

## Terms & Conditions

**Customers are prohibited from taking cars to the National Park or Games Reserves, if they do so, there will be penalty of \$500 per Day.**

### Driver & license requirements

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

Customer Full Name, Residential Address & Telephone Number.

Local Contact (Phone Number) details.

Original Passport copy or national ID card

Credit card

International Driving licence

**\*\*Zanzibar Station – Only International License is not enough to drive the car, Customer need to take temporary license from local authority to drive the car.**

**\*\*\$10 per month would be charged to issue the driving permission in the city.**

### Security deposit:-

Car Models	Deposit Amount
Toyota Premio	500
Toyota Crown	500
Toyota Rav4	500
Toyota Harrier	500
Toyota Land cruiser Prado J1200	1000
Toyota Alphard	500
Toyota Hilux Pickup	1000
Nissan Xtrail	500
Isuzu Pick Up	1000

At pick-up, the main driver will leave a refundable security deposit as mentioned above on all car models via Credit Cards or Cash.

In case the security deposit is paid via credit / debit card, bank charges (3%) and local taxes would apply at the time of refund.

### Airport Surcharge

\$20 Per Rental Airport surcharge.

### Accepted cards

MasterCard

Visa

### Outstation Driver Surcharge (Applicable on Chauffeur Drive Rentals)

Outstation Driver Allowances - \$25 Per Day, Applicable on daily rentals in case of outstation rental only.

### 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. An additional driver fee will apply for any additional driver: \$20 per day, including tax, up to a maximum of \$400.00 per rental.

### Young Driver Surcharge & Senior Driver Surcharge:

If the main driver's age are more than 18 Years and less than or equal to 20 Year then Young driver surcharge would be applicable \$10 Per day , up to a maximum of \$100 per rental (Month).

If the main driver's age are more than 65 Years and less than or equal to 70 Year then Senior driver surcharge would be applicable \$10 Per day , up to a maximum of \$100 per rental (Month).

**Licence Requirements**

When picking the car up, the main driver and any additional drivers will need to provide a full driving licence in their name.

Digital driving licences will not be accepted.

If you've had your driving licence renewed and it only shows the date it was renewed, you'll need to prove when it was originally issued.

Minimum age would require 20 Years for all other models & License age should be minimum 1 year.

It is each driver's responsibility to find out what paperwork they need before driving in another country. For example, you may need a visa and/or International Driving Permit as well as your driving licence.

Each driver will need to provide a valid driving licence. If it is written in non-Latin characters, they'll also need to provide a valid International Driving Permit or a certified translation. Any driver with a driving licence from outside Europe is advised to have an International Driving Permit as well.

**Rental Voucher / eVoucher**

At pick-up, the "Europcar Tanzania" will require EITHER a printed copy of the customer's voucher OR eVoucher. If this is not presented, the "Europcar Tanzania" may not allow the car to be picked up, or may charge again for the rental.

When you booked your car, you booked a certain make and model 'or similar' ('similar' means same gearbox, similar size, similar engine, etc.). The counter staff may provide a different car - not the exact make and model that you were expecting.

**Age Requirements**

To drive this car, you must be at least 20.

To drive this car, you must be under the age of 70.

**Arrival details**

If you are arriving by plane, the car hire company needs your arrival flight number at least 3 days before your rental is due to start. If you do not provide your flight number, the car hire company cannot be held responsible if your plane is delayed and as a result your car is not available. Please ensure that you enter your flight number and not any other number the airline may have sent you, such as a confirmation number.

If your flight is delayed, please call the rental counter during their opening hours.

**Outside Office Hours**

Out-of-hours service available on request: pick up / drop off the car outside the counter's normal opening hours. There will be a fee of \$10.00 (\$10 for pick up & \$10 for drop) which you will pay when you sign the rental agreement.

**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 (\$2K to \$5K depending on the car models hired). 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).

**Theft Cover (THW)**

If the car is stolen, the most you'll pay towards replacement costs covered by the policy is the theft excess (\$6K to \$15K depending on the car models hired). This cover is only valid if you stick to the terms of the rental agreement.

**Super Collision Damage Waiver (CDW) & Super Theft Waiver (STHW)**

Customer has option to buy coverage while hiring the car, they need to pay as per the below mentioned premium amount or else in case of any damage, Theft, customers will be liable to pay the below mentioned excess amount.

### 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.

1. Should the Renter be involved in an accident where the fault was not that of the Renter, the Renter is responsible and liable for the non-waiver able excess liability until a third-party recovery has been made by "Europcar Tanzania".
2. "Europcar Tanzania" will reimburse the Renter the amount paid less the accident administration fee.
3. For full third-party claims there will be an additional third-party handling charge of \$300.
4. For third party claims where fault is with the renter, "Europcar Tanzania" will settle claims through our insurance not exceeding \$12000 of property damage liability and Third Party Injury or death unlimited as per Tanzanian Govt norms.

