

General Rental Policy

General Rental Information

1. Minimum age to rent a car: 23 years
2. Maximum age to rent a car: No limit
3. Driving license must be held for: At least 3 years
4. International driving permit required for tourists: No
5. Who can rent: Moroccan residents and foreigners
6. Security deposit required: No
7. Deposit payment method: Cash
8. Minimum rental period: 2 days
9. Maximum rental period: Unlimited

Identity Verification

Documents required in advance:

- Driver's license
- Passport

Insurance and Coverage

1. Included coverage: Full risk insurance
2. Deductible (Franchise):
 - Full franchise purchase (price depends on the vehicle)
 - Daily franchise payment (price depends on the vehicle)
3. Driver liable in all cases, even if not at fault: Yes

Fuel Policy

1. Fuel return policy: Return the car with the same fuel level as received
2. Can the agency refuel for the client? Yes
3. If returned with less fuel: Client pays based on original fuel level
4. Additional fees may apply for:
 - Extra mileage

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- Young drivers
- Additional drivers (no fee)

Pick-up and Return

1. Pick-up/drop-off locations: Airport, hotel, or agreed location
2. Different return location: No extra fee
3. Operating hours: 8:00 AM to 9:00 PM
4. Early/late returns: No extra charges

Cancellation and Modification

1. Free cancellation: Yes, at any time
2. Cancellation fees: None
3. Reservation modification: Allowed
4. Modification fees: None

Additional Driver

1. Additional drivers allowed: Yes
2. Conditions: Same as primary driver
3. Additional driver fee: None

Damaged or Stolen Vehicle

1. In case of accident or damage:
 - Step 1: Call us and explain the situation
 - Step 2: Bring the vehicle to the agency for evaluation
 - Step 3: Contact the assistance service provided
2. Is the deposit used for damage/loss? (Not specified)

Other Information

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1. Pets allowed: Preferably no; vehicle must be returned clean
2. Smoking in vehicles: Discouraged