

# VEHICLE RENTAL VIA WEBSITE - TERMS & CONDITIONS (T&C)

These Terms and Conditions (“T&C”) apply to all vehicle rental reservations made through the website. By completing a reservation, the customer is deemed to have read, understood, and electronically accepted the following terms and conditions.

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## 1. INCLUSIONS

All rentals are offered on an **all-inclusive** basis and include the following services:

- Unlimited mileage
  - Collision Damage Waiver (CDW)
  - Theft Waiver / Theft Protection
  - Third Party Liability Insurance (TPL)
  - Airport surcharge
  - VAT / applicable taxes
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## 2. DRIVER AGE LIMIT

- **Minimum age:** 24 years
  - **Maximum age:** 70 years
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## 3. YOUNG DRIVER FEE

Not applicable.

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## 4. DRIVER'S LICENCE

4.1. A **valid International Driving Permit (IDP)** with a **minimum validity of 2 years** is mandatory.

4.2. An additional International Driving License is **not required** if the domestic license is not issued in the Roman/English alphabet.

### **Additional Requirement:**

A copy of the driving license must be sent via **WhatsApp** in advance in order to prepare the **local driving permit**.

- Local driving permit fee: **USD 15**
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## 5. INSURANCE COVERAGE

### 5.1. International Customers

**Fully comprehensive insurance** is included (CDW included).  
Passenger and personal belongings insurance is **not included**.

### 5.2. Customers from the USA and Canada

No insurance coverage is included.

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## 6. EXCESS / DAMAGE LIABILITY (EXCESS REDUCTION)

### 6.1. Excess Waiver

Not available.

### 6.2. Reduced Excess Option

Not applicable.

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## 7. FEES AND PENALTIES

### 7.1. Airport Surcharge

No airport surcharge is specified.  
Delivery **outside Stone Town / Airport area** is available for **USD 25**.

### 7.2. Traffic and Parking Fines

Parking fees, traffic fines, and any violations are **not included** and are the responsibility of the renter.

- Administrative handling fee: **USD 10**
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## 8. ROADSIDE ASSISTANCE

**24/7 roadside assistance** is available.

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## 9. FUEL POLICY

A **Same-to-Same** fuel policy applies.  
The vehicle must be returned with the **same fuel level** as received.

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## 10. MILEAGE POLICY

All rentals include **unlimited mileage**.

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## 11. CROSS-BORDER TRAVEL

Cross-border travel is **not permitted**.

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## 12. FERRY TRAVEL

Ferry travel is **not permitted**.

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## 13. ONE-WAY RENTAL

One-way rentals are available.

- **Drop-off / One-way fee: USD 25**
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## 14. VAT / TAXES

VAT is included in the rental rate.

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## 15. PAYMENT METHOD

The following payment methods are accepted:

- Credit Cards: **Visa, MasterCard**
  - Cash payments: **EUR or USD**
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## 16. DEPOSIT

A **refundable security bond of USD 350** is required.

Alternatively, a **passport or ID** may be held as a refundable security bond.

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## 17. DELIVERY AND COLLECTION

Delivery outside **Stone Town / Airport area** is available for **USD 25**.

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## 18. GRACE PERIOD

Extra hours are charged at **USD 5 per hour.**

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## 19. EFFECTIVE DATE

These T&C shall enter into force upon the renter's electronic approval during the online reservation process. The renter declares acceptance of all terms and conditions.