### Loss or Damage

If the car is stolen, or seriously damaged, or damaged in an incident involving someone else, please contact the "Europcar Tanzania" 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 "Europcar Tanzania" immediately.

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

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.

### Roadside assistance:

When you pick your car up, please make sure you find out where the paperwork is kept. In most cases, it'll be in the glove box or attached to the sun visor.

### Factors that Negate Waivers:

1. Gross negligence.
2. Any wrong and/or illegal actions or failure to act which results in damage or loss.

Car Models	Collision Damage Waiver Amount	Collision Damage Waiver	Super Collision Damage Waiver Amount	Super Collision Damage Waiver	Theft Waiver Amount	Theft Waiver	Super Theft Waiver Amount	Super Theft Waiver	Premium Protection Amount	Premium Protection
Toyota Premio	0	2000	30	500	0	7000	30	3000	60	0
Toyota Crown	0	2000	30	500	0	8000	30	3500	70	0
Toyota Rav4	0	2500	30	600	0	10000	30	4000	70	0
Toyota Harier	0	3000	30	750	0	10000	30	4000	70	0
Toyota Lanctrusier Prado J120	0	5000	50	1200	0	15000	50	7000	100	0
Toyota Alphard	0	2000	30	500	0	8000	30	3500	70	0

3. Driving under the influence of alcohol or substances that diminish your capacity.

Toyota Hilux Pickup	0	5000	50	1200	0	15000	50	7000	100	0
Nissan Xtrail	0	2000	30	500	0	8000	30	3500	70	0
Isuzu Pick Up	0	5000	50	1200	0	15000	50	7000	100	0

4. Unauthorised persons driving the vehicle.
5. Taking the vehicle across any border without authorization.
6. Not adhering to traffic, road and driving regulations.
7. Unsuitable driving or road conditions including unsurfaced roads.
8. No other vehicles or third party involved in a collision unless exceptional circumstances apply and are proven.
9. Not reporting the collision to "Europcar Tanzania" and the nearest Police Station within 12 hours, A Police report reference number must be obtained from the Police Station.
10. Failure to obtain authorisation from "Europcar Tanzania" and effect payment for the extension of the contracted rental period.
11. Failure to report the theft of a vehicle to "Europcar Tanzania" and a Police Station within 6 hours of the event. A Police report reference number must be obtained from the Police Station.
12. Failure to produce the vehicle keys in the case of theft unless exceptional circumstances apply and are proven.
13. Failure to report the exact details of the last known location of the vehicle prior to theft.
14. **Not using the vehicle for its intended purpose, for example carrying animals, unlawful and unsuitable goods. Only Land Cruisers Safari or Similar Vehicles are allowed to travel inside national park and renter shouldn't use the vehicle for agricultural purposes without prior authorization.**
15. Driving without due care and attention unless exceptional circumstances apply.

#### **Traffic Fines & Tolling Fees:**

1. If the Renter disobey traffic regulations which results in a fine, such amounts will be directed to the Renter of which Renter must settle direct to the relevant authorities. If not, the Renter will be charged an accident administration fee in addition to the fine.
2. All toll fees, Entry Fee and Parking charged during the rental period will be borne by the Renter.

#### **Cross Border: "Subject to approval from "Europcar Tanzania"**

1. A letter of authorisation or confirmation must be requested from "Europcar Tanzania" at the time of reservation for all cross-border travelling. All necessary documentation regarding the vehicle must be obtained from "Europcar Tanzania" 48 hours before crossing the border.
2. "Europcar Tanzania" will not be held responsible if a Renter is refused entry into another country.
3. The Renter will pay for any cross-border fees that may arise while crossing the border.
4. A non-refundable cross border fee will be levied by "Europcar Tanzania" for vehicles crossing the border and is payable directly by the Renter.
5. An accident administration fee will be levied should an accident/theft occur outside the borders of Tanzania according to Section 6.
6. All costs and fees that are incurred to retrieve vehicle and assist Renter will be charged direct to the Renter.

#### **Delivery & Collections:**

1. Delivery (Local) would be charged USD 20 (upto 20KM) and USD 0.5 for every extra KM.
2. Delivery (outstation) would be charged USD 1 Per KM.
3. Any toll fees, fuel or game park entrance fees will be billed in addition to a delivery or collection charges.

