

Refund and Cancellation Policy

1. Refund and Cancellation Policy:

- a. KCG Travel applies Cancellation and No Show/Lost Rental charges on all prepaid bookings.

2. Changes to your reservation:

- a. If you have made a booking on the KCG website you may only cancel your booking via our website. All other changes must be made via email to carhire@kcgservices.gr
- b. Any change to a booking made will be recalculated based on the availability and prices at the time the change is made. This may be greater or lesser than the price originally booked. This applies to changes made to:
 - i. Pick up location
 - ii. Drop off location
 - iii. Pick up date and time
 - iv. Drop off time and date
 - v. Vehicle group
 - vi. Child seats
 - vii. GPS
 - viii. Additional Drivers
 - ix. All other additional product
- c. The lead customer name on a reservation cannot be changed. If you wish to change the lead name, then you must cancel the reservation (see below "Cancellations") and make a new reservation.

3. Payment

- a. Depending on the payment option you have chosen, either:
 - i. Upon booking a 20% Deposit will be taken the remaining balance should be paid 2 weeks before Pick-Up.

Or

- ii. Full payment can be made at the time of booking.

4. Payment Options:

- a. We accept the following payment types:
 - i. Visa Credit and Debit Card
 - ii. MasterCard Credit and Debit Card
- b. We do not accept the following payment types:
 - i. American Express
 - ii. Diners Card
- c. However, Debt, Visa Debit and MasterCard Debit Cards can only be used for the initial booking. For the Car Rental Security Deposit this must be a Credit Card, please see Section 8.a. for more information.

5. Cancellations

- a. KCG Travel allows you to cancel your booking 14 days before your Pick Up. This can be done either via our website or via email. However, a fee of 10% of the booking price will be retained, this is to cover banking expenses and administrative costs.
- b. No refunds given for cancellations in the last 14 days before the rental date.
- c. KCG Travel reserves the right to cancel the online booking up to 24 hours after the deposit is paid and refund all the money back if there is a problem with availability.
- d. If you fail to cancel your reservation prior to the Pick Up Time and do not collect the vehicle on the Pick Up Date, or if you fail to comply with the Pick Up terms (please refer to our General Terms of Use), we reserve the right to make a No Show Charge, this will be total price of your booking.

6. Refund Return:

- a. Our internal process for refunds will be completed within a 72 hour period.
- b. Please note that from the time KCG Travel requests the return, and the refund returning to your bank, is dependent on the banking system.

7. Rental Security Deposit:

- a. It is required that the renter is a credit card holder to cover the amount in order to proceed with the car rental. If you don't have a credit card you can still rent with us, by leaving the security deposit in cash on the collection of the car.

8. Changes at time of Pick Up:

- a. If at the time of vehicle collection you wish to rent a larger car or rent for a longer period, you may do so, subject to availability, on payment of additional charges. Such charges will be quoted in € (Euro's) and may be at a higher rate than those previously quoted.

9. Early Return:

- a. Please note that we are unable to give a refund if you return the vehicle early.