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# GENERAL TERMS OF CONTRACT

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The Renter / Customer / User will herein be described as the **LESSEE**. and Select Transportation Solutions W.L.L will be referred to as **STS**.

- The LESSEE's agreement with us is one of renting / leasing only and the LESSEE shall not have or acquire any right, title, or interest in or to the vehicle, except the right to use or operate it as provided herein. (Unless otherwise specified)
- **STS** has the right to change the rate and the terms of hire at any time without giving any prior notice.
- Our Agreement is construed and governed according to Qatari Law and proceedings shall be brought and issued in the civil and commercial courts of Qatar, or in any other jurisdiction which is competent to hear the matter at our sole election. The official version of our agreement shall be the Arabic language version. In the event of any conflict between the English language version and the Arabic language version, the Arabic language version will prevail.
- At the time of hire, the LESSEE shall inspect the Vehicle before taking delivery and by taking delivery of the Vehicle the LESSEE acknowledges that the Vehicle is suitable for the purpose for which it is being rented.
- During the duration of this Agreement and under no circumstances shall the Vehicle be used, operated or driven: (The foregoing restrictions are cumulative and each of them shall apply to every use, operation or driving of the Vehicle)
  - If the user is below the minimum age of 21 years.
  - In case of invalid or withheld driving licenses of the end user for any reason.
  - Under the Influence of Alcohol or Narcotics. (Damages / Accidents arising from the same will be charged in full)
  - For the transportation of persons or property for remuneration or reward either expresses or implied.
  - By any person, in any race, speed test, contest or experiment.
  - To propel or tow any Vehicle or trailer.
  - Outside the State of Qatar.
  - By any person except the LESSEE and additional driver named by LESSEE.
  - Do anything or use in such way that may prejudice any warranty or guarantee given by the manufacturer, agent or dealer of the Vehicle.
  - In violation or contravention of any enforceable Qatar Law, statute, ordinance, regulation or order.
- The LESSEE may not part with possession of, or abandon the Vehicle.
- STS has the right, at any time during and without providing any reasons, to postpone, delay, terminate and/or repossess, the LESSEE to return back the Vehicle. STS shall not be liable for any loss or damage sustained or may be sustained by the lessee as a result of such demand. The Lessee shall be liable for any costs incurred by STS resulting from non-compliance of this Clause.
- STS shall not be liable for any loss or damage to any property left, stored or transported by LESSEE or any other person in the Vehicle either before or after the return of the Vehicle to STS by LESSEE.
- LESSEE is solely responsible and liable in full toward any and all third parties, penalties and forfeitures imposed for violations of any state, municipal or other governmental statute, law, ordinance or a rule or regulation of an insurance policy provision.
- LESSEE shall defend, indemnify and hold STS harmless from any and against all losses, damages, injuries, claims, demands, costs and expenses arising out of or in connection with the Vehicle during this Agreement or any renewal thereto.

- In the event where LESSEE defaults under any provision in this Agreement, STS has the right to terminate its Agreement. If any amounts were due there under and STS has instructed an agency for collection or a lawyer for legal action, LESSEE agrees to pay in addition to the amount due hereunder, all costs for collection including agency, lawyer's and court's fees.
- In the event that the LESSEE has agreed to own the Vehicle at the end of the Lease term from STS, the Lessee shall be committed to settle the Vehicle's price balance (along with any other balance amounts due) as set out in the Lease Agreement.

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## VEHICLE MAINTENANCE AND REPLACEMENTS

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- LESSEE shall be responsible for fuel and routine daily checkups for levels. LESSEE shall be liable for all costs of repairs resulting from failure to do so and the misuse of vehicles.
- Periodic Vehicle Maintenance: All vehicles are equipped with a labeled Sticker that shows the next periodic service interval. Failure to return the vehicle for periodic maintenance would be chargeable.
- STS to carry out at its own cost all maintenance works including periodical services The vehicles will be first serviced at 1000 Km for brand new vehicles and thereafter at every 10,000 Kms and 5.000 Km for diesel engines. Any repair that is required due to the misuse / negligence of the LESSEE will be charged to the LESSEE.
- The LESSEE must obtain our prior written consent should he/she want to make material alterations to the Vehicle. The LESSEE will have no claim for compensation against us in respect of any improvements, replacements or alterations done to the Vehicle, all of which accede to the Vehicle and become our property.
- The LESSEE is requested not to perform, allow or permit any kind of repairs to the vehicle and in case the repair(s) do not meet STS's standards, it would be replaced by STS and the complete cost for new parts and garages would be chargeable to the LESSEE.
- In case, the vehicle(s) is not returned on time for Technical Inspection or Registration Renewal, the LESSEE is liable to pay QAR. 500 per Instance.

