



# B O O K I N G   C O N F I R M A T I O N

UK Reservations: 0333 888 4000 • Worldwide: +44 2071864000 • [reservations@greenmotion.com](mailto:reservations@greenmotion.com)

## CUSTOMER & BOOKING DETAILS

|   |                              |                       |               |
|---|------------------------------|-----------------------|---------------|
| <b>BOOKING REF: WOS-1860336-1836311</b> |                              |                       |               |
| <b>NAME:</b>                            | Onur Geckili                 | <b>TELEPHONE:</b>     | +905324035720 |
| <b>EMAIL:</b>                           | geckili@yahoo.com            | <b>AGE:</b>           | 30 - 75       |
| <b>ADDRESS:</b>                         |                              | <b>LOYALTY LEVEL:</b> | None          |
| <b>VEHICLE:</b>                         | VW Polo or similar           | <b>START TIME:</b>    | 09:15:00      |
| <b>START DATE:</b>                      | Sunday, 27th January 2019    | <b>END TIME:</b>      | 19:30:00      |
| <b>END DATE:</b>                        | Wednesday, 30th January 2019 | <b>PROMO CODE:</b>    |               |
| <b>OPTIONS:</b>                         |                              |                       |               |

## LOCATION DETAILS

|                          |   |                            |   |
|--------------------------|---|----------------------------|---|
| <b>PICKUP LOCATION:</b>  | Bucharest Otopeni Airport<br>Otopeni Airport, Strada Ferme "B", Bucharest, 075100 | <b>COLLECTION DETAILS:</b> | Meet and Greet service. A Green Motion representative will wait for you in the arrivals hall with a sign board, in front of the flower shop. A free shuttle bus service is provided to reach the location which is situated 10 minutes away from the airport. Please call 0040 748 585 486 upon arrival |
| <b>TELEPHONE:</b>        | 0040 748 585 486  |                            |   |
| <b>DROPOFF LOCATION:</b> | Bucharest Otopeni Airport<br>Otopeni Airport, Strada Ferme "B", Bucharest, 075100 | <b>COLLECTION DETAILS:</b> | Meet and Greet service. A Green Motion representative will wait for you in the arrivals hall with a sign board, in front of the flower shop. A free shuttle bus service is provided to reach the location which is situated 10 minutes away from the airport. Please call 0040 748 585 486 upon arrival |
| <b>TELEPHONE:</b>        | 0040 748 585 486  |                            |   |

## ADDITIONAL NOTES & INSTRUCTIONS

Please remember that on collection of your vehicle you must have in your possession a valid driving licence (for each driver), photographic identification (passport), valid credit card in the drivers name and a printed copy of the booking confirmation.

In the case of you not being able to contact the branch on the MAIN NUMBER (above) please call 0333 888 4000.

**Booking Notes:**  
Please note that in the event that your booking falls outside the branch's opening hours your booking may be subject to a out of hours surcharge.  
Vehicle Collection Details: On arrival at the pick up please contact the branch who will advise on vehicle collection procedure / meet and greet services.

**Prior to Collecting your vehicle**  
Before you start your hire, it is important that you fully satisfy yourself that the condition of the car is accurately recorded on your vehicle condition report (VCR), as you would be responsible for any change in the vehicle's condition on return. Please view the link below for useful advice and guidance on the vehicle check out process. To have full peace of mind and to protect yourself from any eventuality, please enquire about our fully comprehensive insurance packages available at the rental desk.

**[www.youtube.com/watch?v=yXLmSQLiKq4](https://www.youtube.com/watch?v=yXLmSQLiKq4) (<https://www.youtube.com/watch?v=yXLmSQLiKq4%A0>)**

**Terms and Conditions:**  
On placing a booking with Green Motion you have accepted our terms and conditions. If you would like to review these once more please log into the website here: <http://greenmotion.com/terms> (<http://greenmotion.com/terms>)

In the event of any problems please contact Green Motion Central Reservations either via [reservations@greenmotion.com](mailto:reservations@greenmotion.com) or by calling 0333 888 4000.

