



Rental agreement

This is our rental agreement, containing all the important terms and conditions, and applies to all Overlando vehicle rentals.

Overlando LLC - registered under company ID 406260852 in Tbilisi, Georgia

Rental price

Rental price The rental price is calculated on a daily basis, where a part of a day counts as an entire day.

The rental price, as reflected on our website and on booking confirmations is inclusive of the following.

- All Applicable Taxes
- Vehicle Insurance - Casco, Third Party & Personal Injury (see details below)
- Unlimited Kilometres
- Unlimited number of drivers (meeting the requirements)
- Phone Assistance
- Roadside Assistance

No hidden fees We will not charge you for anything extra, other than agreed with you upfront or mentioned in this agreement.

Booking process

Bookings can be made on our website www.overlando.com

Prepayment We ask for a prepayment of 30% of the total value of the booking to secure your reservation. A reservation is only final after making the prepayment and receiving a booking confirmation.

The remaining balance of the rental price should be paid before or when picking up the car.

Cancellation policy - regular

Cancellation A booking can be cancelled or changed at any time by the renter.

- If the cancellation is made more than 30 days before the start of booking, no charges will be incurred and the prepayment will be refunded in full.
- If the cancellation is made less than 30 days before the start of booking, a cancellation fee is charged. The cancellation fee is equal to the prepayment of 30%.

Changes to a booking need to be confirmed by Overlando before they are final, based on availability.



Cancellation policy - COVID19

The following cancellation policy will remain in force as long as COVID is affecting international travel:

- If you cancel your booking more than 30 days in advance you will receive the full prepayment back. You can also rebook for other dates, provided there is availability.
- If you cancel your booking between 30 days and 48 hours in advance, we will issue a travel credit voucher equal to the prepayment amount, that you can use for any future booking. This voucher is personal and can not be used by others.
- If you cancel within 48 hours before the booking, we will keep the prepayment of 30% as a cancellation fee.

Cancellation by Overlando

Overlando can cancel part or the entire reservation at any time in case of force majeure (eg. loss of a vehicle, mechanical problems). Any prepaid funds will be transmitted back to the renter immediately in case no alternative options can be agreed upon.

Pickup and Return of the Vehicle

You can come to our office to Pick Up or Return the booked vehicle. We also offer free Pick Ups / Returns throughout the Tbilisi area, including Tbilisi Airport - based on availability in our planning.

Pick Up and Return

Note: some roads in Tbilisi are very busy or small and steep. For your and our convenience we might refuse to deliver the car in these areas.

For other cities in Georgia and Armenia, we charge a fee for delivery, which is always communicated before booking.

You may pick up your vehicle between 10:00 and 18:00.

The vehicle is to be returned no later than 16:00 on the last day of rental, unless otherwise agreed.

The above applies for all operations between 10:00 and 18:00. Outside these hours, we can make individual arrangements.

Late fee

Returning the Vehicle later than agreed may incur a late fee of €50,- per hour.



Security Deposit	Security Deposit Before starting the rental, we ask you to leave a Security Deposit. The deposit is €200 or €500, depending on the vehicle type. The Security Deposit is used to cover any (uncovered) damages, insurance deductible, fines or other claims. The Security Deposit will be returned within 3 days after the rental ends. You can pay the Security Deposit using a credit card. The Security Deposit does not limit your liability in any way.
Age of driver	Requirements for the Drivers We allow everyone with a valid driving licence (B category) to drive our vehicles, providing they are 21-70 years old. The driver has to be in possession of this driving licence for <i>at least 2 years</i> . We do not charge anything for additional drivers. The driver has to be aware of and comply with the traffic rules in the country.
Casco	Insurance All cars are covered by our Insurance Policy, included in the rental price. The insurance covers all of the following incidents; <ul style="list-style-type: none">- Casco insurance for:<ul style="list-style-type: none">- Traffic accidents caused by you or a third party- Act or attempt of theft, hijack, robbery- Fire, explosion- Malicious acts committed by third parties; vandalism, fall of objects- Natural disasters- Separate damage or theft of a windscreen and other glass parts, mirrors, separate parts and vehicle accessories Third Party Insurance <ul style="list-style-type: none">- Third Party Liability (damage to other vehicles), up to \$50,000 per incident Accident Insurance <ul style="list-style-type: none">- Driver's and Passenger's Accident Insurance, up to \$50,000 per incident Deductible <p>The insurance policy has a deductible of €200,-. All payouts by the policy will be deducted with this amount, and shall be covered by the renter.</p> Exclusions <p>General exclusions of the insurance:</p> <ul style="list-style-type: none">- Tyre damage- Failure to report the accident to the police immediately- Off-road driving (going off main paths and tracks)



