

## EUROPCAR VANUATU RENTAL TERMS & CONDITIONS

Your rental includes: • Mandatory Insurance (collision Damage Waiver – 3<sup>rd</sup> Party Liability) at a cost of 1,500 Vatu per day above the daily rental.  
• Local Taxes 15% VAT • 50Kms per day

**Payments by Hirer:** The hirer shall pay Europcar Vanuatu for the hire of the vehicle the sum of the sums specified in the rental document, and authorizes Europcar Vanuatu to charge all amounts payable to the hirer's account. The hirer's account means a nominated credit card or pre-arranged charge account.

**Bank Fees:** Visa and Mastercard attract a 3.5% bank fee and American express is 5%.

### **Other Fees That May Be Payable Locally**

• Child/baby seats • Delivery & Collection • Fines, infringements & parking charges • After-hours fees • Cleaning (detailing) fee should the vehicle be returned in unclean condition • Administration Fee, Refuelling Fee, Off Road Fee, Call out fee, etc. • Additional driver

**Deposit Requirements:** The following payment forms are accepted at the start of the rental to cover the deposit: All category is 150,000. MasterCard/Visa, American Express. Please note we are not responsible for the time it takes your bank to show the return of pre-authorisation and this time period may be anything from 2-14 days.

**Driver Age & Requirements:** The minimum driver age is 25 years old. Young drivers aged between 21 and 24 inclusive pay 3000 VUV per day & Insurance Excess will be increase by 20%. All drivers must have held their license for a minimum period of 5 years. A passport may be required for identification purposes. Additional driver is charged 1000 VUV per day with the maximum 3000 VUV per contract.

**Persons Who May Drive The Rental Vehicle:** The vehicle may be driven during the term of the hire **only** by the persons named on the Rental Document, and only if they hold a current full driver's licence and are age compliant with the contract. Any other drivers are completely uninsured.

**Fuel Policy:** Vehicle is supplied with a full tank of fuel. It should be returned full or if you choose to leave it for us to do, refuelling charge will apply of 1,500 Vatu plus the cost of fuel.

**After Hours And Service Assistance:** Should you require assistance, please do not hesitate to contact us on phone number **+678 26517or 26516**. This number is fully serviced Monday – Sunday 8am -5pm. Outside these hours, please call or leave a message on **+678 5542288**. For accident or Emergency also contact Police on 22222 or 111.

### **GENERAL TERMS**

When collecting the vehicle, the principal driver & any additional drivers will need to provide a full driving license in their name. If any driver has held their license for less than five years, please advise our team as there are restrictions on renting. We will require a security deposit at the start of the rental to cover the insurance excess & fuel, this will normally take the form of a pre-authorisation on the credit card of the principal driver. The security deposit (pre-authorisation) will be cleared at the end of the rental provided the car is returned in the same condition as rented, (no sticker on the car, no towing) if the vehicle requires cleaning, deposit will be refunded generally within 48 hours. Any damages or refuelling will be charged against the pre-authorisation. CHEQUES & DEBIT CARD DEPOSIT REQUIRE PRE-APPROVAL.

On collecting the vehicle, please be sure to inspect for any damage & ensure it is noted on the vehicle condition report VCR prior to signing same. Should you be returning the vehicle to the airport and leave the key in the drop box please be aware that the vehicle is still at your risk until our staff have collected the vehicle and completed the VCR. Our airport office is only attended for flights. We attend all flights into Port Vila from 8am up until 10pm, our staff are usually there at least 30 minutes before landing. Which is generally 90 minutes before departure. If you wish you may call at our town office on the way to the airport and check the vehicle in, please be sure to allow ample time to do this.

All rentals are charged on a 24-hour basis. A full day is charged for any portion of 24-hour period used. Please note if you are collecting from the airport you should advise of your arrival flight number at least 3 days prior to check out, Europcar Vanuatu will not be held responsible for cars not provided or available due to late arrival of flights or non-advice of flight numbers.

2wd is prohibited to go on unsealed roads and 10km outside the town of Port Vila, otherwise, the insurance will be void and penalties apply.

**Cancelling Reservation:** Reservations can be cancelled free of charge up to 48 hours before the start of the rental. reservations cancelled within 48 hours of the start of the rental will be charged a fee equal to a 2-day rental. There will be no refund or additional charge for reservations less than 3 days in duration. Please ensure you have a record of the cancellation for refund.

Where the vehicle cannot be picked up due to insufficient documentation or failure to provide a valid credit card this will be treated as a cancellation made with 48 hours.

**Amendments** reservations can be amended free of charge 48 hours before the start of the rental, where these changes affect the rental price such as duration, or car type the difference will be calculated from the current published price of the new rental. Europcar Vanuatu cannot refund any unused days or part days if the vehicle is returned early on any rental.

