



Terms and conditions Holiday Inn Car Rental

1) TENANT'S LIABILITY

The TENANT must comply with the following requirements to use the services offered by **HOLIDAY INN CAR RENTAL**:

- be at least twenty-three (23) years old
- hold a driving license valid for the Moroccan territory since at least 2 years;
- hold a valid credit card with his/her name on

Before any vehicle rental, the TENANT shall present the following documents:

- Driver's driving license, as well as additional driver's license if applicable;
- Valid ID
- Payment card with the TENANT's name on it.
- The TENANT is responsible for the vehicle for which he/she has custody. He/she, and the second driver if registered in the contract, is the only people allowed to drive the vehicle. He/she/they declare having adequate clearances, permits, and legal capacity to use the vehicle and undertake to present all evidence in this respect to **HOLIDAY INN CAR RENTAL**.

2) PAYMENT AND DEPOSIT

1. Payment needs to be done upon delivery of the rental car.
2. Payments can be made in cash, by debit or credit card; we can accept VISA, MasterCard and Maestro.
3. There will be a charge of 5% in case of payments by debit or credit card for an amount less than 2 000 MAD.
4. We require a deposit for car damage or theft. Deposits are fully refundable if no damage occurs. The deposit is for us to be sure the renter will fully respect the rental conditions. The client is responsible for any damage and theft up to the amount of the deposit (the deposit is the same amount as the excess). All damage and theft above that amount is covered by the car insurance. If the cost of a damage of a rented vehicle is lower than the amount of the deposit, you will not be charged more than the cost of repair and the rest will be fully refunded back to your credit card. **Some types** of damages and accidents that occur as a result of certain situations are not covered, such as illegal drinking and driving, gross negligence like adding the wrong fuel, any part of the wheels/tire, underside, keys and lock / door handle, antenna, off road driving and on unsealed roads, loss of personal belongings, interior of the car, non authorized driver and vehicle documents.



3) CONDITION OF THE VEHICLE

A description of the condition of the Vehicle will be given to you at the same time as the rental agreement.

BEFORE LEAVING the rental location, you are required to check the condition of the Vehicle. Where an apparent defect is found which is not already listed in the document, you must immediately inform the Holiday Inn Car Rental representative at the counter in order to proceed with a joint-examination of the Vehicle.

In such a case, amendments must be made to the document and duly countersigned by both parties.

If the amended document is not countersigned by both parties, the condition of the Vehicle will be as set out in the document given to you with the rental agreement and it will be considered that you received the Vehicle in proper working condition.

You will return the Vehicle in the same condition as it was provided at the start of the rental. You are responsible for any repair or refurbishment costs and these will be added to the cost of the rental.

FUEL POLICY: customer needs to **return the car with the same level of fuel as when picked-up**

CLEANING FEE: If a vehicle is returned with excessive sand, dirt, mud, trash, pet hair etc...) a cleaning fee of 250 MAD will be charged.

4) RATES

Our rates include:

1. Oil, maintenance and car documents.
2. Free car pick up.
3. Unlimited mileage.
4. Bodily Injury and/or Property Damage that you might inflict on a third party as a result of an accident involving the Vehicle.

Our rates don't include:

1. Non-waivable excess charge or theft excess charge.
2. Fuel: customer needs to **return the car with the same level of fuel as when picked-up**.
3. Delivery of keys (in case of improper use, loss or theft) **(Charge in case of loss: 2 000 MAD)**.

The rates applicable to the rental, to the additional services and to the optional covers or insurances are those which are in force on the date of issue of the rental agreement, and correspond to the characteristics you originally indicated at the time of reservation (Vehicle type rental, duration, return station...). Any modification in the characteristics will entail the use of an appropriate alternative tariff.

Reservation is only made for categories of vehicles, not brands or models. The term 'or similar' indicates that the vehicle you rent may not be the exact brand 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 brand and models available at the time within the car group you request. If we are unable to provide a vehicle in your requested car group, we will provide a vehicle from the next available car group up at no extra charge.

5) SPECIAL SERVICES

1. Delivery / collection: ask your agency.
2. One way rentals : Scale on KM (ask your agency)

Equipment on vehicles:

1. All vehicles are equipped with a reflective vest and a warning triangle. If the security kit is returned incomplete or is lost, a penalty of 200 MAD VAT included will be charged.
2. **Baby Seat:** 250 MAD VAT included per rental.
3. **GPS system:** 250 MAD VAT included per rental.

