

General Terms & Conditions

Age Requirements

The normal age for rentals is 21 years to 65 years of age

Airport Entrance/Location Fee

Sri Lanka we have only 01 International Airport and all the Airport charges are included in the rates shown.

Additional Drivers

Up to additional 02 drivers are free of charge.

Safety Deposit

Estimated rental charge plus refundable deposit of **EUR 700** for all the categories **EXCEPT MMTP, MMMM, MMMB, MMTT, MMNV, MMKD & MMBW will be EUR 1000/2000** has to keep on arrival (This amount customer can keep in Cash in EUR/EUR/GBP or Credit Card) and it will return on the same last day when the vehicle is safely returning time.

Rental Counter Payment Requirements

Credit card (**Master or Visa Card**) must be in driver's name. Traveler's cheques, Debit Cards and EUR cheques are not permitted.

Security of the Safe Return of Vehicle:

Customers should show the return Air ticket as a security to the SR Representative at the Airport on arrival.

Driver License Requirements – Important

The renter must have the One year valid International Driving Permit and Authorized by Sri Lanka Automobile Association. Without Temporary Sri Lankan Driving License, Tourist cannot drive the vehicles in Sri Lanka. It is Compulsory to have a Temporary Driving License in order to drive a vehicle in Sri Lanka. If customer not holding an International Driving Permit, he/she must go to Motor Traffic Department in Weerahera to get the local license done before collecting the vehicle. (We can organize same on behalf of the customers and cost will be EUR 50.00 per License). Please inform to the customers when they make the bookings to send their International Driving Permit scan copies (Front Page and Inside page with the Photo), Passport Copy and a Photo of the main driver by e-mail to: (europcarsrilanka@yahoo.com) for us to organize the Sri Lankan License in advance and can handover to the customer on arrival.

Ps: For Chinese Tourist we cannot organize the Local Driving License in advance before their arrival due to they are not holding the International Permit from China, They have to apply from Hong Kong / Philippine International Permit. If not they have to go to Motor Traffic Department in Weerahera to get their Local license done. If they needs we can organize a person to take them to go to MTD and get it done, but it should be a weekday and NOT the weekends.

Flight Information

For Airport pick ups and drops, it is essential that customers could be given the correct flight numbers and the Arrival and Departure timings to Colombo Airport. These can be sent once reservation is made.

Insurances

Comprehensive (Full) Rent-A-Car Insurance

Our Rates Includes

Unlimited Kms per Day Package, Local tax (VAT), Third Party Liability Insurance, CDW (Collision Damage Waiver), Theft Waiver Insurance, Airport charges and parking.

Collision Damage Waiver (CDW): Collision Damage limits the liability for damages. Customers are liable for an excess charge, which varies by engine size. Theft Waiver: This covers the value of the car if it is stolen while in possession of the renter. The hirer is responsible for the excess on the vehicle. Carried clothing or other articles are not covered. You may be held responsible for damage to or loss of Tyres, Windscreens, Glass, Buffers, Lights, Roof and Undercarriage. Excess amount will be deduct **EUR 700 to EUR 1000** or according to the damage and balance amount will be claim from the Insurance. We recommend for the customers to apply an extra International Insurance cover when they make the bookings which they can reimburse the full amount what they are paying in Sri Lanka if any accident once they return back to their country.

Third Party Liability

Third party liability is included in the rates

Accidents / Road Side Assistance

Customer must inform to us on the same time of incident. Dependant on the circumstances we reserve the right not to replace the vehicle and customer must report to our head office to sign the new Rental Agreement and get the new vehicle. If customers didn't inform us on the same time without moving the vehicle, we are NOT able to claim from the Insurance and customers has to pay the full damage according to our assessor estimate before departure, if not agreed to pay, according to the contract we are liable to get a legal action against the customer.

Condition of Vehicle

Vehicle must be returned in the same condition as when rented. If special cleaning is required a separate charge will be made directly to the customer when they return the vehicles and cost will be LKR.5, 000.00 = EUR 35) SMOKING prohibited inside the vehicles, if founds there will be an extra charge of LKR. 5,000.00 (EUR 20 for cleanup purpose and will be deduct from the Deposit.

Vehicles cannot use for illegal works, Safaris etc., if found Deposit will be charge from the customer, as all the vehicles are cover with Navigations and we are can check the details.

Fuel Policy

Customers should return the vehicle with the same amount of fuel it contained at the time of renting the vehicle (usually it is a full tank) There is no additional charges, however if fail to return the vehicle without proper level of fuel, the cost will be deducted from the deposit

Condition of Vehicle use

Since these vehicles are made use to operate smoothly, not allow to take for Safari inside the National Parks OR any Adventure purposes Or if drive on the bad roads and get damage to the underbody areas, If found will be charge **EUR 1000** or according to the damage, as all our vehicles are with tracking system and can monitor the vehicles any time.

Key Lost or Damage the Key

Full Deposit will be charge if lost of the Key OR Misplace, Damage to the Key OR did not return with the car.

Cancellation Policy (Updated 2018.10.18)**Cancellation fees (for prepaid rates only):**

- More than 48 hours' notice will be free of charge
- Less than 48 hours will up to EUR 100 (or the whole price of rental if value is lower)

No Show fees (for prepaid and pay-on-arrival rates):

- EUR 95 charged in case of "No Show" (or the whole price of rental if value is lower)

Early Returns

Please note that there are **no refunds** given for vehicles returned before the specified return date/time as stated on the voucher. 100% Rental will be charge as cancellation.

Complains/ Problems

Please note that all complaints and/or problems must have to send to us in writing within 30 days from the date of Departure from Sri Lanka. If the period exceeds 30 days from the day of drop off the vehicle, we are not process any complaints made outside of this period. And we are NOT open the above flies to provide the details.

Voucher

This must be produced on arrival, otherwise booking is not guaranteed

Followings Extras are Available on Request

Discount Hotel Rates

- We have a Special Discounted Hotels Rates starting from EUR 40 upwards for all the Hotels in Sri Lanka, do contact us by mail with the details. :info@lankahotelbooking.com

Baby Seat

- Available upon request when making the booking with an extra charge of EUR 5 Per Day up to maximum of EUR 100.00 per rental

Personal Accident Insurance (PAI)

- Available at an extra charge of EUR 10.00 per person per day (only for self driven cars)

Mobile Phone

- Available upon request at EUR 30.00 per rental and pre paid cards are available at LKR.1000/=

GPS Navigator System

- GPS Navigator System is available on request and this has to mention in the reservation vouchers and it will be cost EUR 5.00 Per Day up to maximum of EUR 150.00 per rental

Extra Chauffeur Rate

- All Categories can be either rented for self drive of with chauffeur drive. The Chauffeur drive rate is EUR 30.00 per day for 10 hours service (during working hours from 8:00 to 18:00. This Included Chauffeurs fees, meals and accommodation.