

## General Terms of car-hire-mauritius.com:

### 1 General information:

- We are an intermediating agency which collaborates with several reliable rental companies in Mauritius. Due to this we can provide rental cars for low prices and favorable conditions.
- Through car-hire-mauritius.com you have the possibility for car rental. The car hire contract will be done directly between you and the car hire company in Mauritius. The car hire contract will be closed between the two parties before the actual delivery of the car in Mauritius.
- The car booking can be done online through our website or via phone through our call center. Through this you assign car-hire-mauritius.com to book the car for him. After receiving the confirmation from car-hire-mauritius.com or from the car hire provider, i.e. after receiving the confirmation of car hire via e-mail, you are bounded to this booking. The confirmation of car hire has to be shown to the rental company in Mauritius. The confirmation of car hire stands as proof for the booking and as basis of the car hire contract which the car hire company in Mauritius is due to close between the customer and itself.
- Please check upon receipt all the details on the confirmation of car hire and please let us know if there are any incorrect details. Please also check if your e-mail address is active and able to receive e-mails. Your e-mail address should also have enough space to receive e-mails so that you can take note of the content of the received e-mail on time. A late indication of any incorrect information or discrepancies will not be used as basis for the cancellation of the contract.
- In case car-hire-mauritius.com or the car rental company does not confirm your booking within 72 hours (working days) the request is not applicable any more.

### 2 What is inclusive?

Our prices contain:

- unlimited kilometers
- full insurance with EUR 375, - excess (against a surcharge of EUR 5, - per day you can have a car fully insure without excess)
- Theft insurance (this refers exclusively to the theft of the vehicle and not to the objects in it) +
- Liability insurance with unlimited cover sum
- all local taxes
- a second driver

### 3 Computation of the Prices:

The indicated prices are in euros and include value added tax. The indicated prices can change at any time and without announcement.

The minimum renting duration is five days. The end price depends on one hand on the number of days you want to rent the car:

Starting from **5** days: normal on-line price

Starting from **7** days: Discount I

Starting from **10** days: Discount II

and on the other hand on the season.

Low season: May, June, July, August, September

Mid season: March, April, October

High season: November, December, January, February

**During the Low Season and starting from at least 10 days booking you will have your car at the lowest price!**

#### 4 Changes of the booking:

All changes of your reservation require a back confirmation by the local car rental service. Any changes of your booking can take place up to 24 hr. before the renting time **free of charge** by email or by telephone (if the first day of your renting time is Monday, the last minute changes must be told at the latest on the preceding Saturday). We will do our best to correspond your request depending upon availability. After this time any changes of your booking will no longer be possible. An extension of your booking locally is possible up to 24 hours before the renting time is over either via e-mail or through our call center.

**If the extension** is done in Mauritius directly with the car hire company, any claims regarding our low prices will not be taken into consideration; furthermore the car hire company has the right to claim the local price. For delivery prior last day of the booked rental time, late pick-up of the car (e.g. due to flight delay) or no pick-up of the car car-hire-mauritius.com will not take into consideration any claim for reimbursement. Local arrangements between the car hire company and the customer will not be taken into consideration.

#### 5 Cancellation conditions:

Cancellations must be done in writing by email or by telephone. The cancellation fees are as follows:

**Up to 7 days** prior beginning of the rental time: **EUR 30, -**

**Up to 4 days** prior beginning of the rental time: **EUR 45, -**

**Up to 24 hours** prior beginning of the rental time: **EUR 60, -**

The customer is due to pay **30% of the total amount** but not less than EUR 60, - for cancellations **within 24 hours** before actual beginning of the rental time as well as for not picking up of the rental car.

Cancellations become valid beginning with their delivery to car-hire-mauritius.com during the normal working hours. You can avoid paying this cancellation fees if you pay a sum of only EUR 16, - (max. rental value EUR 750, -) for our rescission protection. The rescission protection covers all cancellation fees, even if the cancellation has been done in the last minute without any reasons.

#### 6 Payment:

The payment can be done in advance via car-hire-mauritius.com through bank transfer or via credit card to the car hire company after your arrival in Mauritius.

**Through bank transfer:** the full amount must be paid no later than 7 days prior beginning of the car rental time. If you decide to cancel, any amount will be transferred back to you according to our cancellation conditions.

**Through credit card:** For bookings with specific dates, the payment must be done via credit card within 7 days after arrival in Mauritius.

#### 7 Category of the vehicle:

mietwagen-amuritius.de will do his best to offer you the required type of car. Due to this, bookings and confirmations will be valid only for the type of car you have selected. If however the type of the car you have selected is not available, the car hire company has the right to offer you another car of the same category or a car of a higher category. However any demands for allowance for increased fuel consumption is not justified.

#### 8 Drivers of the car:

A second driver is free of charge possible. The minimum age of a driver is 21. The driver must have a driver's license for at least 1 year. The driver's license must be of a class 3 and/or class B (European Union standard). The driver's license and a valid passport or identity card must be shown to the car hire company when closing the car hire contract.

An international driver's license is not necessary.

