

Tips for a smooth car rental process

Before: Inspect your vehicle for any existing damages and verify if they are listed on your rental agreement. If not, alert a META Travel & Car Rental employee to record them BEFORE leaving the branch.

During: Refill your tank before returning, otherwise, you will be charged a per-quarter rate of 10-15€ dep. on the category of the rental vehicle.

Keep a copy of your receipt as you may be asked to present it upon returning the vehicle.

After: Check the trunk, glove box, center console, and under the seats for personal belongings before returning your vehicle. A Customer Service Associate will log the fuel, km, and any damages.

Rental Terms, Coverage, and Services

META Travel & Car Rental Terms

Required Documents: All drivers must provide a full valid original driver's license and an ID or passport. If your Driving License has several parts, you must present them all. All requirements apply to you and any additional drivers.

Driver Age: The driver of the rented car must be at least 25 years old for all car categories. The renter cannot be older than 75y.o. For drivers who have at least 1 year of driving license but their age is between 23 and 25 years and older than 70years old, the charge is 60 € per contract (provided that the rent does not exceed the 30 days).

Only authorized drivers registered in the Rental Agreement are allowed to drive the rental vehicle. Damage caused by unauthorized drivers is not covered by ANY INSURANCE PACKAGE (below).

Driving License: The driver's license of the rented car must have been issued at least one year before the rental date.

An international driver's license is not required for non-citizens:

- Member states of the EU & EFTA
- Norway, Iceland, Liechtenstein, and Switzerland
- The Contracting States to the Vienna Convention
- Australia, USA, Canada

Payment Method: Upon time of booking, you are kindly requested to make a bank transfer of a certain amount, as mentioned on your car rental confirmation.

The deposit amount is non-refundable, in any cancellation case.

For the rental: The following debit and credit cards are accepted for the payment of the rent:

MasterCard, Visa, Diners, Maestro.

The following credit cards are accepted to cover the rent guarantee: MasterCard, Visa.

* American Express (AMEX) cards are accepted at some META Travel & Car Rental stations and are serviced at an additional charge of 2%.

Credit cards are always required for every car rental, as a guarantee, even if the tenant pays the rent in an alternative payment method.

It is possible to serve customers without a credit card, by charging the amount of the guarantee and withholding 2% (minimum charge 10 €), of the total value of the charge. This service is available at some META Travel & Car Rental stations and upon request. In any case, the service can be rejected.

Grace Period: At the end of the agreed rental period, META Travel & Car Rental gives you a free 120 minute period after which the tenant will be charged with at least one full day rental.

Traffic Violations: The fines and any other consequences of the traffic code infringements, are borne entirely and exclusively by the lessee of the car.

Taxes: All rates and charges are subject to VAT. In some offices, a municipal tax of 0.5% is added to the rental amount.

Administration Fees: In case of an accident due to the responsibility of the tenant, the tenant is obliged to pay to META TRAVEL & CAR RENTAL a non-refundable fee of € 150 + VAT to cover administrative costs.

Roadside Assistance: META Travel & Car Rental offers basic roadside assistance. Check for details upon collection of the vehicle.

If the Supplier needs to provide a replacement vehicle due to a fault or accident, a new additional amount will be committed to your credit card as a deposit. The car replacement time is up to 48 hours.

Fuel Policy: The car is supplied with a certain amount of fuel and must be returned with the same. If the vehicle is requested to be delivered with a full fuel tank, an additional charge will be charged.

FUEL SERVICE CHARGE: € 10.00

REFUELING FEE: € 15.00

No show: If there is a failure to pick up the vehicle at the time and date of the reservation or if you do not notify us in time for the cancellation of your reservation, charges may apply. If you are unable to pick up the vehicle due to insufficient documents or because your credit card is invalid or not accepted by META Travel & Car Rental or you do not have enough to cover your warranty, charges may apply.

Late Return: If you return your vehicle two hours or more later than the expiration time stated in the Rental Agreement, without prior informed consent, a minimum charge of € 25 or the cost of an alternative sub-rented vehicle will be charged to cover a future booking, in addition to current changes in the daily charges of the Rent Day and the amount of the charge days, if your late return results in you owning the vehicle for additional rental days.

Early Return: If you return your vehicle earlier than the expiration date stated in the Lease Agreement, without prior notice to us and a reduction in the number of rental days for one or more days, you may be charged an early return fee in addition to current changes in the daily charges of the Rental Day. No refund can be made.

Rental Extension: Rental extensions are only available on request at the rental office before the scheduled return of the rental vehicle.

Flight information: For the smoothest outcome of our meeting at the airport, it is important that you provide us with the correct flight number and arrival time. We are not responsible for any rental failures.

Products and Services META Travel & Car Rental

Additional Driver: In every META Travel & Car Rental rental, only the driver is insured. In case other drivers are going to drive the rented vehicle, they must be present at the beginning of the rental, with a driver's license, and ID or passport. The extra driver service is charged €30 unless it is included.

One Way: The return of the car to a station other than the one where the rental started is available with an additional amount of charge and is done after consultation with META Travel & Car Rental - ON REQUEST SERVICE.

Car seats: Child seats (baby seats, booster seats) are available, with automatic confirmation upon booking. The charge is 25€ -50€ per child seat per lease.

GPS: The navigation system is available for use by tenants. The charge is 50 € per navigator per lease.

Out of Hours Service Fee: The charge for each delivery or collection outside of business hours (21:01 - 07:59) is €30 per service.

Cross Border: Only allowed with prior written agreement authorization and special debit agreement with META Travel & Car Rental (on request - with special insurance policy).

Ferry Restrictions: Allowed only with a prior written agreement and special billing agreement with META Travel & Car Rental. Please note that any damage to the vehicle during transport is not covered by any insurance.

