

TERMS AND CONDITIONS

1. Introduction

This Car Rental Policy outlines the terms and conditions for renting vehicles from ASAB Ghana. All clients are expected to read and understand this policy before entering into any rental agreement. By renting a vehicle, you agree to comply with all the rules stated herein.

2. Eligibility to Rent

- Age Requirement: Renters must be at least 21 years old for standard vehicles and 25 for luxury/SUV models.
- License: A valid driver's license must be presented. International clients must present an International Driving Permit (IDP) along with their passport.

3. Rental Period

- Rentals are charged on a 24-hour basis.
- Late returns (over 2 hours) will attract an extra day's charge unless prior arrangements have been made.

4. Rental Charges

- Rental fees are based on the type of vehicle, duration of rental and destination (area of use).
- Chauffeur services (if opted for) will be charged separately.
- A refundable security deposit is required at the time of rental (GHS 500 - GHS 2,000 depending on vehicle type).
- Security Deposit would be refunded 3 days after rental period is over.

5. Payment

- Accepted payment methods: Cash, Bank Transfer, Mobile Money.
- Full payment must be made before vehicle handover.

6. Fuel Policy

- Vehicles are rented with a full tank and must be returned full.
- A refueling charge applies if returned with less fuel.
- Recommended fueling stations: Total, Shell & Goil.

7. Insurance

- All vehicles are insured (comprehensive cover).
- Insurance covers accidental damage, theft, and third-party liability.
- Insurance does not cover reckless driving, drunk driving, or unauthorized drivers.

8. Vehicle Use Restrictions

Vehicles must not be used for:

- Towing, racing, or off-road driving

- Transporting illegal goods or unapproved commercial use
- Driving under the influence of alcohol or drugs
- Vehicles must not be driven outside Ghana without written permission.

9. Maintenance and Breakdown

- Regular servicing is our responsibility.
- In case of breakdown, notify ASAB Ghana immediately. Do not attempt major repairs without consent.
- A replacement vehicle may be provided depending on availability.

10. Accidents and Theft

In case of an accident or theft:

- Notify the police immediately.
- Inform ASAB Ghana within 2 hours.
- Submit a police report and complete an incident form.

11. Cancellation and Refund Policy

- Cancellations must be made at least 24 hours before pick-up for a full refund.
- Late cancellations attract a fee (up to 50% of one day's rental).
- No-show without communication results in full-day charge.

12. Vehicle Condition

- Vehicles are delivered clean and in good condition.
- Renters must return vehicles in similar condition. Cleaning or damage fees apply otherwise.
- Pre- and post-rental inspection will be done with the client.

13. Privacy Policy

Customer information will be used solely for rental purposes and will not be shared without consent, except where required by law.

14. Amendments

ASAB Ghana reserves the right to amend this policy at any time. Updated policies will be made available to clients before the next rental engagement.