**Cancellation Administration Charge**

(a) Green Motion levies a charge for cancellation of any booking you are unable to honour prior to your collection date (see below).  
(b) No refunds will be given for rentals ended early, late collections, no shows or cancellations made after the rental start date, even if cancellation protection is taken.  
(c) All cancellations must be made in writing.  
(d) Cancellation Charges

7 or more days before start date £15  
3-6 days before start date 50%  
2 days before start date 75%  
0-1 days before start date 100%

- (e) No refunds will be given for rentals ended early, late collections, no shows or cancellations made after the rental start date, even if cancellation protection is taken.
- (f) A reservation will be classed as a no show two hours after the reservations start time unless contact is made by the customer to the branch directly.

## TERMS & CONDITIONS

### Pricing

Pricing is quoted on a 'per day' basis (24 hour period)

### Rate Includes

Unlimited mileage  
 Third Party Liability  
 Collision Damage Waiver with excess  
 Theft Protection with excess  
 Local taxes  
 Breakdown assistance 24/7  
 Airport fee  
 Winterisation Mandatory Fees  
 VAT 19%

### Driver Age Requirements

Minimum/Maximum age: 21 to 70 years  
 Young driver surcharge applies as follows:  
 19-21 years: 30 EUR/rental  
 22-24 years: 25 EUR/rental  
 Senior driver surcharge applies as follows:  
 71-75 years: 30 EUR/rental

### Driver License Requirements

The renter and the driver have to be in possession of a valid driving licence  
 Driving licenses must be held for a minimum of 1 years. UK license holders need to present a photo card.  
 There are limitations on accepting driving licences. Driving licences should be in English, Latin or Cyrillic letters.  
 International Driving licences are required when a driving license is not in English, Latin or Cyrillic letters.  
 Any driver must produce a valid, original copy of their driving license including photo ID.  
 In the event that a customer arrives at the rental desk without the necessary documentation as stated above, the booking will be cancelled. In these cases, there will be no refund.

### Additional Drivers

Additional drivers - Free of Charge

### Insurance Coverage

#### PAI, Theft and Fire Damage: VAT included

PAI is not included in the rate. Fire and Theft Insurance is included in the rate. In case of Fire or Theft client would be liable for the excess amount.

#### Third Party Liability Insurance (SLI)

For Material Damages and Bodily Injuries  
 Coverage for person is € 1.000.000, for material damages € 1.000.000.

#### Collision Damage Waiver (CDW): VAT included

| Car Group Code | Acrrs | Excess Amount |
|----------------|-------|---------------|
| RO-A           | EDMR  | € 960,00      |
| RO-A2          | EDMR  | € 960,00      |
| RO-A3          | EDMR  | € 960,00      |
| RO-AC          | ECMR  | € 960,00      |
| RO-B           | CDMR  | € 1.080,00    |
| RO-BC          | CCMR  | € 1.080,00    |
| RO-B2          | CDMR  | € 1.080,00    |
| RO-C           | CWVMR | € 1.200,00    |
| RO-D           | IDMR  | € 1.200,00    |
| RO-E           | SDMR  | € 1.500,00    |
| RO-G           | SWVMR | € 1.380,00    |
| RO-M           | IMMR  | € 1.500,00    |
| RO-I           | IFMR  | € 1.320,00    |
| RO-F           | SCMR  | € 1.200,00    |
| RO-S           | SFMR  | € 1.440,00    |
| RO-LA          | LFAR  | € 2.400,00    |

|      |      |            |
|------|------|------------|
| RO-Z | SVMR | € 1.500,00 |
| RO-V | LVMR | € 1.500,00 |

**Package for liability reduction in case of damage by collision: VAT Included**

RRC - Reduces the damage liability of the vehicle in case of damage to the amount registered on the reverse of the agreement. It does not cover tires, windscreen, upholstery and fuel