- Mechanical issues due to off-road driving
- Underbody and 'over head' damages
- Interior and camping equipment damages
- Driving under the influence of alcohol or drugs
- Participation in any kind of race or test drive
- Damage caused by ionised radiation or radioactive contamination
- War (declared or undeclared); intervention or military action; Strikes, Riots, and Civil Commotion; a terrorist act or an attempted terrorist act

Do not move the vehicle after an incident, this will void the insurance. The vehicle must only be moved after an incident at the request of the insurer or the police

The most important details of the insurance policy are mentioned here, but the original terms and conditions of the insurance policy prevail. The policy can be requested at any time by the renter.

Off road coverage

Off road

Our vehicles are built to go almost anywhere, and you're free to do so, with a few conditions. As per the insurance policy, you are free to take any vehicle track that can be considered a road, whether it's asphalt, gravel, or a dirt track up to a village that piques your interest. Unfortunately the insurance policy does not cover any damages or recovery in the event of an incident off-road, as well as mechanical issues due to off-road driving, and in such cases you will be charged for these costs and repair of damages.

Personal Injuries and Damages

We do not accept any liability for personal injuries or damages to personal belongings, including theft or robbery. We advise you to get a personal travel insurance to cover for these events.

International rentals

Crossing borders

It is possible to cross country borders, but only with prior permission from Overlando. A special notarized document may be required. Therefore, please inform us at least 1 week in advance if you are planning to cross any international border. There is an additional charge for a border document. Overlando may, at any point, retract permission to cross the border, for example due to political unrest or (upcoming) COVID restrictions.

Occupied / disputed territories

It is not allowed to drive the vehicle into any of the occupied / disputed territories without prior permission (eg. Abkhazia, South-Ossetia, Artsakh)



Fuel

All vehicles will have full fuel tanks upon rental, and must be returned with a full fuel tank as well.
The customer will be charged the amount required to fill the fuel tanks if the vehicle is returned with less than full tanks, in addition to a service charge.

Pets

You are allowed to travel with pets under certain conditions. Only one pet weighing no more than 30 kg is allowed. It is up to the renter to ensure that their pets have up to date documents allowing their travel, as well as any medical documents required as per local regulations. The pet fee only covers the cost of the additional cleaning required after the carriage of a pet within the vehicle. Our insurance does not cover any damages to the vehicle, interior or exterior, that are caused by animals. You will be financially responsible for any such incidents.

Damages

Damages and fines

Before the rental period starts, we will note down all existing damages to the vehicle. We invite you to check the vehicle as well.
At the end of the rental period we will inspect the vehicle again. If any new damages are found, we will make a report of it and inform you of the total amount to repair the damages.

Fines

Any fines incurred during the rental period (police, parking, etc.) are to be paid by the renter or driver of the car.

In case of breaches of this agreement and/or neglect, the renter is responsible for all damages, expenses and costs related to the incident, including loss of use and revenue.

Smoking

Smoking

Smoking is strictly prohibited within the vehicles. Any renter found to have smoked in the car will be charged an additional cleaning fee of €150,-

Conclusion

Matters not prescribed in this agreement shall be handled according to local laws or general customs.