

General conditions for renting a car - Noah Tourism

Noah Tourism (hereinafter: "the company") would like to draw the attention of its customers to the information detailed below, which is an integral part of the order, which constitutes, together with the order details, as well as the car rental voucher the contract between the company and the renter.

Receipt of the booking voucher and its realization by renting a car from the car supplier, constitute the booking party's acceptance of all the conditions stated above.

It will be clarified that the use of the vehicle is the sole responsibility of the customer, and that the company will not be responsible for any damage, expense or loss incurred by the customer or any third party (including the passengers of the vehicle) as a result of its use.

The information provided to the company by the vehicle suppliers is the responsibility of the supplier, and it may change from time to time even without prior notice.

The car rental contract: the customer's contract with the company is for the purpose of ordering a car from a car supplier in the destination country (above and below: "the supplier").

The role of the company is summed up in brokerage services and creating a connection between the customer and the supplier, in the destination country. When picking up the vehicle, the customer will sign a new engagement contract in his capacity as the lessee of the vehicle (hereinafter: "the lessee") vis-a-vis the supplier, when the company is not a party to the aforementioned agreement. From the date on which the customer has become the "renter of the car", the company has completed its role, and from this date onwards the supplier will be responsible for everything related to the rental of the car and the relations regarding the rental car will be subject to the terms of the car rental contract, and the company will be exempt from any responsibility towards the customer and/or anyone on his behalf, among other things, but not limited to, in cases of violation of the rental agreement by the supplier, as well as in cases of an act or omission by the supplier or someone on his behalf.

The car rental is for personal use only, and the car must not be used for commercial or business purposes. Before signing the rental agreement, the renter should make sure that the details of the agreement and the additions according to it are completely clear to the renter and that they agree, and if not, explanations must be obtained as well as clarifications from the vehicle supplier. A copy of the car rental agreement and the car return documents must be kept, for a case of inquiry. It will be clarified that the signature on the car rental contract is binding and cannot be canceled retroactively.

Requests for deposit refunds and inquiries about charges such as reports and toll gates will be made directly with the rental company and not through Noah Tourism.

At the rental station abroad, every driver must present as a condition for receiving the car: a printed car rental voucher, a valid passport in the name of the renter, a permanent driver's license (with a photo) in the name of the car renter together with an international driver's license in the name of the car renter, which are valid and have identical details, a valid international credit card in the name of the car renter, exactly as it appears in the passport, to guarantee payments and/or obligations that he will be obligated to according to the car rental contract with the car supplier abroad, and this is beyond the car rental fees included in the voucher.

The credit card will be used as a deposit to the credit of the car rental company in the amount of the deductible as written in the rental voucher, that is in addition to additional charges that may apply to the car rental transaction, such as fuel costs, additional drivers, various equipment, etc.

Very important: make sure in advance that the credit limit on the credit card is sufficient for making the deposit, and take into account that the deposit is on the account the renter's credit limit.

It is important to know the secret code number of the credit card as it is mandatory to enter the code when making the transaction. The vehicle supplier will not accept as a deposit or as a means of payment cash, checks or any other means of payment other than the credit card.

It is not possible to use an electronic credit card or DEBIT CARD or cards that the provider, at its sole discretion, will determine are not honored by it.

For certain car groups, 2 credit cards may be required as a condition for renting the car. It will be clarified that the presentation of an international driver's license together with a license a valid driver's license and a credit card as mentioned above for the supplier are a necessary condition, and the customer's failure to comply with the conditions required by the supplier may cause the supplier not to make the vehicle available to the renter. For the sake of good order, the customer will not have any claims or demands against the company in connection with that.

The vehicle reservation voucher is valid only for the person who ordered the vehicle, for the destination station where the vehicle is received, for the date and time shown on it, for the destination station vehicle return and other reservation voucher details.

