



# Terms and Conditions for Overlando Road Trip Adventures

In this general agreement, we outline all the important terms and conditions that govern your road trip travel adventure with Overlando.

The provider of this touristic package is:  
Overlando LLC - registered under company ID 406260852 in Tbilisi, Georgia

<b>Price</b>	<b>Price and Offering</b> The cost of your independent road trip adventure is calculated daily, with any part of a day considered a full day.
<b>Package contents</b>	The touristic offering and price as reflected on our website and on booking confirmations is inclusive of the following. <ul style="list-style-type: none"><li>- Off-road Camper Vehicle Experience</li><li>- Accommodation: bed, blankets, pillows, covers, chairs, table</li><li>- Kitchen and Cooking equipment</li><li>- Transfers to and from your hotel, airport to our premises</li><li>- Luggage storage while on the road</li><li>- Assistance for any issues you have while travelling</li><li>- Roadside Technical Assistance</li><li>- Tailored personal route advise and road trip planning</li><li>- Personal Injury Insurance (see details below)</li><li>- Vehicle Insurance - Casco &amp; Third Party (see details below)</li><li>- Unlimited Kilometres</li><li>- Unlimited number of drivers (meeting the requirements)</li><li>- All Applicable Taxes</li></ul> <p>The price is not inclusive of the <i>optional</i> extras you may choose while making the booking</p>
<b>No hidden fees</b>	We will not charge you for anything extra, other than agreed with you upfront or mentioned in this agreement.
<b>Prepayment</b>	<b>Booking process</b> Bookings for our road trip services can be made on our website <a href="http://www.overlando.com">www.overlando.com</a>  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 the booking confirmation.  The remaining balance of the booking price should be paid before or at the start of your road trip.  We do not accept cash payments, only (credit) card or bank transfers.



## Cancellation

### Cancellation policy

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

- 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 72 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 72 hours before the booking, we will keep the prepayment of 30% as a cancellation fee.

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

We recommend taking comprehensive travel insurance that covers unforeseen cancellations of your trip.

### Cancellation by Overlando

Overlando can cancel part or the entire reservation at any time in case of force majeure (unexpected and unavoidable events, eg. loss of a vehicle, mechanical problems). Any prepaid funds will be transmitted back to the customer immediately in case no alternative options can be agreed upon. Overlando can also cancel in case of violations of these terms, or clear inability to operate the vehicle. No refunds will be provided in this case.

## Pick Up and Return

### Pickup and Return of the Vehicle

Your adventure begins and ends at our office, where you can pick up and return your vehicle. We will provide you with a full introduction to the vehicle and explain all the details. If you need any tips or assistance, we will help you

## Transfers

We also offer free transfers (shuttle) throughout the Tbilisi area, including Tbilisi Airport to our office.

For other cities in Georgia and Armenia, we charge a fee for delivery of the vehicle, 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 booking, unless otherwise agreed.

## Late fee

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

## Security Deposit

### Security Deposit

Before starting the booking, we ask you to leave a Security Deposit. The deposit is depending on the vehicle type and chosen insurance and will be displayed during the booking. The Security Deposit is used to cover any (uncovered) damages, insurance deductible, fines or other claims. The Security Deposit will be returned within 1 week after the booking ends.

The Security Deposit does not limit your liability in any way.



## Requirements for the Drivers

### Age of driver

We allow everyone with a valid driving licence (B category) to drive our vehicles, providing they are 21-65 years old. The driver has to be in possession of this driving licence for *at least 2 years*. We do not charge anything for additional drivers.

The driver has to be aware of and comply with the traffic rules in the country, and needs to be confident and experienced driving a manual car in mountainous areas.

The care and responsibility of the vehicle rests with you. We trust that you will treat the vehicle with the same respect and consideration as if it were your own. This means driving responsibly, and using the vehicle only as intended. It's important to avoid rough handling, overloading, or subjecting the vehicle to conditions that could cause damage. Regular checks, such as monitoring fluid levels and tire pressure, reporting issues, are also part of this responsibility. Remember, treating the vehicle well is crucial for your own safety and enjoyment but also helps maintain its condition for future adventurers.

### Casco

#### Insurance

All cars are covered by our Insurance Policy, included in the booking price. The insurance covers all of the following incidents;

- Casco insurance for:
  - 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
  - Damage or theft of mirrors, separate parts and *vehicle* accessories

### Third Party Insurance

- Third Party Liability (damage to other vehicles), up to \$50,000 per incident

### Personal Injury Insurance

- Driver's and Passenger's Personal Injury Insurance, up to \$50,000 per incident

### Deductible

The insurance policy has a deductible, specified while making the booking. All payouts by the policy will be deducted with this amount, and shall be covered by the customer.

### Exclusions

#### General exclusions of the insurance

- 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 can 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 customer.

## Off road

### Off road coverage

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.

Off-road driving is not risk-free! 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.

While going off-road, respect nature and the environment. Do not pollute, and do not go off the main tracks. We will provide you with a list of other tips and tricks for minimising your impact on the precious nature.

### Personal Injuries and Damages

We do not accept any liability for personal injuries or damages to personal belongings, including theft or robbery beyond the ones covered by the insurance provider.

We advise you to get a personal travel insurance to cover for these events.

## Crossing borders

### International border crossings

It is possible to cross country borders, but only with prior permission from Overlando. A special notarized document is 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 the border document.

Overlando may, at any point, retract permission to cross the border, for example due to political unrest or (upcoming) 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 pickup, 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. If the fuel level is not full at pickup, it will be noted down in the pickup information and you can return the vehicle with the same level.

### Pets

You are allowed to travel with pets under certain conditions. Only one pet weighing no more than 30 kg is allowed. 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 liable for any such incidents.

### Damages

#### Damages and fines

Before the booking 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 booking 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 booking (police, parking, etc.) are to be paid by the customer or driver of the car.

In case of breaches of this agreement and/or neglect, the customer is responsible for **all damages**, expenses and costs related to the incident, including loss of use and revenue, with no limit.

### No Smoking

#### Smoking

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

### Challenges

#### Challenges on your journey

While we do our utmost best to ensure your trip goes smoothly and safely, sometimes things do not go as planned. You will have to be mindful of the challenges you might face while travelling in this region, whether they are caused by nature factors or mechanical issues.

We appreciate your understanding and flexibility in these situations. Stay calm and rest assured, we are here to support you, though it's important to remember that help may not always be immediately available.

In our handbook we will describe the relevant procedures and our approach to handling unexpected issues.



## Conclusion

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