| Groups     | 1 - 7 days | 8 -14 days | 15 - 30 days | 31 + days | Excess amounts |
|------------|------------|------------|--------------|-----------|----------------|
| RO-A/EDMR  |            |            |              |           | €330           |
| RO-A2/EDMR |            |            |              |           | €330           |
| RO-A3/EDMR |            |            |              |           | €330           |
| RO-AC/ECMR |            |            |              |           | €330           |
| RO-B/CDMR  |            |            |              |           | €416           |
| RO-BC/CCMR |            |            |              |           | €416           |
| RO-B2/CDMR |            |            |              |           | €416           |
| RO-C/CWMR  |            |            |              |           | €416           |
| RO-D/IDMR  |            |            |              |           | €416           |
| RO-E/SDMR  |            |            |              |           | € 585          |
| RO-G/SWMR  |            |            |              |           | €416           |
| RO-M/IMMR  |            |            |              |           | €416           |
| RO-I/IFMR  | €15.40     | €13.20     | €10.80       | €7.60     | €416           |
| RO-F/SCMR  |            |            |              |           | €416           |
| RO-S/SFMR  |            |            |              |           | €585           |
| RO-LA/LFAR |            |            |              |           | €585           |
| RO-Z/SVMR  |            |            |              |           | €416           |
| RO-V/LVMR  |            |            |              |           | €585           |

**Complete Cover Package: VAT Included**

SCDW - reduces the damage liability of the vehicle in case of damage to 0 EUR. Does not cover tires, upholstery and fuel.

| Groups     | 1 - 7 days | 8 -14 days | 15 - 30 days | 31 + days | Excess amounts |
|------------|------------|------------|--------------|-----------|----------------|
| RO-A/EDMR  | € 25       | € 20       | € 15         | € 10      | € 50           |
| RO-A2/EDMR | € 25       | € 20       | € 15         | € 10      | € 50           |
| RO-A3/EDMR | € 25       | € 20       | € 15         | € 10      | € 50           |
| RO-AC/ECMR | € 25       | € 20       | € 15         | € 10      | € 50           |
| RO-B/CDMR  | € 33       | € 20       | € 17         | € 11      | € 50           |
| RO-BC/CCMR | € 33       | € 20       | € 17         | € 11      | € 50           |
| RO-B2/CDMR | € 33       | € 20       | € 17         | € 11      | € 50           |
| RO-C/CWMR  | € 33       | € 20       | € 17         | € 11      | € 50           |
| RO-D/IDMR  | € 35       | € 20       | € 17         | € 11      | € 50           |
| RO-E/SDMR  | € 35       | € 23       | € 19         | € 15      | € 50           |
| RO-G/SWMR  | € 35       | € 23       | € 19         | € 15      | € 50           |
| RO-M/IMMR  | € 37       | € 30       | € 24         | € 19      | € 50           |
| RO-I/IFMR  | € 37       | € 30       | € 24         | € 19      | € 50           |
| RO-F/SCMR  | € 37       | € 30       | € 24         | € 19      | € 50           |
| RO-S/SFMR  | € 37       | € 30       | € 24         | € 19      | € 50           |
| RO-LA/LFAR | € 60       | € 50       | € 40         | € 25      | € 150          |
| RO-Z/SVMR  | € 37       | € 30       | € 24         | € 19      | € 50           |
| RO-V/LVMR  | € 45       | € 40       | € 35         | € 25      | € 100          |

**Breakdown Assistance**

Included in price, includes 19% tax. Refer to office working hours.

**Special Equipment / Optional Extras**

All optional extras can be subject to price changes without notice; additionally optional extras are subject to availability.