The order is valid with reference to the details appearing in the voucher. If the information is not correct or accurate, there is no obligation to provide the vehicle, and therefore on the renter to check this in advance and before leaving the country. The time of making the vehicle available to the customer is only approximate. A car will be kept for the customer for up to an hour from the delivery time indicated on the voucher, or until the station's closing time (whichever is the earlier of the two).

Please note that the station's operating hours may vary from country to country and city to city, among other things according to local events and holidays.

Failure of the renter to arrive at the supplier's station, for any reason, may be considered a voucher cancellation, as detailed below. The minimum age for renting is usually 21 (although certain vehicle groups will require a minimum age of 25 years) with at least 12 months of experience on the driver's license. Each additional driver In addition, a renter who wishes to drive a vehicle and meets the conditions of seniority and age must present an Israeli and international passport and driver's license and must add the details in the car rental contract. In some countries there may be an additional charge for an additional driver. A rental day is 24 hours. Rental days appearing on the voucher cannot be split into separate rentals. No refund will be given for partial use of the voucher.

Late return

The vehicle, or the extension of the rental beyond the number of days indicated in the voucher, will be charged an additional fee according to the local price list of the vehicle supplier (which may differ from the price list according to which the order was made), plus insurance and local duty payments.

Various providers around the world have a car rental policy that includes, among other things, rules regarding refusal to rent a car, which they change from time to time at their discretion. In the event of the supplier's refusal to rent the vehicle to the customer, the company will not be responsible for providing a replacement vehicle from another supplier and/or to compensate the renter for damages that may be caused to him, and the renter hereby releases the company from any liability as mentioned.

The rented vehicle: the type of vehicle, model, year of manufacture, engine capacity, size of the trunk and the type of fuel specified in the voucher are not guaranteed and may change, according to the discretion of the supplier, as is customary and customary in the field, and the customer will not have any claim or demand in connection with this.

A different vehicle may be provided to the customer, depending on the availability of the inventory in his possession, a vehicle defined by the vehicle supplier as equivalent or equivalent, or from a higher class. If it is

not specified in the order voucher next to the type of vehicle representing that the vehicle is an automatic vehicle, the default is a vehicle with a gearbox of normal transmission and not automatic.

The responsibility for checking the condition of the vehicle at the time of delivery applies only to the renter. It will be clarified that if and when the vehicle is returned, defects will be found or damages to the vehicle, which were not reported to the supplier at the time of renting the vehicle, will be seen by the customer as being responsible for these damages, for all the implications thereof.

Therefore, the inspection that the renter will conduct before taking the vehicle, if damage is discovered, the supplier must be notified immediately and make sure that this is recorded by him.

The company's recommendation to the customer is to check when receiving the vehicle the work tools in the vehicle, as well as the warning triangle, the luminous vest, and tools for replacing or repairing a ceiling.

It is possible that a vehicle will be supplied with a spare tire or only with an inflation kit. They must be checked when receiving the vehicle. Without detracting from the generality of the said, in any case of an accident or other damage to the vehicle, including breakdowns mechanically, the customer is required to notify the supplier immediately, and to receive his instructions for the continuation of the trip and the use of the vehicle in the event of an accident, the police must also be notified and act in accordance with their instructions.

Pay attention to the details below:

Smoking in the car is strictly prohibited. Anyone who violates this prohibition is expected to be fined. The vehicle must be returned to the rental company in good condition and as clean as possible received from the rental company. A vehicle that is returned in a condition that requires special interior cleaning will be charged for the cost of cleaning according to the company's discretion.

Fuel: The vehicle is usually delivered with a full tank of fuel and the renter must return it in the same condition. A fee will be charged for lack of fuel in the tank according to a rate to be determined by the vehicle supplier, plus refueling fees as is customary with the vehicle supplier. It is recommended to save the last refueling receipt as well as request specify in the vehicle return report the state of the fuel in the tank for any case of clarification on this matter. Filling the vehicle with fuel contrary to the manufacturer's and supplier's instructions will incur the charge of the renter up to the full cost of the repair. In some countries, car suppliers offer a service that allows you to return the car that is not filled up. This service is offered for prepayment and the customer's signature on it is binding and irrevocable.

