



# Rental agreement

This is our standard rental agreement, containing all the important terms and conditions for our car rentals.

## Rental price

**Rental price** The rental price is calculated on a daily basis.

The rental price, as reflected on our website and on booking confirmations is inclusive of the following.

- All Applicable Taxes
- Vehicle Insurance - Casco, Third Party & Personal Injury (see details below)
- Unlimited Kilometers
- Unlimited number of drivers (meeting the below requirements)
- Phone Assistance
- Roadside Assistance
- Delivery and Pickup of the Vehicle

**No hidden fees**

We will not charge you for anything extra, other than agreed with you upfront or mentioned in this agreement.

## Booking process

Booking requests can be made via our website [www.overlando.com](http://www.overlando.com) or via phone. After the request is made, we will check the details and availability. We will then confirm the booking and invite you to pay a security deposit.

A booking or reservation is only final after confirmation from Overlando and payment of the security deposit.

**Security Deposit**

The security deposit is 30% of the total value of the booking and is used to secure your reservation.

The rest of the rental price should be paid before or when picking up the car. We then also pre-authorise (block) a sum equal to the insurance deductible on your credit card.

## Cancellation policy

A booking can be cancelled or changed at any time by the renter.

If the cancellation is made more than 30 days before the start of booking, no charges will be incurred and the Security Deposit will be refunded in full.



If the cancellation is made less than 30 days before the start of booking, a cancellation fee is charged. The cancellation fee is equal to the Security Deposit.

Changes to a booking need to be confirmed by Overlando before they are final, based on availability.

#### Pickup

### Pickup of the Vehicle

As we operate from Tbilisi, we offer free Pickups / Delivery of our camper vehicles throughout Tbilisi area, including Tbilisi Airport. For example, we can deliver the car to your hotel and do the check in there. The same applies for the check-out procedure.

For other cities in Georgia and Armenia, we charge a fee for delivery, which is always communicated before booking.

The above applies for all operations between 9AM and 9PM. Outside these hours, we can make individual arrangements. The charge for operations outside these hours is €30,-

#### Age of driver

### Requirements for the Drivers

We allow everyone with a valid driving license (B category) to drive our vehicles, providing they are over the age of 21. The driver has to be in possession of this driving licence for *at least 1 year*.

We do not charge anything for additional drivers.

The driver has to be aware of and comply with the traffic rules in the country.

#### Casco

### Insurance

All cars are covered by our Insurance Policy, included in the rental price. The insurance covers all of the following incidents;

- Casco insurance for:
  - Traffic accidents caused by you or a third party;
  - Act or attempt of theft, hijack, robbery;
  - Fire, explosion;
  - Malicious acts committed by third parties; vandalism, fall of objects;
  - Natural disasters;
  - Separate damage or theft of a windscreen and other glass parts, mirrors, separate parts and accessories;

#### Third Party Insurance

- Motor Third Party Liability, up to \$50,000 per incident

#### Accident Insurance

- Driver's and Passenger's Accident Insurance, up to \$5,000 per person per incident



**Deductible** The insurance policy has a deductible of €200,- All payouts by the policy will be deducted with this amount, and shall be covered by the renter.

**Exclusions** General exclusions of the insurance:

- The driver is under the influence of alcohol or drugs;
- Participation in any kind of race, test drive, off-road;
- Damage is caused by ionized radiation or radioactive contamination ;
- War (declared or undeclared); intervention or military action; Strikes, Riots, and Civil Commotion; a terrorist act or an attempted terrorist act;
- Do not move the vehicle after an incident, this will void the insurance. The vehicle should only be moved after an incident at the request of the insurer or the police.

The most important details of the insurance policy are mentioned here, but the original terms and conditions of the insurance policy prevails. The policy can be requested at any time by the renter.

### Off road coverage

**Off road** Our vehicles are built to go almost anywhere, and you're free to do so, with a few conditions. As per the insurance policy, you are free to take any vehicle track that can be considered a road, whether it's asphalt, gravel, or a dirt track up to a village that piques your interest. Unfortunately the insurance policy does not cover any damages or recovery in the event of an incident off-road, and in such cases you will be charged for these costs.

### Personal Injuries and Damages

We do not accept any liability for personal injuries or damages to personal belongings, including theft or robbery, during the rental period. We advise to get a personal travel insurance to cover for these events.

### International rentals

**Crossing borders** It is possible to cross country borders, but only with prior permission from Overlando. A special notarized document may be required. Therefore, please inform us at least 1 week in advance if you are planning to cross any international border. There is an additional charge of €75,- for a border document.

**Occupied / disputed territories** It is not allowed to drive the vehicle into any of the occupied / disputed territories without prior permission (eg. Abkhazia, South-Ossetia, Artsakh)



## Fuel

All vehicles will have full fuel tanks upon rental, and must be returned in the same state. The customer will be charged the amount required to fill the fuel tanks if the vehicle is returned with anything less than full tanks.

## Pets

You are allowed to travel with pets under certain conditions. Only one pet weighing no more than 30 kg is allowed. It is up to the renter to ensure that their pets have up to date documents allowing their travel, as well as any medical documents required as per local regulations. The pet fee (€50) only covers the cost of the additional cleaning required after the carriage of a pet within the vehicle. Our insurance does not cover any damages to the vehicle, interior or exterior, that are caused by animals. The customer will be held financially responsible for any such incidents.

### Damages

#### Damages and fines

Before the rental period starts, we will note down all existing damages to the vehicle and ask you to sign for it. We invite you to check the vehicle before signing.

At the end of the rental period we will inspect the vehicle and in the event of there being any new damages, we will inform you and take appropriate action to gain compensation.

### Fines

Any fines incurred during the rental period (police, parking, etc.) are to be paid by the renter or driver of the car.

In case of breach of this agreement, the renter will be held responsible for all damages, expenses and costs related to the incident.

### Smoking

#### Smoking

Smoking is strictly prohibited within the vehicles. Any renter found to be doing so will be charged an additional cleaning fee of €150,-

## Conclusion

Matters not prescribed in this agreement shall be handled according to local laws or general customs.