

# 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

Drivers aged **18–20** are subject to a **young driver surcharge of EUR 21 per booking**.

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## 4. DRIVER'S LICENCE

- 4.1. The renter must have a **minimum of 2 years of driving experience**.
  - 4.2. An **International Driving License is required** if the domestic driver's license is not issued in the Roman/English alphabet.
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## 5. INSURANCE COVERANCE

### 5.1. International Customers

Collision Damage Waiver (CDW) applies with the following excess amounts:

- **EUR 635** – Perodua Bezza & Proton Saga
- **EUR 1,059** – Honda City
- **EUR 1,482** – Proton Exora & Perodua Alza

## 5.2. Customers from the USA and Canada

Collision Damage Waiver (CDW) applies with the following excess amounts:

- **EUR 635** – Perodua Bezza & Proton Saga
  - **EUR 1,059** – Honda City
  - **EUR 1,482** – Proton Exora & Perodua Alza
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## 6. EXCESS / DAMAGE LIABILITY (EXCESS REDUCTION)

### 6.1. Excess Waiver

The excess **cannot be reduced to zero**.

### 6.2. Reduced Excess Option

- **EUR 211** – Perodua Bezza & Proton Saga
  - **EUR 529** – Honda City
  - **EUR 741** – Proton Exora & Perodua Alza
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## 7. FEES AND PENALTIES

### 7.1. Airport Fee

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

### 7.2. Traffic and Parking Fines

Parking fees and traffic fines are **not included**.

Any such charges will be deducted from the **security deposit** or charged directly to the renter if the rental is deposit-free.

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## 8. ROADSIDE ASSISTANCE

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

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## 9. FUEL POLICY

A **Level-to-Level** fuel policy applies.

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

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## 10. MILEAGE POLICY

Free mileage is included.

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## 11. CROSS-BORDER TRAVEL

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

Vehicle use is restricted **within Malaysia only**.

Travel to **Pulau Tioman and Langkawi 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, subject to the following fees:

- HQ – KLIA1: **23 EUR**
  - HQ – KLIA2: **23 EUR**
  - KLIA1 – HQ: **23 EUR**
  - KLIA2 – HQ: **23 EUR**
  - KLIA1 – KLIA2: **EUR 7**
  - KLIA2 – KLIA1: **EUR 7**
  - HQ – PENANG: **EUR 127**
  - PENANG – HQ: **EUR 127**
  - KLIA1 – PENANG: **EUR 127**
  - PENANG – KLIA1: **EUR 127**
  - KLIA2 – PENANG: **EUR 127**
  - PENANG – KLIA2: **EUR 127**
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## 14. VAT / TAXES

VAT is included in the rental rate.

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## 15. PAYMENT METHOD

Payment is made **on arrival** by:

- Credit Card
  - Debit Card
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## 16. DEPOSIT

A **security deposit of EUR 63** will be blocked on the renter's credit card.

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## 17. DELIVERY AND COLLECTION

Delivery and collection services are available for **EUR 9** within a **10 km radius**.

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## 18. GRACE PERIOD

A **6-hour grace period** applies to vehicle returns.

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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.