Always keep the GPS unit in your rental car. Each time you exit the car, remove it from the dashboard, secure it in its carrying case, and store it under the seat of your car or in the trunk so it's out of view. The charge for a lost, stolen or damaged unit is 1500 MAD



6) INSURANCE & COMPLEMENTARY PROTECTION

All the vehicles in **HOLIDAY INN CAR RENTAL**'s fleet are insured against Bodily Injury and/or Property Damage that you might inflict on a third party as a result of an accident involving the Vehicle.

You can subscribe to extra insurance for: driver, passengers, damage. The conditions and limitations of basic or optional insurances, contractual guarantees, as well as those of the assistance contract are available to you at the agencies.

In the event of theft of the Vehicle or damages caused to it, you must fully indemnify **HOLIDAY INN CAR RENTAL** (the indemnification will include the amounts corresponding to the repair costs, resale value of the Vehicle, loss of use, administration charges...).

This liability may be reduced if you opted for an **extra protection CDW** (Collision Damage Waiver) Partial Suppression of Damage Franchises: The Partial Suppression of Franchises Damage is an optional warranty limiting your financial liability for damage to the **HOLIDAY INN CAR RENTAL** vehicle (parts and accessories), except in case of theft, attempted theft or vandalism. This warranty is applicable if the vehicle is used under the terms and conditions of the renting contract.

Total Suppression of Damage Franchises: The Total Suppression of Damage Franchises **SCDW** is an optional coverage that eliminates your financial liability for damage to the **HOLIDAY INN CAR RENTAL** vehicle (parts and accessories) as well as losses due to an accident, vandalism, theft or attempted theft. This warranty is applicable if the vehicle is used under the terms and conditions of the renting contract. In the case of total suppression of damage franchises, an incompressible deposit is required to cover the losses of vehicle documents, key losses, extra days or other expenses not covered by the insurance. Personal items are not covered.

The SCDW covers the excess of the Collision Damage Waiver except its exclusions. The common exclusions are illegal drinking and driving, gross negligence for example fuel error, incorrect use of the handbrake, mechanical damages (clutch, gearbox etc.), driving off road or on unsealed roads, underside, damages to lights, mirrors, windows, any part of the wheels/wheel rim/tire, keys and lock / door handle, antenna, towing charges and any damages caused during the towing away, loss of personal belongings, interior of the car, non-authorized driver, administration, engineer and immobilization fee paid to the car rental provider. Any damages due to vandalism, weather or natural disasters, any damage covered by your vehicle rental agreement

Category	Excess	Excess CDW VAT incl.	Supplement CDW/day VAT incl.	Excess SCDW VAT incl.	Supplement CDW/day VAT incl.
A Kia Picanto or similar	10 000 MAD	5 000 MAD	50 MAD	2 500 MAD	100 MAD
B Ford Fiesta or similar	12 000 MAD	6 600 MAD	70 MAD	3 000 MAD	120 MAD
C Peugeot 301 or similar	15 000 MAD	8 800 MAD	90 MAD	3 500 MAD	140 MAD
D Ford Focus or similar	15 000 MAD	10 000 MAD	90 MAD	3 500 MAD	140 MAD
E Toyota Prado or similar	40 000 MAD	25 000 MAD	150 MAD	5 000 MAD	250 MAD
F Hyundai ix35 or similar	20 000 MAD	16 500 MAD	100 MAD	4 000 MAD	200 MAD
I Fiat 500	12 000 MAD	6 600 MAD	70 MAD	3 000 MAD	120 MAD
L VW Touareg or similar	40 000 MAD	25 000 MAD	150 MAD	5 000 MAD	250 MAD
RE Range Rover Evoque	40 000 MAD	25 000 MAD	150 MAD	5 000 MAD	250 MAD
RS Range Rover Sport	50 000 MAD	35 000 MAD	200 MAD	10 000 MAD	350 MAD
RV Range Rover Vogue	70 000 MAD	50 000 MAD	300 MAD	15 000 MAD	450 MAD



7) USE OF THE VEHICLE

Please note that all off-road driving in rental cars is strictly forbidden unless you are renting a 4x4.

