



EUROPCAR QATAR RENTAL TERMS AND CONDITIONS - 2018

1. Insurance:

Full Comprehensive insurance is provided subject to current Qatar Law. The Hirer is liable for the first **QAR 1000.00** - against claims resulting from each and every accident including (hit-and-run) reporting you at fault (as evidenced by a Police report). This can be reduced / waived by buying the super collision damage waiver (SCDW) for a deductible of **QAR.500.00** and Full protection insurance package FOR Zero deductibles.

2. Kilometers Driven: Unlimited mileage.

3. Maintenance:

It includes routine servicing at 1,500 Km (1st Service), oil change at every 5,000 Km, and major servicing at every 20,000 Km or at every six months whichever comes first.

4. Replacement Vehicle/s:

In the event of routine service and maintenance, a replacement vehicle nearest in size to the hired one, as is possible, will be provided at no extra cost.

5. Accidents:

In the event of any damage or accident to the car, police must be called before the vehicle is moved and a police report must be obtained. Should these documents failed to be obtained, then the Hirer is responsible for all damages incurred. **“The obtaining of these documents will be the responsibility of the Hirer”**.

6. Traffic Violations & Fines:

* All costs incurred as a result of Fines or other Penalties (imposed by traffic police or any other legal authorities) applicable during the rental will be client's responsibility and would be recovered accordingly.

* There will be QAR 20/- additional service charge will be levied if Europcar settles the fine.

7. Fuel, Water, Oil & Tire Pressure

* Premium fuel is to be used

* **7%** service charge is added to the refueling cost.

* It is the responsibility of the hirer to check water and oil levels as well as tires pressure. Any damages caused due to neglecting of the same are not covered and would be considered as vehicle misuse and the due cost is payable by the hirer.

8. Vehicle Off-hire or Check-In Policy: -

- * The Hirer must keep the hired vehicle in a clean, safe, and sound condition. Otherwise charges may be applied.
- * Hirer must inform Europcar of his intention to return the vehicle at another Location.
- * At the time of vehicle's off-hire, the cost of any un-reported damage/s as well as damages with no police report/s would be fully charged to hirer account.

09. Driving License & Driver's Age:

Any driver, of age above 21 years, holding an accepted and valid driving license of at least 1 year old, is entitled to drive our vehicle/s under full insurance coverage. The maximum accepted age for a driver is 65 years.

Qatar Driving license is mandatory for Qatar residents. If the customer is having tourist/Business visa, their own country driving license is valid for 14 days from the date of arrival in Qatar. A valid international license can be used for the full validity of the Tourist / Business Visa. GCC Residents can drive with their GCC Driving License for a period of 3 months while on Business / Tourist Visa.

10. Payment & Deposit:

- * Payment terms are negotiated at the time of rental where credit card payments are preferable. Rental charges will be collected directly at the time of vehicle's check-out, and a pre-authorization
- * Deposit amount of **estimated rental charge plus QAR 1000/-** will be blocked on client's credit card to cover possible traffic fines; the same will be automatically released in 3-4 weeks' time as long as no Traffic Fine/s gets recorded on client's rental. (Europcar is not responsible for any difference between the amount blocked & the amount released resulting from the fluctuation of foreign exchange rates and other possible banking charges).
- * Cash Cards, Prepaid Cards or Debit cards are not accepted by Europcar as a mean of payment.

11. Delivery / Collection of vehicle:

Delivery / Collection of vehicle are free within office hours and within Doha City. Outside Doha City or out of hour charges applicable at a minimum charge of **QAR 50/-**

12. Airport Surcharge:

Airport Surcharge of **QAR 40/-** will be applicable to any Rental at Hamad Int'l Airport, Doha, Qatar.

13. Breakdown Assistance:

We offer 24 hours breakdown assistance. Clients have to contact our 24/7 service center +974 40108888/ +974 55849587 to receive help.

