



Appendix - General Terms for Self-Drive Accessible Car Rental in Greece

Introduction: Ofran Services Ltd. ("Ofran") offers its customers an accessible self-drive car rental service in Athens, Greece, intended for clients with special needs. This service is an addition to Ofran's standard car rental services and is subject to the terms outlined below (the "**Special General Terms**"), in addition to being subject to all of Ofran's standard voucher terms available at the following link:

<https://ofran.co.il/en/car-voucher-terms> (the "**Standard General Terms**"), as well as the rental agreement to be signed between you and the car supplier at the time of vehicle collection, as described in the Standard General Terms (the "**Rental Agreement**"). In the event of any conflict between the Standard General Terms and the Special General Terms, the provisions of the Special General Terms shall prevail.

1. Vehicle Details:

The accessible vehicle available for rental is a Volkswagen Caddy Maxi Automatic, model year 2025, adapted for self-driving with hand control using the "Left Hand Control" mechanism. It is equipped with a lift allowing entry with a wheelchair. Photos of the accessible vehicle and further details available on our website at: <https://ofran.co.il/en/accessible-car-rental-in-greece>.

2. Pick up and Return Station:

The accessible vehicle is available to be picked up and returned only at Athens Airport, at the rental station of "Avance". Due to the complexity of maintaining the accessible vehicle, pick-up or return at other stations is not possible.

3. Insurance Coverage:

The accessible rental plan includes waiver of deductible in case of damage or theft, as well as the "Ofran Plus" plan, covering damage to tires, undercarriage, windows, mirrors, battery discharge, and loss of key. Therefore, there is no need to purchase similar coverages directly from the rental supplier upon collection of the accessible vehicle.

4. Replacement Vehicle:

As only one accessible vehicle is currently available, in the event of a damage or accident, we will not be able to provide a replacement accessible vehicle. In such a case, the customer will receive a proportional refund of the rental cost (however, such refund will not apply if the damage and/or accident was caused by your act or omission, constituting a breach of the Standard General Terms or the Rental Agreement, including negligence).

5. Accessible Car Availability:

Since we currently have only one accessible vehicle, its delivery is subject to the vehicle being returned on time and in proper condition from the previous rental. If the vehicle is unavailable due to damage, malfunction, or any other circumstance preventing its delivery, we cannot guarantee providing an alternative accessible vehicle. However, the company will try to provide the customer with a regular vehicle, subject to fleet availability, without committing to full compatibility with the customer's special needs.

6. Reservation Process:

In order to reserve the accessible vehicle, please contact Ofran's customer service at: 03-7951010. The booking will be handled with personal assistance in order to provide the most fitting solution to your needs.

7. Liability:

Ofran shall not be held liable for any damage or loss resulting from improper use of the accessible vehicle or from a breach of the Standard General Terms or the Rental Agreement.

8. Changes and Cancellation:

Changes to the rental terms or cancellations are subject to the provisions detailed in the Standard General Terms.

However, as only one accessible vehicle is available, if you need to cancel your reservation due to change in your plans, we kindly ask that you notify us as early as possible in order to allow us to offer the vehicle to another customer with special needs.

Wishing you a pleasant and safe trip, Ofran team.

Ofran T&C, accessible car, updated September 2025



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