4. The Renter shall take delivery of the vehicle at the place specified on the Rental Agreement. The renter shall have no claim against "Europcar Tanzania" if the vehicle is not available for delivery, other than a refund of any amount paid or pro rata thereof.
5. Where delivery takes place outside of the place and time specified, the Renter's acceptance of delivery shall not constitute the delivery as being unsolicited.
6. On the return date the Renter shall return the vehicle at Renter's risk and expense to "Europcar Tanzania" at the place specified in the Rental Agreement and the keys must be handed to a "Europcar Tanzania" authorized representative and the vehicle be parked in a designated parking bay and locked. The vehicle shall be returned undamaged, in good order and in roadworthy condition, fair wear and tear accepted.
7. The vehicle shall be at the Renter's sole risk from the date of delivery up and until the vehicle is returned to "Europcar Tanzania".
8. By the Renter's signature hereto the Renter acknowledges that the vehicle is delivered by "Europcar Tanzania" free of any damage whatsoever and in good order and repair unless such damage is recorded in writing and signed by both parties on the Rental Agreement or on the vehicle condition document.
9. In the event of the vehicle's keys being placed in a drop-off safe as a result of the designated return location being closed, then the parked vehicle shall be at Renter's sole risk of loss or damage until "Europcar Tanzania" has recorded the return thereof.
10. Failure to return the vehicle in terms of this agreement shall constitute illegal possession by Renter and "Europcar Tanzania" may repossess the vehicle wherever same may be found and from whomsoever is in possession thereof.
11. Free delivery within 10kms of the "Europcar Tanzania" Downtown Depot from any designated station of Tanzania.
12. One-way rentals are available at the prescribed fee. These drop off charges are billed direct to the renter. One-way rentals to a "Non Europcar Tanzania" office are available on request.

#### **Optional Accessories**

1. These are available on request at the time of reservation or rental and any fees or applicable limited liability amount will be charged to the Renter at the time of rental.
2. In the interest of safety "Europcar Tanzania" representatives will not fit any accessories for the Renter; the Renter is responsible for the fitting of any accessory rented.

#### **Deposit Liability & Fuel**

1. An excess insurance deposit is required for the applicable excess liability on initiation of the rental. The Renter must be in possession of a credit card irrespective of product selection. The deposit is rental amount + 500 USD paid via CC/cash depending on the car models.
2. 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.
3. 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.
4. 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).

#### **Extension of Rental:**

1. If the Renter wishes to extend the rental beyond the original return date, authorisation must be obtained from "Europcar Tanzania", Failure to do so will result in breach of all terms and conditions and "Europcar Tanzania" will immediately negate all waivers.
2. Additional rental days will be charged directly to the Renter's account or credit card at the prescribed rate.

**Exemptions:**

1. Unless any wrongdoing can be proven against/ attributed to "Europcar Tanzania", its agents or employees, "Europcar Tanzania" shall not be liable for any damage or loss, whether direct or indirect, arising out of any defect in or mechanical failure or the safety of the vehicle or the driving or use thereof, nor for any direct or indirect loss, consequential damages, loss of profits or special damages arising out of any of the foregoing. "Europcar Tanzania" does not accept any liability for any loss of or damage to any property transported in or left in the vehicle or any other damages or loss as a result of the conveyance of the driver and/or any other passengers. No warranties as to the condition, state of repair, performance capabilities, year of manufacture, odometer reading or anything else concerning the vehicle are given by "Europcar Tanzania".

**Legalities:**

1. All notices and legal processes in terms hereof shall be given to the Renter at the address set out in the rental agreement (Renter's chosen legal address). Any notice posted to Renter shall be deemed to be received 7 days after posting, unless the Renter proves the contrary, to "Europcar Tanzania"
2. The Renter consents to the geographic area of the Magistrate's Court having authority over its person in respect of any proceeding arising from this agreement even if the amount in issue would otherwise exceed the authority of such court. This consent shall not however, prejudice "Europcar Tanzania" in respect of their right to proceed in any court of competent authority.
3. The English version of this agreement will prevail in the event of a dispute.
4. This is the entire agreement and no variation or cancellation shall be valid unless in writing and signed by the Renter and "Europcar Tanzania".
5. "Europcar Tanzania" may claim and recover from Renter on demand all costs and expenses incurred by "Europcar Tanzania" in consequence, directly or indirectly, of any breach by Renter of this agreement, including attorney-and-client costs, collection commission and any costs of tracing Renter or the vehicle.
6. A provision of this agreement which is invalid or unenforceable for any reason shall be severable from the rest of this agreement and shall not affect the validity thereof.
7. This agreement shall be governed by the laws of the Republic of Tanzania.
8. By the Renter's signature hereto, the Renter accepts all the charges charged by "Europcar Tanzania" in terms of this agreement, including any charges relating to loss and damage to the vehicle.
9. By Renter's signature hereto, Renter hereby authorizes "Europcar Tanzania" to conduct reference checks or any other checks required by law on Renter, if necessary.

**Cancellation Policy**

1. "Europcar Tanzania" will charge the renter \$50 cancellation fees, if the Renter fails to cancels the reservation 48 Hours before the time of rental.
2. If customer cancelling the reservation 12Hrs or before the time of rental then "Europcar Tanzania" will charge \$100.

**Chauffeur Driven Service:**

1. Chauffeur service is available (meaning renting car with a "Europcar Tanzania" driver) on all chauffeur rental station.

**No show Fees:**

A no show fees \$100 or Rental Amount (whichever is lower) will be charged to the client or the renter counter in case of No Show.

**Tax:**

1. In Tanzania 18% VAT is applicable in all services rented.

