



## SATGURU MOBILITY PRIVATE LIMITED

### INDIA RENTAL – TERMS & CONDITIONS

#### **TAX:**

Currently 18%. As applicable from time to time as per Government directive. This value might vary depending upon the Vehicle selected.

#### **INTERSTATE TAX:**

When traveling out of state, it is always important to stop at RTO check post to pay the government applicable tax. Cost/penalties pertaining to failure to pay such interstate tax, toll or any other govt. levied tax will be borne by the Renter directly. In case, Interstate Tax is not paid, then security amount will be forfeited and Renter will be liable for complete Car value.

#### **AGE:**

Person must be minimum 23 years of age with date of issue of license must be a year back.

#### **ADDITIONAL DRIVER:**

With the consent of the Renter, the vehicle may be driven by other eligible drivers. Additional drivers must be registered at the time of pickup of the car before driving the Car. Additional driver shall be allowed once the documents are received and verified by EUROPCAR INDIA.

#### **DOCUMENTS:**

For Non-India Residents – Below are the Documents Required

1. Valid Passport in Original
2. Valid Driving License in Original
3. Credit Card on the Name of the Rental – Master / Visa / Amex
4. International Driving Permit (IDP)

For Indian Resident – Below are the Documents Required

1. Valid Passport in Original
2. Aadhar Card in Original
3. PAN Card in Original
4. Voter ID Card in Original
5. Indian Driving License
6. Credit Card on the Name of the Rental – Master / Visa / Amex

If the User does not present the above documents, in original at the time of obtaining delivery of the Vehicle, the Company shall be entitled to refuse the delivery of the Vehicle and cancel this booking. Cancellation charges will be applicable as per policy.

Note: Individuals holding Non India Driving License need to carry IDP [International Driving Permit] at the time of delivery of car. EUROPCAR INDIA will not hand over the car in case the IDP is not shared with us. In such cases, EUROPCAR INDIA may provide Car with Driver.

#### **RENTAL DEPOSIT:**

Security Deposit - EUR 750 for all models except Mercedes & BMW  
For Mercedes & BMW - EUR 1500

Rental and Deposit shall be made on the Payment Link sent by EUROPCAR INDIA before pickup. Cash shall not be acceptable for any booking.

#### **MODE OF PAYMENT:**

We accept payment via Credit Card - American Express, VISA, MasterCard, Debit Cards and Net Banking can be used to pay through the link sent at the time of pickup.

#### **FUEL:**

The Vehicle will be provided with a full tank of fuel and needs to be returned at the same fuel level. In case the tank is not full at the time of return, then Renter will be charged for short fuel plus service charge on the day the car is returned.

#### **INCLUDED KILOMETER:**

Unlimited.

#### **CHAUFFEUR DRIVEN SERVICE:**

For Cities or Routes where it is not recommended to drive except by people used to driving in India. You can book Chauffeur Drive Service from Europcar India Contact Centre Team or Website directly or else EUROPCAR INDIA reserves the right to provide a Complimentary Chauffeur with all Self Drive Services.

#### **DELIVERY / COLLECTION SERVICE:**

INR 750/- Per Side Applicable for Car Delivery and Collection at all locations within city limits. Vehicle must be returned at the same location within city limit from where it was delivered to the renter.

#### **ONE WAY RENTALS:**

One Way Rental are permitted within India. Additional Charges may apply. Please send an email for one way request to [CAR.RESERVATIONS@EUROPCAR.IN](mailto:CAR.RESERVATIONS@EUROPCAR.IN)

#### **EXTRA USAGE POLICY:**

For Rental Extension/ Late Return, Renter is requested to check with EUROPCAR INDIA Customer Care (+91-8421 555 659) or email (CAR.RESERVATIONS@EUROPCAR.IN) at least 24 hours prior to the drop off time.

#### **OVER SPEEDING CHARGES:**

Customers are allowed to drive the Vehicle up to a maximum speed of 120 km/hr on Expressways or 100km/hr on highways or 60km/hr in city limits (Speed limit differs for all the Expressway, highways and city limits in India), beyond which the Vehicle will be considered as over speeding.

A penalty of Rs. 2500 will be charged on the first instance, followed by a further penalty of Rs. 2500 and Rs. 2500 for 2nd instance and 3rd instance respectively making it a total of Rs.7500/- after third instance. After the third instance, Booking will stand cancelled and the Company shall get the right to take back the Vehicle and terminate the Agreement.

#### **CANCELLATION CHARGES:**

- a) If Cancellation is done before 48 hours from the booking start time, No Cancellation charges
- b) If Cancellation is done before 24 hours from the booking start time, 50% of the base fare will be applicable plus GST.
- c) If Cancellation is done in less than 24 hours from the booking start time, 100% Rental Rate will be charged as Cancellation Fees plus applicable GST.

#### **NO SHOW & TURNED DOWN FEES**

In case of No Show or Turned Down at Rental Station, No Amount will be refunded to Renter.

#### **VEHICLE DAMAGE:**

Damage charges to be paid by Renter in terms of the Rental Agreement. In case damage cost goes beyond Security Deposit Amount insurance claim may be filed and Repair/ Depreciation amount (In case of insurance claim) & Parts which are not covered under insurance will be recovered from the User. The assessment of damage made by Company will be final. Insurance claim is subject to Company's discretion.

#### **TRAFFIC RULE VIOLATION:**

Cost for any Traffic Rule Violation during the Rental Period will be borne by the Renter directly. In cases, where Challans are received by the Company via post upon completion of

the Agreement, the Renter authorizes the Company to charge the same on the Credit Card Number of the Renter as mentioned in this Agreement Offline.

#### **CAR UPGRADE POLICY:**

In case the selected car model is unavailable, EUROPCAR INDIA will try it's best to provide an equivalent car model or upgrade the car with no additional charge to the customer.

Customer, in this case has the right to accept or reject the new allotted car.

- a) In case customer does not want the upgraded car, customer has the right to cancel his/her reservation. In such cases, 0% cancellation charge will be applicable.
- b) Mileage per litre of fuel is dependent on car model. Cases where the car is upgraded, EUROPCAR INDIA will not be liable to reimburse the difference in the mileage per litre amount, if any to the guest.

In case the selected car model is unavailable and a lower segment car is allotted to the customer. The difference in the final base amount will be reimbursed to the customer by EUROPCAR INDIA.

#### **RETRITION OF USE:**

Our vehicles are not allowed to be driven in Off-Road Conditions (Sandy, Rocky Terrain, Ladakh, Jammu Kashmir, Sand Dunes, Badrinath, Kedarnath etc.) in India.

In case, they are taken on such conditions without information, security amount shall be forfeited in full and 2 times of the base fare shall be charged from Renter

Cars are also not allowed to be used for Racing, Speed or any Other Tests or Sports Activities. Renter is not allowed to take EUROPCAR INDIA to other countries including Nepal, Bhutan etc. (Crossing International Borders not permitted). If the car is taken outside India without taking approval from EUROPCAR INDIA, then entire liability shall be on Renter till the car is returned.

#### **OTHER SERVICES:**

Luggage Carrier & GPS Navigation System shall be available on request with additional charges (Subject to availability).

## **EUROPCAR INDIA**

### **SATGURU MOBILITY PRIVATE LIMITED – RESERVATION TEAM**

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India Centralized Email – [CAR.RESERVATIONS@EUROPCAR.IN](mailto:CAR.RESERVATIONS@EUROPCAR.IN)