

## **RENTAL TERMS AND CONDITIONS**

*It is very important to read and understand the following rental terms and conditions before you sign the rental contract. If you do not understand, kindly ask the agent you are dealing with, or contact us to explain it to your satisfaction and perfection.*

### **To Rent**

When renting with us, you need the following valid requirements: Drivers license, Passport and Visa card. Afriqcars will hold to your passport until the day of return, as guarantee (this applies to individuals, local companies are to provide Local Purchase Order).

“Local Purchase Order (LPO)” should properly indicate the type of vehicle, quantity, dates, number of rental days and rate proposed to you by Afriqcars, preferably attach a copy of our quotation to your LPO.

### **Payment**

We take only 4 currencies: US Dollar, British Pound, Euro or Dalasi (local currency). You are advised to make full payment in cash, or by credit card (VISA and MasterCard only), or through bank transfer and local company cheques, on the day of rental or upfront. We do not take personal or postdated cheques.

To make reservation(s), payment of not less than 30% must be made upfront.

### **Credit card use**

**We ONLY accept VISA and MasterCard. 3% bank charges, and 15% of bank charges (from first 3%) are added to your bill. For example; Your total rental bill is D10 000. The bank will charge you 3% for using their services, which it's D300, plus VAT 15% (Value Added Tax) of the D300 which it's D45. Therefore, your total payable bill is D10 345. Please NOTE: We do NOT charge VAT on our car rental rates.**

### **Refunds**

Bookings are free, so are cancellation of booking(s). Full refunds are made within 24hrs after payments where made. Termination of contract, or reservation, triggers a penalty of 15% of total bill you are invoiced, and the rest is refundable (if there was any).

To avoid penalty charges, you can postpone your dates of reservation or freeze your renting period and reserve the car for another date you prefer to have it back within 6months.

### **Insurance**

All our vehicles are covered with Comprehensive insurance of **Royal Insurance Ltd.**

The rented vehicle comes with a valid Insurance Certificate, which outlines what you're covered for, and the “compulsory excess fee”. If you're driving to a destination outside the country (The Gambia) it should be together with a “Brown Card”.

“**Compulsory excess fee**” as it sounds compulsory is a fixed amount you will have to pay if any claims were made. For example if the compulsory excess is D2 500 and the damaged cost is D10 000, you will therefore be responsible to pay the D2 500 and the insurance D7 500.

“**Brown card**” is the insurance card used beyond borders.

### **Contract**

Before you are handed the rented vehicle(s) please make sure you have signed a contract between you and Afriqcars Motors representative. Have your copy with you.

On the contract it must show; the vehicle you are renting, date of rental and date of return, number of rental days, and rate you're charged. When payment is done kindly collect your receipt.

Make sure you checked the vehicle with Afriqcars Motors representative, for any damages on the vehicle; dents and scratches or and any other broken parts.

Any damage(s) coursed by you, you'll be hold responsible for the cost of the damage(s) unless otherwise.

*Use a car as it was your own; drive carefully, do NOT use cellphone while driving, do NOT eat or drink in the car, do NOT smoke in the car, please keep the car clean at all times. Kindly refuel the car when the fuel gage is low, do not wait until warning light comes on.*

*We thank you for helping us keeping our vehicles at high standard, and we believe our services met your satisfaction. If not, please help us to do better next time by sending us your suggestions to [suggestions@afriqcars.com](mailto:suggestions@afriqcars.com)*

***DRIVE SAFELY TO SAVE LIVES!***