Rental terms and insurance:

The rental and insurance conditions vary from country to country from car supplier to car supplier. The various insurance policies and the specific insurance conditions offered by the vehicle suppliers, determined by the vehicle suppliers, are not the responsibility of the company. The customer's attention that the insurance policies, for the most part, do not include insurance of the property in the vehicle.

The customer must make sure that the insurance matches his needs, and that he understands the exclusions, limitations and conditions established for the activation of the policies, if required. In the insurance policies used by the rental companies, there is a deductible in any case of damage and theft, deductible cannot be canceled in all CDW or TP type insurances and will be collected in any case, even if the damage was caused by a third party or not the renter's fault. In all insurances, unless explicitly stated otherwise in the voucher, there is an initial deductible that applies to the renter composition. You must find out the details of the deductible and its amounts ahead of time. Validity of insurance for cancellation of deductibles abroad is conditional upon the fulfillment of a condition of the rental contract between the car lessee and the car supplier abroad as well as in compliance with the provisions of the local traffic laws.

For the avoidance of doubt, it is hereby expressly clarified that all insurances are valid and conditional on the conditions of the car rental contract not being violated. Traffic laws vary from country to country, and the renter of the vehicle and the driver on his behalf, has an obligation to find out these laws ahead of time and to act according to them.

The company is not responsible for any expense, damage or loss that may be caused to the renter by not observing these laws or by violating them, and for reports, fines and penalties that may apply in such cases will apply to the renter only, without him having any claim against the company or anyone on her behalf. In some countries, driving in violation of traffic laws (speeding violations, etc.) will be considered a violation of the car rental contract and in such a case the insurance will not be valid.

The insurances in any case do not cover damage to the clutch, upholstery, special cleaning that will be required for the interior of the vehicle, and damage caused as a result of driving in the condition drunkenness or under the influence of drugs, negligent driving or intentional or malicious damage, driving on unpaved areas, natural damage, leaving the key in an unattended car and/or lost key, damage as a result of incorrect fuel filling and/or as a result of fuel freezing, etc.

Any damage caused to the vehicle during the rental period must be reported immediately to both the local police and the vehicle supplier, ensure that a report is received and act according to their instructions.

If the damage is caused by the renter's negligence, or in any other situation where the vehicle supplier's insurance coverage is exceeded, the renter will be held responsible for all damages caused to the vehicle supplier.

Upon receiving the car and signing the car rental contract, the car supplier may offer additional insurances to expand the insurance coverage. It is on the ordering party the vehicle to find out the details of the additional insurances he signs (beyond those indicated on the voucher) if the renter chooses to purchase insurances

For these, he will bear an additional charge according to the vehicle supplier's price list.

It will be clarified that the above does not constitute insurance advice by the company.

Movement and travel restrictions:

Make sure, before signing the rental agreement, that the lessee of the car is not subject to entry restrictions and/or to other countries, crossing by ferries Etc. Traffic restrictions and traffic bans, the violation of which will result in the cancellation of the insurance.

If the route of travel passes through snowy roads or passes that are difficult to pass, the obligee must make sure to pre-order appropriate equipment for the vehicle (winter tires and/or snow chains) subject to company procedures, the rental, the car suppliers abroad and the laws of the country.

Extras that are not included in the rental voucher (unless otherwise specifically stated in writing on the voucher): airport tax, additional driver insurance, young driver's insurance (25-21) (state taxes, environmental quality taxes, etc.), passenger and luggage insurance (pai) or any other insurance that is not specifically specified in the booking voucher, refund fees, traffic fines, payment for parking, road tolls and government or municipal levies (baby seat or children's chairs, winter equipment, ski equipment or any add-on signed by the renter in the car rental contract.

The availability of said extras may change from time to time, and the company will not be responsible towards the client in cases where, at the time of signing the rental agreement, the required additional charges abroad for extras will not be available to the customer, they will be charged in addition to local taxes, levies and mandatory payments. All the prices of the extras are estimated amounts only, and they do not bind the company since they can be changed by the vehicle supplier abroad without prior notice.

