

Standard Terms and Conditions of Rental

Mannai Auto Rent, the Lessor hereby rents the vehicle (details of which are given on the first page including the replacement vehicle) to the Renter (as stated on the first page) subject to the terms and conditions of this Rental Agreement (the "Agreement") that Renter have signed and by signing Renter accepts them and confirm that Renter will strictly comply with them.

DELIVERY, RETURN & UPKEEP OF VEHICLE

- 1.The Lessor shall supply the vehicle to the Renter in good overall and operating condition and without apparent defects, complete with all documents, parts and accessories. By accepting the Vehicle, the Renter confirms that the rental vehicle is in good condition as indicated in the Vehicle Check Report and the Renter accepts the full liability for any further damage to, or loss of vehicle. The Renter remains fully liable for the vehicle until it is received and checked in by the Lessor authorized representative as confirmed in writing by the Lessor;
- 2.If the Renter returns the vehicle outside of the location working hours, the Renter must comply with the out of hours return instructions given by the Lessor, for that location. In all cases the Renter will remain fully responsible for the vehicle until the location re-opens for business and the vehicle is checked in by the Lessor authorized representative as confirmed in writing by Lessor;
- 3.If the Lessor agrees that the Renter may return the vehicle to a place other than a Mannai Auto Rent rental location, or if the Lessor agreed to collect it, the Renter will remain fully responsible for the vehicle until it is actually collected by the Lessor, and in all events, the Renter shall obtain a document confirming that the Lessor actually collected the vehicle;
- 4.The Renter agrees to return the Vehicle with all documents and accessories (such as spare tire and toolkit) and in the same condition as received at the location on the date and time stated in the Agreement;
- 5.The Lessor is not liable to the Renter or any passenger or Third Party for loss or damage to property left in the vehicle either during the period of rental or thereafter. Such property is entirely at the Renter's own risk throughout the term of this agreement.
- 6.The rented vehicle will need to be replaced if the Vehicle is due for service, sale exchange, accident, etc. In this case the Renter shall forthwith deliver the Vehicle back upon the Lessor's request. The return of the same vehicle is not guaranteed to the Renter. Failure to adhere to service intervals may result in financial obligations and damages to the Vehicle, which shall be totally borne by the Renter;

DAMAGE , LOSS, THEFT, etc.

If the Renter/Driver violated these terms and conditions, any provisions and customs/insurance regulations and has caused damage, loss or theft of the vehicle or any parts of it, including fire and breakage of glass, the Renter shall pay to the Lessor the amount of all resulting loss and expenses (including but not limited to replacement or recovery costs, repair costs, compensation for decline in value and loss of the rental fee).

- 1.The Renter is fully responsible for any damage to the Vehicle especially if the same occurred as a result of contaminated fuel and/or caused by driving through flood water, and/or water damage and/or sea beaches and/or rocky deserts and/or sand dunes/off roads;
- 2.As loss of revenue, the Lessor may charge a compensation corresponding to the rental charge until the day the Vehicle, or replacement vehicle, will again be available to the Lessor in the same condition as received by the Renter;
- 3.The Renter shall not do any action to affect the existence and validity of the insurance policy, and in particular not to admit any responsibility towards third parties, otherwise the Renter shall be solely responsible to compensate such third party
- 4.In all events, the Renter agrees to fully indemnify the Lessor if the insurance company rejects any insurance claim raised thereby because of the Renter's default and/ or in case any third party sues the Lessor for the Renter's actions or defaults
- 5.The Renter is obliged to assist the Lessor and/or its insurance companies in all claims or legal affairs in connection with an accident or any damage to the Vehicle. These responsibilities of the Renter shall apply accordingly in case of theft;
- 6.If the Police Report/repair letter is not in a position to identify the third-party responsible for the accident, the Renter shall be liable to cover all actual costs and damages resulting and therefore, Mannai Auto Rent will recover the excess liability from the Renter;
- 7.Tires and windows damages are not covered under insurance and the Renter is responsible for the cost of their replacement;
- 8.No repairs are to be carried out on the Vehicle without the prior written approval of the Lessor.
- 9.The insurance policy may be cancelled in the case of Renter's failure to comply with the terms hereof, in this event the Renter shall be liable for all costs, damages and losses incurred by the Lessor due to the Renter's default

CHARGES AND REFUND

- 1.The Lessor reserves the right to change its policies including the rates at any time with or without prior notice. These policies are for general information purposes only and do not constitute a waiver with respect to any of the Lessor's rights, all of which are specifically reserved;
- 2.All charges on the Rental Agreement reflect the use of the vehicle and are agreed between the Renter and the Lessor at the start of the Rental. Charges include the basic rental charges for any optional or ancillary services chosen by the Renter.
- 3.The basic rental charge is made for a minimum of one rental day (a rental day consists of a 24-hour period starting when the rental begins);
- 4.All Charges are subject to final determination by the Lessor after the rental in accordance with the Lessor applicable rates and policies. The Renter hereby authorizes the Lessor in advance to debit any charges (rental and any ancillary charges such as traffic fine, traffic fine supporting document, damage, petrol, etc.) pursuant to this Rental Agreement from the Renter's credit or charge card account. Damages will be charged as per damage matrix.
- 5.Refund will be processed on the same credit/debit card provided at the time of rental after 21 working days from actual closure of the Rental Agreement and return back of the Vehicle. All outstanding ancillary charges as well as other dues to the Lessor, if any, will be recovered automatically prior to processing the refund due to the Renter.
- 6.Delivery and collection will be charged at QAR 100 inside Doha and outside charges will depend on location.
- 7.A police report must be provided at time of off-hire, if not an admin fee will apply.

