

Terms and conditions

Rental Includes The Following:

- - Unlimited Mileage
- - Basic Insurance
- - Road Fee
- - 24 Hours Road Assistance
- - Free Delivery and Collection to all Hotels (for rentals of more than 5 days)

Rental Excludes The Following:

- - Fines, Parking Charges
- - Administrative Fee for Fines
- - No Show / Cancellation Charges
- - Late Return
- - Bank Charges for Credit Card Processing at Delivery
- - Key and documents Loss
- - Delivery and Collection in Hotels / Villas or Houses for rental less than 5 days rental

Insurance

All cars are covered by a paid comprehensive policy. In case of accident, for the damage or loss of equipment, the hirer is responsible for the first excess (deductible).

The insurance premium does not cover the following:

- - Damage to the tires,
- - Replacement keys
- - Broken windows and side mirrors
- - Damage to the underside, clutch and gearbox, the inside of the car and the windshield due to driver's carelessness

- - Damage to engine due to lack of oil or filling the car with wrong fuel or careless driving
- - Damage caused by a driver being influenced by alcohol or drugs
- - Damage caused by an unauthorized driver
- - Administration fees related to damage
- - Theft of the car
- - Stolen equipment inside the car (Ex: GPS, radio, etc...)
- - Bank charges related to refund
- - Any damage not reported to us
- - Negligent driving or without due care and attention, including driving off-road.

Documentation For Delivery & Drop Off

Customers must present necessary documents and a rental agreement(contract) needs to be signed which is subject to local law.

At the time of filling up the contract, the customer must have his driving license, a valid passport and his credit card.

As for the drop off, the procedure is the same as the pick-up . The agent will have to evaluate in your presence the condition of the car including damages such as scratches and bumps. After signing the necessary documents, your contract will be closed.

The Car Rental company will not be held responsible if any objects or personal belongings have been left unattended in the car at the drop off of the car. We kindly recommend you to make a thorough verification before you leave the car.

Credit Card Policy

We accept the following payment by credit card: VISA and MasterCard . Bank charge applicable on credit card transactions.

Late Pick-Ups / Early Drop-Offs / Extension

Rental starts and finishes according to details on your receipt or eReceipt. We are unable to provide refunds for unused time if a car is picked up late or dropped off early. In case of extension of rental contract, follow the same booking procedure or contact us.

If you are unable to pick the car up at the agreed time and date, it is essential to contact us as soon as possible. In case of late drop-off, a surcharge is applicable.

In the event, where a client fails to show up without informing us, you will not be refunded. The Car Rental company reserves the right to refuse to provide you a car if you fail to arrive on time with all necessary documentation and with a credit card with insufficient funds for the excess amount.

Daily Rate Calculations

The price of your car hire will be confirmed at the time of booking and calculated on the 24-hour basis.

If you, the renter, wish to extend the period of hire after picking the car up, or if you drop the car off later than stated on your receipt, such an extension will be charged at the local daily rate, which may be higher than the rates agreed with us at the time of booking.

Vehicle Group/Model

We are unable to guarantee a particular make, model or fuel type of car.

The car shown on your receipt is for guidance only and may be substituted for an alternative, similar or upgraded car (at no extra cost) at our option.

If, at time of pickup, it becomes impossible to provide your booked car as shown on your rental receipt due to breakdown or an accident or any other reason due to unforeseen circumstances, a similar or upgraded car will be provided by us.

If we are unable to provide either a similar or upgraded car, you will be offered a full refund. However, in such circumstances, we shall have no additional liability in respect of any direct or indirect losses you may suffer as a result of such changes. In the event of a downgrade after your approval, a reimbursement will be applied.

Extras

You will have the possibility to add the following options to your rental during your online booking:

- - Additional driver
- - Baby Seat(confirm age via mail for us to arrange)
- - Child seat (confirm age via mail for us to arrange)
- - GPS

The GPS will be given ONLY if chosen when confirming the reservation. Any client who claims a GPS though it has not been stated in the rental agreement will be liable to pay a fee to get the GPS. We will not be held responsible for any defect/ technical problems that happened to the GPS. The Baby and Child seat is given as default 1 year if no age confirmation is given from the client unless the company decides to entertain a late request at their discrepancy.