**Replacement Vehicle:** Of the same category will be provided, but may not be of the same make or model year, as and when the rented vehicle is in for long service, breakdown or accident repair. Same Terms and Conditions of your agreement apply.

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## ONLINE BOOKING TERMS & CONDITIONS

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We ask you to read our Online Booking Terms and Conditions as you will be asked to confirm that you have read and understood these as a part of our Terms and Conditions before your booking can be confirmed.

Following these guidelines will help you to:

- Understand what you can expect from us during the booking process.
- Get the key information on booking.
- Understand what we need from you in order to complete your booking successfully.

### 1. Online Booking Process

The following are the main steps to making an online booking;

**First Step:** Selection of the service: Enter your rental criteria in the online booking form including rental dates, rental locations and choice of vehicle.

**Second Step:** The offer and choosing a car: Based on the criteria you provide, we will provide you with several offers matching your request. The 'offer' is defined as: - a service, which includes a selected vehicle category available for a chosen duration with selected options (if any) and a rate, which can be either a prepaid rate or a pay on arrival rate. You will then be asked to select the offer that best fits you.

**Third Step:** Acceptance of the offer and Choosing Extras: You will then be able to add extras or additional protections by clicking on the desired items. The cost of each selected items will be added to the final price of your rental. Once you have completed your selections, you will then be required to click on the "PROCEED" button.

**Fifth Step:** Review and Book: After filling in your customer details and verifying your Itinerary, you will then be required to give your acceptance to your booking by clicking on the "Pay Now or Pay at Location" button. For that purpose, you will be invited to read the applicable Terms and Conditions of Hire and if you agree to these terms, you will then be able to finalize your booking by clicking on the "I Agree" button.

**Sixth Step:** Email Notification: We will then send you a booking confirmation including your reservation number. The confirmation email will include the main details of your reservation.

## 2. Booking confirmation email

At the end of the booking process you will receive a booking confirmation email containing the full details of your booking. We recommend that you print this booking confirmation email and keep it for your records. Please provide a copy of the same at our sales counter for an easy look up of your reservation.

## 3. Reservation Details

**Minimum Rental Period:** The minimum rental period is one (1) day. One (1) day is interpreted as a period of twenty-four (24) hours. Vehicle collection and return is included within this 24 hour period. - Rentals of less than twenty-four (24) hours will be charged a full day's rate.

**Grace Period:** A grace period of (4) hours post the original deadline to return the vehicle is provided. In case the vehicle is returned back to us post the grace period, the customer will be charged a full day's rental based on the agreed rate.

## 4. Rates

Your rental quote takes into account all mandatory charges corresponding to your booking criteria and any additional options that you may select at the "Choose Extras" Page, at the time of booking.

A breakdown of these charges can be viewed towards the right side while making a booking (under "Your Itinerary") and can be found in the booking confirmation email as well.

Our quote generally includes the following items:

1. Vehicle hire rate for the duration, based on your selections.
2. Road tax and License renewal fees / Value Added Tax (VAT) or any other local tax as applicable in the State of Qatar.
3. Unlimited Mileage
4. Premium Location / Airport / Railway Service Charge: an additional charge which applies at certain central-city, airport, or railway locations.
5. Comprehensive Insurance; An excess amount displayed at time of reservation indicates the maximum amount of money you are liable for in the event of damage to the vehicle. (Note: This excess amount may be waived or reduced by purchasing an optional additional protection

package at time of rental. Collision Damage Waiver ("CDW") can be purchased at an additional charge in the Choose extras options)

All vehicles are subject to availability at the time of hire, please email us at rental@selectqatar.com to confirm the same.

