Rental Services & Conditions in Kyrgyzstan

Cars rented with iDrive 4x4 in Kyrgyzstan are provided by our partner in Kyrgyzstan, Pamir Jeep Rentals (PJR). The car rent in Kyrgyzstan is an agreement between the individual client and Pamir Jeep Rentals, booked via iDrive 4x4. iDrive4x4 conditions are listed on page 1. The rental agreement with Pamir Jeep Rentals is listed on page 2 and will be signed upon pick up of the vehicle.

Service delivery rental car & equipment

- All camping and off-road rental equipment will be installed and loaded in the rental car by PJR
- Every order is prepared and double checked by iDrive4x4 to ensure you have everything you need for your expedition
- The iDrive4x4 products are always evaluated for quality before they're put in the car, so you don't need to worry about any broken products.
- The car & equipment will be delivered or dropped off at the depot or airport, as agreed in the booking.

Conditions

- The client shall ensure that all drivers hold a current valid driving license, valid in Kyrgyzstan and is not disqualified from any competent authority of the territory where the vehicle will be driven
- The Client is **obligated to obtain personal travel and accident insurance** for the duration of the rental period. 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) the car rental company, or the insurance of a third party that caused damage.
- The car rent includes unlimited mileage.
- The driver should be at least 25 years old and has 3 years of driving experience

Payment terms

- 20% of the rental sum must be paid within 14 days after receipt of the invoice. The remainder of the invoice must be paid 6 weeks before the start date of the rental. The rental fee is specified in the contract.
- If the client cancels, after signing the contract, no refunds will be issued, in accordance with iDrive4x4 cancellation policy.
- iDrive4x4 will take a deposit for car rent insurance of €500 per car on each booking from the client as security for traffic fines, excess payable on insurance claims or damage not covered by the insurance. In case of damage to the car the amount of the damage will not be refunded to the customer. In case of no damage iDrive4x4 will release the deposit to the client after confirmation from PJR.
- The deposit will be unblocked within 25 working days after the contract ends.
- Any outstanding fines, damages, or fuel charges will be deducted from the client's provided bank card.

Documents required for car rent

- Passport Copy & Visa Copy
- Driving License Copy - please note that an international driver's license is required for driving in Kyrgyzstan

Prohibited Uses

- Unresponsible off-road driving and river fording is not allowed.
- The vehicle cannot be driven on specific dangerous roads (listed in the contract). The car has GPS tracking and can be traced.
- Unauthorized repairs or modifications are not permitted. This includes adding liquids such as oil without prior permission from the car rental company.
- Standing on the car's hood or roof, or applying stickers, is prohibited.
- Breaching of the prohibited areas contract terms results in a fine of 2,000 Euro
- The car rental company may terminate the contract and retain all rental payments and the security deposit if the client violates any terms.

What documents are required in order to activate the insurance after an incident?

- Resolution of Accident
- Accident Scheme
- Accident Reference
- Medical Alcohol Test
- Copy of the driver's license, passport & car technical passport of the other participant (if any)

What to do in case of an accident?

- Make sure that everyone is safe and that medical assistance is not required.
- Do not move the vehicle after an accident.
- Call iDrive4x4 or PJR, and we will decide how to do it right and best in the current situation.
- Call the police officers to the scene (Phone: 102) immediately
- Take a photo of the vehicle & accident place from different angles.
- Collect names and contact details of all involved parties and witnesses.
- Follow the instructions of the police officers: (The driver should be with the police officer personally)
  - Police will seize your driver's license and technical passport of the car
  - Police will take the car to the police parking lot.
  - Police will issue documents about the accident: Resolution of Accident, Accident Scheme, Accident Reference, Medical Alcohol Test
  - The police procedures usually takes 1-2 days.
- Pay an official government fine for being involved in a traffic accident, towing a vehicle, and damaging property.
- Get your hands on all the designated documents
- The client must obtain official accident reports and police documents. The insurance company will not process claims without proper documentation.
- The client cannot leave Kyrgyzstan until all police procedures are completed.
- Go to the office of our company to sign documents and complete the formalities

Major Accidents

- If the vehicle is undrivable, a replacement will only be provided if there is availability
- Rental fees for lost days are non-refundable.
- The client must pay for towing and repairs if at fault.

Traffic Violations

- The client is responsible for all traffic fines.
- In case a fine is not directly paid to the police, a 20 Euro processing fee applies to each fine.
- On-site police fines must be paid during the rental period. Failure to pay results in a penalty of 250 Euro plus the fine amount.

One Way Rentals

- National One-Way Rentals prices are calculated automatically when you search for available vehicles according to the date and location.
- International Crossing of the border can be done with all vehicles (unless indicated otherwise), but pickup and drop off locations must be in Kyrgyzstan.