Premium Roadside Assistance

1. Battery breakdown – the agent will come to your help so that you can continue your trip
2. Insufficient fuel – you will receive enough fuel to go to the nearest gas station. This service excludes gas costs but includes travel expenses.
3. Unlocking of the car – If you have forgotten the key inside the car or lost the key, you will receive another key.

4. Dropping service in the event of an accident. If you have had an accident and the car is not drivable, our agent will take you to your home.
5. Tyre puncture

Provision Of Cars

We reserve the right to refuse a car to any person who is considered unfit to drive or does not meet eligibility requirements. We will not be liable for the completion of travel arrangements, nor for any refund, compensation or any other costs you, the renter, may have to pay in such a case.

We will not be held responsible for anyone driving under the influence of alcohol/drugs, causing damage, driving off-road or driving without due care and attention.

In case of an accident or any unforeseen circumstances, the car hire company shall provide you with either a downgrade or an upgrade and necessary adjustments shall be done. The customer will be informed in advance of any changes in his reservation. For instance, due to unavailability, If no car cannot be supplied, we shall refund you your deposit accordingly.

However, no adjustment will be the concern of Easycab SR, if the client try to choose another car rental company and we shall not be held responsible for any surplus charges by the third party.

Please note that the car hire company, provides normal services during cyclone warning class 1 and 2 and you are advised to drive carefully. However, during cyclone warning class 3 and 4 , the office is closed. You are not allowed to drive the car and you will not be covered by the insurance.

Booking Amendment

No charge will be applied for amending your booking before the start of your rental unless it is a cancellation. This excludes any increase in cost caused by a material change to the booking such as its duration or the car class or by after we have changed our rates by the original booking. This can be done online in your account and no amendment is accepted prior 48 hrs of the car delivery.

No Show

In case of no show or a car has not been rented without giving a valid reason, the payment due will be directly debited from your credit card and we shall not be held responsible.

Cancellation Policy

We are pleased to be able NOT to charge you for the full rental amount at the time of reservation. A 25% or full payment is required to ensure your vehicle is reserved else you may also opt for Cash on Delivery. All cancellations can be made online or can be sent by email. There will be a small administration fee which in some cases may be as much as the original rental deposit as per the following:

More than 30 days: 100% of your deposit will be refunded.

Between 10 & 30 days: 70% of your deposit will be refunded.

10 days or less: 50% of your deposit will be kept by us

Refund Policy

All refund policy are processed within 10 to 14 days as from the date claim are made.

Vehicles Images

Vehicle images are examples only. Specific models cannot be guaranteed. Similar categories can be provided.

Driving Age And Driver License Requirements

- - The minimum driver age required is 20. – The maximum driver age is 75.
- - Driving license must be held for at least 1 year.
- - Drivers of vehicle categories Prestige and Luxury must be aged 25 or over.
- - In some cases if a driving license is printed with non-Roman alphabet (Arabic, Chinese, Japanese, Cyrillic etc) an international driving license is required.

Please note: an international driving license/permit does not replace the requirement for a regular driving license. If using an international license/permit, a full driving license in the principal driver's name will still be mandatory in order to rent the vehicle.

Credit Card Pre-Authorization

When picking the car up, you will be required to leave a security deposit to the value of any excess which may be charged by us if the car is damaged during the rental.

The amount is being blocked (pre-authorised) on an international credit card in the name of the primary driver (MasterCard, VISA and AMEX are accepted). The blocked amount will be returned in full at the end of the rental provided the vehicle is returned in the same condition as rented. Please note that it may take 14 to 21 working days for the money to be restituted back by the bank.

Reparation Charges

In case you are found guilty in an accident, you will need to bear the reparation charges. We will deduct the repair costs from the deductible and we will give you the remainder.

Out-Of-Hours Service

There is no out-of-hour extra charge in case your flight is delayed. We are after all a customer service oriented company and we understand you are a traveler and we will wait for you to meet you at our car rental booth.

Use Of The Car

We ensure that each vehicle is provided in excellent and good-as-new condition, clean, roadworthy and insured . The car shall be returned in the same condition of neatness. The car cannot be rent to other parties or driven under the influence of drink or drugs, or to use it in a prohibited and negligent way-such as driving off main roads. You must return the car to the location you specified, on the date and time specified in this agreement, and in the same condition that you received it, except for the ordinary wear. Additional cleaning fees may apply if the rental car is returned dirty as it needs to be extensively cleaned.

