

Terms & Conditions

1 Rental Eligibility

- 1.1 Valid driver's license with more than 2 consecutive years of issue. Valid for the time of the car rental.
- 1.2 Physically present the valid and original identity card and/or passport, in the case of the passport it must have the entry stamp to the country.
- 1.3 The minimum age to rent a car is 23 years.
- 1.4 The rented vehicle is solely for the use of the renter and approved additional drivers. Additional drivers have no extra costs but must be approved by Costa Ride Rental Adventure S.R.L. and meet the same eligibility requirements as mentioned above.

2 Vehicle Usage

- 2.1 The rented vehicle is solely for the use of the renter and any approved additional drivers listed on the rental contract.
- 2.2 The renter is obliged to always lock the car, close all windows, activate any security features, and keep the keys in a secure location when the vehicle is not in use.
- 2.3 The car can **NOT** be taken out of Costa Rica.
- 2.4 No driving through rivers or river crossings.
- 2.5 No smoking inside the vehicle.
- 2.6 No driving under the influence of drugs, alcohol, or any substance that may impair driving ability.
- 2.7 No renting the rental vehicle on to a third-party.
- 2.8 No transportation of easily inflammable, toxic or other hazardous substances.

Any violation of the terms above entitles Costa Ride Rental Adventure S.R.L. to terminate the rental contract without notice. In such an event, the renter will not be entitled to compensation for damages or rental fees paid. The renter may also be liable for additional charges or penalties as determined by Costa Ride Rental Adventure S.R.L.

3 Rental Period

- 3.1 The minimum rental period is 7 days.
- 3.2 The rental period begins and ends at the agreed-upon dates and times.
- 3.3 Any extension of the rental period must be approved by Costa Ride Rental Adventure S.R.L. in advance. The rental period can be extended for a half or full day with a corresponding daily rate. Extensions must be requested min. 4 hours before the requested extension period begins.

4 Collection of the Vehicle

- 4.1 Free delivery and collection of the car.
- 4.2 The place of delivery can vary from the place of collection with no extra charge when the location is within the radius of the free delivery service.
- 4.3 During handover of the vehicle, all granted drivers must provide an original identity card or passport, an original driving license valid for driving the vehicle in the domestic country.
- 4.4 Any known damage is recorded in the rental contract on handover of the vehicle. The renter shall carefully check the vehicle for further damage before starting their journey and report any further damage to Costa Ride Rental Adventure S.R.L. immediately.

5 Return of the Vehicle

- 5.1 The vehicle must be returned to the specified location at the agreed-upon date and time.
- 5.2 A 2-hour tolerance for late returns is granted. If 2 hours are exceeded, you will be charged an additional full day. The charges will be deducted from your deposit.
- 5.3 All vehicles are supplied with a full tank of fuel, please return it as it was delivered. If the car receives incorrect fuel, all associated costs to correct the problem will be charged to the renter.
- 5.4 A cleaning fee of \$100 will be charged if the vehicle is returned excessively dirty.

6 Rental Rates and Charges

- 6.1 The daily rates apply to a rental period of 24h.
- 6.2 The rental price is calculated based on the duration, the season as well as any additional services required for pick-up or drop-off options.

Extra fees or penalties

Cause	Penalties
Loss/Steal of Car License plates	\$150
Loss/Steal/Damage of car mandatory documents	\$150
Loss/Steal of car keys	\$150
Excessively dirty	\$100
Smoking in the car	\$150

7 Reservation, Cancellation and Termination

7.1 Placing a reservation

To make a reservation we need the following information:

- ✓ Name and Surname
- ✓ Date, hour and place of delivery (Flight Number, Hotel/Airbnb)
- ✓ Date, hour and place of collection (Flight Number, Hotel/Airbnb)
- ✓ Driver/-s information (photo of valid license and passport)

7.2 Modifying reservation

Modifications are subject to vehicle availability and may incur additional charges.

- a) Pick-up/drop-off location & time (72 hours before)
- b) Rental period (1 week before)

7.3 Cancellation

- a) Cancellations made at least 2 weeks prior the scheduled pickup time will be fully refunded.

- b) Cancellations less than 2 week before the scheduled pickup time will not be refunded.
- c) Refunds for eligible cancellations will be processed within 7-10 business days to the original payment method.

7.4 No-shows

- a) Failure to pick up the rental vehicle without prior notice will result in the forfeiture of the amount paid.