All the images that are shown/advertised throughout the website only represent the shape of the vehicle and do not constitute the actual specification of the vehicles offered. For Complete specifications please email us at rental@selectqatar.com

Select has the right to change its Terms & Conditions and Rates at any time without informing its clients. To ensure a fixed rate reservation/booking or for more information, please email us at rental@selectqatar.com

The term 'Or Similar' indicates that the vehicle you rent may not be the exact make and model as the vehicle displayed, although it will be from the same car group, meaning that it will be comparable in size and performance to that vehicle. The actual vehicle you rent will depend on the makes and models available at the time within the car group you request.

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## GUARANTY / DEPOSIT REQUIREMENT

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As a standard practice across the market and as a means of financial security, we (like most companies) collect a form of guaranty/deposit from our customers to protect our assets from any possible liabilities that may occur during the term of hire.

This Deposit allows us to secure the final transaction amount as we will receive the protection of an authorization before the start of the rental period. It also confirms that your bank account is valid and within the available spending limit.

During your booking and at time of receiving the vehicle, You will be informed that in addition to the price of your rental, you will be asked to leave a deposit.

**This amount would only be charged at the time of receiving the vehicle at our Sales Counter (along with the rental amount) and only accepted through a valid Credit Card.**

**For Short Term hire: Rental below 29 Days:** The rental amount would be charged in advance and a deposit of QAR. 1,000 would be charged via a credit card and released back to the same credit card in 15 days from the date of contract closure, post processing of any Traffic violations and/or any due payments. Any additional amounts required to cover any due's would be charged through the credit card provided.

**For Long Term hire: Rental exceeding 30 Days:** Twice the rental amount will be charged as a deposit via a valid credit card and this deposit would be released back to the same credit card in 15 days from the date of contract closure, post processing of any Traffic violations and/or any due payments. Any additional amounts required to cover any due's would be charged through the credit card provided.

Select Transportation Solutions W.L.L guarantees that this pre-authorized block / deposit will be unblocked / refunded back to your credit card within 15 days of closing your contract post the processing of any and all due payments.

If the final charged amount for the car rental services rendered is below the Deposit amount at time of receiving the vehicle, then an additional authorization/deposit may be requested to cover the amount due.

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## ACCIDENTS AND STANDARD INSURANCE

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All vehicles and passengers are provided with Comprehensive Insurance which includes Driver and passenger insurance. **STS** agrees to procure and keep in force during the period of rental / lease a valid insurance policy for the vehicle and passengers. Personal accident covers are subject to the terms and conditions of the Insurance Policy.

The **LESSEE** is liable to pay **QAR. 2,000/-** as **Accident Liability/ Excess Insurance** for claims resulting from each accident in which the vehicle may be involved and if the hirer is at fault.

In the instance of **Total Loss** / cancellation (vehicle rendered unfit for usage), the hirer's liability (only in case the hirer is at fault) will be QAR. 5,000 for Compact Sedan, Sedan and Saloon Category. QAR.7,500 for Compact SUV, Mid SUV and Large SUV Category. QAR. 10,000 for Luxury Category vehicles.

Such insurance will cover liability to the passengers travelling in the vehicle and the driver and the proceeds payable by the insurance company will be in accordance with the directives of the Government of Qatar. Ministry of Interior. Traffic department in force at the time of any accident giving rise to a claim.

**LESSEE**, shall comply with the terms and conditions of said insurance policy, including the immediate reporting of all thefts and accidents to **STS**, accompanied by a Police Accident report, and to do all things necessary or proper to protect and preserve **STS's** rights as a named insured in said insurance policies.

Insurance will not covering accidents on construction sites or sand/desert dunes, caused by jumping on red light, driving opposite on a one way road, driving under influence of alcohol or narcotics, driving without a valid driving license, illegal towing.

In case the Insurance Company declines our claim for any damages or accidents or total loss, the **LESSEE** would be liable to pay for the charges in full.