**Delayed Arrival;** Delayed arrivals will be treated as per cancellations.

**No Shows:** A 100% cancellation fee will be charged where we are not notified of cancellation prior to the start of the rental.

**Insurance & Waiver Information:** When you hire a car your car rental agreement will include collision damage waiver & loss waiver; these are compulsory at a fee of 1,500 Vatu per day. Both are subject to certain exclusions. Your liability is waived subject to you paying a charge, referred to as an "excess" which limits your liability to the cost of the excess only. Your rental includes collision Damage Waiver and theft protection with an excess of 150,000 VUV. If the vehicle is damaged during the rental, you will be charged up to a maximum of the excess amount. In the event that the renter has behaved recklessly or negligently or driven under the influence of drugs, alcohol or kava you will be liable for the full cost of damage and insurance is void. Please note that there are exclusions to cover which include windscreens, tyre, undercarriage, overhead or interior of the vehicle, towing charges & replacement keys in which the insurance cover does not exist.

**Mechanical Repairs and Accidents:** If the vehicle is involved in an accident, is damaged, breaks down or requires repair or salvage, regardless of cause, the hirer shall notify Europcar Vanuatu of the full circumstances by telephone immediately. If there is more than 1 car involved then the police must be notified and a police report completed. If there is Damage, theft of the Vehicle or Third Party Loss for each separate claim You must pay up to the Damage Excess shown in the Rental Agreement even if You have travel or rental vehicle excess insurance.

The hirer shall not arrange or undertake any repairs or salvage. (this includes, but is not limited to, purchasing a replacement tyre). For all call outs including refuelling, jump start, tyre related incidents, lost keys and keys locked in the vehicle, a service fee will be charged. If the vehicle requires repair or replacement, the decision to supply another vehicle to the hirer is at the Europcar Vanuatu's sole discretion.

**Cancellation of Hire Agreement:** Europcar Vanuatu has the right to terminate the hire and take immediate possession of the vehicle if the hirer fails to comply with any of the terms of the Rental Agreement, or if the vehicle is damaged. The termination of hire under the authority of this clause shall be without prejudice to the other rights of Europcar Vanuatu and the rights of the hirer under the Rental Agreement or otherwise.

**False and misleading information (a)** You and any Authorised Driver must take all reasonable steps to ensure that the information supplied to Us at the Start of Rental is accurate, complete and up-to-date and is not false or misleading. **(b)** In entering into the Rental Contract with You We have relied upon the information You and any Authorised Driver have provided to Us and: *(i)* the wilful supply of false or misleading information, including: (A) false name, age, address, occupation or driver's licence details; or *(B)* eligibility to participate in Our corporate programs; or *(ii)* acting in collusion with any other person to supply such false or misleading information, is a Serious Breach of the Rental Contract.

**End of the Rental Period:** End of the Rental Period obligations at the end of the Rental Period, in addition to your obligations under clause. You must return the Vehicle to Us: (a) to the Rental Station; (b) in the same condition it was in at the Start of Rental, subject to reasonable wear and tear; and (c) at the date and time set in the Rental Agreement.

**Grace period:** We allow a grace period of 30 minutes for the return of the Vehicle but if it is returned to Us more than 30 minutes after the time set for its return in the Rental Agreement You will be charged one full day's extra rental.

**Late return:** If the Rental Contract has not been extended by Us and the Vehicle is returned to Us more than 24 hours after the time set for its return in the Rental Agreement: **(a)** the rates shown in the Rental Agreement will not apply and You must pay a full day's rental shown in the Rental Agreement, for each subsequent 24-hour period or part thereof until the Vehicle is returned to Us; and **(b)** there is no Damage Cover so that You are liable for Damage and Third Party Loss and any repossession charges or costs We incur in this default period.

**Failing to return the Vehicle to the correct Rental Station:** If You return the Vehicle to a rental station other than that shown in the Rental Agreement, or when the Rental Station is closed, or any place other than a Europcar Rental Station: **(a)** a one-way fee may apply; and **(b)** You are liable for and must pay: (i) for Damage and Third party Loss; and (ii) the Rental Charges, until the post rental inspection has been conducted.

**Our rights on termination:** If the Rental Contract is terminated: **(a)** it will not affect Our right to receive any money We are owed under the Rental Contract; and **(b)** You give Us permission to access and enter Your premises to repossess the Vehicle without using unreasonable force or causing damage.

**Costs, charges and payment:** Payment at the Start of Rental, At the Start of Rental You must provide Your acceptable credit card and as security We may pre-authorise Your total estimated Rental Charges plus a deposit. **Payment during Your Rental** Fees and charges You may incur during the Rental Period include: **(a)** extra kilometres, if You exceed the free kilometres applicable to Your Rental Period and Vehicle model; **(b)** other Rental Charges, including extra fuel, Damage, fines, infringements, administration fees, roadside assistance charges and loss or damage of car key.