Cross Border Rentals & Territorial Restrictions

- Cross Border Rentals are allowed to the following countries: South Kazakhstan and Uzbekistan (must be selected during the booking process).
- Cross border rentals require a special Power of Attorney (POA) and iDrive4x4 charges 30 EUR per car for each country and any number of days.
- Please note that issuing a Power Of Attorney requires 5 working days and can be done before arrival upon request by sending a copy of the passport of the renter by email or uploaded through the customer account.
- During crossing the border, the Client must take additional minimum obligatory insurance which costs approximately 50-60 Euro.

Border Permit Kyrgyzstan

- For some areas in Kyrgyzstan a border permit is required. iDrive4x4 can arrange these border permits for the customers and handover these to the customer during handover of the car.
- Please note that issuing a Border Permit requires 5-7 working days and can be done before arrival upon request by sending a copy of the passport of the renter by email or uploaded through the customer account. iDrive4x4 will charge 60 Euro for arranging the border permit.

Vehicle Return

- The vehicle must be returned with the same fuel level as at pickup, or the car rental company will charge for refueling.
- The car rental company will inspect the vehicle within three business days and iDrive4x4 will send a rental report to the client.
- If the vehicle is returned 3-8 hours late 50% of the daily rate will be charged. In case the car is returned between 8-24 hours late a full day will be charged
- The deposit or a part of it might not be refunded if the vehicle is not returned according to contract terms.

Additional Conditions

- Cleaning Fees
    - Excessive interior dirt results in a 10,000 KGS fine.
    - Dry cleaning fees range from 8,000 KGS to 32,000 KGS, depending on damage level.
- Liability
    - The client is responsible for all personal belongings left in the vehicle.
    - The client must cover damages caused by bad fuel quality.
    - Engine and brake overheating are not covered by insurance.
- Communication Limitations
    - Some areas in Kyrgyzstan have no cellular coverage.
- Contract Alterations
    - Any modifications must be made in writing and signed by both parties.
    - The contract is issued in two copies, one for each party.

Car Rental Agreement and Insurance Conditions – Pamir Jeep Rentals

- **Parties Involved**
  This rental agreement is between Pamir Jeep Rentals Company (referred to as the "PJR") and the client (referred to as the "client"). The client's passport details and country of residence are recorded in the contract.

- **General**
  - The vehicle may not be transferred to a third party.
  - The vehicle must be returned clean.
  - The client is responsible to safely operate the vehicle and ensure that the vehicle remains in roadworthy condition:
    ▪ Oil and Coolant must be checked regularly
    ▪ Tires and tire pressure should be observed regularly
    ▪ PJR must be notified immediately if the vehicle has reached its service interval
    ▪ Small repairs (up to 100 USD) of a non-critical nature may be performed by the client, but will not be reimbursed without prior agreement by PJR.
    ▪ Major repairs (over 100 USD) may only be performed with PJRs approval.
  - All road fines are the responsibility of the driver
  - Damage resulting from negligence (i.e. use of incorrect fuel, ignoring gauges/warning lights, unjustified off roading etc.) is not covered by insurance and will be charged to the driver/client.
  - Ignoring the instructions of any PJR staff or representative will result in the forfeit of the security deposit.
  - The client must keep the vehicle locked when not present with the vehicle.
  - Breakdowns and problems as a result of the client's negligence will be charged in full to the client, including any recovery fees incurred by PJR.
  - The client is responsible to follow all laws and regulations of the country in which they are operating the vehicle. Any legal fees incurred by PJR as a result of the client's actions will be charged to the client.

- **Off-Road driving**
  Not approved roads:
  - Uzongu Kush Valley - this road is also called A364 and the whole road is not approved
  - Kok Airyk Pass – road does not exist/ mistake on map
  - Ton Pass - road does not exist/ mistake on map
  - Tosor Pass - road is unsafe/dangerous
  - Arabel plateau – no bridges/ crossing high rivers not approved
  - Altyn Arashan and Karakol gorge – not approved to drive / can be done by local trucks
  - Chatyr Kol – Kel Suu road – no bridges
  - Kel Suu Lake – after the yurt camp should be done on foot or on horse. Not approved to drive after the Yurt Camp
  - Enilchek - after Mayda Adyr Base camp no bridges
  - Karkara Valley – no bridges
  - Sary Jazz Valley – Muddy off-road/ easily stuck but not restricted.
  - Kyzyl Oi – Toluk – Torkent – the road not in use, not approved.
  - Juuku pass - dangerous/not approved
  - Arslanbob – It is accepted to drive to the village of Arslanbob. However in the area there are waterfalls and walnut forests, with rocky and narrow routes with scratchy trees. It is forbidden to take these roads in the Arslanbob area. Local people offer transfers to these destinations with UAZ trucks.

