

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.

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
-

2. DRIVER AGE LIMIT

- **Minimum age:** 19 years
 - **Maximum age:** 85 years
-

3. YOUNG DRIVER FEE

Drivers aged **19–23 years** are subject to a **young driver surcharge of EUR 5 per day**, up to a **maximum charge of EUR 50**.

4. DRIVER’S LICENCE

4.1. The renter must have a **minimum of 1 year of driving experience**.

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

5. INSURANCE COVERAGE

5.1. International Customers

Insurance is **not included**.

Customers must arrange their **own insurance coverage**.

The **maximum excess liability is limited to EUR 625**, depending on the vehicle category.

5.2. Customers from the USA and Canada

The same conditions apply as for international customers.
The **maximum excess liability is limited to EUR 625**.

6. EXCESS / DAMAGE LIABILITY (EXCESS REDUCTION)

6.1. Excess Waiver

Not available.

6.2. Reduced Excess Option

Not available.

7. FEES AND PENALTIES

7.1. Airport Surcharge and Tax

All rentals are **exclusive of taxes**.
A **15% VAT surcharge** applies to **all card payments**.

7.2. Traffic and Parking Fines

- The renter is fully responsible for all traffic and parking fines, legal violations, and related consequences during the rental period.
 - If such fines are paid by **XDrive Mauritius** on behalf of the renter, the renter will be charged the **full fine amount plus a handling fee of no less than 100% of the fine value**.
 - Upon request, XDrive Mauritius will provide a copy of any violation notice paid on behalf of the renter.
 - **Lost vehicle documents:** charge up to **EUR 625** if the vehicle cannot be used.
 - **Lost vehicle keys:** charge up to **EUR 625**.
 - **Off-road driving is strictly prohibited.**
Violation will result in a **penalty of EUR 100**.
-

8. ROADSIDE ASSISTANCE

A **roadside assistance fee of EUR 50** applies for assistance provided between **06:00 and 21:00**.

9. FUEL POLICY

A **Same-to-Same** fuel policy applies.
Fuel charges will apply if the vehicle is not returned with the same fuel level as received.

10. MILEAGE POLICY

All rentals include **unlimited mileage**.

11. CROSS-BORDER TRAVEL

Not applicable.

12. FERRY TRAVEL

Not applicable.

13. ONE-WAY RENTAL

Not applicable.

14. VAT / TAXES

VAT is included in the rental rate.

15. PAYMENT METHOD

- The following payment methods are accepted:
- Debit Cards
- Credit Cards (Visa, MasterCard, American Express)
- Cash payments

No deposit is required at the start of the rental.

The **maximum excess liability is capped at EUR 625**, depending on the vehicle type, and will only be charged in the event of damage or loss.

A final statement will be issued after the vehicle is returned.

16. DEPOSIT

No deposit is required.

Only the excess amount will be charged **if damage or loss occurs**.

17. DELIVERY AND COLLECTION

Meet & Greet Service:

- **Meeting point:** Gate 6, Arrival Hall, SSR Airport, Mauritius
- A **free shuttle service** will transport customers to the office for vehicle collection

Drop-off location:

- XDrive Mauritius Office – Morcellement Blueprint, Plaine Magnien
 - Google Maps location will be shared at the time of vehicle collection
 - Customers will be transferred to the departure gate after drop-off
-

18. GRACE PERIOD

A **2-hour grace period** applies.

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.