As far as and between the customer and the supplier it will be agreed that the supplier will provide the customer with additional services or additional equipment beyond those appearing in the voucher issued by the company, the customer will bear all the costs involved, in accordance with the terms of the supplier.

The company is not responsible for the data in the GPS device - provided by the rental company and is not responsible for the use of the device or the direct results and/or detours resulting from the use of the device. The use of the device is done at the user's sole responsibility and it is recommended to find out the software data and the way to use the device with the rental company at the time of receiving the ordered vehicle. It is clarified that different devices work in different ways and at times and/or technical information is required to correctly operate the device, and thus the company will not be able to help. In any case, the company's position is that the device is a utility and there is no point in using a local map.

There are different types of navigation systems and in no case can we make a commitment to a navigation system of a certain type. The maps in the navigation system are usually adapted to the location of the car pick-up only. The renter is responsible for returning the system in a good condition and in all its parts. In any case, the renter has the obligation to find out the terms of renting the navigation system with the vehicle supplier directly before renting it.

WI-FI HOT SPOT

The company is not responsible for the data in the WI-FI device or its use and this is done at the sole responsibility of the user. In any case, it is mandatory to find out the terms of renting the device with the car supplier directly, before renting the car.

Additional conditions

Any verbal commitment and/or promise of reimbursement given abroad is not binding on the company and it is not responsible for reimbursement of expenses abroad such as: hotels, trains, flights, more expensive car rental, etc. if we do not receive prior written approval from the company for the expense the mercury The company does not act as an agent, affiliate or representative of the vehicle supplier, and it is not a party to the rental agreement between the lessee and the supplier the vehicle abroad and is not responsible for fulfilling the terms of the vehicle rental agreement by the vehicle supplier and/or for any act or omission of the vehicle supplier or anyone on his behalf.

However, the company will try to help during the entire rental period of the car and after it, in clarifying requests and/or claims against the car supplier, and this to the extent that the renter will contact her.

Voucher cancellation fees:

Subject to the provisions of any law, the cost of cancellation fees to be borne by the renter are:

- 15 euros + value added tax after issuing a voucher only.
- 50 euros + value added tax if the car is not taken without prior cancellation notice - NO SHOW

Despite the aforementioned, there are cases in which various higher cancellation fees will apply, and this is in accordance with the cancellation policy of the various providers.

The company reserves the right to change or update, from time to time, temporarily or permanently, the said cancellation fees and for any reason there will be no claim or demand in connection with it.

A request to cancel or change an order will be sent in writing to the company.

Please note that the voucher is personal and cannot be transferred, except with the consent and approval of the company and the supplier in advance and in writing, and under conditions to be determined on their hand.

The limits of the company's liability

The company, its employees, managers or anyone on their behalf will not be responsible for any damage and/or loss and/or expense, including indirect, consequential, special or It turns out, including loss of income and/or profits, which will be caused to the customer and/or a third party in connection with or as a result of the use of the vehicle and/or as a result of violation of the rental agreement by the supplier.

Without detracting from the generality of the aforementioned, it is clarified that in any case the responsibility of the company is towards the customer or whoever on his behalf (if and to the extent that it exists) will be limited in aggregate to an amount equal to the amount paid by the customer to the company as part of the rental transaction.

Disputes and Jurisdiction:

The company is not the address for receiving legal claims against the supplier. In any case of dispute between the ordering party and the supplier, the fixed instructions will apply in the lease agreement, among other things regarding the place of jurisdiction and applicable law.

In any case of a dispute between the customer and the company, the jurisdiction to resolve these disputes will be given to the courts in the city of Cape Town only.

For the sake of convenience, everything stated in these terms in the language "male" also refers to the language "female" and vice versa, and everything stated in these terms in the language "singular" refers

Also for the "plural" language and vice versa.