscreen, it is highly recommended that you contact the emergency call line at 00357 99634765 immediately. In the event of damage, a Vehicle Incident Report must be filled out and sent to us either on the same day or the next day for each incident. However, if you have Windscreen Protection, you will not have to pay any amount if your windscreen is damaged. Additionally, having windscreen protection will exempt you from paying any administration fees.

How do I get Windscreen Protection?

Windscreen Protection is available for purchase from the Avis counter station at the time of the pick up. If you've bought Windscreen Protection, it will be stated on your rental agreement. The price will be €7.50 a day.

What happens if I damage or lose any optional extras, I rent from you or if they are stolen?

If any optional extras are damaged, lost or stolen, you have to pay for the cost of replacement, or their estimated repair costs in addition to the rental fee.

Are there any times when the excess would not apply?

Yes, the amount you pay will not be reduced if:

A. Damage was caused by – or as a result of:

- Water or fire damage
- Driving the vehicle without due care and attention
- Driving on unpaved roads
- Driving outside the Republic of Cyprus
- Driving or using the vehicle in breach of your contract (for example not waiting up for the insurance company contracted with Avis in case of an accident and don't fill the accident report)

Note: Avis reserves in addition the right to not replace the damaged car.

B. the loss or theft was caused by – or as a result of:

- Keys being left in the vehicle
- Keys being lost or stolen
- Using the vehicle in breach of the contract

What do I have to pay if I don't have:**A. Damage Waiver?**

If the vehicle, keys, any accessories or any vehicle documents are damaged during your rental, you'll have to pay:

- Either the cost of replacement or the estimated repair costs – whichever is cheaper
- Plus our loss of use
- Plus a damage processing fee

B. Theft Protection?

If the vehicle, keys, any accessories or any vehicle documents are lost or stolen during your rental, you'll have to pay:

- The cost of replacement
- Plus our loss of use

Where can I find information of damage and theft charges I've paid?

If we find damage or a loss or theft has occurred, we'll charge the amount you have to pay to your payment card.

Unless you've asked us to send you a receipt by post or email, you'll be able to find details of this payment by contacting our customer service team at info@avis.com.cy

Damage to people and their property**If I cause an injury while driving, what will I be responsible for paying?**

When you make a booking, the quoted price includes Third Party Liability (TPL) coverage. This coverage can pay for damages to another person's vehicle, compensation for injuries sustained by others, and accidental loss or damage to third-party property, including any of your passengers. You won't need to pay any costs for them, as long as it meets the minimum coverage required by law. However, TPL coverage doesn't extend to any harm or death experienced by the driver of the Avis vehicle or any personal items damaged in the car.

Are there any times when third party liability cover would not apply?

If the law requires us to provide you with third party liability cover, the minimum cover required by law (and is subject to General Terms of the Avis's insurance contract with its Insurer) will still apply but we, or our insurer, may seek to recover our costs from you if the accident was caused by:

- By you breaking the contract (for example allowing someone we had not approved drive the vehicle or driving whilst under the influence of alcohol, drugs or any other unlawful substance),
- By you breaking the law
- As a result of your negligence or recklessness.

Protection packages

I want to buy more than one protection product, can I get a protection package?

Yes, we offer a variety of protection packages
For more details and options please ask the rental agent at car pick-up station.

Third party protection products

I purchased a protection product from a third-party provider. Can I use it?

If you decide to go with another provider, you will be responsible for paying our full costs. You can find more information about this in the "What will you pay if I don't have..." section of this document. Additionally, you will need to file a claim with the external provider to receive a refund. It's important to understand the terms of any coverage you purchase from a third-party provider and handle any claims on your own. While we can assist you with damage repair invoices and car condition reports, we cannot provide support for your claim.

If there is an accident, the driver must complete an incident report form, regardless of whether they are at fault or not.

The CDW (including VAT) can be purchased to reduce the renter's liability in case of accidental damage (excluding theft or attempted theft). Without CDW, if there is an accident the renter is responsible for the market value or replacement cost of the vehicle.

CDW costs:

7.50 Euros for groups A, B, H. Renter's maximum responsibility reduced to 1100.00 Euros.

12.50 Euros for group C, D, F. Renter's maximum responsibility reduced to 1500.00 Euros.

12.50 Euros for group E, G, J, M, N, P. Renter's maximum responsibility reduced to 1800.00 Euros.

14.00 Euros for groups I, K, L, O. Renter's maximum responsibility reduced to 3000.00 Euros.

CDW does not cover damage to tyres, wheels, mirrors windscreen and oil sump. Windscreen/glass parts can be covered by purchasing windscreen insurance at 7.50 EUR / day (VAT included) tyres, wheels can be covered by purchasing tyres insurance at 5.00 EUR / day (VAT included).