7.5 Termination

Costa Ride Rental Adventure S.R.L. reserves the right to terminate the rental contract immediately and without notice for cause. "Cause" includes, but is not limited to, the following:

- Improper, unsafe, or illegal use of the vehicle, including use in areas or conditions prohibited by the contract (e.g., river crossings, off-road use, driving under the influence of drugs or alcohol).
- Violation of local traffic laws, road safety regulations, or regulations governing the legal operation of motor vehicles.
- Transporting unauthorized persons or prohibited goods, including but not limited to flammable, toxic, or illegal substances.
- Any activity that damages the vehicle or places it at high risk of damage, including reckless or negligent driving.
- Failure to report accidents, damages, or issues as required by Costa Ride Rental Adventure S.R.L.
- When continuation of the rental contract becomes unreasonable due to excessive damage or a high rate of incidents during the rental period, or any behavior that jeopardizes the safety or security of the vehicle.

In cases of contract termination due to any of the above reasons, the renter will forfeit any fees already paid and will not be entitled to any compensation or refunds. Costa Ride Rental Adventure S.R.L. may also impose additional penalties for damages incurred or fees related to the recovery of the vehicle.

8 **Payment Conditions**

8.1 Booking Confirmation Deposit

- a) A deposit of 20% of the total rental price is required to secure and confirm your booking.
- b) To be paid at the time of reservation.
- c) Payable in **USD** or **EUR**.
- d) Costa Ride Rental Adventure S.R.L. will issue a PayPal invoice in the selected currency, which can be paid via PayPal or by credit card. No PayPal account is necessary to complete the transaction.
- e) Once the payment is received, the booking will be confirmed.

8.2 Final Payment

- a) The remaining 80% of the total rental price is due upon vehicle pickup.
- b) The remaining balance can be paid in either of the following ways:
 - **PayPal:** You can complete the payment by paying the outstanding amount through PayPal prior to or at your pickup.
 - **Cash:** The remaining balance can be paid in **USD only** at the time of vehicle pickup. EUR will not be accepted for cash payments.
- c) If the final payment is not received, the vehicle will not be handed over, and the booking may be subject to cancellation without a refund of the initial deposit.

8.3 Discount for Payments in EUR or USD via Bank Transfer

- a) Costa Ride Rental Adventure S.R.L. offers a **5% discount** on all bookings if the payment is made in **EUR or USD via bank transfer**.
- b) This discount applies only if the entire amount (including the booking fee and remaining balance) is paid via bank transfer prior to or issued at the time of pickup.

8.4 Security Deposit

- a) The security deposit for renting a car is \$500. Paid in cash upon pick-up.
- b) The deposit will be refunded upon return of the vehicle in satisfactory condition.

9 Insurance and Liability

9.1 The renter is responsible for any damages, losses, or liabilities incurred during the rental period, excluding normal wear and tear. Any charges due to neglect or improper use will be deducted from the security deposit.

9.2 The security deposit collected will be held and applied as the insurance deductible if there is any damage or loss during the rental period.

9.3 Collision damage waiver (CDW)

The CDW covers damage or material loss to the vehicle resulting from collisions or rollovers. However, it excludes damage to tires and rims, as well as any damage caused by driving through rivers, on beaches, or exposure to saltwater.

Coverage Limit: CRC 12.500.000

9.4 Supplement liability insurance (SLI)

SLI covers damages caused to third-party property and/or bodily injury or death to third parties by the renter or any authorized driver.

- a) Coverage is void if an unauthorized driver operates the vehicle or if the driver lacks a valid driver's license at the time of the incident.
- b) SLI does not cover all types of damages related to vehicle use. Coverage limitations and exclusions include unauthorized drivers, drivers under the influence, incidents involving uninsured third parties, specific passengers, and certain other situations as outlined in the policy.

Coverage Limit: CRC 150.000.000

9.5 Passenger insurance

Passenger Insurance covers medical expenses for hospitalization, medications, medical care, nursing, ambulance services, and funeral expenses for bodily injuries to the insured, driver, or any occupant of the vehicle in automobile accidents. Covered expenses include:

- **Hospitalization:** Room and board, physiotherapy, hospitalization expenses, and prescribed drugs.

- **Medical care:** Services of licensed doctors, surgeons, osteopaths, or physiotherapists.
- **Nurses:** Services of registered nurses when deemed necessary by a doctor, up to three base salaries.
- **Ground Ambulance Services:** Essential ambulance service costs as determined necessary by a doctor.
- **Funeral expenses:** Up to six base salaries for funeral expenses, reimbursed upon receipt presentation.
- **Injury from Theft:** Medical expenses for injuries due to violent total theft or attempted theft of the vehicle.
- **Dental Treatments:** Essential dental, alveolar, gingival, or maxillofacial treatments with x-ray proof of accident damage.