Garaging, Parking, Theft & Injury

At all time during the Hire Term the Hirer shall garage, drive and park the car in such a manner as to obviate any risk or damage from any cause whatsoever. Whilst in the management, care and control of the car, the Hirer accepts full liability should the car be stolen, injured or damaged in way through the willful act, neglect or default of himself or any Third person or Party during the period of the Hire Term, and until the car is returned to the Owner.

What To Do At A 'Hit And Run' Accident?

In case of a hit and run accident, it is important to gather as much information as you can. This will help the police to catch the driver who has hit you. Secondly, it will help our insurance company to make decisions about the claim. In case the hit and run accident is not proven, it can be considered as an attempt to defraud the insurance company.

Useful Information to gather at a hit and run accident could be the following:

- The license plate number of the other car
- Look around for any possible witnesses to the accident
- Take picture of the accident scene
- Time and location accident occurred

The above can help to get a claim back from the insurance company.

Mechanical Difficulties / Accidents

In the case of breakdown or mechanical difficulties, you, the renter, must call the car hire company immediately. We must give authority for repairs or replacement of cars. If you, the renter, are involved in an accident, the car hire company must be contacted immediately and at the most within 2 hours.

The Hirer moreover undertakes to obtain and submit to the owner the following elements by filling out the accident agreement form provided with the car:

- (a) A full report rough plan of the scene of the accident showing the position of the car involved, with measurements;
- (b) the names and addresses of the person involved in the accident;
- (c) the name and addresses of the witnesses;
- (d) The name and address of the third party's insurance company. Insurance details may be obtained from the windscreen of the car.
- (e) You are required to send a scan of your identity card, your driving license and your passport to the management.

Keep copies of all relevant documentation you are asked to complete. This may be needed if you, the renter, wish to make a claim. If you have an accident and if you are found guilty, we may refuse you to give you another car for your own security. If the car takes more than three days for reparation, the management will not refund the rental fee paid for the unused days. If the length of reparation is less than three days, your rental fee for the unused days will be refunded.

Maintenance

The User agrees to take good care of the car and to check the engine and automatic gearbox oil regularly, whenever the latter exists in the rented car, as well as the water in the radiator, battery and tire pressure. The oil has to be changed every 9,000 kms. The User is liable to pay all the damage caused by insufficient maintenance.

In the event that a car on rent reaches the mileage at which a routine service is due, the User undertakes to notify us and make that car available for such servicing to be carried out or for the car to be replaced.

Extension Of Rental

In the event that the renter requires a car for a longer period than the agreed rental period, the User must obtain a written consent from us via Whatsapp/Phone or email at least 24 hours prior to the termination of the agreed rental period.

Fuel Policy

1. Vehicle must be returned with the same level of fuel as given.
2. We do not refund for an excess of fuel.
3. Missing fuel will be charged accordingly.

Resolving An Issue

Mechanical defects or any other wear and tear will occur inevitably during your rental. In case a defection has been noticed or you feel any dissatisfaction about any aspect of your rental, the management should be informed immediately to resolve your issue. This will help to eliminate further liabilities and damages to the vehicle.

Failing to inform management spontaneously of such issue(s), you will not be eligible for any refunds and/or if the complaints have been lodged after the drop-off of the vehicle rented.

Exchange Rates

Our prices are displayed in Euro on our website. Payment done only by credit card in Mauritius will be converted into the local currency, that is, into Mauritian rupees. We will not be responsible for any fluctuation in exchange rates.

Responsibility

The user is held responsible for all above mentioned clauses. We accept no responsibility for and shall not be liable in respect of any loss, damage, alterations, delays or changes arising from civil strife, industrial disputes including air traffic control disputes, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions, unavoidable technical problems with transport, closure or congestion of airports or ferry ports, cancellation of scheduled flights or financial failure of airlines. Any and all disputes which may arise between SR Easycab Car Rental & Epic Rent a Car Ltd and the Hirer shall fall under the exclusive jurisdiction of the courts of Mauritius. All judicial expenses will be borne by the hirer.