Super CDW waives the renter's responsibilities in case of an accident:

EUR 25.00 per day for groups A, B, C, D, F, H, N.

EUR 60.00 per day for groups E, G, I, J, K, L, M, O, P. (VAT included) to reduce the renter's responsibility to the non-waivable amount of EUR 0.00 for groups A, B, C, D, F, H, N and EUR 520 for groups E, G, I, J, K, L, M, O, P.

This rental agreement does not cover damages caused intentionally or due to negligence. It also excludes damages resulting from the use of incorrect fuel and any breach of the rental agreement's terms and conditions. Additionally, damages caused by fire, natural disasters, or terrorist attacks are not covered. Any damage that occurs outside the Republic of Cyprus's territory or on unpaved roads is also not covered.

ROADSIDE SAFETY NET (RSN) provides FREE recovery for flat battery, keys locked in cars or key lost, assistance for running out of fuel (fuel costs apply) and assistance for flat tyre (additional tyre costs may apply if Excess reduction not taken). RSN can be purchased for EUR 5.00 per day (capped at 10 days) at checkout.



[Top](#)

Special Equipment

The prices for additional services that you select during booking will usually remain the same when you pay. However, circumstances beyond our control, such as exchange rates, may cause changes in prices. Please note that the following items are available upon request during pick-up.

Avis Travel Partner

Unfortunately, we do not offer the Avis Travel Partner at this time.

Customers with disabilities

If you have a disability and are looking for adapted vehicles or hand controls, we regret to inform you that we do not currently offer these services. We apologize for any inconvenience this may cause.

Popular optional extras to rent**I have small children, do you offer child seats?**

Yes, we offer Baby, Child and Child booster seats. A Baby seat is typically suitable for a child from birth, weighing no more than 13 kilos. A Child seat is typically suitable for a child weighing between 9 and 18 kilos. A Booster seat is typically suitable for a child weighing between 18 and 45 kilos.

Please be aware that it is your responsibility to ensure that the child car seat is properly installed before driving. In Cyprus, children are required to use a child car seat until they reach a height of 135cm.

How much are your child seats?

The fee for renting a Baby seat is €7.50 per day. (Vat Included)

The fee for renting a Child seat is €10.00 per day. (Vat Included)

The fee for renting a Child Booster seat is €5.00 per day. (Vat Included)

In the event that the seat is damaged, lost or stolen, the cost of a replacement will be at market value.

I'm not familiar with the area; can I rent a GPS (satellite navigation system)?

Yes, the fee for renting a GPS is €12.00 per day. (Vat included)

If the GPS is damaged, lost or stolen, you'll have to pay for a replacement, at the market cost.

Do you offer an audio tour guide service on your GPS?

No, unfortunately we do not offer an audio tour guide service at this time.

I want to be able to access the internet anywhere I go, do you offer a solution?

Yes, we offer Mobile Wi-Fi devices.

Please note: In many countries, including Cyprus, it is illegal to drive while using a handheld mobile phone, tablet or other communications device. It is your responsibility to drive safely and according to the laws of the country you're driving in.

How much does Mobile Wi-Fi cost?

The fee for hiring mobile Wi-Fi will be €9.00 a day. (Vat Included)

If the mobile Wi-Fi device is damaged, lost or stolen, you'll have to pay for a replacement, at the market cost.

Winter equipment to rent**I'm concerned about the road conditions, do you offer all-weather tyres?**

No, unfortunately we do not offer all weather tyres at this time.

I'm going skiing, do you offer snow chains?

Yes, we do offer snow chains, on request. The fee for hiring snow chains will be €5.00 per day. (Vat Included)

I'm have brought my own skis with me, do you rent ski racks?

No, unfortunately we do not offer ski racks at this time.

I've left my hands-free kit behind, do you rent them?

No, unfortunately we do not offer hands-free kits at this time.

I'm moving items, do you rent blankets?

No, unfortunately we do not offer blankets at this time.

I'm moving items, do you rent trolleys?

No, unfortunately we do not offer trolleys at this time.

Optional extras available to buy

I've left my USB charger behind, do you sell them?

No, unfortunately we do not sell USB chargers at this time.

I've left my mobile charger behind, do you sell them?

No, unfortunately we do not sell mobile chargers at this time.

I want to charge my device in the car, do you sell car chargers?

No, unfortunately we do not sell car chargers at this time.

I've left my iPhone 5 cable behind, do you sell them?

