

# General Terms and Conditions of Rental

## 1. What is Included in Your Seychelles–Rentacar Rental:

- Unlimited mileage
- Local taxes Insurance coverage
- 24/7 Roadside assistance
- First additional driver (free of charge)
- Delivery and collection services

## 2. Exclusions from the Rental:

- Traffic fines / Airport parking fees
- Fuel
- Cancellation fees
- Late return charges
- Loss of car keys or vehicle documents

## 3. Delivery / Drop-off and Mandatory Documents

The **Airport Meet & Greet service** is provided by a representative who will wait for the client in the arrivals hall with a sign bearing the renter's name. Providing **flight information** is essential to ensure our representatives are on time. If this information is not available at the time of booking, please inform us at least **7 days before departure** via email or telephone. Seychelles Rentacar assumes no responsibility for a failed rental due to late or incorrect flight details.

Upon vehicle collection, clients must present:

A **valid driver's license** from their country of origin.

A **valid passport**.

A **valid credit card** in the name of the main driver.

A joint vehicle inspection will be conducted between the "Renter" and our representative. All existing defects and the fuel level must be documented and signed by both parties. At the end of the rental, a final check will be performed. The inspection form must be signed by both parties to avoid future disputes; failure to do so may result in the renter being liable for subsequent charges.

## 4. Payment Policy

Credit cards are accepted (**Visa, Mastercard & American Express**) with a **3% surcharge**.

## 5. Delivery and Collection Fees

Vehicles are delivered and collected **free of charge** at the airport and throughout the Seychelles (**Mahé and Praslin**).

## 6. Late Pick-ups / Early Drop-offs

The rental starts and ends based on the dates and times mentioned on your voucher. We are unable to refund unused time if a car is collected late or returned early. If you cannot collect your car at the agreed time, you must inform us immediately. Otherwise, vehicle availability is not guaranteed, and no refund will be issued. Late returns are subject to surcharges which may exceed standard rates.

## 7. Daily Rate Calculation

Vehicles are rented at a daily rate based on a **24-hour period**. A **60-minute grace period** is granted for the return time. Beyond this, an additional full day's charge will apply.

## 8. Vehicle Group / Model

We cannot guarantee a specific make, model, or fuel type. The vehicles displayed are representative and may be replaced by a **similar or upgraded alternative** (at no extra cost) at our discretion. If we cannot provide a similar or upgraded car due to unforeseen circumstances (breakdown/accident), a full refund of the deposit will be issued. Seychelles Rentacar excludes liability for any additional costs or losses resulting from such changes.

## 9. Additional Driver Policy

Additional drivers are permitted. All drivers must be present at pick-up with valid documents. The **first additional driver is free**. Subsequent drivers are charged **EUR 3 per day**.

## 10. Special Equipment

Special equipment (Child seats, booster seats, GPS) is only available if requested and confirmed at the time of booking.

## 11. Provision of Vehicles

We reserve the right to refuse a vehicle to any person deemed unfit to drive or who does not meet eligibility criteria. We are not liable for travel arrangements or refunds in such cases. We are not responsible for anyone driving under the influence of alcohol/drugs, off-road driving, or reckless driving.

## 12. Modifications

Modifications made **24 hours before the start** of the rental are free of charge (excluding cancellations). Changes to location, car group, or dates may affect the price based on current rates.

### 13. Insurance

All vehicles include "**All-Risk Insurance**" (Collision Damage Waiver and Theft Protection), subject to an **excess (deductible)**. This excess limits your financial liability to a specific amount, which will be **pre-authorized on your credit card** as a security deposit. If the vehicle is returned in good condition, the deposit will be released immediately. *Note: Reckless behavior, negligence, or driving under the influence voids insurance coverage, making the renter liable for the full value of damages.*

#### 13 (b). Driver Age and License Requirements

- **Minimum Age:** 21 years old.
- **Maximum Age:** 65 years old.
- **Experience:** The driver's license must have been held for at least **1 year**.

### 14. Credit Card Pre-authorization

A security deposit covering the insurance excess must be blocked on an international credit card in the **primary driver's name** at pick-up.

### 15. Exchange Rates

Payments are processed in **Euros**. Credit card payments are converted into **Seychellois Rupees (SCR)** at the local rate. We are not responsible for exchange rate fluctuations.

### 16. Vehicle Use

The vehicle must be returned in the same condition (cleanliness and mechanics) as received, excluding normal wear and tear. **Driving off-road (off main roads) is strictly prohibited.**

### 17. Accidents, Damages, and Customer Liability

In the event of an accident, breakdown, or fire, the renter must **immediately notify the rental company and the police.**

**In Seychelles:** For minor accidents with no injuries and only two vehicles involved, a "joint statement of facts" (constat à l'amiable) must be completed.

The insurance is void if an **Accident Report** is not submitted.

The renter is liable for damages caused by intentional acts, gross negligence (racing), or failure to report the incident to the police. Unauthorized repairs will not be reimbursed.

## 18. Maintenance and Mechanical Issues

The client must treat the car with care (checking oil/water levels and tire pressure). Mechanical defects must be reported **immediately** to management. Failure to report issues spontaneously waives any right to a refund or claim after the rental has ended.

## 19. Rental Extension

To extend a rental, written consent must be obtained via email at **contact@seychelles-rentacar.com** at least **24 hours** before the original contract ends.

## 20. Fuel Policy

Vehicles must be returned with the **same amount of fuel** as provided at the start. Missing fuel will be charged plus a refueling fee. No refunds are given for unused fuel.

## 21. Acknowledgement

These terms are deemed known and accepted by the client upon receipt of the booking confirmation.

## 22. Disputes

The **Commercial Court of Seychelles** shall have exclusive jurisdiction over any disputes.