8.The following are the applicable administration fees for the below services:

SI	Type	Mannai Auto Rent Administration Fees, QAR
1	Missing / Amendment of police accident report	100
2	Securing Police Report	500
3	Missing plates	250
4	Drink and drive vehicle release	200
5	Legal Fees for Opening and Releasing police cases	200
6	Photo/ Location and Fines details	50
7	Missing Vehicle Registration Cards	100
8	Unknown damage final report	100
9	Paid traffic fine by Mannai Auto Rent	100
10	PRO assistance in obtaining police report in the police station	100
11	Escorting for vehicle impounding	100

TRAFFIC FINES

The Renter is fully responsible for all fines and any consequences of the violation of traffic and parking prohibitions during the rental. Where the Lessor is required to pay such fine, the Renter agrees that the credit/debit or charge card during the rental or after shall be charged with a fine amount plus a service charge of QAR 50/-per violation shall be charged. The Lessor shall, upon request, supply the Renter with a copy of the traffic violation notice.

CONDITIONS OF USE

The Renter shall look after the vehicle carefully and in particular not to allow to be used for:

- 1.To carry persons, property of persons or property for hire, except in the case of trucks and vans after getting the Lessor's prior written approval;
- 2.To carry a greater number of passengers than the number for which the Vehicle is constructed to accommodate;
- 3.To carry any object or substance which because of its condition or smell, may harm the Vehicle or prevent or delay the Lessor's ability to rent it again;
- 4.To propel or tow any vehicle, trailer, or other object;
- 5.In any race, test or contest or any illegal purpose;
- 6.Driving off paved road;
- 7.While the Renter or other driver of the Vehicle is under the influence of alcohol, hallucinatory drugs, narcotics, barbiturates, or any other substance impairing his consciousness or ability to react;
- 8.In contravention of any customs, traffic or relevant other effective regulations;

9.By any person other than the Renter unless such person has been assigned by the Renter and informed to the Lessor as the additional driver (as nominated in this Agreement);

10.For sub-renting;

11.The Renter agrees to

(i) be liable for any legal consequences or liabilities,

(ii) bear all costs and expenses,

(iii) to indemnify the Lessor against any and all losses incurred by the Lessor and/ or any damages occurred to the Vehicle, resulting out of the Renter's breach of any of the above conditions of use under these conditions.

INSURANCE POLICY

Mannai Auto Rent provides insurance for persons using the vehicle with its premium (and or otherwise) in accordance with an automobile liability policy.

ACCIDENTS

The Renter must report any traffic accident, loss, damage, or theft of the vehicle to the Lessor immediately and to the Police. An accident report or theft report must always be completed and submitted; Provided the Renter comply with all the terms of this Rental Agreement and provided that the loss or damage is not caused intentionally, or by the gross negligence of the renter or any authorized driver, or by any unauthorized driver or when there is no third party involved then Renter liability may be limited as follows:

1.The Renter agrees to co-operate with lessor and lessor's insurers in any investigation or subsequent legal proceedings.

2.Renter is responsible for the cost of repair of the vehicles, towing , storage , impound fees and other costs related to damages Renter is also responsible for the damage caused by someone else or if the cause is unknown.

PERSONAL DATA

The Renter entitles the Lessor to communicate the personal related data, of the Renter, to the concerned authorities such as the police, traffic departments, Criminal Investigation Departments and other relevant bodies.

GOVERNING LAW

This Rental Agreement should be construed in accordance with the laws of State of Qatar, and the Courts of Qatar are the competent authority to settle any dispute related to this Rental Agreement.

INDEMNITY

Save for fraud and gross negligence of the Lessor shall not be held liable or responsible for any loss or damage incurred to, or suffered by, the Renter or any other third party in connection with the rented Vehicle The Renter agrees to indemnify and hold the Lessor (and its subsidiaries, affiliated companies, employees and agents) harmless from and against all damages, losses, costs, expenses, actions, proceedings, claims and demands arising from or connected with the Renter's breach of its obligations under this Agreement or with his/ her driving of the Vehicle.

INTERPRETATION

If any provision of this Rental Agreement shall be held to be invalid, illegal or unenforceable (in whole or in part) under applicable law, such provision or part shall to that extent be deemed not to form part of this Rental Agreement but the remainder of this Rental Agreement shall continue in full force and effect.

