

CRAZYRIDER

Rental Policy - General Terms

Driver and License Requirements

Driver's age: Minimum 18 years old (driving license for at least 1 year).

Certain regulations apply related to minimum age and possession of driver's license which can be found during the booking process depending on the booked vehicle.

The renter and all approved drivers must be in possession of a full, valid driving license for at least one year and present it together with an identity card or passport. Furthermore, the following conditions apply depending on the issuing country of the driving license.

National driving licenses accepted from:

EU Nations and Norway, Iceland, United Kingdom of Great Britain and N. Ireland, Switzerland and Liechtenstein, USA, Australia, Canada.

National driving licenses with Latin characters accepted from:

Albania, Armenia, Azerbaijan, Bahamas, Bahrain, Belarus, Bosnia and Herzegovina, Brazil, Central African Republic, Chile, Costa Rica, Côte d'Ivoire, Cuba, Democratic Republic of the Congo, Ecuador, Georgia, Ghana, Guyana, Holy See, Indonesia, Iran (Islamic Republic of), Iraq, Israel, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Liberia, Mexico, Monaco, Mongolia, Montenegro, Morocco, Niger, Pakistan, Peru, Philippines, Qatar, Republic of Korea, Republic of Moldova, Russian Federation, San Marino, Saudi Arabia, Senegal, Serbia, Seychelles, South Africa, Tajikistan, Thailand, North Macedonia, Tunisia, Turkey, Turkmenistan, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Venezuela (Bolivarian Republic of), Vietnam, Zimbabwe.

All Other Countries and licenses printed with non-Roman Alphabet (Arabic, Japanese, and Cyrillic):

National Driving license must be accompanied by a valid International Driving Permit.

Provisional licenses are not accepted

Driving License Registration Level:

Scooters

3.000W : AM or Driving Licence

Payment Method

All credit cards by internationally recognized credit card companies:

American Express, Eurocard, Mastercard, Diners Club, Visa and debit cards (Visa Electron, Mastercard, Maestro) are accepted.

Travelers Check or any third-party credit cards or prepaid cards are not accepted.

All payments can be completed in cash in € (euro) currency.

The payment must be completed by the driver or additional driver and the credit / debit card must be issued in the name of one of the above. This must be presented at the time of vehicle pick-up and has to be valid at this time.

Online Payment

Easy and Secure Online Reservation System which customers can use to book their vehicle(s) is provided. All payments made using a credit / debit card are processed through the electronic payment platform and uses TLS 1.2 encryption protocol with 128-bit (Secure Sockets Layer - SSL). Encryption is a way of coding the information until it reaches its recipient, who will be able to decode it using the appropriate key.

Insurance & Coverage (Legal Liability Insurance)

Our vehicles are insured with :

Civil liability for:

- A. Third party injuries per victim: €1,300,000
- B. Material damage to third parties by accident: €1,300,000
- C. Property damage from an uninsured vehicle: €6,000
- D. Recovery of your accident insurance with exclusivity
- Liability of a known third party: €6,000
- Extension Y.Z. between vehicles same owner: 3,500 €
- Accident care: yes

What's not covered (maximum : 3.500€):

- Theft or attempted theft of the vehicle
- Theft of personal belongings from the vehicle
- Natural disasters or vandalism
- Death or injury to the driver of the rented vehicle
- Damage to any part of the rented vehicle
- Damage cost caused intentionally or by negligence
- Damage cost as a result of a breach of the company's rental terms and conditions or general policy.

Security Deposit

On arrival to the rental office, a refundable security deposit is required via Credit / Debit card or cash. Credit / debit card must be issued in the name of the main or the additional driver.

Once the rental is completed and the vehicle is returned and checked by the office assistants, the deposit will be fully refunded.

In case of any damages will occur and holded from the amount of the deposit. If the damages exceed the amount of the deposit, the extra cost must be paid separately from the renter, according to our rental policy.

Security Deposit Categories

Scooters and Bicycles : 300 €

Cancelation / No-show

a) All booking types up to 48 hours before the day the rental was due to begin: **No cancellation fee (Request and confirmation is required)**

b) All booking types less than 48 hours before the day the rental was due to begin: **No refund**

No-show (Failed to show up): **No refund**

In the event that the booked vehicle is not collected or not collected at the agreed time, CRAZYRIDER Company will cancel the reservation 3 hours after and the rental charge already payed shall be withheld in full.

Booking Changes

Bookings can be changed up to 48 hours before the rental, depending on availability.

Refunds

Refunds shall not be issued for:

- a) Non-collection
- b) Late collection
- c) Early return
- d) Extra costs Batteries at check-out
- e) Changes on bookings with less cost than the first booking agreement
- f) Any case that opposes Elephant Rent a Moto Rental Policy

CRAZYRIDER Company will proceed with a refund in a time range of 24 hours.

CRAZYRIDER Company takes no responsibility for the extra time needed for the involved banks to process the refund. All refund requests can take up to 30 days to be completed depending on the card holder's issuing bank.

Pick-up Location

The pick-up and drop-off of our vehicles must be placed on our office. Delivery of the vehicles in different locations is not provided. Delivery or transfer from / to the airport is not provided.

