



George Zygoulas

Vs

Princess Operations Ltd

CCT 126/25/CC

Today 10th March, 2026

The Tribunal;

Having seen the claim filed by claimant on the 8th July 2025, whereby claimant requested payment of €885 (eight hundred and eighty five euros) being a refund of an amount deducted by respondent company from claimant's bank card, relating to renting of a vehicle.

Having seen that respondent company duly notified with the Notice of Claim, and Notice of Appointment of Sitting submitted a reply, whereby it contested the claim as presented by claimant.

Having seen the acts of the case.

Having heard claimant give evidence on oath during the sitting dated 7th October 2025, and having heard respondent company's representative give evidence on oath during the sitting dated 28th October 2025.

Considers;

That claimant rented a vehicle bearing registration number BQZ 378 from the defendant company between the 15th April 2025 and the 21st April 2025. Upon returning the car at the designated area of the rental company, the claimant took some photos to assure that the car was left in a good condition and without any damage. It transpires that after a week, a sum of €885 (eight hundred and eighty five euros) was deducted from the claimant's bank account by the defendant company.

The claimant sought to contact the defendant company, however this proved unsuccessful, and eventually he visited the company's offices to bring forward his



MALTA

complaint. At that moment he was informed that the rented vehicle bearing registration number BQZ 378 had scratches on the windscreen, hence the amount of €885 (eight hundred and eighty five euros) had to be deducted from his account. Ensuing discussions between the parties, no agreement was reached, and the claimant had to seek recourse to these proceedings.

Considers;

The Tribunal took cognizance of the deposition of Luke John Milton, general manager of the car park, whereby he explained that on the day of the return of the vehicle bearing registration number BQZ 378 rented by the claimant, it resulted that the said vehicle had damage on the windscreen. The said damage consisted of two scratches on the inside of the windscreen, on the right hand side, that is on the driver's side. In view of this damage as resulting upon the return of the rented vehicle, the defendant company charged the amount of €885 (eight hundred and eighty five euros) from the claimant, as confirmed from the document attached with the client's contract.

The Tribunal, having seen the acts of the case, the documentation filed by claimant, and the documentation filed by the defendant company, is of the opinion that the version presented by the defendant company is more credible, and therefore does not uphold the version presented by the claimant.

Consequently and upon review and careful examination of the facts of this case, and also upon review of the documentation and acts of this proceedings, in line with Chapter 378 of the Laws of Malta, the Tribunal rejects the request filed by claimant.

Each party is to individually borne the expenses incurred in these proceedings.

A handwritten signature in blue ink, appearing to read 'C. Cherrett'.

Dr Charmaine Cherrett

Arbiter