



RENTAL INFORMATION

What is needed for vehicle pick-up?

When picking up the vehicle you need a valid credit card, passport, a valid driver's license and Sri Lankan temporary driver's license.

The credit card must have sufficient available funds. The allocated deposit will be pre-authorized at pick-up.

The credit card can be charged for any extra costs that can appear during the rental period and after if any fines applied.

Terms of payment

For the authorization process, We accept AMEX, Visa and MasterCard only. Only credit cards are accepted. The card must be a physical card presented at the time of vehicle pick-up. Other card types (including Diners, prepaid cards, or virtual/digital cards) are not accepted.

The lessee must be the owner of the credit card. Please note that payment by credit card may require your PIN code or a signature.

Driver's License

It is mandatory to have a Sri Lankan temporary driving license to drive a vehicle in Sri Lanka. On behalf of the customers, we can organize the license prior to Arrival and it will cost 50 EURO which is payable on the pickup. The customer must scan their international driving permit (IDP), Passport copy and Passport size photographs and send it to us via email (idpexploredrives@gmail.com) or Whatsapp (+94 707 885 666). It will take 2-3 days time to prepare the document. We recommend the customers to send the documents soon after the reservation is confirmed, that way it will be convenient for the client to start their journey smoothly.

Rental period, and grace period

Vehicles are rented daily. There is a 59-minute grace period, that is not charged. After 1 hour late, full-day late charges + taxes apply.

Changes in the reservation

Reservations can be changed up to 48 hours before the rental period.

Reservation cancellation

Reservations may be cancelled before the rental period. Cancellations can be made: Online In writing via email or by phone call to our office This allows customers a clear and reasonable way to cancel their reservation.

The cancellation should be made online or in written form via e-mail to srilanka@carwiz.lk

No-show

In the event that the client does not collect the reserved vehicle for any reason, or fails to collect it at the agreed time without informing CARWIZ, extra charges may apply, and we may no longer hold the vehicle for you.

Age limitations

In the Sri Lanka car rental industry, the following minimum lessee age and driver's licence holding requirements apply:

- All Car Groups are available to renters aged 21
- A fee of 10 EURO per day applies for all car groups for renters aged 18 to 20

General terms of coverage

At vehicle pick up it is important to choose some type of extra coverage, there are different coverage packages which are adjusted to your needs and abilities, from decreased damage excess to no excess at all.

BASIC COVERAGE PACKAGE

Basic Coverage Package includes CDW/TP (Collision Damage Waiver/Theft) is basic insurance coverage included in the rental rate that reduces client responsibility from the full value of the leased vehicle to the excess in case of damage. Basic Protect does not cover any damage resulting from off-road driving, driving on unnamed, unsealed, or non-public roads, or on roads not officially recognized as public roads. The customer is only responsible for the following amounts:

The damage done to the vehicle will be charged according to the repair price list available in our offices.

Theft protection (TP)

Theft protection (TP) limits the driver's responsibility in cases of vehicle theft or damages done due to theft or attempted theft to the excess amount, which is subject to the terms of the rental agreement. TP does not cover personal belongings:

MEDIUM PROTECT PACKAGE

Medium Protect includes CDW+ (Collision Damage Waiver Plus), a coverage that reduces your excess only in the event of damage to the vehicle caused by collision, theft, or attempted theft, but it does not cover damage to the interior of the vehicle, loss of car keys or vehicle documents, misfuelling (wrong fuel), parking or speeding tickets, driver negligence or a burned clutch, water damage, damage caused by animals, damage to the door structure (frame, hinges, etc.) caused by wind gusts. Medium Protect package does not cover any damage resulting from off-road driving, driving on unnamed, unsealed, or non-public roads, or on roads not officially recognized as public roads.

In case of a traffic accident, theft, engine breakdown or similar

The client is obliged to:

- keep the vehicle safe until the time it is picked up by the lessor
- take the names and addresses of every witness and participant
- call the police and procure their record except in the case of motor breakdown
- give a statement as soon as possible in the nearest office of the lessor
- In the case that the user does not procure a police report, all accepted coverages such are considered invalid due to the client's failure to comply with the provisions of the rental agreement and general terms and conditions.