  Note: This list is not limited by those specific locations. ***Any location, road or pass that requires extreme off-roading is restricted. Ignoring limits will result in the forfeiture of security deposit.*** Any road or path that can potentially cause the damage or risk of getting stuck is not approved. ***Please be aware that cars in use are for traveling and vocation but not for extreme off-road expeditions.*** Our cars are approved to drive on gravel, dirty and light off-road tracks that are in use by locals. The safety of the company's property and your safety is in your hands.

- **Breakdowns (where the client is not at fault)**
  - Breakdowns are an unfortunate part of life in Central Asia. In the event that your vehicle breaks down, please inform PJR immediately.
  - Inside Kyrgyzstan PJR or its representative will repair the vehicle or supply an alternative. If no alternative options suitable to the client can be arranged, then a refund of the unused days will be made.
  - PJR is not obligated to refund lost time due to a breakdown and will do so only at its discretion.

- **Insurance**
  - Deductible: 500 euro
  - This amount can be collected at the end of trip if no damage was caused to the exterior
  - PJR will not refund lost time due to an accident
  - 100% Vehicle Insurance in case of any accident of your own fault or other party
  - 100% Vehicle Insurance in case of any damage by fire, theft or any other damage caused by a third party
  - 100% Third Party Insurance (TPL). Damage to a third party (no matter whose fault it is the accident), in limit of 150.000 KGS (±1.700 USD). Optional: this limit can be increased to 5.000 USD for extra 70 USD.
  - 100% All accessories (mirrors, glasses etc)
  - No franchise and zero deductions in any accident, theft or any other damage
  - Tires damaged during driving are not considered as accidental damage by any insurance company in Kyrgyzstan. Payment for the tires are charged 100 EUR each tire.
  - Insurance does not cover certain parts such as tires, rims, windows, engine, clutch, or damage due to bad fuel.
  - Any damage or loss made to driver, passengers or to any property inside the vehicle during an accident or rental period are not covered by insurance and not refundable by any party. (According to the Kyrgyzstan legislation it must be covered by your travel insurance during the entry to Kyrgyzstan).

- **Rules regarding Fines**
  If the police issue a parking or traffic fine during the rental period, the customer is responsible for the full amount. PJR will charge the customer for this fine.

- **Standard Costs**
  This is not an exhaustive list:
  - Lost Key: 20 (non-chip); 100 (chipped) euros
  - Unrepairable Tire Damage: payment for the tires are charged 100 EUR each tire
  - Scratches to bumpers or other light damage: Typically, 100-300 euro
  - Dirty car 20 euro

Addendum 1: Alcohol and Narcotics – To be signed upon receiving the vehicle
I understand that Kyrgyzstan has a zero-tolerance policy toward driving under the influence of alcohol or narcotics. I understand that if I consume ANY alcohol and drive that I may be subject to arrest, severe fines, imprisonment, or detention and that my insurance will be voided in the event of an accident. In the event of any incident involving alcohol or narcotics, Pamir Jeep Rentals reserves the right to take back possession of the car without refunding the client. I understand that in the event of damage to the car while alcohol or narcotics are present in my system in any amount that I am liable for the total value of damage to the car as well as lost income from that car.
Signature: _____

Addendum 2: Insurance– To be signed upon receiving the vehicle
I understand that in the event of any damage to the car exceeding 500 eur in repair costs it is my responsibility to obtain a police report and to immediately communicate the nature of the damage and the circumstances to Pamir Jeep Rentals. In very remote areas assistance should be obtained in the next town or village and many photographs, both close up and from a distance, should be taken of the place of the accident. This applies with multiple vehicles involved and with single car collisions. Failure to obtain a police report may result in me being liable for the total cost of the damage.
Signature:_____

Addendum 3: Accident and company property - To be signed upon receiving the vehicle
I understand that in the event of any accident-causing death or injury, PJR is released from any kind of obligations. I understand and agree to respect the property of Pamir Jeep Rentals, acknowledging that the vehicle provided is intended for travel and exploration, not for extreme off-road expeditions. This includes avoiding activities such as crossing high rivers or driving into remote or hazardous areas where standard vehicles cannot reach, as such actions may result in serious damage. I accept that in the event of damage caused by reckless or inappropriate use, I will be held fully responsible for the cost of repairs, as well as any loss of income due to the vehicle being out of service. Additionally, I understand it is my responsibility to regularly check the engine oil level, coolant, and look out for any potential leaks during the rental period. Neglecting these basic maintenance checks can lead to serious mechanical issues. Do not take unnecessary risks – both your safety and the vehicle's condition are your responsibility.
Signature:_____