**Baby seat:** 5 EUR per day. Maximum 70 EUR per rental - On request.

**Child seat:** 5 EUR per day. Maximum 70 EUR per rental - On request.

**GPS:** 5 EUR per day. No maximum - On request.

**Snow chains:** 5 EUR per day. Maximum 50 EUR per rental - On request.

**Car wifi hotspot:** 7 EUR per day. Maximum 70 EUR per rental - On request.

**Winter package:** This mandatory charge is included in the price from 01st November until 31st March.

#### Fees

Airport fee Included in price: Includes 19% tax

One way fee not allowed

#### Fuel Policy

We operate a full to full Fuel policy; we ask that customers return with the full tank as was supplied at the time of collection.

Missing fuel will be charged per litre (daily rate) – No admin charge will apply

Your vehicle will be supplied with fuel. To avoid incurring fuel charges you will need to return it approximately same level. You may be required to leave a fuel deposit reserved on your credit card that will be released when you return the car with same amount of fuel. Missing fuel will be charged on your return. The price per litre charged by the rental agent may be significantly higher than the price at the local service station.

Fuel charges are payable at the rental desk unless otherwise stated in the top section of rate details.

#### Mileage Policy

Unlimited within Romania.

#### Country / State Cross Border Travel

Cross border travel is allowed but is strictly on a request service and available for the countries listed below only – surcharge applied – FEE APPLIES FOR EACH COUNTRY

|                |       |
|----------------|-------|
| Bulgaria       | € 120 |
| Hungary        | € 120 |
| Greece         | € 120 |
| Montenegro     | € 120 |
| Croatia        | € 120 |
| Czech Republic | € 120 |
| Austria        | € 120 |
| Poland         | € 120 |
| Italy          | € 300 |
| France         | € 300 |
| Turkey         | € 300 |
| Ukraine        | € 300 |
| Moldavia       | € 300 |

#### Tax Rate

19 % included in the rental price.

**NOTICE:** The excess amount for Cross Border Rentals will be doubled.

#### Method of Payment

Accepted Payment Methods

VISA, VISA DEBIT, MASTERCARD, MAESTRO

Accepted for deposit: (VISA or MASTERCARD, NO DEBIT OR PREPAID)

A security deposit will be blocked on CREDIT CARD in the name of the main driver. The blocked amount will be released in full at the end of the rental provided the vehicle is returned in the same condition as rented. When rental period exceeding 30 days, the deposit will be CHARGED at the beginning of the rental. Upon return of the rented vehicle this amount will be refunded if no new damage are founded. Security deposit is between 960 – 2400 EUR depending on the car group.

Credit card(s) must be in the name of the main driver.

Make sure you have a large enough limit to cover the excess.

In the event that you fail to present a valid credit card or lack of sufficient funds available on the credit card, car rental agent may refuse to release the vehicle. In these instances, no funds paid will be reimbursed.

#### Form(s) of ID

A valid photo ID (passport or national ID).

#### Vehicle Group/Model

Our vehicles are classified into groups using the ACRISS codes for clarity of booking. The group is indicated in the bottom right of the vehicle image and the description at the top left. The group will print on your reservation.

Reservations are confirmed for a group and not a particular model unless shown otherwise. We are unable to guarantee a particular make/ model or fuel type unless a guaranteed model group has been booked.

The vehicle shown on any documentation is for guidance only and may be substituted with an alternative, similar or upgraded vehicle at our discretion.

#### Vehicle Condition

Vehicles must be returned to the location/ drop off point in the same condition as when it was picked up/ delivered. It is the responsibility of the renter to ensure that the vehicle is thoroughly checked prior to taking custody of the vehicle.

Whilst in charge of the vehicle the client accepts responsibility for maintaining the roadworthiness of the vehicle and agrees to take remedial action to avoid unnecessary cost/ damage. This will include maintaining oil levels, tire pressures and other common sense actions to maintain the vehicle if before authorized. Costs will generally be covered only if it's authorized in advance from the rental branch.

