

**REMEMBER** that you are liable for any damage on the vehicle that was not present prior to hiring. Therefore, you have to check the car carefully for any damage (with an employee of the car rental company) when picking up and upon return. Damage that already exists at the time of the delivery should necessarily be included in the delivery protocol.

However if you return the car outside normal hours make sure to take pictures which confirm that the car was returned in good condition.

### HOW ECC CYPRUS CAN HELP

European consumers who need information and assistance or wish to file a complaint about a product or a service received in Cyprus can contact us or the ECC in their country.

### HOW TO REACH US

You can contact the ECC Cyprus directly by telephone, fax, e-mail or via the website.

The European Consumer Centre of Cyprus (ECC Cyprus) is part of the network of European Consumers Centres and is co-financed by the European Commission through the Directorate General DG SANCO (Health and Consumer Protection) and the Ministry of Commerce, Industry and Tourism.

ECC Cyprus informs, advises and assists European consumers in cross border matters.

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## TRAVELLING IN CYPRUS

Travelling by car is one of the best ways to explore the island of Cyprus since public transportation is not always available to or from villages or other places of interest. An excellent inter-island highway links all the major towns, making travel island wide easy and very fast. If you plan to go off-road you will need to rent a 4-wheel drive car or a jeep.

This leaflet provides useful and practical information on certain aspects of car rental in Cyprus and whom to contact in case you need assistance or wish to complain about poor service received.

## USEFUL INFORMATION

- You can find many car rental companies in Cyprus with offices in all towns, as well as at Larnaca International Airport and Paphos International Airport. A list of car rental companies can be found on the website [www.cypruscarrental.com](http://www.cypruscarrental.com) and in the Cyprus Tourism Organisation's annual Guide to hotels and other tourist establishments.
- Rented cars are also known as Z cars because their registration number, which is shown on red number plates, starts with the letter "Z". Most companies will offer a range of vehicles to rent at varying rates.
- The age of the rental cars in Cyprus is up to six years or up to eight years if the car is over 1600cc or 4-wheel drive, unlike in most large European countries, due to the small market size. Larger companies do tend to have younger fleets of up to three years.
- You can make considerable savings by booking in advance, and the internet provides the best starting point. When renting via the internet, print and keep the reservation details as well as the terms and conditions that the rental company mentions in its website. Check that the rental agreement that you are about to sign includes exactly the same terms and conditions as the initial reservation you made via internet, and that no additional charge is imposed. Otherwise ask for explanations. If you pay by credit card, check that the charges correspond to the agreed terms.
- Choose the right car according to your needs (e.g. number of passengers, amount of luggage).
- Read all the information on the car rental agreement very carefully and demand that all of your car rental rights are met before signing. Ask for clarification if something is unclear to you.
- Do not forget to ask about options such as upgrades, pick up and drop off services, unlimited mileage and weekend versus weekly rental rates, although most companies in Cyprus do not offer weekend specials.

## DRIVING RULES

- In Cyprus the traffic moves on the LEFT side of the road. NOT the right.
- For your own safety and the safety of the others, you must adhere strictly to the national speed limits. Maximum speed limit on highways is 100 km/h and the minimum is 65 km/h. Unless otherwise stated on sign posts, the maximum speed limit on ordinary inter-urban and rural roads is 80 km/h. In built up areas, the maximum limit is 50 km/h although local limits are often set lower. International road traffic signs are in use and are placed along the roads and high-ways, on the left hand-side.
- It is prohibited to drive a motor vehicle when under the influence of alcohol. The admissible limit in the blood is 50 milligrams of alcohol in 100 milliliters of blood. The admissible limit in one's breath is up to 22 micrograms of alcohol in 100 milliliters of exhaled air.
- The use of hand-held mobile phones while driving is prohibited. Drivers wishing to use their mobile phone while driving must use a hands-free device.
- You can drive using a valid driving license, provided it is valid for the class of vehicle you wish to drive. European citizens may drive using the driving license issued by their country.
- Seat belts are obligatory both in the front and the rear seats. Children with a height of less than 1.5m must wear a suitable safety belt or be restrained with a suitable restraining system.
- Parking and waiting on a double yellow line is prohibited. Waiting is only allowed on a single yellow line.
- In case of an accident, please call 199 or 112 immediately and inform the car rental company.

## PAY ATTENTION TO:

### Rates

Car rates are in Euro (€) but make sure that they include VAT and unlimited mileage. Companies offer reduced rates during the winter period (November 1st – March 31st).

### Car Type

Usually the type of cars advertised by rental companies are examples only and the company reserves the right to substitute alternative cars when the reserved car is not available.

### Drivers' Age Limit

If you are under 25 years of age, holding a driving license for less than three years at the time of rental, you must inform the car rental company so that an under – age insurance cover note can be provided.

## Minimum Rental Period

Most companies set minimum rental periods or minimum rental charge. Special rates are offered for long term rentals.

## Insurance coverage

Pay attention to the limit of insurance liability and excess payable in case of an accident as this might not be quite clear. Usually rental companies cover you with third party insurance at all times at no extra cost. To reduce liability for damage you can pay for extra insurance i.e. Collision Damage Waiver, Additional Damage Waiver, Super Damage Waiver, Personal Accident Insurance, Theft Protection.

## Collection / Delivery

Usually collection and delivery is free within town limits and working hours. Airport collection or one way rental (returning the car to a different rental location) may involve an additional cost. Returning the vehicle outside business hours is not advisable. If you fail to return it on time you will also be charged for the delay.

## Fuel

Fuel is excluded from the rental price and is usually not refundable. Pay close attention to any fuel clauses since returning a vehicle without the correct amount of fuel can lead to high fuel costs being added. Furthermore, keep any receipts regarding fuel purchases in case the volume of fuel is disputed.

## Additional drivers

Usually rental companies are renting the car to a specific driver. If you require an additional driver there is an extra charge.

## Baby seats

Baby seats are available upon request at an additional charge.

## Traffic fines

Traffic fines that result from violating Cyprus Traffic Law are the renter's liability and they might also involve an administration fee from the rental company.