



Jacky Worldwide FZE
License No. 23809
VAT No. 100510512500003
PO Box 37882, Dubai
United Arab Emirates
UAE: +971 56 288 3904
SA: +27 72 078 1284

Thank you for your car rental enquiry.

Please find below all relevant information as well as the terms and conditions regarding your car hire through JackyWorldwide. Proceeding with the rental will indicate that you have read, understand and accepted the following terms and conditions.

OUR RENTALS AND SERVICE INCLUDES:

With our 30 days or more rentals, we offer the following benefits:

- Free second driver
- Free delivery and collection of the car (this is dependent on area and supplier)
- Fully comprehensive insurance
- The vehicles will be fully serviced pending your cooperation
- Replacement vehicle while your rental vehicle is serviced

PLEASE NOTE:

All prices quoted is inclusive of VAT and currency is in AED

- Monthly hires are STRICTLY for a minimum period of 30 days. Short term hire is also available
- No hidden costs – price quoted is the price you pay. Salik & Fines excluded (See below)
- For daily/weekly rates: Please refer to our website at www.jackyindubai.co.za or contact us for these rates.
- ALL VEHICLES IS SUBJECT TO AVAILABILITY, SHOULD A VEHICLE NOT BE ON THE LIST PLEASE LET US KNOW AND WE CAN SOURCE IT FOR YOU.
- We will endeavor to get you the best prices however this may vary depending on availability from suppliers on the day of the request.
- You will be required to sign an agreement that will mention all the terms and conditions upon delivery of the vehicle. Please ensure you read and understand the terms prior to signing acceptance of vehicle.



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UAE RESIDENT - REQUIRED DOCUMENTATION: To proceed with the booking, we require copies of the following documents: Please note that the documents are required for a second driver except credit card copy

- Passport – in COLOUR (page with photo and personal details)
- Residence visa – in COLOUR
- Front and back of UAE driver's license or home country license (if you are on a tourist visa) – If your UAE driver's license is under 6 months old, we require both drivers' licenses (front and back)
- Front copy of your credit card
- Emirates ID Card – Front & Back

TOURIST - REQUIRED DOCUMENTATION - To proceed with the booking, we require copies of the following documents: Please note that the documents are required for a second driver except credit card copy

- Passport – in COLOUR (page with photo and personal details)
- Entry Stamp
- Front and back of Home Country driver's license
- Front copy of your credit card

REQUIRED INFORMATION:

Please complete the client information sheet

PERIOD OF RENTAL: For monthly rentals, you are obliged to take the car for the first 30 days if signing up to a monthly rental. After the first 30 days, a pro rata rate applies, and you can return the car at any stage. Should the vehicle be returned within the first 30 days, the weekly and daily rate will apply.

RENEWALS AND OFF HIRE:

You will receive a Courtesy Call / WhatsApp / Email / SMS close to the end of your hire confirming if you will continue with your hire. Please note that it is the client's responsibility to notify us prior to the contract end date if you do not wish to renew or extend the contract. Failure to notify us will result in the assumption that you will be extending your hire until further notice and you will be required to make payment for the extended period. Should you not extend your hire, please ensure that you re-fuel the vehicle as you received it, otherwise this will result in additional charges. Please advise us within 24 hours of ending the contract to arrange collection of the vehicle in good time to avoid additional charges.



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PAYMENT TERMS AND DEPOSIT:

- The monthly rental payment is due in advance and payable in full immediately upon or before delivery of the vehicle •

A security deposit of either AED 1000 or AED 1500, dependent on vehicle hire, will be required. The security block can either be in advance or at close of contract depending on the vehicle and which supplier you opt for. Please note that this is only a block on credit card and is automatically released back onto the card after 14 days.

- Should you not hold a credit card in your own name, some of our suppliers do accept a third party payment for which the credit card holder will have to sign a disclaimer form, available on request.

INSURANCE AND EXCESS: The excess on the contract depending on vehicle ranges from AED500 to AED5000 unless otherwise specified, in the event of damage, hit and run and/or an accident. This is your liability in the event of a claim if you are found to be at fault and are presented with a pink slip or white slip from the police. A police report is mandatory for all claims / accidents for the car to be repaired under the supplier's insurance. You have the option to reduce the liability by purchasing **CDW (Collision Damage Waiver)** at an extra cost of **AED157.50** incl per month. Should you wish to add this onto your rental agreement, please discuss this option with us.

SALIK:

E-tolls (Salik) is charged at AED 5 per crossing and paid for in arrears. All cars from our suppliers are fitted with a disc. We will notify you of the amount about 25 days into the month, once we obtain this information from the supplier. You will be contacted and advised of any amounts due for Salik and are required to settle this immediately or failure to do so within 3 working days, will result in your card on file being charged.

FINES: Any parking or traffic fines incurred are paid for in arrears. We will notify you of the amount about 25 days into the month, once we obtain this information from the supplier. You are requested to settle any fines immediately or failure to do so within 3 working days, will result in your card on file being charged. (Some fines are not able to be paid for by the supplier and must be paid by the customer directly, but we will advise you of these if they are incurred). Please note that fines are subject to an admin fee as listed on your contract with the supplier of the car.

RESTRICTIONS AND A FEW IMPORTANT NOTES:

- Smoking in our supplier's vehicles is strictly prohibited and may result in a charge of AED 500 payable at the time of closure of contract if the supplier detect smoke fumes and seat burns or any other damage caused by smoking in the car.
- Off-roading, rallying, racing or 'drifting' in the vehicles is strictly prohibited. Damages caused by such activities will not be covered by insurance and you will be held responsible for the damage costs.



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- Drivers should be a minimum of 25 years of age – If aged below 25 but over 21 the driver is still covered but will have to pay 10% of the total damage in the event of a claim in addition to the insurance excess as listed on the contract.
- Drivers on a UAE resident visa must have a valid UAE drivers' license, which must be a minimum 6 months old. If less than 6 months old, then you need to provide your valid driver's license from country of origin.
- Only the drivers listed on the rental agreement will be authorized to drive the vehicle.

MAINTENANCE AND REPAIRS:

It will primarily be your responsibility to cooperate with our suppliers when your rental vehicle is due for a service or maintenance. This is to ensure that the quality and safety of your vehicle is not compromised during your rental period. Please advise us when your car is due for a service, as we will not be aware of its exact kilometer reading while the car is in your possession. We will make suitable arrangements with the supplier to collect the vehicle and a replacement vehicle delivered to you. The replacement vehicle will be a similar vehicle but not necessarily the same make and model. Please ensure that the vehicle is handed back with the same level of fuel as when you received it, at time of service as the supplier will charge to have the vehicle refueled to the level as stated and charge a percentage on top of this for doing same.

Should you have any questions or need any assistance please do not hesitate to contact us.

We look forward to assisting you.

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