

Vehicle Rental Contract 101



Say NO to complicated contracts!
Here are some things to look out for!

5 Main Sections:



Maintenance

Know what you are covered for!
What is “**fair wear & tear?**”
Are there **rental waivers** for **downtime?**



Accident

What should you do if you are met with an **accident?**
Do you understand your **Section 1 & 2 Excess?**
Can you **pause your rental payment** if you are **on MC** due to an accident?



Termination

Pay attention to contract termination!
What happens if you **terminate your contract early?**
Are there **valid reasons** for doing so?



Deposit

Make sure you are clear about your **deposit returns.**
In what instance(s) will it be **forfeited or utilised?**



Leasing

Take note of **when you have to make your car rental payment** and **what happens if you are late!**
Will there be a **reminder before penalties?**

Do a quick check on these things when you are renting from a company!

Fill in the blanks and make sure you know what to look out for!



Maintenance

I know what “fair wear and tear of vehicle” is

Tyres are replaceable when

Punctured Bald

The company covers these for maintenance:

- Weak/Low battery Weak air-con Torn leather seat
 Chipped/Cracked Windscreen

Rental Waivers

- Half-day rental waivers provided that my car is down for ___ hours.
 Full-day rental waivers provided that my car is down for ___ hours.

Replacement Cars

- A replacement car can be provided during maintenance downtime.
 If a replacement car is given, there is no rental waivers.



Accident

When I get into an accident, the company provides:

- Rental waivers when I am on MC
 Replacement car during vehicle downtime
 A table that clearly states the different costs I will incur due to an accident.
 No extra admin fees that I have to pay to make an accident report.
 Section 1 Excess means _____ and it is \$_____.
 Section 2 Excess means _____ and it is \$_____.
 My CDW is \$_____ and it helps with _____.
 When I get into an accident, I have to pay \$_____.



Termination

- The company allows me to terminate my contract early if I have valid reasons (e.g. contracting long term illness, inability to drive).
- The company is allowed to terminate my contract for no reason.
- If the company terminates my contract, the penalty is _____.
- If I terminate my contract early, the penalty is _____.
- The notice period for termination is _____ weeks/months.



Deposit

- I will receive my deposit refund after _____ days/weeks/months.
- My deposit is forfeited when I terminate my contract early.
- Company can use my deposit to use for repairs or traffic offences.



Leasing

- If I make payment late company will _____.
- Company will send me reminder text before taking any severe actions such as repossession for late payment.
- The benefits that my company has mentioned appears in my contract (free weeks).
- At the end of the term, I will receive a document to sign to prove end of contract.

***This checklist is intended as a guide and may not capture every clause in its entirety.**

Final Tips



If you are renting a car for the **first time from a new company**, go for a **shorter tenure** first to get the feel of the car & company before committing longer term.

Try to **avoid paying a lump sum amount** for car rental payment. Things can happen down the road and you **may not get your money back!**

Be sure to **obtain written documentation** for any **rental waivers or benefits** provided to you! **Keep it safe and easily accessible** to **protect yourself from potential claims** from the company!

Cultivate a **good relationship with your rental company!** Building rapport be beneficial, **especially if you ever find yourself in need of their assistance!**

Numerous factors **influence the price of your rental: car's condition, age, brand, model, and benefits provided.** Prioritise what you believe is the most equitable, rather than focusing on the cheapest!

Join NPHVA for stronger protection on rentals and PhV issues!

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Prepared By NPHVA, Consulted With Drivers