Included in your booking cost:

Kilometer / Mileage Allowance

All vehicles are provided with an unlimited Kilometer / Mileage Allowance

Helmets Provided

Helmets for every passenger are provided

Roadside Assistance

24-hour roadside assistance is provided

Rental Terms and Conditions

Off-Road Driving is not permitted

All of our vehicles are not allowed to go off-road (beach, sand, mud, rivers, rocky terrain, etc.). In that case the Insurance is not valid, roadside assistance is not applied and the renter will be charged the costs of towing if needed plus a 50€ fine that must be paid at the office upon check-out.

Ferrying the vehicle is prohibited

The renter is not allowed to travel outside the borders of the island. In that case, insurance and road assistance are not valid.

GPS monitoring

For the above purposes and for the safety of the renter and the vehicle, GPS monitoring may occur.

Legal Restrictions

Driving under the influence of Alcohol or Narcotics is strictly prohibited, it is against the law and in any case the vehicle is not insured. The driver(s) and passenger(s) must always wear his/her helmet(s) at all times, while driving.

The renter is responsible for any fines that may occur in case of disregard of international road rules (parking on yellow lines, exceeding speed limits, disregard of helmets etc.).

Use Battery Policy

The tenant must return the vehicle with a minimum of one bar corresponds to the battery charging alert. In the event that the tenant completely empties both batteries, he will be charged on the spot after departure with an additional 10 €/battery.

Damage costs or maintenance costs caused by non-compliance with the proper use of the two batteries must be covered by the tenant and up to €600/battery.

Additional Charges

Additional charges may occur due to the following:

1. Extreme dirtiness of the vehicle
2. Damages under the vehicle
3. Damages on the tires, Batteries
4. Spare parts damage or theft (windshield, stickers, wipers, mirrors, etc)
5. Loss of registration plate
6. Loss or damage of the keys
7. Towing costs
8. Lack of electricity because of forgotten turned on switch or electrical devices
9. Damage caused by improper use
10. Incident administration fee

Drop-off Time and Location

The renter is obliged to return the rented vehicle with any additional equipment provided, without delay to the Company office by the time of expiration or in any way of termination of the contract.

Failing to return the vehicle before the expiration will affect CRAZYRIDER Company smooth operation and quality of the rentals and will cause the charge of a Late Return Fee.

Late Return Fee and Collection Service

If the vehicle is returned:

Failing to return the vehicle before the expiration will affect CRAZYRIDER Company smooth operation and quality of the rentals and will cause the charge of a Late Return Fee.

b) over three hours after the agreed date/time, the Late Return Fee will be charged plus the cost of an additional day of rental.

Driver's experience and Safety

CRAZYRIDER Company priority is the customers safety. During the process of the vehicle check-in, CRAZYRIDER Company assistants may pause the rental and propose an alternative rental solution if they estimate that it will be critical for the customers safety.

Extensions

Extensions on the rental period must be completed with physical presence of the renter by signing a new rental agreement or remotely with full payment via our online booking system.

Additional / Other Terms

The terms of the contract apply even in case of replacement of the originally rented vehicle, or extension of the rental. Any modification of the terms on the contract is invalid unless agreed in writing. The Company reserves the right to immediately terminate the rental in case of breach of its terms, as well as an immediate vehicle collection. This complaint does not preclude, the Company to claim the renter debts agreed on the contract, nor the charge of the renter with the relevant recovery costs of the hired vehicle.

Applicable Law.

This Agreement shall be governed by, construed and enforced in accordance with the laws of the Greek Government and Greek Courts.

The court of Rhodes is responsible for resolving any dispute from the interpretation or application of the agreement.

In case of more renters, they will be jointly and severally liable for the fulfilment without exception of all the renter's obligations provided under the contract.

Rental agreement

By signing the contract, the renter states that, after carefully inspecting the rented vehicle and finding that it is in condition of his/her absolute liking and suitable for the use and purpose for which he/she rents it, he/she received the vehicle unreservedly. During the pick-up process the company assistants will take a video off the vehicle so to capture its latest condition in presence of the renter.

By signing this document, the renter has been informed about the proper use of the vehicle and safety instructions.

Additionally, any questions that may occurred, have been answered to the necessary extent. Furthermore, the renter consents to the collection, processing and use of his/her personal data (ID or Passport number, driver's license number, name, surname, age, gender, nationality, email address, credit or debit card information, etc.) required for the purpose of the services provided by CRAZYRIDER Company, according to the Privacy Policy.

The Company is not responsible for the loss or destruction of any assets of the renter and / or a third party, located inside or on the rented vehicle.

By entering into this agreement, the renter expressly authorizes CRAZYRIDER Company to charge his/her debit/credit card with the rental amount as shown on the voucher.

For additional charges (if any) referred to this agreement the renter authorizes CRAZYRIDER Company to charge the pre authorized amount (or part of it) which the renter provided upon the vehicle pick up. Extra costs exceeding the pre authorized amount, according to an Expert Valuation Report has to be covered by the renter.

The renter states that upon signing the contract he accepts the general terms and conditions of CRAZYRIDER Company which can also be found at: www.crazyrider.gr