



General rental conditions

1. Vehicle rental at Mauritius-Rentacar includes:

- Unlimited mileage
- Local taxes
- All risk insurance
- 24 hours roadside assistance
- First additional driver
- Delivery and recovery anywhere on the Island.

2. The rental excludes the following elements:

- Fines
- Airport parking fees
- Fuel
- Cancellation fees except subscription of a cancellation insurance (package of 39 Euro)
- Late return
- Loss of car keys or documents

3. Delivery / Deposit and Mandatory Documents

The reception service at the airport is provided by a representative who will wait for the customer with a sign in the name of the tenant at the exit of the terminal. (Door Number 5)

Flight information for airport pick up is essential so that our representatives can be there on time.

If this information is not available at the time of booking, be sure to inform us at least 7 days before your departure, by e-mail or by telephone.

Mauritius Rentacar assumes no liability for a failed rental due to late or incorrect provision of this information.

Failure to provide this information also alleviates Mauritius Rentacar's liability.

When collecting the car, customers must present a valid driver's license from the country of origin, a valid passport and a valid credit card in the name of the renter (driver).

After signing the rental contract, an inspection of the rental vehicle will be carried out between the "Renter" and our representatives.

All apparent defects and fuel level must be listed and signed by both parties.

At the end of the rental, a check will be carried out when the rented vehicle is returned in the presence of our representatives.



The inspection form must be duly signed by both parties to avoid any disputes that may arise later.

It is up to the tenant to sign the inspection form otherwise the tenant will have to bear the additional costs at a later stage.

4. Payment Policy

- Credit cards are accepted (Visa, Mastercard & American Express) with a 3% surcharge.
- Cash payment is accepted in Euro or Mauritian Rupees at the daily exchange rate.

5. Delivery costs and recovery costs

- Cars are delivered and collected free of charge at the airport and everywhere else in Mauritius.
- However, a change of location after confirmation of the reservation may be subject to an additional charge following the disorganization of the initial schedule.

6. Late pick-ups / Early deposits

- The rental begins and ends according to the pick-up and drop-off dates and times as mentioned on your confirmation email.
- Unfortunately, we are unable to refund unused time if a car is picked up late or dropped off early.
- If you cannot collect your rental car at the agreed time and date, it is very important to let us know as soon as possible.
- Otherwise, there is no guarantee that the car will still be available and you will not be entitled to any refund.
- In case of late return, a supplement is applicable and may be higher than the normal rates.

7. Daily rate calculations

- Vehicles are rented at a daily rate according to the agreed rate
- A day being defined as any 24-hour period from the start of the rental agreement.
- A grace period of 60 minutes is granted for the time due. After that, a daily charge will be charged for each additional day.

8. Vehicle Group / Model

- Cars on display are most commonly used and may be substituted with an alternative, similar or improved car (at no additional cost) at our discretion.
- If, at the time of pick-up, it becomes impossible to provide your reserved car as shown on your rental voucher due to breakdown or accident or for any other reason due to unforeseen circumstances, a car similar or upgraded will be provided by us.



- If we are unable to provide a similar or upgraded car, we will refund the initial deposit in full.
- However, in such circumstances, Mauritius Rentacar excludes all liability for additional costs, compensation or any direct or indirect loss resulting from such changes.

9. Additional Driver Policy

- It is allowed to add additional conductors.
- When picking up the vehicle, all drivers must be present and present valid documents.
- The first additional driver is free.
- Beyond the second driver, a surcharge of 3 euro per day will apply.

10. Special equipment

- Special equipment is only available if requested and confirmed by Mauritius Rentacar at the time of booking
- Child seat, booster seat
- GPS navigation system.

11. Provision of cars

- We reserve the right to refuse a car to anyone deemed unfit to drive or not meeting the eligibility criteria.
- We will not be responsible for the completion of travel arrangements, nor for any refund, compensation or any other costs that you, the renter, may have to pay in such an event.
- We will not be held responsible for anyone driving under the influence of alcohol/drugs, causing damage while driving off-road or driving without due care and attention.
- In the event of an accident or unforeseen circumstances, Mauritius Rentacar will offer you either a downgrade or an upgrade and the necessary adjustments will be made.
- The client will be informed in advance of any modification to his reservation. For example, due to unavailability, if no car can be provided, we will refund your deposit accordingly.
- However, no adjustment will be the concern of Mauritius Rentacar if the customer tries to choose another car rental.

