

CAR RENTAL TERMS & CONDITIONS

Driver & Minimum Age

- **Minimum Age:** The driver must be at least 23 years old.
- **Contractual Party:** The person who signed the rental agreement is considered the driver.
- **Additional Driver:** The second driver is free of charge. Each additional driver costs 5 USD / 9 XCG per day.

Insurance, Damages, Costs & Deductible Options

The exact rates and selected options will be recorded in the rental agreement. The insurance fundamentally protects you against damage caused by lightning, storms, and accidents where you are not at fault.

To regulate your deductible in the event of damage, you can choose between two insurance levels:

Insurance Level	Deductible	Covered Damages / Scenarios
Standard Protection	Applies, 350 USD, Under 23 years 500 USD	Self-inflicted accidents, hit-and-run, theft, vandalism, break-ins (including attempts), vehicle damage like dents and scratches (regardless of intent, negligence, or ignorance), car racing, off-road driving, tire damage, and glass damage.
De Luxe Protection	Waived	Full waiver of the deductible for all standard scenarios.

Fuel Policy

- **Full to Full:** All cars are handed over with a full tank and must be returned the same way.
- **Shortages:** We charge the renter 25 USD / 44 XCG per 1/4 tank of missing fuel.

Condition & Cleanliness

- **Cleaning:** The car must be returned in a normally used and soiled condition.
- **Saltwater Protection:** Please do not store wet items or objects that have been in saltwater inside the car without protection. Do not sit on the seats with wet clothes. If you are a diver, please speak to us.
- **Smoking Ban:** All vehicles are strictly non-smoking vehicles.

Return & Delays

- **Punctuality:** The rental car must be returned at the agreed time.
- **Late Check-out:** Available until 5:00 PM subject to availability. Flat rate: 23 USD (or 40 XCG). Please request this in advance!
- **Delays:** In the event of a late return, we charge 30 USD for every started 12-hour period.
- **Disclaimer:** The lessor is not responsible for personal items left behind in the car.

Tires, Breakdowns & Technical Issues

- **Tire Check:** Ensure that the tires always have sufficient air pressure. In case of doubt or air loss, please visit a "Tire Service" (the repair or service does not take long and is inexpensive).
- **Tire Change:** A spare tire, as well as a jack and tools, are located in every car.
- **Breakdowns/Mechanical Issues:** Always call the lessor first. Office hours: Mon – Sat from 8:00 AM to 10:00 AM and from 4:00 PM to 6:00 PM. Emergencies: We are reachable outside office hours.
- **Important regarding Roadside Assistance:** If the renter independently requests roadside assistance (Tel. 005999 9247), the renter is solely responsible for the payment.

Behavior in Case of an Accident

1. **Safety:** First, ensure that you are safe!
2. **Do not move the vehicle:** If you are involved in an accident, **DO NOT MOVE THE VEHICLE ANYMORE! Otherwise, the insurance will NOT cover any costs.**
3. **Contact Road Service:** The accident must be documented by the Road Service, otherwise no rental car insurance will apply. Contact Curacao Road Service (Forensys) immediately:
 - Phone: 9233
 - WhatsApp: +59994613282
 - Toll-free: 08001199
4. **Inform the owner:** Christopher: 005999 6982442 | Elke: +5999 6969273 | Susanne: +5999 6735481
5. **Documents:** Keep copies of all relevant documents you are required to fill out.
6. **Emergency Call (Ambulance):** 912

Exclusions, Security & Fees for Loss

- **Theft Protection:** Never leave items visibly in the car. Always lock the vehicle.
- **Overnight Parking:** Rental cars must be parked overnight in a locked courtyard.
- **Passenger Insurance:** All cars are insured for the specified maximum number of passengers. Additional persons – or persons sitting on the bed of a pick-up truck during the drive – are not insured.
- **Forbidden Zones:** Watamula, Boca Patrick, and Boca Ascension are excluded from the rental agreement and are strictly prohibited.
- **Fees for Lost Vehicle Parts:** Fuel cap: 20 USD | Antenna / Lug wrench / Jack: 30 USD each | Key / Battery / Radio: 200 USD each

Force Majeure (Replacement Vehicles)

Since Curaçao is an island and the availability of spare parts and service is limited, it may happen that a booked rental car is not ready for use. In this case, Don Genaro will attempt to provide an equivalent car at the same rental price. However, surcharges cannot always be avoided during the High Season (November to April). In case of doubt, Don Genaro is entitled to cancel the rental car booking.

Important Traffic Rules & Info

- **Right before left does not apply:** Traffic coming from the right does not have the right of way.
- **Roundabouts:** There are different variations – some have the right of way, others do not. Pay attention to the traffic signs.
- **Speed:** The maximum speed limit is 60 km/h (80 km/h is allowed on the road to Westpunt).
- **Rain:** The roads become extremely slippery. Drive significantly slower when it rains!

Payment Information

- **Cash Payment:** The rental car fee must be paid in cash in USD or Antillean Guilders (ANG) on the day of handover or the following day.
- **Credit Card:** A 5% fee will be charged for payments made by credit card.