

1. Booking & Pickup – Pre-requisites:

- i. Hirer should be minimum **21** years old.
- ii. Should have valid **Driving Licence** for **LMV**.
- iii. Should submit any Two **Original ID Proofs** from the following (only accepted) while renting the car. (Will be returned after validation)
 - a. **Driving Licence,**
 - b. **Aadhaar ID ,**
 - c. **Passport ,**
 - d. **Voter Id &**
 - e. **Family Card (Duplicate Color copies strictly not acceptable).**
- iv. The Hirer should appear in-person to submit all the required documents before Car pickup.
- v. Should pay the Deposit as well as complete booking amount while booking.

2.Do's and Don'ts:

Hirer is strictly restricted to use the car for any race or competitions as well as the restriction is applicable for the following items.

- i. For the purpose of towing, pushing, or propelling any trailer or any other vehicle.
- ii. For the primary business purpose of transporting people or operating a taxi service.
- iii. For any Illegal Nature (For the purpose of commission of any crime or other illegal or unlawful activities).
- iv. For the usage of any Political activities, campaigning purposes etc, in an imprudent, negligent, abusive manner or for any abnormal use of the Madras Self Drive Cars Vehicle.
- v. For the purpose of transportation of any goods including any flammable, poisonous, or any hazardous substances.
- vi. For carrying Animals in Madras Self Drive Cars. Users **are subject to pay penalties** in the event of carrying/transportation of animals or if it is found that Animals have been carried in Madras Self Drive Cars.
- vii. For carrying more than the authorized number of persons (equal to the number of seat-belts) in the Madras Self Drive Cars Vehicle.
- viii. Neither the Hirer nor the passengers are permitted to smoke, drink or to consume any sort of drugs inside the car and also to carry any person who is under the influence of (i) alcohol or (ii) any drug .Under the effects of which the operation of a vehicle is prohibited at anytime and anywhere.

3.Accident:

In case of any accidents or damages occurrences, the Hirer has to inform immediately to the company properly to seek help in order to ensure both people and vehicle's safety at any time. And also to avoid unwanted charges and penalties.

- i. In case of accident or damage occurred to the car, it will be taken for repair and the period will be calculated for penalty (rental charges as per Fee policy) up to end of the period of repairing.
- ii. If any Accident occurred during the rental period the customer has to pay Garage repairing charges and if repaired through Insurance customer has to pay Insurance charges.
- iii. Charges will be applicable only as per Madras Self Drive Cars accident policies, hirer should not influence or recommend on repairing.

4.Penalty Charges:

- i. Speed Violations: **Rs.2500/-** will be taken as a penalty while driving more than **120km/hr**
- ii. Smoking Violations: Rs.1000/-
- iii. Drinking Violations: Rs.2500/-

5. Drop Trip:

1. Hirer should come directly to drop the vehicle and if not the proofs and deposit will not be refunded
2. If the Hirer delayed on drop, He should inform prior to at least 3 hours from the actual trip end time and the delay charges will be applicable for the following conditions.
 - a. If delayed by 2 hours from the actual trip end time – Delay charge Rs.500/-.
 - b. If delayed by more than 2 hour from the actual trip end time Rs.200/- will be charged for every subsequent hours.
3. The car should be delivered back to the office in good condition and clean. Failing in that, the hirer should pay for cleaning charges.

6.Booking & Extensions:

Extensions will be allowed only based on the availability of the car and full day rent will be applicable for in case of such extensions.

7. Cancellation & Refund Policy:

The refund will be given only to the customer as per Madras Self Drive Cars booking and refund policies. Some important refund policies as follows,

- i. Customer can't cancel the bookings less than 12 hours
- ii. Customer who cancels the booking 12 hours prior will get 75% of booking amount as refund.
- iii. If cancels the booking 24 hours prior will get 60% of booking amount as refund.
- iv. If cancels the booking 48 hours prior will get 100% of booking amount as refund.

8. The company has the right to take hold of the car from the customer in case of any delayed payment or lack of commitments in the duration of the lease.

9. Madras Self Drive Cars possess all the rights to cancel the customer booking at any time or situation.

10. After booking, Car may be changed at the time of pickup based on availability.

Important Note:

If you do not return the car to the correct destination of Madras Self Drive cars space by the end time of Your reservation, Madras Self Drive cars reserves the right to initiate the criminal proceedings against You and simultaneously will make all reasonable efforts to take possession of the vehicle from You immediately or any time thereafter, and at any location for the avoidance of doubt.

- a) **You will be charged late fee, inconvenience fee and any other charges applicable as per Our Fee Policy, from the scheduled end time of Your booking to till the time of vehicle is actually recovered by Madras Self Drive cars**
- b) **You will be charged any additional costs viz; legal attorney fees, consultants fees, travel costs, etc. incurred by Madras Self Drive cars in taking possession of the vehicle from You.**
- c) **And You will not be provided any compensation or alternate means of transportation in such cases and will not have the right to ride in Madras Self Drive cars vehicle thereafter.**

You shall hold Madras Self Drive cars, its officers, employees, agents and affiliates harmless against any claim in connection with the vehicle and/or its re-possession and shall irrevocably, unconditionally indemnify Madras Self Drive cars against any cost, loss or liability suffered by

Madras Self Drive cars arising out of or in connection with any claim made by a third party against Madras Self Drive cars in relation to the vehicle and/or its re-possession.

Fee Policy:

Rent for Week Ends (Friday to Sunday) and Holidays

Car Type	Rent	Permitted kms	Extra Kms
Hatch Back	1800/-	300	Rs. 4/-
Sedan	2300/-	300	Rs. 5/-
XUV	2800/-	300	Rs. 6/-

Rent for Week days (Monday to Thursday)

Car Type	Rent	Permitted Hours	Permitted kms	Extra Kms
Hatch Back	1500/-	24 Hours	300	Rs. 4/-
Sedan	2000/-	24 Hours	300	Rs. 5/-
XUV	2500/-	24 Hours	300	Rs. 6/-

Car Type	Rent	Permitted Hours	Permitted kms	Extra Kms
Hatch Back	800/-	12 Hours	150	Rs. 4/-
Sedan	1100/-	12 Hours	150	Rs. 5/-
XUV	1400/-	12 Hours	150	Rs. 6/-

*12 hours booking is not applicable for Week Ends and Holidays

*Dynamic Charges will be applicable for mixed planning

Deposit Amount

Car	Deposit Amount in Rs
Hatch Back	5000/-
Sedan	5000/-
XUV	5000/-

* Its only applicable for day booking more than 4 days booking

Car	Deposit Amount in Rs
Hatch Back	3000/-
Sedan	3000/-
XUV	5000/-

* Its only applicable for 12 hour booking.

Car	Deposit Amount in Rs
Hatch Back	10000/-
Sedan	10000/-
XUV	10000/-

* Its only applicable for Weekly & Monthly booking.

