

CAR HIRE TERMS AND CONDITIONS

a. Rental Requirements

- The Customer must be at least 18 years of age and possess a valid driver's
- The Customer must provide a valid credit card for payment and security deposit purposes.

Agreement Overview

- These Terms and Conditions ("Agreement") is between Nomad Quest Safaris Limited ("Company") and the customer ("Customer") for the rental of self-drive cars ("Vehicle") owned by the Company.
- By renting a Vehicle from Nomad Quest Safaris, the Customer agrees to abide by the terms outlined in this Agreement.

1. Deposit and Fees

- A booking fee of 40% of the total rental cost is required and a balance of 60% is paid two weeks before the trip to secure the This fee is non-refundable.
- A refundable deposit of \$500 is required at the time of vehicle pickup to ensure the Vehicle is returned in the same condition. The deposit will be refunded to the Customer upon satisfactory inspection of the Vehicle after the trip and if it has no defects.

2. Payment

- The Customer agrees to pay the rental fee, any additional charges, and applicable taxes as outlined in the rental agreement.
- Payment is due in full at the beginning of the rental period unless otherwise agreed upon.

3. Cancellation Policy

- Cancellations made within 48 hours of the scheduled pickup time may be subject to a cancellation fee.
- Cancellations made more than 48 hours in advance may be eligible for a refund, minus any applicable deductions.

4. Insurance

- The Company provides comprehensive insurance coverage for the rented Vehicle.
- The Customer is responsible for ensuring they have appropriate travel insurance coverage for the duration of their travel.

5. Maintenance and Repairs

- The Company agrees to provide a well-maintained Vehicle for the duration of the rental
- The Customer must report any mechanical issues or damages to the Vehicle promptly to the team.

6. Governing Law

- This Agreement shall be governed by and construed per the laws of the country of hire (Kenya, Uganda, Tanzania and Rwanda).

7. Termination

- The Company reserves the right to terminate this Agreement and repossess the Vehicle at any time if the Customer violates any terms outlined herein.

2. Miscellaneous

- Any modifications to this Agreement must be made in writing and signed by both
- This Agreement constitutes the entire understanding between the parties and supersedes all prior agreements and understandings, whether written or oral.

Signature

By signing below, the Customer acknowledges that they have read and understood the terms and conditions outlined in this Agreement and agree to abide by them.

Customer's Signature: _____ Date: _____

Nomad Quest Representative's Signature: _____ Date: _____

Self Drive Car Hire: Insurance and Refund Policy

Our Insurance Policy

To give you peace of mind and minimize your financial risk, we include comprehensive insurance with every car rental. This insurance covers a wide range of potential damages to the rental car, including:

Third-Party Liability: This covers death, bodily harm, or property damage caused by the insured vehicle to others on the road.

Comprehensive Coverage: This covers your car for damages caused by animals, falling objects, natural disasters, theft, vandalism, and fire.

Collision Damage Waiver (CDW): Our comprehensive insurance also includes a Collision Damage Waiver (CDW). This covers most damages caused by the driver's negligence, such as collisions with other vehicles, objects, or rollovers. If the damage is determined to be your fault, the insurance will cover the repair costs (subject to any deductible that may apply).

Important Note: It's important to be aware that the CDW typically excludes certain types of damage, such as those caused by driving under the influence, off-roading (unless authorized), or neglecting basic safety precautions.

Additionally, for your safety, you are required to travel with travel insurance to cover you individually.

Refund Policy

When you rent a vehicle from Nomad Quest Safaris, a refundable deposit of \$500 is required. This deposit is held as an Excess Damage and will be refunded to you upon the safe return of the vehicle.

The average excess damage fee is less than \$500, which corresponds with your security deposit. However, in instances of extensive damage—where the repair work is assessed at over \$1,000—the excess damage fee is approximately 50% of the assessed damage.

In summary, while the average financial responsibility for any potential damage is typically less than \$500, in cases of extensive damage, you may be liable for around 50% of the total assessed damage.

Cancellation Within Refund Policy

At Nomad Quest Safaris, we recognize that unforeseen circumstances may arise, leading to the need to cancel your booked trip. Here's what you can expect in such a situation. If you need to cancel your booking within our refund policy timeframe, we'll work with you to ensure a smooth process and provide applicable refunds or credits as outlined in our cancellation policy below.

Cancellation Period	Refund
30 or more days before departure date	98% refundable
15-29 days before departure date	75% refundable
8-14 days before departure date	50% refundable
7 days before departure	Non-refundable

3. Rental Period

- The rental period begins on.....And ends on

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- Any extension of the rental period must be approved by the Company in advance and may be subject to additional charges.

4. Vehicle Condition

- The Customer agrees to return the Vehicle in the same condition as it was received, except for normal wear and tear.
- The Customer is responsible for any damage to the Vehicle during the rental period, including damage caused by negligence or misuse.