Costs that are not covered by CARWIZ and cannot be covered by any additional coverage

- Loss or theft of luggage and or personal items from the vehicle
- Parking tickets or fines, traffic violations and such
- Costs due to the wrong fuel type usage
- Expenses for lost, stolen or damaged car keys
- Expenses for lost, stolen or damaged car documents
- Expenses due to negligence - empty battery
- Expenses due to damage to the car's interior
- Costs of lost equipment (spare tire, tire repair kit, bunker shelves, document etui, driver's manual)
- Expenses due to damage to additional equipment
- Expenses due to car misuse
- Expenses due to ignoring instruction for car maintenance stated in the cars service book
- Expenses to the vehicle under the influence of alcohol or drugs
- Costs of car extraction from inaccessible areas (e.g. extraction from mud due to traveling outside regular road infrastructure)
- Expenses incurred by using dirt roads
- Expenses incurred by car racing or cars participation in sport events
- Expenses due to overburdening the car with people or cargo
- Damage costs caused by a person not stated in the contract as the main or additional driver
- Costs created in cases when the main driver or additional driver stated in the rental contract does not have a valid driver's license or has a ban on driving motor vehicles
- Other: damaged windscreen wipers or locks, loss or theft of outside parts of the vehicle without a police record, damage costs incurred by usage of roof carriers or luggage on carriers, damage caused by improper handling of luggage and or putting cargo or luggage on the roof, hood etc., as well as expenses caused by ignoring sound and visual warnings of the vehicle.



Additional equipment and services

Fuel options

All vehicles are coming with a "full to full" fuel policy and need to be returned with same line how client received it .
If the vehicle is returned with less fuel, the client will be charged according to the valid price list, including a per-liter charge and a refueling service fee.

Additional Driver

The fee for an additional driver is 5 EURO per day.

Child Seat

A child seat is a legal obligation and needs to be used for children up to 12 years of age and 135 cm of height, Choose the seat that best fits child age:

- a. Infant safety seat - 10 EURO per day
- b. Child safety seat - 10 EURO per day
- c. Child booster seat - 9 EURO per day
- d. Toddler safety seat - 10 EURO per day
- e. ISOFIX baby seat - 10 EURO per day

GPS

If you decide to rent a navigation system with your vehicle, a fee of 5 EURO per day will apply, subject to availability.

Damage handling fee - administration fee

If the lessee does not have any additional coverage package, and vehicle damage occurs, alongside the damage itself, an additional fee of 75 EURO will be applied.

Lost key

In the event of loss of the car key by the lessee, the cost of a replacement key, depending on the vehicle model, will be applied.

Lost documentation or registration plates

In the case of lost or stolen vehicle documentation/ registration plates, a fee of up to 100 EURO will be applied.

The police report is mandatory.

Vehicle Cleaning

In case the vehicle requires a special cleaning procedure after drop-off (i.e. smell removal, animal hair, spillage of liquids), a fee of 100 EURO will be charged.

Don't smoke in vehicles

The penalty for smoking in the vehicle is 150 EURO

Traffic violation administration fee

The fee that applies for processing traffic violation and parking fine is 20 EURO per fine ticket

Out of Hours Pick up / Drop off

It is possible to return the vehicle outside regular office hours; however, any pick-up or return made during this time is subject to an Out-of-Hours fee of 5 EURO.

Replacement vehicle delivery costs in case of accident

In the event of an accident without appropriate coverage, the cost of delivering a replacement vehicle within the territory of New Zealand will be charged 150 EURO per rental.

Extended Roadside protection

The road assistance fee covers assistance in cases of breakdown or damage resulting from improper use by the driver (lockout service, flat tire assistance, jump-start, running out of fuel). This service is available for 120 EURO per rental. Additional damage costs are calculated based on the level of protection taken. Damages that occur during the rental will be charged according to the damage catalogue available at the counter. Any damage to the vehicle caused by driver negligence will be charged to the client in the full amount of the repair cost

Collection

Collection must be arranged during the reservation process.

During Opening Hours

Collection is an on-request service. Please contact the nearest CARWIZ office.

All prices include 18 % Tax.

The prices mentioned in this document are not valid for customers with special contracts and corporate clients.