Renter returns the vehicle in a clean condition (normal wear and tear excepted). If the vehicle is exceptionally dirty upon return or if there is damage to the seats, seat upholstery or the carpets an additional charge for deep cleaning will apply. This charge will be dependent upon the actual state of the vehicle when returned.

Any damage caused to the vehicle, if returned out of hours is the responsibility of the hirer until our staffs have checked in the vehicle.

**Voucher**

A printed version of your voucher must be produced upon arrival at the rental desk. Failure to present the voucher means the car rental agent may charge you at the local rates. Please note: We are not responsible for overcharges on rentals where the voucher was not presented to the local agent on collection of the vehicle. If you do not present the required documents, the documentation is not valid or you do not have enough funds on your credit card, the car rental agent may refuse to release the vehicle and no funds will be reimbursed

**Deep cleaning of the car**

Green Motion operates a no smoking policy for all vehicles. If you have smoked or allowed smoking within the vehicle charges will apply. A valeting fee will be surcharged to rectify any soiling due to cigarette (or cigar) smoke / ash in the minimum amount of 200 EUR

**Animals in our vehicles**

We request no animals are transported in our vehicle unless contained. A valeting fee may be applied to rectify any soiling due to animal transportation. The minimum fee will be at least 150 EUR.

**Opening Hours**

Please check [www.greenmotion.com](http://www.greenmotion.com) for our applicable opening hours at your time of rental / arrival / departure (pick-up, return etc.) Please always check before, location may be closed for pickups and returns on Country's or local public holidays

**Out of Hours Collection and Drop Off**

15 EUR will be applied to any vehicles collected or dropped off on out of hours or on national holidays.

**NATIONAL HOLIDAYS**

| Date           | Local name                                  | English name               |
|----------------|---|----------------------------|
| Jan-01         | Anul Nou                                    | New Year's Day             |
| Jan-02         | Anul Nou                                    | Day after New Year's Day   |
| Jan-24         | Unirea Principatelor Române/Mica Unire      | Union Day/Small Union      |
| April/May      | Paștele                                     | Easter                     |
| May-01         | Ziua Muncii                                 | Labour Day                 |
| Jun-01         | Ziua Copilului                              | Children's Day             |
| May/June       | Rusaliile                                   | Pentecost, Whit Monday     |
| Aug-15         | Adormirea Maicii Domnului/Sfânta Maria Mare | Dormition of the Theotokos |
| Nov-30         | Sfântul Andrei                              | St. Andrew's Day           |
| Dec-01         | Ziua Națională/Marea Unire                  | National Day/Great Union   |
| December 25/26 | Crăciunul                                   | Christmas                  |

**Delayed Collections/ No show policy**

In the event that a customer experiences flight delays the customer will not be charged an out of hours surcharge within 2 hour of the intended arrival time – if a flight number is provided. If no flight number is provided then the location may close without notice. No refunds will be given for rentals ended early, late collections, no shows or cancellations made after the rental start date, even if cancellation protection is taken.

**Late arrival policy:**

Reservations will be held for two hours past the reserved pick-up time, except if the client contact our Reservation Centre to change their arrival time. Two hours after the reserved pick-up time the reserved vehicle will be made available for other customers. If you arrive at the location more than two hours after the reserved pick-up time, we will try to provide a vehicle for you, however, availability cannot be guaranteed and additional charges may be applicable.

**Rental Extensions**

Please note that it may not always be possible to extend the hire. When the rental branch agrees to extend the hire, the rental will be charged at the prevailing rate which may be higher or lower than the original booking rate.

**Non-authorized rental extension**

200 EUR per rental Penalty above the rental charge and the driver will be black listed (decline for future bookings)

**Early Returns/Unused Rental Days**

No refunds (partial or full) will be given for rentals ended early, late collections, no shows or cancellations made after the rental start date.

**Fines, Penalties and Administration Charges**

It is the responsibility of each hirer to cover the cost of any parking fines and traffic violations. When fines or traffic violations occur and a Green Motion location is involved in administering the charge then an administration fee will be charged to the customer.