### **Accident liabilities and Repair:**

- In the event of an accident, the LESSEE must not move the vehicle from the scene of the accident before the arrival of the Police to make a report of the accident, unless advised by the authorities.
- The LESSEE hereby undertakes to immediately inform STS of any accident which occurs during the rental period.
- In the event of damage to the Vehicle, the LESSEE is required to comply with the applicable provisions of Qatari law including making a police complaint, obtaining the relevant documents from the police officials and attending the police station (if required). The LESSEE shall also be required to provide all necessary assistance to STS in completing the insurance claim request to the insurance provider and to deliver to STS the police report and the repair order. The LESSEE shall pay STS all rental charges herein, until such time the police reports are delivered or notify STS in writing and obtain acknowledgment for such writing from STS if no police report is available.
- Replacement vehicle in case of damage will be provided only if the LESSEE submits the required police reports.
- In the event that any costs incurred in repairing the damages to the Vehicle are not recovered from the insurance provider or manufacturer by warranty, the LESSEE shall be liable to bear such costs paid by STS to reinstate the Vehicle to its original state. The LESSEE shall also be required to pay any deductibles that may be payable by STS.
- The LESSEE is liable to pay for the excess insurance charges / claims as per the agreed contract

for each accident in which the vehicle may be involved and if the LESSEE is at fault or by an Unknown Party or Acts of Nature.

- In the event that the Vehicle is lost or stolen or destroyed and/or damaged beyond economic repair, any loss incurred by STS as a result of such events and not recovered from the insurance providers for the said vehicle, for any reason, shall be paid by the LESSEE to STS.
- In the instance of Total Loss or cancellation (vehicle rendered unfit for usage), the LESSEE is liable to pay as per the agreed contract for insurance claims. In case the Insurance Company declines our claim for any damages or accidents or total loss, the LESSEE would be liable to pay for the charges in full.
- The LESSEE may be liable to pay the hire charges for the period for which the vehicle is in for repairs related to accidents. Additionally, the LESSEE may also be liable to pay hire charges for the replacement which will be considered as continuation of the original agreement.

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## DRIVING LICENSE

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The **LESSEE** is/are required to have a valid driving license throughout the duration of hire.

All persons on business or visit visas are permitted to drive using national driving licence for a maximum of 7 days from the date of their entry in Qatar.

GCC Nationals can drive in Qatar with GCC Licenses without any restrictions or limitations. Whereas, expatriates of various nationalities who hold GCC Licenses can drive using their GCC Driving Licenses, unless their local residence permit is available, after which period the user must secure a temporary/permanent Qatari driving license. The insurance company will not entertain any claims, whatsoever, resulting from any accident and it will be the sole responsibility of the **LESSEE** to bear all the liabilities regarding any repairs or loss of life/lives etc.

It is the **LESSEE** responsibility to ensure that they abide by the Qatari laws and regulations. The insurance companies will not entertain any claims unless a proper valid driving license in accordance with the laws and regulations of Qatar is presented by the person concerned. All traffic fines / violations that may occur when the vehicle is under hire would be charged and the points applied (If any) to the **LESSEE**, who will be held responsible for the same.

**International Driving license** is valid for maximum 6 Months from the date of their arrival in Qatar , unless their residence permit is available, after which the user must secure a temporary/permanent Qatari driving license.

When a person acquires a Qatari Residence Permit, only a valid Qatari Driving License will be acceptable, and all other licenses will not be valid.

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## PREMATURE TERMINATION

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**Short Term Hire: Daily to Monthly Basis:** In case of premature termination for Monthly rentals, the fore-running hire rate would be applicable. (Ex: Monthly rental's closed prematurely, would be charged at the daily hire rate). After a minimum usage of 1 month from the date of hire the vehicle can be returned back without any premature charges. (Used Vehicles)

**Long Term Hire: Yearly Basis:** In case of premature termination, the hirer is liable to pay 75% of the rental amount for the balance period as cancellation fee.

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## VEHICLE MISUSE

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**Misuse of Vehicles:** All costs originated by repairs for the following instances (but not limited to) will be charged to the LESSEE based on the garages actual cost (in case insurance cannot be claimed) and may be defined (but not limited to) as instances of Misuse;

- Paint damages / Sand blast / Tyre Breakage / Seat Stains / Cigarette Burns / damage to the integral parts of the vehicle. Off-Road driving (Sand Dunes, Rocky Deserts, Sea Water and Sea Beaches etc) in case of sedans, buses, commercial or 4x2 vehicles.
- Smoking in the car is prohibited and chargeable at QAR. 500 per instance.
- Driving inside high level waters causing water absorption into the engine, destroying pistons and connecting rods.
- Skipping the service interval of 10.000 KM. Chargeable based on garage report.
- Pulling / towing other vehicle or trailers.
- Damaging the interior of the vehicle.
- Seat stains or damage.
- Damaging the Tyres of the vehicle by driving on pavements etc.