Coverage Limit: CRC 20.000.000

9.6 Theft protection

Theft Protection covers theft or total theft of the insured vehicle and any resulting material losses or damages.

Coverage Limit: CRC 12.500.000

10 Renter's liability

- 10.1 In the event of damage to the vehicle, loss of the vehicle, or breach of the rental contract, the renter and/or driver are liable in accordance with the general rules governing liability.
- 10.2 The renter is liable without limitation for all traffic and administrative offenses, breaches of legal provisions, and for any interference with possession committed by them or any third party to whom the renter has entrusted the vehicle. The renter agrees to indemnify Costa Ride Rental Adventure S.R.L. against all penalty fines, warning fees, administrative costs, and other charges levied on Costa Ride Rental Adventure S.R.L. by public authorities or other bodies due to such breaches.
- 10.3 The renter shall be liable for the actions of the driver as if they were the renter's own actions. All rights and obligations under this Agreement apply for the benefit of and against the authorized driver.

11 Accidents and Thefts

- 11.1 In the event of an accident, theft, fire, collision with an animal, or any other type of damage to the vehicle, the renter or driver must promptly contact the traffic police ("Transito") and the insurance provider. This applies even if:
 - a) The damage is minor.
 - b) The incident is the fault of the driver without the involvement of third parties.
- 11.2 Whenever the vehicle is damaged, regardless of the cause, the renter must notify Costa Ride Rental Adventure S.R.L. immediately with all relevant details. This requirement also applies in the event of theft of the vehicle or theft of any vehicle parts.
- 11.3 The renter or driver must take all reasonable steps to assist in clarifying the circumstances of the damage. This includes:
 - Answering all questions from Costa Ride Rental Adventure S.R.L. truthfully and completely.
 - Remaining at the scene of the accident until all necessary information has been gathered, especially details essential for the insurance assessment.

- Avoiding any actions that might impede the collection of evidence or assessment of the incident by the police or insurance representatives.

12 Repair, Breakdown and Replacement Policy

12.1 Repair, Breakdown and Roadside Assistance

- Repair:** If, during the rental, it becomes necessary to carry out a repair to ensure that the vehicle is operational or roadworthy or a compulsory vehicle service becomes necessary, the renter may have this work carried out by an authorized repair workshop.
- Immediate Assistance:** In the event of a vehicle breakdown during the rental period, a 24/7 roadside assistance is provided.
- Towing to Nearest Facility:** If the vehicle cannot be fixed on-site, it will be towed to the nearest authorized repair facility. Please ensure you remain at a safe location while waiting for assistance.

12.2 Vehicle Replacement Policy

- Replacement Vehicle Provision:** If a breakdown renders the vehicle undrivable, a replacement vehicle will be provided at no additional cost; however, we do not guarantee that the replacement vehicle will be of a similar make, model, or specification.
- Delivery of Replacement Vehicle:** The replacement vehicle will be delivered to your location. Alternatively, you may be required to visit the nearest rental checkpoint to collect the replacement.

12.3 Refund Policy

- Refund for Days Without Vehicle Use:** The renter may choose to decline a replacement vehicle and request a refund instead. If the rented vehicle becomes undrivable due to a mechanical failure not caused by the customer, a refund will be issued for each day the vehicle is unusable, starting from the time the breakdown is reported. Refunds will be calculated based on the daily rental rate for the affected days.
- Full Refund:** If a vehicle breaks down within the first 24 hours of the rental period, and no suitable replacement vehicle is available within 24 hours of reporting the issue, you are entitled to a full refund of the rental charges.

12.4 Renter Responsibilities

- Reporting Issues Promptly:** It is the renter's responsibility to report any issues or breakdowns to our roadside assistance team as soon as they occur. Delays in reporting may affect your eligibility for a replacement vehicle or refund.
- Vehicle Care:** The renter undertakes to treat the vehicle with due care and in a professional manner, to observe all regulations and technical rules relevant to its use (for example, not to drive the vehicle if the level of engine oil or cooling water is too low) and to regularly check whether the vehicle is in a roadworthy condition. Any damage or breakdown caused by negligence, unauthorized use, or violation of the rental terms may void the replacement or refund options.

12.5 Insurance and Coverage

- Coverage for Breakdowns:** All mechanical failures and breakdowns not caused by the renter are covered under this policy, and no additional charges will be incurred for vehicle replacement or repair.
- Damage Due to Customer Negligence:** If the breakdown results from actions in breach of the rental agreement (such as driving through river crossings, reckless use, or unauthorized modifications), you will be liable for all repair costs, and no refund or replacement vehicle will be provided.