No, unfortunately we do not sell iPhone 5 cables at this time.

Baby seat – EUR 7.50 per day. (Vat Included)

Child seat – EUR 10.00 per day. (Vat Included)

Child Booster seat – EUR 5.00 per day. (Vat Included)

Snow Chains – EUR 5.00 per day (VAT included),

Roof racks - Not available

GPS system: Mobile GPS navigation units available for all car groups. To reserve enter /GPS in the remarks field.

Rental conditions / daily rate: EUR 12.00 (VAT included)

WI-FI router: units available for all car groups. To reserve enter /WIFI in the remarks field. Rental conditions / daily rate: EUR 9.00 (VAT included)

In case of theft or damage you will have to pay for a replacement, at the market cost.



[Top](#)

Fuel charges

Do I need to return the vehicle with a full tank of fuel?

Yes, it is required that you return the vehicle with the same amount of fuel it had when you picked it up, which is usually a full tank. At the end of the rental period, you should refuel the vehicle at the closest gas station and keep the receipt as proof. Failure to return the vehicle with a full tank and without a fuel receipt may result in additional charges.

Fuel Options

I am looking to travel a distance of over 120 kms and would like to ensure a hassle-free journey. Is there a fuel option available for me?

Yes, we offer a Fuel Up Front option. You can pay for a full tank of fuel based on the manufacturer's stated fuel tank capacity for your vehicle, along with our refuelling costs. You can then return the vehicle with whatever fuel is left in the tank, even if it's almost empty, as long as the engine is still running.

Can you guide me on determining the fuel tank cost?

During the rental period, Fuel Up Front will be charged based on the average fuel price in Cyprus, which is mentioned in the EU fuel index: http://ec.europa.eu/energy/observatory/oil/bulletin_en.htm . Just to clarify, any unused fuel will not be refunded.

Is it possible to use Fuel Up Front service anytime?

Unfortunately, no. In order to utilize Fuel Up Front service, you must request it during the vehicle pickup process.

If your travel distance is less than 120 kilometers, it is still recommended to fill up the tank near the return location and provide a copy of the receipt to avoid any inconvenience. Even if the fuel gauge shows "full", it might not be accurate. In case you are unable to fill up the tank or show a receipt, EZ Fuel cover can be applied to cover the refueling costs.

What is the cost of EZ Fuel?

The price varies based on your rental location, but you can expect to pay a flat rate between €15.00 and €20.00.

What are my options if I don't return the vehicle full and haven't bought Fuel up Front?

Pay on Return will apply if you have driven more than 75 km and:

- Don't buy Fuel Up Front
- Don't return the vehicle with a full tank

How do I calculate the cost of Pay on Return?

When you rent a vehicle from us, the amount you pay for fuel is determined by the fuel gauge that was installed by the factory. We round down to the nearest eighth (1/8) of a tank, based on the fuel tank capacity stated by the manufacturer. At the end of your rental period, we charge you for any fuel that is missing, as well as a €20 refuelling fee. This fee covers the cost of us driving to the closest petrol station on short notice and potentially delaying the next customer's rental.



[Top](#)

Miscellaneous Information

Can I let anyone else drive?

Yes, but only if they are listed on the rental agreement. You are not permitted to allow anyone else to drive the vehicle. For each Additional Driver permitted to drive the vehicle, we charge a fee of €7.00 per day, per driver (including VAT).

All extra drivers must fulfill our age, driving license, and identification requirements. To learn more, refer to the "Age Information" and "Driving License and ID Requirements" sections of this document.

If any additional driver does not meet our age restrictions, we will also impose a driver surcharge. To learn more, refer to the "Age Information" section of this document.

Can I pick up the vehicle outside your normal opening hours?

You can pick up your car at no extra cost at Larnaca and Paphos Airport, outside of office hours. Provide that your flight number, contact phone number, and payment card details are mentioned on your booking, if not sure please contact our Reservation Team to confirm.

Please note that both Larnaca and Paphos Airport there is a key box available to return the car keys.

The out of hours fee for all station is 60.00 EUR.

My rental has a mileage allowance.

I have exceeded my mileage allowance, and I'm wondering what the cost will be for the excess mileage.

We offer some vehicles with unlimited mileage, but if a mileage allowance applies to your rental, it will be specified in your rental agreement and confirmation email. If you exceed the mileage allowance, the cost will vary depending on the vehicle and location, but typically ranges from 12 cents to 75 cents per kilometer driven over the limit. Your rental agreement will outline the exact charge for excess mileage.

Is smoking allowed in the vehicle during the rental period?

