Rental Services & Conditions in Uganda

Service delivery rental car & equipment

- All camping and offroad rental equipment will be installed and loaded in the rental car by iDrive4x4 Service Center in Entebbe
- Every order is prepared and double checked by our local team to ensure you have everything you need for your self-drive adventure.
- Our products are always evaluated for quality before they are put in the vehicle, so you don't need to worry about any broken products.
- Our team is on standby to add or bring you anything you may have forgotten on your order. This gives you extra flexibility when it comes to last minute extras.
- The vehicle and camping equipment will be delivered to your hotel in Entebbe.
- iDrive4x4 service center team will take pictures before car pick up and after car delivery and store them under the client's name in an online folder.

Car Rent Conditions

The following conditions apply:

- Clients are obliged to stay within the routes provided in our route packages. In case of significant diversion on the routes by the client, responsibility and costs of possible damages, repatriation of vehicle or any other losses, will be borne by the client.
- The car rent in Uganda is an agreement between the individual client and iDrive4x4.
- The rental rates include a fully comprehensive insurance as per booking confirmation for operation within Uganda. (*Please refer to Car Insurance Conditions for more information on page 2)*
- The vehicles will be provided to the client with a full tank. The client will return the vehicles with a full tank. If the client returns the car with less fuel the difference in fuel will be deducted from the deposit.
- The client's acceptance of the vehicle at the delivery shall be conclusive evidence that the client has examined the vehicle and found it to be in good condition for which it is required.
- The client shall ensure that all drivers hold a current valid international driving license, valid in Uganda and is not disqualified from any competent authority of the territory where the vehicle will be driven
- The Client is obligated to obtain international personal travel insurance that includes unexpected medical emergencies, coverage for hospitalization, emergency medical evacuation, and prescription medication.
- The Client is fully liable for damage to the vehicles rented to him insofar as caused during the rental period and not covered by the (insurance of the) lessor, or the insurance of a third party that caused damage.
- The car rent includes unlimited mileage within the purchased iDrive4x4 route.
- The Client must be over 21 years of age with a valid international driving license.
- All cars are delivered with all terrain tires and in good condition.
- During Off-Road driving and conditions are slippery, it is required that the Client engages 4WD to avoid damage to the vehicle.
- In case the vehicle becomes non-operational due to mechanical failure that is not the result of poor handling by customer, the rental company shall arrange it to be rectified within 24 hours at the location of the vehicle - either through a mechanic for small and repairable issues. Otherwise via a replacement vehicle.
- It is only allowed to drive the vehicle in Uganda, Rwanda and Kenya. Permission must be

requested before starting the trip to take the vehicle into Rwanda or Kenya. In order to enter Rwanda or Kenya, the customer requires an introductory letter, a Comesa premium and East African Insurance package which iDrive4x4 can provide.

Deposit Vehicle and Camping equipment

- The client will return the car with equipment at their hotel in Entebbe.
- iDrive4x4 will check the vehicle and all equipment on damages after return in the presence of the client.
- In case of damage and/or missing items the cost for damage repair will be specified by email with pictures and deducted from the deposit return.
- The deposit will be transferred to the client within 30 days after return of the vehicle and equipment.

Wildlife Encounters and Risks

- Traveling to Africa and participating in (safari) excursions inherently involves proximity to wild animals. While incidents are rare, the risk of injury, harm, or other unforeseen events cannot be entirely eliminated. Travelers are required to strictly adhere to all applicable rules, guidelines, and instructions provided by ID4 staff, National Park authorities, or any other relevant regulatory bodies. Approaching, feeding, or otherwise disturbing wild animals is strictly prohibited.
- Compliance with the rules and regulations of National Park authorities and any other governing bodies is mandatory when entering or traversing national parks, game reserves, or other designated wildlife areas.
- ID4 shall not be held liable for any injury, death, illness, loss, theft, or damage to personal property, or any other harm or adverse consequence arising from wildlife encounters or participation in related activities.
- Rules for national parks
    - Do not camp or make campfires except at designated sites
    - Do not drive off the tracks.
    - Do not disturb wildlife by sounding motor horns.
    - Do not bring dogs or other pets into the park.
    - Do not litter.
    - Do not bring firearms or ammunition into the park.
    - Do not pick flowers or destroy any vegetation.
    - Do not exceed the speed limit of 40km per hour (25mph)
    - Retain all official receipts for verification
    - Park gates open between 7am to 7pm

Rules and Regulations for National Parks

When visiting national parks or other protected wildlife areas, all visitors must comply with the following regulations. These rules are enforced by the relevant authorities and are mandatory:

- Camping and making campfires is only permitted at designated sites.
- Driving off marked tracks or designated roads is strictly prohibited.
- Do not disturb wildlife by sounding motor horns or creating excessive noise.
- Pets, including dogs, are not allowed within the park.
- Littering is strictly forbidden; all waste must be disposed of properly.
- Firearms, ammunition, or any other weapons are not permitted in the park.
- Picking flowers or damaging, uprooting, or destroying any vegetation is prohibited.
- The speed limit within the park is 40 km/h (25 mph) and must be observed at all times.
- Visitors must retain all official park receipts for verification purposes.
- Park gates are open daily between 7:00 AM and 7:00 PM. Entry or exit outside of these hours is not permitted.