**Late Returns**

A vehicle is hired for a contracted period as detailed on the rental agreement. The return day and time as selected by the customer at the time of booking will be enforced regardless of delayed pickup time. If the vehicle is returned outside the 1 hour grace period, there will be a charge of an additional day or a late fee.

**Amendments**

Reservation amendments must be requested in writing, fax or email at least 24 hours prior to the start of your rental. Please note that telephone amendments will not be accepted. An amendment request is not assured and amendments will be treated as a new booking.

**Vehicle Trackers**

Some of our vehicles contain tracking devices which will be used in accordance with our data protection policy.

**Lost Keys**

Green Motion will charge if keys are lost or damaged. Please note that if a vehicle is stolen and keys are not returned to the rental location, the hirer will be deemed

negligent. Lost keys are deemed as negligence and are not covered under the insurance excess limitation or risk reduction packages. Drivers will be liable for all costs relating to recovery, loss of use and repair. This list is not exhaustive.

Flight numbers provided are for informational purposes only. It is the responsibility of the customer to inform the location of any delays.

#### Complaints

All complaints should be made in writing either through our Online Contact Form found on our Contact Us page or via email to [ics@cs.greenmotion.com](mailto:ics@cs.greenmotion.com) within 30 days from the last day of your rental. Whilst we do try to resolve all cases brought to our attention, those raised after this period may not be considered. If at any point during the investigation process communication ceases for a period of more than 30 days, the case will be considered closed and no further action will be taken.

#### GDPR

All information relating to privacy and data protection when using a Green Motion service will be contained on our privacy policy which is located on our website - [www.greenmotion.com/privacy](http://www.greenmotion.com/privacy) (<http://www.greenmotion.com/privacy>)

#### Stop sell

We reserve the right to cancel a rental and refuse service anywhere prior to 24 hours before a booking. NO GRACE PERIOD AT ANY TIME.

#### Cancellation Policy

Cancellation of your reservation should be made in writing at least 24 hours prior to the start of your rental, or cancelled through your account on the Green Motion website. Please note that telephone cancellations will not be accepted.

#### Cancellation Administration Charge

For pay on arrival reservations made online, the no-show/cancellation fee will equal the pre-paid amount and no refund will be due.

All prepaid reservations will be subject to a **minimum** cancellation fee of €15.

The refund amount for cancellations will be calculated in line with the below:

Cancellation notification sent 7 or more days before the start date: the prepaid amount will be refunded minus a €15 admin fee.

Cancellation notification sent 3-6 days before the start date: 50% of the prepaid amount will be refunded.

Cancellation notification sent 2 days before the start date: 25% of the prepaid amount will be refunded.

Cancellation notification sent 0-1 days before the start date: no refund due.

For any bookings where the prepaid amount is **less than** €15, there will be no refund due regardless of when the cancellation request was made.

The notice period is based on a day being a 24 hour period, up to the start time, not a calendar day.

#### Green Heart Donation

For those customers who have elected to make a charitable donation to the Green Heart Fund - we would like customers to note that in the event of a cancellation of booking - this donation is no refundable.

#### General Terms

All bookings are subject to our terms and conditions.

Green Motion Limited cannot accept liability for any charges incurred on documentation signed for and accepted locally.

Green Motion Limited will not be held responsible for anyone driving under the influence of alcohol or drugs causing wilful damage, off road driving or driving without due care and attention. The customer will accept responsibility in respect of such claims. This list is not exclusive.

When comprehensive insurance is taken out it is to provide the customer with entitlement to drive and covers the vehicle in the event of an accident. In the case where a customer is found negligent Green Motion Limited and its locations reserve the right to pursue the customer for the recovery of all losses incurred.

Calls to Green Motion may be recorded.

Terms and Conditions Issued May 2018 and may be subject to change at any time.