

Terms of Hire

### **Our Rates and how we charge**

Our vehicle hire rates may vary from season to season. Our rates are determined by supply, demand and market conditions. Rates quoted are only guaranteed at the time they are quoted.

Vehicle hire works on a 24 hour basis – e.g. if you hire a vehicle at 11 a.m. and return it at 11 a.m. the next day, this would be considered a one day rental. Extra charges will be applied if the vehicle is returned late.

All rates quoted include unlimited mileage.

### **Vehicle Hire Levy**

Effective October 15th 2025 - The Government of Barbados has introduced a **Vehicle Hire Levy** which applies to all vehicle rentals across the island. This Levy replaces the former Visitor Driving Permit and is a mandatory Government charge.

#### **Key Details of the Levy are as follows :**

US \$ 2.50 per rental day will be applied.

The Levy is capped at 7 days per rental agreement, with a maximum of US \$ 17.50 payable per rental.

The Levy is not Subject to VAT

A Valid driver's licence (local or foreign) is still required, but no separate permit is issued.

### **Age and Licence Requirements**

Drivers must be over 25 and under 75 years old. Each driver must have held a valid driving licence for at least two years – this licence must be produced during the booking process this is necessary for repeat clients as well. Clients between 70 and 75 years old will be required to complete a self-declaration medical form. Provided during the booking process. Drivers between 76 and 80 must provide a doctors letter stating they are fit to operate a vehicle. It will then be submitted to the insurance company for approval.

### **Extension of Hire**

Requests for extension of the hire should be made 24 hours ahead of the return date, while we make every effort to allow extensions they are subject to availability and cannot be guaranteed.

## **Cancellation Policy**

Clients are asked to inform us as soon as they know they need to cancel the reservation. The reservation status will be changed to No Show if the client has not shown up for the car within 8 hours, and has not contacted us to change the delivery details.

## **Fuel Policy**

Vehicles are delivered with a FULL tank of petrol.

Return the tank full as delivered. If this is not done there will be refueling and service charges at the end of the hire.

## **Extra Drivers**

There is no additional charge for an extra driver but there is a limit of 3 drivers per vehicle.

## **Insurance Coverage**

Our vehicles are comprehensively insured (which includes third party liability and theft). If the vehicle is damaged the renter is responsible for the deductible of \$2,000 US. The basic insurance does NOT cover damages to tyres/rims, hub caps, windshields, interior damage and lost/damaged keys/fobs. Charges will apply for roadside assistance.

## **Collision Damage Waiver (CDW)/Excess Waiver (EW)**

The client may purchase our COLLISION DAMAGE WAIVER (or excess waiver) (CDW or EW) at a cost of \$15 US per day – this reduces the deductible to \$ 500 USD if the vehicle is damaged. The CDW does NOT cover damages to tyres/rims, hub caps, windshields, interior damage and lost/damaged keys/fobs. **Charges may apply for roadside assistance.**

A HOLD on the client's credit card of \$500 US will be taken on delivery – this will be released at the end of the hire, once the vehicle has been checked and there is no damage.

## **Super Damage Waiver (SDW)**

The client may purchase our SUPER DAMAGE WAIVER at a cost of \$30 US per day. With this coverage there is a ZERO DEDUCTIBLE, and full roadside assistance providing the vehicle is operated in accordance with all conditions of our contract. The Super Damage Waiver does NOT cover the replacement cost of lost keys or petrol.

A HOLD on the client's credit card of \$250 US will be taken on delivery – this will be released at the end of the hire once the vehicle has been returned in accordance with the contract.

## **Credit Card Collision Coverage**

Some credit card companies and internet websites offer collision coverage benefits. As in many types of coverage there are limitations, and clients should check carefully to verify the coverage they have. If the client has purchased excess waiver from another source and has an accident during the hire, he must pay us for the damages incurred up to the maximum \$2,000 US. We will then supply the documentation required to reclaim this payment from the company.

If the Excess Waiver coverage is purchased a HOLD on the client's credit card of \$500 US will be taken on delivery – this will be released at the end of the hire, once the vehicle has been checked and there is no damage.

If the CDW / EW and SDW are declined – a pre-authorisation of \$1,000 US will be placed on the client's credit card, which will be released by the client's financial institution at the end of the hire.

## **Extended Roadside Assistance**

If selected and paid for at the time of rental, we offer extended roadside assistance 24 hours a day, 7 days a week without additional charge. This covers potential costs associated with lockouts, flat tyres, jump starts or emergency fuel. The charge is \$3 US per day. The cost of replacement of tyres/rims damaged beyond repair and lost keys / key fobs as a result of driver neglect is the responsibility of the renter.

If you do not purchase the extended roadside assistance plan on delivery, you may incur added cost for providing these services. There are no refunds if this coverage is not used, and it may not be cancelled during the rental.

## **Unlimited Mileage**

Unlimited mileage is included with the rate of hire.

## **Airport Deliveries**

One of our Agents will meet you at the arrivals area holding a sign with your name and the company name. When exiting keep straight ahead. You will be taken to the car park to sign paperwork, inspect the vehicle and pay. You will then be issued with a parking ticket to exit the car park and enjoy your stay in Paradise.

## **Airport Returns**

When arriving at the airport keep to you right to enter the car park. Take the ticket and take your first available parking lot on the right. Our agent will be there to meet you and inspect the vehicle. Please inform the rental company that you are on your way to the airport on the phone number provided.

## **Delayed Flights**

If the client's flight is delayed and arrives after 11 p.m., he/she will **not** be met at the airport. Please telephone our office (+1 2462625275) after 8 a.m. the following day to reschedule the delivery.

## **Delivery Service**

We deliver to any private residence, villa or hotel – the delivery time depends on location and scheduling.

## **Keys and Fobs**

Vehicle keys are NOT waterproof – the client will be fully responsible for the cost of replacement of lost or damaged keys and key fobs.

## **Smoking / Valet Charges**

We are a 100% Non-Smoking Fleet. In cases where vehicles are returned with an offensive odour (e.g smoke) or excessive debris in the interior, clients will be charged up to a maximum of \$300 USD for the cost of a professional valet service.

## **Payment Methods**

We accept payment by Visa, Mastercard, American Express and Discover Credit Cards. We also accept payment in cash (USD & Barbados dollars). A pre-authorisation on a credit card of \$500 USD is required when Excess Waiver (EW) has been purchased and a pre-authorisation of \$1,000 USD when Excess Waiver (EW) has been declined. **Debit cards are not accepted for pre-authorisations.**