Coverage Options

What does "liability amount" mean? In the event of an accident or theft of the rented car, you must pay a sum of money (called the "liability amount"). The liability amounts are paid by the tenant, regardless of their fault. When and if META Travel & Car Rental is compensated for the damage of its car, then it will return the corresponding amount to the tenant. There are additional coverages that are not automatically included in the rental price, which reduces this amount. You can choose one of these insurances at the beginning of the rental, as listed below.

1) Coverage of Third Parties

What does it cover?

Covers insurance deaths and personal injuries of third parties, including occupants of the META Travel & Car Rental (excluding the driver of the META Travel & Car Rental) up to the amount of € 1.220.000 per victim as well as material damages of third parties, up to the amount of € 1.220.000 per accident.

If included in the price:

500 € for the categories A, A1, B1, BD, BH, C1, CD, D, GA, G

700 € for the categories DD, E, E1, G1, G2, L, L1, LH, S

900 € for the categories ED, GD, SA

1200 € for the categories F, J, J1, J2, JL, JA, XM, XA, K, K1, KD, KW

What it does not cover:

- Total or partial theft of the car.
- Theft of personal belongings on or inside a META Travel & Car Rental.
- Death or personal injury of the driver of the META Travel & Car Rental.
- Damages to uncovered parts of the vehicle (when damages occur outside of the body of the car-body work and spare parts).

If the CDW is not included in the price and the CDW is not purchased, the tenant will be responsible for the total value of the vehicle in the event of damage.

2) Excess reduction cover

Known as: ERC

What does it cover?

In the event of damage to the META Travel & Car Rental from collision or fire, the tenant is covered for the cost of the repair. However, he will have to pay the amount of liability for damage, which is from € 500 to € 1380, depending on the category of the rented vehicle or regardless of the fault of the tenant. The amount of liability includes repair, storage, and loss of car use costs. When and if META Travel & Car Rental is compensated for the damage, then it will return the corresponding amount to the tenant.

What does it not cover?

- Damage caused by intent or negligence
- Damages to uncovered parts of the vehicle (when damages occur outside of the body of the car-body work and spare parts).
- Damage caused by incorrect fuel use

- Damages resulting from breach of the terms of the contract
- Damage caused by natural disasters or terrorist acts
- Damage to the underside, roof, antenna, mirrors, and tires of the car or while the META Travel & Car Rental was in a boat.

Cost

If not included in the price:

€ 5 per day for car categories A, A1, B1, BD, BH, C1, CD, D, GA, G with an exemption reduction of € 250

€ 7,5 per day for car categories DD, E, E1, G1, G2, L, L1, LH, S with an exemption reduction of € 400

€9 per day for car categories ED, GD, SA with an exception reduction of 500€

€ 12 per day for car categories F, J, J1, J2, JL, JA, XM, XA, K, K1, KD, KW with an exemption reduction of € 600

The maximum charge of the Mixed Coverage is 14 days and the minimum is 5 days, per contract (provided that the rent does not exceed 30 days period).

3) Premium Package

Known as: Super Collision Damage Waiver - SCDW

What does it cover?

Reduces damage amounts to a minimum. A prerequisite is the completion and signing of the accident statement by the tenant in case of damage to the car. In case a second vehicle is involved in the accident, the tenant is obliged to call the roadside assistance indicated by META Travel & Car Rental to record the incident and photograph the vehicle.

What does it not cover?

- Damage caused by intent or negligence
- Damages to uncovered parts of the vehicle (when damages occur outside of the body of the car-body work and spare parts).
- Damage caused by incorrect fuel use
- Damages resulting from breach of the terms of the contract
- Damage caused by natural disasters or terrorist acts.
- Damage caused while META Travel & Car Rental was in a boat

Cost

€ 7,5 per day for the car categories A, A1, B1, BD, BH, C1, CD, D, GA, G with an exemption reduction of €186

€ 11,25 per day for car categories DD, E, E1, G1, G2, L, L1, LH, S with a reduction of exemption of €250

€ 13,50 per day for car categories ED, GD, SA with a reduction of exemption of €300

€ 18 per day for car categories F, J, J1, J2, JL, JA, XM, XA, K, K1, KD, KW with a reduction of exemption of €350

The maximum charge of SCDW is 15 days and the minimum is 3 days per contract (provided that the rent does not exceed 30 days period).

4) Crystal Breaking Coverage

Known as: CBC

What does it cover?

- Covers the glass breakage of the vehicle.

What does it not cover?

- Damage caused by intent or negligence
- Damages resulting from breach of the terms of the contract
- Damage caused by natural disasters or terrorist acts.

Cost

€ 3 per day for all car categories.

The minimum charge for Crystal Breakage Protection is 4 days.

Coverage Exceptions

If you drive under the influence of alcohol or drugs, you use the rental vehicle in any other negligent or reckless manner or you violate the terms of the Rental Agreement, all applicable insurance coverage, waivers, etc. will be considered invalid and will be canceled. You are fully responsible for all damage to the vehicle as well as for loss of use and any other related costs.

Only authorized drivers registered in the Rental Agreement are allowed to drive the rental vehicle. Damage caused by unauthorized drivers is not covered.

Keep in mind that standard cover products, if included in the price or purchased, do not cover accessories such as tires, windshields, locks, wheel covers, etc.

Damage to mechanical parts, wheels, glasses, roof, and underside of the vehicle is not covered by standard coverage.

Damage to the following items is not covered:

- clutch
- interior
- empty battery
- flat tires
- lost keys
- taxi transfer after an accident
- towing fees

The coverage does not include compensation for the days when the rental vehicle can not be used due to repair work in case of damage.

* All prices include VAT 24%

META Travel & Car Rental in Greece