

# 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:** 21 years
  - **Maximum age:** 65 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 1 year** is mandatory.

4.2. An **International Driving Permit (IDP) is required** if the domestic driving license is not written in the Roman/English alphabet.

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## 5. INSURANCE COVERANCE

### 5.1. International Customers

Collision Damage Waiver (CDW) and Theft Waiver (TW) are included.  
An excess applies depending on the vehicle category.

## 5.2. Customers from the USA and Canada

The same insurance coverage applies as for international customers.

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

### 6.1. Excess Waiver

Not available.

### 6.2. Reduced Excess Option

A **deposit-free option** is available for a **non-refundable fee**.

However, the renter remains liable up to the applicable excess amount, which ranges approximately from **EUR 700 to EUR 6,000**, depending on the vehicle category.

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## 7. FEES AND PENALTIES

### 7.1. Airport Surcharge

Airport surcharge is **included** in the rental rate.

### 7.2. Traffic and Parking Fines

Parking fees, traffic fines, and any violations incurred during the rental period are **not included** and remain the responsibility of the renter.

Additional charges may apply for:

- Special cleaning
  - Smoking inside the vehicle
  - Off-road use
  - Misuse or improper use of the vehicle
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## 8. ROADSIDE ASSISTANCE

Roadside assistance is **included**.

In case of an accident, the renter must **inform the supplier immediately** and provide a **police report**.

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## 9. FUEL POLICY

The vehicle must be returned with the **same fuel level** as received.

If returned with less fuel, refueling costs will be **deducted from the deposit**.

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## 10. MILEAGE POLICY

All rentals include **unlimited mileage**.

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## 11. CROSS-BORDER TRAVEL

As Sri Lanka is an **island nation**, cross-border travel is **not permitted**.

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## 12. FERRY TRAVEL

Not applicable.

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## 13. ONE-WAY RENTAL

Not applicable.

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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, China UnionPay, JCB, American Express
  - Cash payments: EUR or USD
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## 16. DEPOSIT

A **refundable security deposit** is required.

The deposit amount varies depending on the **vehicle category and applicable excess** and will be refunded upon return of the vehicle in **good condition**.

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## 17. DELIVERY AND COLLECTION

Airport delivery and collection services are **available**.  
Flight details must be provided **in advance**.

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## 18. GRACE PERIOD

No refunds will be given for vehicles returned **before** the return date and time specified on the rental voucher.

In such cases, a **100% cancellation fee** will be applied.

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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.