No, smoking is strictly prohibited in the vehicle. If we detect any evidence of smoking during the rental period, a specialist cleaning fee will be applied.

I have been caught speeding, and didn't pay a parking charge, what will I have to pay?

As the registered owner of a vehicle, if a traffic offence occurs, the relevant authorities will notify us to identify the driver. In order to cover the costs involved in this process, we will charge an administration fee for our service. However, if you wish to dispute the offence, it is important to contact the authorities directly upon receiving the re-issued penalty charge notice. This notice will contain details of the dispute process, as well as all the necessary contact information for the authority.

I am concerned that I have left the interior of the vehicle in a very dirty and smelly state. Will I be charged for cleaning it?

Yes, if the interior of the vehicle is excessively muddy, dirty, stained, or smelly and our regular cleaning procedure is insufficient to fix it, then you will be charged a Specialist Cleaning Charge of between €30.00 and €90.00.

Is it possible that I won't be given a car?

If you are a local resident, you may be asked to provide us with a copy of your utility bill. In case you fail to provide us our staff may refuse to provide a car.

Our staff may refuse to provide a car if they believe the driver is unfit to drive or if anyone in the group is behaving in a threatening or abusive manner, or putting others' safety at risk. In such cases, the lessee will not receive a refund or compensation.

I want to keep the vehicle for longer, what should I do?

If you would like to keep the vehicle for a longer period of time, it is necessary to give a 24-hour notice at the latest before the end date and time specified in your rental agreement. Additional days will be charged at the 'pay at location' rates, subject to the availability of the vehicle. It's important to keep in mind that if you do not return the car at the agreed-upon time, your insurance will no longer be valid. In the event that you fail to extend your rental and return the vehicle late, you will be charged for the additional days at local rates, and a late return administration fee will be added for each day.

Roadside Assistance

If a mechanical failure occurs while using our vehicles within the Republic of Cyprus, we offer free roadside assistance or recovery. Our vehicles are regularly maintained to meet the manufacturer's standards, ensuring they are roadworthy when you pick them up. Although mechanical failure is rare, you can contact the emergency helpline for assistance. You can find their contact details on the signed rental agreement or key ring.

What happens if I break down because of a non-mechanical failure?

If you experience a breakdown due to a non-mechanical issue, please notify us immediately. Let us know if there was an accident and if you require further assistance. We will arrange for help, but there will be an additional cost for this service. The charges may include, but is not limited to:

- Call out fee €85.00 plus recovery costs
- Repair costs
- Loss of use
- Repatriation costs
- A damage processing fee of €45.00 (only applicable if damage has also occurred).
- Any costs to take you, and/or any of your passengers, to another location.

Please note: that in case of an accident we must give an authorization for any repairs or replace a vehicle.

Do you offer any products that can help me if I experience a non-mechanical breakdown?

Our Roadside Assistance Plus program offers assistance if you experience the following:

- Dead battery
- Flat tire
- Locked keys in the vehicle
- Lost keys
- Running out of fuel

This service is available only within the Republic of Cyprus. You will only be responsible for paying for any necessary items needed to get your vehicle back on the road, such as fuel or new tires.

What is the cost of Roadside Assistance Plus?

The price may vary based on your rental location, but it typically amounts to €5.00 per day, including VAT.

What happens if I don't return the incident report form?

In case of an accident or damage to the vehicle, keys, accessories, documents or optional extras, it is important to fill out an incident report form. Failure to return the form will result in a charge for the cost of repair or replacement, up to the excess amount, as well as a damage processing fee of €45.00. For additional information or questions, please reach out to our customer service team.

Under what circumstances should I avoid using the vehicle?

The vehicle should not be used by the customer for the following reasons:

- Carrying more passengers than legally permitted.

- Transporting goods in violation of customs regulations or in any other illegal manner.
 - Carrying passengers or property for any form of payment, whether expressed or implied.
 - Towing any vehicle, trailer, or other object.
 - Participating in motor sports events.
 - Driving under the influence of alcohol or drugs, or allowing anyone else in such a condition to drive the vehicle.
- Additionally, the vehicle should only be operated by the customer, unless written consent from the lessor is obtained to allow another specified person to drive.
- Transporting any item that has a strong odor and/or could damage the car, resulting in loss of time or money for the rental company.
 - Installing a roof rack, luggage carrier, or similar object.
 - Transporting live animals.
 - Renting the vehicle to someone else.
 - Offering taxi services by carrying passengers for payment.
 - Providing driving lessons.
 - Driving on unpaved roads or roads that could damage the vehicle, or breaking any highway code, road traffic laws, or other laws.



[Top](#)