### 9 Transfer and delivery of the car hire:

- When making the booking you have to specify when and where on Mauritius you will pick up and deliver the car. The car hire can be delivered and picked-up at any place mentioned on the reservation form. On request you can also have the car on different places. The pick-up and delivery place can differ from each other.
- For **pick-up at the airport** we need the exact flight number arrival time so that we can keep the booking in case of any flight delay. For delivery at other places a precise time is enough. The delivery time can only be approximated, i.e. with a tolerance of up to 60 minutes.
- **The costs of the transfer** are not included in the price. In the north and northwest of the island the transfer is however free. For the other parts of the island we charge approx. EUR 15 for one-way transfer depending upon distance.
- **Delivery:** Your car hire will be handed over to you personally from an employee of the car hire company. For delivery at the airport an employee will wait for you at the arrival gate with a named plate. Please check the car for any damages before taking it and write them in the car hire contract down in order to assure a trouble less return of the car hire. The fuel level of the car should also be written in the car hire contract. The car has to have the same fuel level when you deliver it to the car hire company. If the car does not correspond to your desires or if you discover any deficiencies, please complain immediately locally when picking up the car. You will otherwise lose any guarantee rights.

### 10 Car hire contract with the car hire company:

- You will have to close a car hire contract locally with the car hire company. The car hire company will write a contract which you will have to sign before picking up the car. Please read the contract properly and keep a copy of it for yourself.
- A renting day is considered to be 24 hours. For keeping the car longer than the actual booked time you will be charged for one day on the local tariff. The car hire must be delivered on the last day of the booked period at the time when it was picked up. A delay of 60 minutes is accepted.

### 11 Bail:

For a car fully insured with excess you have to deposit EUR 375 for security reasons. The amount can be paid either by credit card, which is issued on the name of the main driver, or cash in country currency when picking up the car. Any so called debit card (EC-/Maestro, Visa Electron etc.) is not accepted. You receive immediately a proof of the car hire company that the excess fee has been paid. Your credit card will be debited (in national currency) only in case of damages and the amount will not be higher than EUR 375. The remaining amount will be given to you in national currency when you deliver the car.

### 12 Fuel:

The prices of the car do not include fuel and service costs. Please deliver the car back with the same fuel level with which you have received it. The car hire company is entitled to claim the amount if the fuel level is lower.

### 13 Crossing the border:

Crossing the border, as e.g. with the car-ferry to Reunion, are generally excluded.

#### **14 Traffic crimes:**

For traffic crimes, please take parking tickets or fines abroad very seriously and pay them directly locally. Otherwise it could come to substantial difficulties at your departure.

#### **15 Damage to your hire car:**

In the price included is insurance with EUR 375 excess which covers the damages to your car hire or the theft of the car. In case you are involved in an accident, or it comes otherwise to damages or to a theft of your car hire, the car hire company is entitled to keep the full amount (excess) and the insurance will not cover the damages of your car hire. Exceptions of the refund:

- Damages caused by ignoring the general renting conditions of the car hire company, in particular by driving on unsecured roads;
- Damages caused by drunkenness at wheel or deliberately roughly or negligent actions;
- Loss or damage of the car key
- Damage to tires, glass, roof and underbody/oil pan
- Your private objects, which were stolen from the car or damaged during an accident
- Follow-up costs such as towing costs, overnight stay at an accommodation, telephone costs etc.

#### **16 To consider in the case of damages:**

- Inform the local car hire company immediately
- Call the police and make a police report (**important: In Mauritius this must be done within the first 3 hours after the accident**)
- When returning the car hire a damage report of the local car hire company must be issued and signed, in order to receive the excess

#### **17 Repairs:**

Please inform immediately the car hire company in case of any malfunction. Repairs on the car may never be done without its agreement.

#### **18 Commitment:**

The contractual obligation of car-hire-mauritius.com is limited on the proper delivery of your car hire. As a mediator car-hire-mauritius.com assumes no guarantee for the contractual performances of the car hire company. If it should come locally to any problems which cannot be clarified, please refer to our customer service. car-hire-mauritius.com will try, when difficulties appear, to communicate to the local car hire company.

A commitment can exist by neglecting the suggestions in this newsletter or neglecting the natural and general obligations in the traffic, such as:

- Absence or invalidity of the documents necessary for renting (driving license, Passport, confirmation of booking, credit card)
- Neglecting the minimum age rule (21 years)
- No capability of driving due to alcohol or drug consumption or similar.

car-hire-mauritius.com is not responsible for any case of higher violence. To it belong in particular wars, disturbance, plane hi-jacking, terrorists' assault, natural catastrophes of any kind, power failures, strikes, lockouts and suchlike.

**19 Area of jurisdiction:**

car-hire-mauritius.com is an offer of the tour operator:

Indian Ocean Travel Ltd.  
Avenue of the Perroquets Morcelement de Chazal  
Flic en Flac  
Republic OF Mauritius

The traveler can sue the tour operator only at its domicile. For complaints of the tour operator against the traveler the domicile of the traveler is decisive. If the complaint is directed against buyers or persons, who moved their domicile or usual place of residence after closing the contract abroad, or whose domicile or usual stay is unknown at the time of the complaint the domicile of the tour operator is determining.

**20 Customer service:**

car-hire-mauritius.com  
mail@car-hire-mauritius.com  
+44 (0)121 - 288 8621  
Office hours:  
Mo-Fr: 10.00 - 17,00 o'clock