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## MEANS OF PAYMENT AND RELATED TERMS

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**"Pay Now" - Online booking:** Prepayment (payment at the time of booking): When opting for "prepaid rate(s)" online, payment of the full estimated amount of your rental will be required at time of booking.

**"Pay at Location" -** You can decide to pay your rental directly at the sales counter. Please note that certain credit card companies may not be represented with us. Therefore, we recommend that you verify the credit card rules with your bank.

**Credit card(s):** We accept payment through all the major credit cards. (Such as Visa, MasterCard, American Express etc.)

Warning: Please note that payment using credit card(s) are accepted in accordance with the limits authorised by your credit card issuer. The credit card holder (in case of a prepaid booking) must be identified as the renter (the "Main driver" to be mentioned on the rental agreement). Such person must present his/her credit card (identified with the same name) at time of receiving the vehicle.

**Our primary method of payment is through Credit Card and the following charges would be charged through the same;**

1. Rental / Leasing Charges.
2. Guaranty / Deposit Charges.
3. Excess Liabilities Charges: The agreed excess liability charges where you are at fault and a Police Report for the accident is provided, This charges can be avoided by opting for additional coverage.
4. Traffic Fine Charges: All traffic fines/violation charges as per the Qatari Traffic Department and Municipal Authorities incurred during the contract period. Any traffic violations /accidents that may occur during the time of your rental would be automatically deducted from the credit card provided.
5. Damage Charges: All charges related to damage caused to the vehicle as per STS estimate, in the instance a valid Qatari Police Report is not provided or in the instance the user is liable as a result of vehicle misuse.

Our billing is based on 30 day (calendar) cycles. Monthly rentals and any dues would be charged within

the first week of each month or at the time of contract closing, through the credit card provided.

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## CONTRACT EXTENSION

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Should the **LESSEE** wishes to renew the rental period he should inform STS by giving the latter 24 hours or 1 day notice of his/her wish to do so.

If such notice was done by telephone, the **LESSEE** should always confirm his wish in writing and obtain acknowledgement for such writing from the STS.

**Grace Period:** A grace period of (4) hours post the original deadline to return the vehicle is provided. In case the vehicle is returned back to us post the grace period, the customer will be charged a full day's rental based on the agreed rate.

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## COLLISION DAMAGE WAIVER (CDW)

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All vehicles are provided with a comprehensive insurance that covers both the vehicle and its passengers. The hirer is liable to pay QAR.2000/- as excess amount for claims resulting from each accident in which the vehicle may be involved and if the hirer is at fault.

- Selecting the **Collision Damage Waiver (CDW)** option waives the renter's liability from the excess amount of QAR. 2,000 to a reduced amount of QAR. 1,000 (50% of the actual accident liability amount), unless the renter intentionally causes the damage (misuse), is under the influence of alcohol or drugs, or uses the car in a prohibited or negligent way – such as driving off main roads or hiring to other parties.
- **CDW** covers liability for damage to the car or its parts. Tyres, undercarriage, replacement locks, replacement keys are not covered under the **CDW** policy.
- Please note that selecting **CDW** does not constitute a protection against Total Loss (vehicle rendered unfit for usage). In case of total loss, the hirer's liability (only in case the hirer is as fault) will be QAR.5,000 for Compact Sedan, Sedan and Saloon, QAR.7,500 for compact, mid and large SUV's and MUV's, QAR.10,000 for Luxury SUV's.
- Providing a police report is a must in any instance of damage.

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## FUEL POLICY

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Customers may refuel the vehicle to the same fuel level upon picking up the vehicle. All Select vehicles will have 1/4 fuel.

Select will not charge fuel to the clients unless the vehicle is returned empty & the vehicle is no longer driveable.



## SCDW

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This enables the customer to waive any financial liability for accidental damage to their hired vehicle. This does cost more than the standard CDW, but it means that the customer has no financial responsibility towards the repair of a rental vehicle in the event of an accident, as long as all terms and conditions have been met, part of this is the provision of a valid police report. Without this, the customer cannot take advantage of the SCDW and will be liable for the cost of the damages to the vehicle. SCDW does not include, renter intentionally causes the damage (misuse), is under the influence of alcohol or drugs, or uses the car in a prohibited or negligent way – such as driving off main roads or hiring to other parties.