

## **1-Cancellation Policy**

Cancellations made within 48 hours before pickup are subject to a 100% cancellation fee.

## **2-Inclusions**

All rentals are offered on an all-inclusive basis.

The rental rate includes Unlimited Mileage, Collision Damage Waiver (CDW), Theft Waiver / Theft Protection, Third Party Liability Insurance (TPL), Airport Surcharge and VAT / Taxes.

## **3-Driver's Age**

The minimum driver's age is 24 years, and the maximum driver's age is 70 years. The minimum age for a young driver is 18 years. Young driver surcharge of EUR 13 per day, up to a maximum charge of EUR 77. There is an additional driver fee of USD 10 per day.

## **4-Driver's License**

Drivers must hold a valid driving license with a minimum of 2 years driving experience.

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

A local driving permit fee of USD 15 applies.

## **5-Insurance Coverage**

Insurance coverage for international customers and customers from USA and Canada:

The vehicle is covered by fully comprehensive insurance, including CDW.

Personal insurance for passengers and personal belongings is not included.

## **6-Excess Reduction**

The excess amount cannot be reduced or waived.

## **7-Fees**

The renter is responsible for all fines. Administrative handling fee: USD 10.

## **8-Roadside Assistance**

Roadside assistance is available 24 hours a day, 7 days a week.

## **9-Fuel Policy**

Vehicles are supplied under a Same-to-Same fuel policy.

## **10-Mileage Policy**

Unlimited Mileage.

## **11-Cross Border Travel**

Cross-border travel is not permitted.

## **12-Ferry Travel**

Ferry travel is not permitted.

### **13-One Way Rentals**

A one-way / drop-off fee of USD 25 applies.

### **14-VAT**

VAT is included.

### **15-Payment Methods and Deposit**

Mastercard or Visa and credit card payment required (debit cards not accepted).

A refundable security deposit of USD 350 or the renter's passport is required as a security bond. The deposit may be paid by credit card or cash.

### **16-Delivery and Collection**

Delivery outside Stone Town or Airport area costs USD 25.

Please check with the rental desk for more information.

### **17-Grace Period**

Extra hours are charged at **USD 5 per hour** beyond the agreed return time.

### **18-Extras**

Extras such as child seats, GPS, and similar items may be available on request and are not included in the rental price.

Please check with the rental desk for more information.

**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. ALL TERMS, CONDITIONS AND PRICES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE.**