

Important Info

Driver & Licence requirements

When you pick the car up, you'll need:

✔ Passport or National ID card

✔ Driving licence

Security deposit

RM 1,000.00

At pick-up, the main driver will leave a refundable security deposit of RM 1,000.00. The counter staff will confirm how much this will be.

Damage Excess

RM 3,000.00

If the car's bodywork gets damaged, the most you'll pay towards repairs covered by the Collision Damage Waiver is the damage excess (RM 3,000.00). This cover is only valid if you stick to the terms of the rental agreement. It doesn't cover other parts of the car (e.g. windows, wheels, interior or undercarriage), or charges (e.g. for towing or off-road time), or anything in the car (e.g. child seats, GPS devices or personal belongings).

Mileage

Unlimited

Your rental includes unlimited free kilometres.

Please see the Service Provider's full terms and conditions below, which include the full name and company registered address of your Service Provider, information on and fees of extra products and services purchasable at the counter or based on your use of the rental, such as driving cross border and, if any, pick-up and drop-off grace periods.

✓ **Included in the rental price**

Insurance, Covers and Waivers

Insurance Information

All rental cars must have Collision Damage Waiver (CDW) and Theft Protection (TP). Each policy will be either:

- included or
- purchasable from the rental company

Collision Damage Waiver (CDW)

If the car's bodywork gets damaged, the most you'll pay towards repairs covered by the Collision Damage Waiver is the damage excess. This cover is only valid if you stick to the terms of the rental agreement. It doesn't cover other parts of the car (e.g. glass, wheels, interior, roof or undercarriage), or charges (e.g. for towing or off-road time), or anything in the car (e.g. child seats, GPS devices or personal belongings).

Theft Cover

If the car is stolen, the most you'll pay towards replacement costs covered by the policy is the theft excess. This cover is only valid if you stick to the terms of the rental agreement.

Third-Party Liability (TPL)

Covers the driver's liability for any injuries and property damage that are included in the policy. It does not cover injuries to the driver or damage to the rental car. This cover is only valid if you stick to the terms of the rental agreement.

Loss or Damage

If the car is stolen, or seriously damaged, or damaged in an incident involving someone else, please contact the rental company and the police immediately. If you can't provide the necessary documents from the police, you'll be liable for the full cost of replacing/repairing the car. If the car gets slightly damaged, and no-one else is involved, please contact the rental company immediately.

The rental company is not liable for the loss of / theft of / damage to any belongings in the car, during or after the rental.

Damage to the car will be charged for by the car hire company after it is dropped off - and will incur a Damage Administration fee on top of the amount deducted from the excess.

Not included in the rental cover (CDW & TP)

Loss of / theft of / damage to: keys, aerials, jack, safety triangles and vests, windscreen wipers, petrol cap, luggage covers, or any other fixed or mobile component of the car.

Mileage / Kilometres

Your rental includes unlimited free kilometres.

Changing the length of your rental can affect how many kilometres you can drive for free. It can also affect how much you will pay for each additional kilometre.

Additional Drivers

No additional driver included.

Included at no extra cost

No Extra Cost

Applicable local fees and taxes.

✓ Not included in the rental price

Local Charges

This section shows charges that you'll pay at the counter because of (a) where you're picking your car up, (b) who's driving, and (c) where you go during your rental. It doesn't show other over-the-counter costs, such as charges for fuel, child seats or additional services.

Fines

You are responsible for any charges and fines, including tolls, congestion charges, speeding tickets and parking or traffic fines.

Additional drivers

The main driver (the person named on the booking) must be present when you pick the car up and must be the one who pays anything charged at the counter. There may be a daily fee for additional drivers. The rental terms, including age-related restrictions and fees, apply to any additional drivers.

Roadside assistance

You may have to pay extra for any emergency roadside assistance that your rental company provides. When you pick your car up, please make sure you find out where the relevant paperwork is kept. In most cases, it'll be in the glove box or attached to the sun visor.

Additional Fees at Drop-off

After your rental

If you've incurred any charges, such as speeding tickets or unpaid congestion charges, the car hire company will try to contact you when the authorities ask them who was driving. This could be months after your rental – and you'll have to pay the company's administration fee as well as the original charge.

Other Fees

Valeting Fee

If this applies to you, the cost is MYR 60.00 including tax per rental.

✓ Deposits, Excess and Cover

Cover information

When you pick the car up, please make sure you read any terms and conditions before signing the rental agreement, including any terms of additional products you may purchase at the counter. It's very important that you understand the agreement/policy's exclusions and limits, as well as the rules about anything you pay for at the rental counter.

Deposit / Excess

The rental company will require a security deposit of MYR 1,000.00 when you pick your car up. The deposit will be returned after the rental, as long as all conditions have been met.

The car has a damage excess of MYR 3,000.00 including tax.

The car has a theft excess of MYR 3,000.00 including tax.

When you pick your car up, the counter staff will require a security deposit for the car. They may also require a security deposit for fuel in the tank and for certain extras (e.g. a child seat or GPS).

After your rental, your deposit(s) will be returned.

Due to fluctuating foreign exchange rates and other possible banking charges, the car hire company cannot be held responsible for any difference between the amount paid and the amount refunded.

The Collision Damage Waiver and Theft Protection policies come with an 'excess'. The excess is the amount that you will need to pay before the policy covers the rest of the cost (for anything the policy covers).

Additional Cover

At the car hire counter, you may decide to buy additional cover to reduce or remove your excess, or to cover things your Collision Damage Waiver (CDW) doesn't, such as tyres and windscreen.

Please note: If you do, the contract will be between you and the rental company – so you'll need to contact them if you're dissatisfied with the policy or the cover it provides.

If you're involved in a 'single vehicle accident' and/or the bodywork is particularly badly damaged, the excess will be higher.

Cover Arrangements

Please make sure you read the terms and conditions of the cover you receive when signing the rental agreement at pick-up, to find out about the policy's exclusions and limits.

Policies normally exclude things such as windscreens, glass, wheels, tyres, undercarriage, interior, personal belongings, towing charges & off-road time – as well as any 'extra equipment' hired from the car hire company, such as child seats and GPS devices.

Note that your cover will be invalidated by negligence, refuelling errors or breaking the terms of the rental agreement (for example, by driving under the influence of alcohol or drugs).

Administration Charges

Damage to the car will be charged for by the car hire company after it is dropped off - and will incur a Damage Administration fee on top of the amount deducted from the excess.

An Immobilisation Charge is payable in the event of an accident. This is in addition to the amount deducted from the excess and is compulsory. This charge is calculated against the car group and the number of repair days.

If the car is damaged or stolen, the rental company will charge an administration fee. If you pay for damage/theft with a credit card, they'll charge an additional administration fee.

Once the rental is completed, customers need to return to the rental office to ask for a refund of the deposit. The deposit has to be repaid against the same payment card originally used.

✓ Fuel Policy

Like for like

When you pick your car up, the fuel tank will be full or partly full. You will leave a deposit to cover the cost of the fuel: the counter staff will block this money on your credit card. Just before you return your car, please replace the fuel you've used.

The fuel tank will be either full or part-full. When you pick the car up, please check how much fuel there is. On return, as long as you've replaced the fuel you've used, you'll pay no fuel fees.

If there's any fuel missing when you drop your car off, you'll be charged both a refuelling fee and the cost of the missing fuel (at the current market price per litre/gallon).