14. Additional Charges:

Additional charges are applicable for Navigation/GPS system, child/baby/toddler seats, or any other additional requirements.

15. Additional Charges:

Additional driver can only be accepted following submission of his/her relevant driving licenses and passport copies, and subject to Europcar rules of “qualified driver” in accordance with Qatar traffic law. The same will incur extra cost of QAR.25/day/driver with a maximum amount of QAR.100/driver/Rental Contract (daily, weekly, monthly), with a maximum number of 3 additional drivers.

16. Value Added Tax (VAT): Not Applicable in Qatar

17. Driving Outside Qatar & Off-Road Driving

* Our vehicles are **not permitted** to be driven Off-Road and outside the State of Qatar.

* Our vehicles are **not permitted** to be used for Safari/Fun-drive; client will be held liable to pay all damages, necessary repairs & towing charges if he/she failed to adhere with the same.

18. Non-Smoking Policy

Smoking is prohibited inside Europcar vehicles and offenders are responsible to pay a penalty charge of **QAR 200/-** to Europcar against violating the same.

19. Usage of Vehicle/s: -

* Hirer commits that he will not allow anybody to drive the rented vehicle unless been authorized By Europcar.

* Hirer undertakes that neither he nor any of the listed additional drivers will use the vehicle for, Pushing, Pulling or Towing objects, Races & Fun Drive, desert Safaris & to Teach Driving and rent the vehicle without Europcar permission. Hirers that fail to adhere with same will be held responsible & liable for all charges resulting from damages, penalties, fines & other dues.

* Hirer commits that he/she or any additional driver will not drive the vehicle outside the state of Qatar.

20. Vehicle Check-out & Check-in: -

Europcar will conduct a vehicle check -out & check-in at the time of handing over or receiving the vehicle to ensure the conditions and status of the rented vehicles.

21. Confirmed Reservation Policy: -

(a). Europcar rental location (check out location) is required to provide, within a given period, the requested vehicle category as confirmed at time of booking and **subject to the renter meeting rental requirements.**

(b). A confirmed reservation is guaranteed for one of the following periods at the rental location on the given date:

For one (1) hour after the due check out time for the standard level of service,

For two (2) hours for the Ready service at a Ready rental location,

For three (3) hours for First cardholders at any rental location,

There is no limit of hours for any prepaid booking.

22. Vehicle Returns: -

a- Early Returns: -

(i) If you return the Vehicle before the date and time stated on the Rental Agreement then the Hire Period will end at the same time.

(ii). If you have prepaid at the booking stage we will not refund any unused prepaid daily rental or

(iii). If, at the booking stage, you opted to pay-on-arrival and you return the Vehicle early then, the agreement will be closed at that time, but a short notice cancellation fee of QAR.25/- per day would be levied for the remaining days of booking.

b- Late Return: -

We allow you a grace period of **120 minutes** after the expiry of date & time in the Hire Period shown on the Rental Agreement as due to return the Vehicle to us.

c- Not able to Return on Due date: -

If you have not extended the Hire Period and we do not hear from you for a period of **24 hours** concerning the delay in its return, we will call you for the information.

OUR RENTAL LOCATIONS

1. HAMAD INTERNATIONAL AIRPORT, DOHA -QATAR
DOHT01 - Hamad Intl Airport - 24 hours - 7 days a week
Contact No. +974 4010 8888 / +974 5584 9587/ +974 5582 7766 /
Email: Airport@europcar.com.qa
(Opposite of Arrival Terminal, Parking Building, Car Hire Counter # 01)
2. DOHA DOWN TOWN OFFICE
DOHC01 - Doha Downtown - 08:00 to 23:00 – Sunday through Wednesday
08:00 to 21:00 – Thursday
Friday – Non-working day
09:00 to 23:00 – Saturday
Contact No. +974 4466 0677 / Email: Reservations@europcar.com.qa
(Building # 240, Zone # 25, Street # 230, C-Ring Road, Doha – Qatar)