- The Vehicle must not be driven by anyone other than you and then only under the condition that your ability to drive is not in any way impaired by mental or physical incapacity or restricted by the Law.
- You must take care of the Vehicle, keep it in good repair and condition, pay any fines for which you may be liable, reimburse **Holiday Inn Car Rental** for any damage to the Vehicle, and refund **Holiday Inn Car Rental** for any costs it incurs.
- You are liable for all fees, taxes, fines and penalties incurred in connection with the use of the Vehicle and for which **Holiday Inn Car Rental** is charged, unless they have arisen through the fault of **Holiday Inn Car Rental**.
- During the rental period you must carry out the usual checks (engine oil level, tire pressure, etc.) as would any careful user and you must respect the maintenance cycle of the Vehicle as stated in the maintenance guide, if any.
- When parking the Vehicle, even for a short period, you undertake to lock it. You must never leave the Vehicle unoccupied with the keys in the ignition. Non-return of the keys will lead to invalidation of the theft cover.

You undertake to use the Vehicle in a responsible manner and in particular, only for the purposes for which it is intended. For a car, this means primarily carrying passengers other than for hire and reward. In particular, you must not use the Vehicle under any of the following conditions or for any of the following purposes:

1. driving the Vehicle under the influence of alcohol, drugs or any other type of narcotic substances,
2. transportation of inflammable or dangerous goods, as well as toxic, corrosive, radioactive or other harmful substances,-
3. carrying anything which, because of its smell or condition, harms the Vehicle or causes **Holiday Inn Car Rental** to lose time or money before it can rent the Vehicle again,
4. transportation of live animals - with a roof rack, luggage carrier or similar, unless supplied by **Holiday Inn Car Rental**,
5. re-rental to or use by other persons, - carrying passengers for hire or reward,
6. participating in rallies, competitions or trials, wherever they may take place,
7. giving driving lessons,
8. pushing or towing another vehicle,
9. travelling on non-paved roads or on roads, the surface or state of repair of which could put the vehicle's wheels, tires or its under body mechanics at risk,
10. intentionally committing any offence.
11. none of the goods and baggage carried in the Vehicle, including their packing and stowage equipment, will be permitted to damage the Vehicle, nor put the occupants abnormally at risk,
12. in any way which breaks the highway Code, road traffic laws or any other laws.

You will be liable for any offence committed during the rental period which relates in any way to your use of the Vehicle, as if you were the owner of the Vehicle.



8) WHAT IF I HAVE AN ACCIDENT

- If you are involved in an accident, property damage or injury, you should call the rental car agency. Contact details are included with your vehicles documents in the rental car.
- If necessary, immediately contact the police in case of third party liability and the emergency services in case anyone is injured.
- Do not leave the vehicle without making sure it is safe.
- Write down names and addresses of all people involved and any witnesses. Never admit liability.
- Fill in the accident form included in your rental papers.
- Under no circumstances should you have the car repaired without prior and formal approval of **Holiday Inn Car Rental**.

9) WHAT IF I BREAK DOWN OR NEED HELP ON THE ROAD?

All customers have a 24 hours assistance in case of a car problem or accident by contacting your **HOLIDAY INN CAR RENTAL** agency (Contact details are included with your vehicles documents in the rental car)

10) RETURN OF THE VEHICLE

The end of the rental is defined by the return of the Vehicle and of its keys to the rental counter at the agreed **HOLIDAY INN CAR RENTAL** location. This must be done to a **HOLIDAY INN CAR RENTAL** employee and under no circumstances should you give the keys to any person present at the **HOLIDAY INN CAR RENTAL** location and who you assume or who purports to be a **HOLIDAY INN CAR RENTAL** employee. You are allowed to return the car up to 59 minutes later than the initial return time. Up to this delay "grace period" one more day will be invoiced. Any vehicle returned outside of opening hours remain on the responsibility of the tenant. The rental agreement will be closed and the amount of the final invoice will be set once the agency will be opened. If the Vehicle is returned without its keys, you will be invoiced for the cost of the replacement keys. **HOLIDAY INN CAR RENTAL** strongly recommends that you carefully read this information available at counter.

Cost replacement keys: 2 000 MAD

Cost loss vehicle documents: 1 500 MAD

Under no circumstances will HOLIDAY INN CAR RENTAL accept any liability for articles that may have been left in the Vehicle at the end of the rental.



OVERVIEW CHARGES

- **CLEANING FEE: If a vehicle is returned with excessive sand, dirt, mud, trash, pet hair etc...)**
a cleaning fee of 250 MAD will be charged.
- **The charge for a lost, stolen or damaged GPS unit is 1500 MAD**
- **Cost replacement keys: 2 000 MAD**
- **Cost loss vehicle documents: 1 500 MAD**

Holiday Inn Car Rental

Agency Marrakech:

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