12. Changes

- No charge will be applied for modifying your reservation 24 hours before the start of your rental unless it is a cancellation.



- Some changes could affect the rental price, such as location, car group or time or date of rental, if this is the case you will be charged at the current published price, which may be different from the one you originally paid for.

13. Insurance

- All Mauritius Rentacar vehicles are rented with 'all risk insurance' which includes waivers of collision damage and theft protection.
- Theft insurance covers theft or damage resulting from attempted theft of the vehicle, its parts and accessories up to their full value and any loss our rental vehicles may sustain.
- Your liability is exempt provided you pay a fee, called an excess, which limits your liability to the cost of the excess only.
- In the event that the renter has behaved recklessly or negligently or driven under the influence of drugs or alcohol, the renter may be held liable for all damages.

14. Driver's age and driver's license

- The minimum age required for the driver is 21 years old.
- The maximum driver age is 75 years old.
- The driving license must have been issued by the competent authorities for at least 1 year before the start date of the rental.

15. Exchange rate

- All payments will be converted back into euros.
- Note that payment made only by credit card will be converted into local currency ie Mauritian rupees.
- We will not be responsible for any fluctuation in exchange rates.



16. Use of car

- We ensure that each vehicle is supplied in excellent condition, clean, roadworthy and insured.
- The car will be returned in the same state of cleanliness.
- The car may not be rented to other parties or driven under the influence of alcohol or drugs, or used in a prohibited and negligent manner, such as driving off main roads.
- You must return the car to the place you specified, on the date and time specified in this agreement, and in the same condition that you received it, normal wear and tear excepted.

17. Accidents and damages and customer liability

- After an accident, breakdown, fire or other damage to the rental car, the customer must immediately inform the rental company and the police.
- If the police refuse to register the accident, the customer must prove this in writing.
- In the Mauritian context, when an accident occurs and does not result in bodily harm and there are no more than two vehicles involved, the parties must mutually proceed to a statement of the facts by mutual agreement .
- The customer agrees to cooperate in the investigation of the accident. This includes collecting the names, addresses and license plates of all parties involved and preserving evidence.
- No insurance (normal or additional insurance) will cover damage or repair costs in the event that the renter has not submitted the "Accident report" form.
- After an accident, the car must not be used without the express permission of the lessor.
- In addition, the customer is liable for damages if he does not fulfill his obligation to report the damage in time or if the damage is intentional or due to gross negligence (including shopping) or if the customer has not called the police in case of an accident.
- False declarations concerning the circumstances of the accident or damage also engage the responsibility of the customer.
- The customer has a duty to take all appropriate measures to avoid unnecessary additional damage.
- If the customer carries out repairs without prior authorization from the lessor, no refund will be made.
- All these obligations also apply to the additional driver.
- The responsibility of the customer ends with the written confirmation of the return by the lessor.



- Violations of traffic laws or other laws are the responsibility of the customer himself.
- In the event of damage due to inappropriate conduct or non-compliance with these conditions, the contract may be terminated by us before term.

18. Maintenance / Mechanical Problems

- The customer must handle the car with care. This includes checking driving conditions, oil level, water level and tire pressure.
- The car must be properly locked when unattended.
- Mechanical defects or any other wear and tear may occur during your rental. In the event of no-show or dissatisfaction with any aspect of your rental, management should be notified immediately to resolve your issue. This will help eliminate further liability and damage to the vehicle.
- Failing to spontaneously inform the management of this (these) problem(s), you will not be able to claim any refund and/or if the complaints have been filed after the return of the rented vehicle.

19. Extension of rental

- In the event that the renter requires a car for a period longer than the agreed normal rental period, the renter must obtain written consent from us by e-mail to: contact@Mauritius-rentacar.com at least 24 hours before the end of the rental period.

20. Fuel Policy

- The vehicle must be returned with the same amount of fuel provided at the start of the rental, otherwise the customer will be charged for the missing fuel and a refueling charge will apply. No refunds for unused fuel will be made.

21. Acknowledgment

- The general rental conditions here present are deemed to be known and accepted by the customer insofar as a copy has been submitted to him upon confirmation of his reservation.

22 Dispute

- Only the Commercial Court of Mauritius is solely competent to judge any dispute.
- In the event of a dispute or proven presumption of a serious offence, Mauritius Rentacar may file with the immigration office an "Objection to departure" which will oblige the customer to remain on Mauritian soil until the dispute is resolved.