Documents required for car rent at pick up

- Passport
- International driving license

Car Insurance Conditions

1 EUR = 4.165 USHS (exchange rate April 2025)

- All rental cars are provided with a Comprehensive Standard Insurance Cover for self-drive rental cars within the geographical area of Uganda.
- Limits of liability are listed on the following pages

Insurance Policy

Cover for Accidental loss of or damage to the motor vehicle (fire, theft, burglary, riots & strikes, impact, floods, and water damage, overturning, head-on collision, windscreen and glass extension/replacement, Liability to passengers) and its accessories and spare parts whilst thereon due to any cause other than those specifically excluded.

Third-Party Liabilities.

Part 1: Own Damage/Theft

Against accidental/loss of or damage to the motor vehicle and its accessories and spare parts whilst thereon due to any cause other than those causes specifically excluded by the policy.

Part 2: Liability to Third Parties

Any accident caused by or through or in connection with any vehicle described in the schedule or in connection with loading and/or unloading of which the Insured and/or any passenger becomes legally liable to pay all sums including claimants' costs and expenses in respect of:

(a) Death of or Injury to any person (excluding employees or family members).

(b) Damage to property other than property belonging to the Insured or in care, custody or control of Insured, or being conveyed by, loaded on to or unloaded from such vehicle.

Third Party Bodily Injury/Death.

- Any one Person	UGX 20,000,000
- Any one event/Aggregate Loss	UGX 100,000,000
- Property Damage	UGX 20,000,000
-Property Damage in aggregate	UGX 100,000,00

NOTE: The driver is not covered under a third party.

Under this comprehensive the driver attracts only 3 benefits that is.

1) Emergency Medical attention limited to	UGX 20,000,000
2) Loss of personal gadgets during an accident limited	UGX 2,000,000
3) Personal Accident benefit /Compensation after suffering an incident limited to	UGX 3,000,000

MAJOR EXTENSIONS

- Drivers' Emergency Medical expenses	UGX 2,000,000
- Car Radio and Accessories	Replacement
- Authorized repair Limit- Subject to prior Authorization	UGX 3,000,000
- Protection charges- Wreckage -Removal	UGX 3,000,000
- Windscreen and window glass	Replacement
- Fire Extinguishing Charges	UGX 2,000,000
- Locks and Keys	Replacement
- Personal effects excluding cash-Subject to locked car boot clause	UGX 2,000,000
- Towing Charges	UGX 3,000,000
- Court Legal Liability	

- One Event — UGX 5,000,000 ,
- Aggregate — UGX 10,000,000

- Driver's Personal Accident Extension — UGX 3,000,000
- Claims Preparation costs — UGX 3,000,000

Principal Extensions

- Riots, Civil Commotion Covered
- Basis of Valuation Market Value
- Cancellation Notice 60 Days 60 Days
- Replacement of parts Clause Included
- Suspension of Cover Clause Included
- Intoxication Clause Included
- Loss by Fire Covered
- Loss by Theft Covered
- Loss due to damages caused by floods, hurricane, storms, earthquakes. and other related occurrences
- Average Clause Included
- Damage by falling trees / debris Covered.
- Extended to cover Contingency Liability All claims sustained as long as driver's license is valid
- Private Car Clause Number Two
- Vandalism of Vehicle
- 24/7 Insurance Service Support All Day Insurance Advisor, Claims
- Handler and dedicated Customer Service personnel available.
- New and young Drivers
- Tyre Clause
- Garage Clause-From the Authorized Auto dealer
- Authorized driver Clause
- Road License and Driving License clause
- Total Loss Clause
- Replacement of Parts Clause
- Unauthorized passenger liability

Liability of passengers

– Notwithstanding anything to the contrary herein the cover under Part 2 of the Policy extends to include legal liability of Passengers, caused in the course of any passenger being carried in or upon entering or getting onto or alighting from the Insured vehicle

Locks and keys extension

– Insurer to indemnify the Insured in respect of the cost of replacing locks and keys, including the remote alarm controller and, if necessary, the reprogramming of any coded alarm system of any following upon the Insured having reason to believe that any un authorized person may be in possession of a duplicate of such key or alarm controller, provided; the Insurer's liability shall not exceed for any one event, the amount stated, and that the Minimum amount payable Limit – Replacement

Drivers

- Any authorized by the insured with a valid license

AAU Benefits

- Free information on the state of roads border crossing, and weather update

Basis Of Valuation

- Market Value

Major Exclusions.

- War and related perils
- Theft by own employees
- Loss of Use (consequential loss of any kind)
- Damage to tyres by braking, punctures, cuts or bursts
- Depreciation, wear and tear

Excess

- 10% Each and every Claim/Accidental Damages , 15% Total Loss

CLAIMS PROCESS

- In the event of an accident, provide the following claim supporting documents to enable the claims process
- Completed claim form (Form will be shared at intimation of claim)
- Copy of the driver's permit
- Police report(in case it requested)
- - At least two repairs estimates/quotations from any two different garages.
  - Photos of the damage. (Send motor claim photos in this format: Front and back showing the plates, both sides, interior, chassis, mileage, and the damaged parts.) This can be assist by your britam contact person