Rental Services & Conditions in Oman

Service delivery rental car & equipment

- All camping and offroad rental equipment will be installed and loaded in the rental car by iDrive Service Center
- Every order is prepared and double checked by our team to ensure you have everything you need for your expedition
- Our products are always evaluated for quality before they're put in the car, so you don't need to worry about any brokenproducts.
- Our team is on standby to add or bring you anything you may have forgotten on your order. So, you have extraflexibility when it comes to last minute extras.

Car Rent Conditions

Cars rented with iDrive 4x4 in Oman are provided our partner rental car companies in Oman. The following conditions apply:

- The car rent in Oman is an agreement between the individual client and the rental company booked via iDrive 4x4 BV
- The rental rates include a fully comprehensive insurance as per booking confirmation for operation within the Sultanateof Oman and United Arab Emirates. Please refer to Car Insurance Conditions 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 charged with a 10 % service charge on the client's credit card.
- The client's acceptance of the vehicle at the delivery shall be conclusive evidence that the client has examined the vehicleand found it to be in good condition for which it is required.
- The client shall ensure that all drivers hold a current valid driving license, valid in the Sultanate of Oman and is notdisqualified from any competent authority of the territory where the vehicle will be driven
- The Client is obligated to obtain a 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 coveredby the (insurance of the) lessor, or the insurance of a third party that caused damage.
- The car rent includes 200 km allowance per day. Additional mileage as per booking confirmation will be charged onClient's credit card.
- The Client must be over 21 years of age with a valid driving license. For drivers <25 year a higher excess payable applies.
- All cars are delivered with normal standard tires. All tires will be replaced at the completion of 50.000 km or 1 year.
- During off-Road driving it is required that the Client engages 4WD to avoid damage to tires.
- In case the vehicle becomes non-operational due to mechanical failure, the rental company shall arrange it to be rectifiedor provide a replacement immediately during office working hours within Muscat capital area or within 24 hours of outside the city limits.

Deposit Camping & Off-Road equipment

- The client will return the car with equipment at the iDrive4x4 depot.
- The client accepts that iDrive 4x4 will check all equipment on damages at its Service Center in Muscat after return by the rental company without the presence of theclient.
- If desired the client can deliver the equipment directly to iDrive 4x4 Service Center and physically check the equipment on damages.
- In case of damage and/or missing items the cost will be specified by email with pictures and deducted from the depositreturn. The deposit will be transferred to the client 30 days after return of all equipment

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 paid6 weeks before the start date of the rental.
- The Client can pay the rental invoice of iDrive 4x4 via payment link (Credit Card, PayPal, iDeal, bank transfer etc.)
- The Client should present his passport, driving license and credit card when the car is delivered by the Rental Company.
- A pre-authorization (Block of Credit Card) of OMR 250 will be made by the Rental Company as security for traffic fines and extras if any.

Protected Booking Policy

Included with every iDrive4x4 booking for Oman: cancel up to 48 hours before departure if regional instability affects your travel plans.

If you've booked a trip to Oman and any of the following events occur after your booking and at least 48 hours before your scheduled departure, you're eligible for a refund or free rebooking.

You qualify if one of the following applies:

1. **Airspace closure**
   Oman's airspace is officially closed, or all commercial flights into Oman are suspended for 48+ hours due to regional conflict or safety concerns.
2. **Flight cancellations due to instability**
   Your airline cancels all flights to Oman specifically due to regional unrest, with no reasonable alternative available. The reason must be clearly tied to geopolitical or security issues.
3. **Government travel ban**
   Your home country issues an official Level 4 "Do Not Travel" advisory for Oman that covers your travel dates.
4. **Conflict within Oman**
   Armed conflict, military action, or large-scale unrest takes place within Oman, confirmed by international news agencies or recognized humanitarian organizations (e.g. UN, Red Cross).
5. **Official border closure**
   The Omani government officially closes its borders to tourists for security-related reasons.

Important Notes

- A small administrative fee of 3% of the total booking value will be withheld from any refund to cover transaction and processing costs.
- This policy applies only to bookings made before the triggering event occurs.

- Cancellation or rebooking must be requested at least 48 hours before departure.
- Documentation may be required (e.g. flight cancellation notice, official travel advisory).
- General concerns, media coverage, or personal choice to cancel without the above triggers are not covered.
- No-shows without prior notice are not eligible.
- This policy applies only to services booked directly with iDrive4x4.

Documents required for car rent

- Passport Copy & Visa Copy
- Driving License Copy
- Credit Card details (only for pre-authorization) at acceptance of car in Oman

Car Insurance Conditions

- All rental cars are provided with a Comprehensive Standard Insurance Cover within the geographical area of The Sultanate of Oman and United Arab Emirates only. The cover in UAE applies only to Insured Vehicles declared with a valid Orange Card.
- The insurance policy will include legal liability arising out of the use of the motor vehicles for third party:
    - Bodily injury/death: Unlimited
    - Property damage: OMR 200000 any one occurrence
- Authorized self-repair limit: maximum OMR 750 for any one accident
- Protection and transporting limit: maximum OMR 250 for any one accident
- Death and/or injury: the amount of compensation decided by the court
- Expenses for the treatment of injuries of the Insured and anyone in their position and their family members: OMR 15000 in aggregate for the Insurance Period regardless of the number of Accidents
- First aid expenses: OMR 400 for any one claim or all claims arising from one Accident
- Personal Accident Extension applies only to the Insured whilst driving an Insured Vehicle or any other authorized driver of an Insured Vehicle and his/her family members PROVIDING

the seating capacity of the Insured Vehicle is not exceeded: maximum limit OMR 15000 each person

- It is the responsibility of Client to inform the Rental Company and iDrive 4x4, immediately in writing, in the event of any accident and to obtain a police report to enable an insurance claim to be processed.
- In case of any accident or damage an Insurance, Excess Payment (per accident) shall be paid by the client to the rental company:
    - OMR 75 for drivers above 25 years
    - OMR 150 for drivers under 25 years
- The client shall not under any circumstance use the vehicle to drive into water filled wadis or beaches
- Any repair charges for the damages due to accidents which is not covered as per the standard terms of the insurance will be back charged to the client
- The client shall be responsible for carrying out daily routine checks like oil level and tire pressure and for topping up withoil and liquid s. Any damage to the vehicle due to Client's negligence, the cost for repairs will be borne by the client.
- All repairs arising due to proven negligence/misuse of the vehicle/accident of vehicle not covered by proper Police Report suitable for Insurance claim, shall be carried out by the Client at Vehicle Manufacturer authorized Oman Dealer's workshop only and all expenses for such repairs will be borne by the Client
- Rental car can be used for social, domestic and/or pleasure purposes of any person authorized to use the Insured Vehicle
- The insurance does <u>not</u> cover
    - Damage to tires
    - Damage caused by driving on beach
    - Damage caused by misuse of car
    - Racing and speed trials
    - The transportation of high explosives, such as nitroglycerine, dynamite or any other similar explosives
    - The bulk transportation of liquefied petroleum oil for use by the Insured is not excluded
    - Plyingfor hire and/or reward
    - Airside at any airport