

## BUDGET MALAYSIA TERMS & CONDITIONS

---

Please read these Country Specific Conditions (“**Country Conditions**”) alongside the General Conditions of Rental (the “**General Conditions**”) before you sign the **Rental Agreement Form**. The Rental Agreement Form will include all of the important information about your specific rental. It is important to us that you enjoy your rental experience and that you have all the information you need.

<u>Part 1</u>	<p>Important (country specific) information about your rental.</p> <p>This includes information about costs you may be required to pay and details about your responsibilities.</p>
<u>Part 2</u>	<p>Important information about optional extras (including additional waiver and protection products) we (or our partners) offer.</p> <p>You can select these to form part of your rental, and you can add these to your original booking, or you can add them at the time of pick-up (or in some cases, they may be automatically included). All optional extras you select will be detailed as part of you Rental Agreement Form, including the price payable.</p>

# BUDGET MALAYSIA TERMS & CONDITIONS

## PART 1 – IMPORTANT TERMS RELATING TO YOUR RENTAL AGREEMENT WITH US

1. RENTAL PROVIDER	
<u>Who we are</u>	The company that provides you with a rental vehicle is <b>DRB-HICOM EZ-DRIVE SDN BHD, EON Head Office Complex No 2, Persiaran Kerjaya Glenmarie Industrial Park, Section U1, 40150 Shah Alam, Selangor</b> ("us", "we", "our").
2. RENTAL REQUIREMENTS	
<u>Driver Licenses, Age &amp; Requirements</u>	<p>a) Driver and authorized drivers shall be at <b>minimum age 21 years</b> and <b>maximum age of 75 years old</b>. A driver must possess a valid, current local Malaysian driving license and an International Driving License - Commonwealth Countries/ License in non-roman alphabet. Probationary drivers are not permitted. ('P' license holders-for Malaysian driver).</p> <p>b) You shall provide a photocopy of driving license and passport upon delivery for insurance purposes</p> <p><b>Minimum license requirements</b></p> <p>All drivers must have held their license for <b>at least 1 year</b> from the date of pick-up.</p>
<u>6% Service Tax</u>	<p>6 % service tax is applicable on:</p> <ul style="list-style-type: none"> <li>-Time &amp; Mileage</li> <li>- Delivery and Collection fees</li> <li>- Child Safety Seat</li> <li>- One-way fees</li> <li>- Meet Late Arrival fees</li> <li>- Additional driver</li> <li>- Excess</li> <li>- Personal Accident Insurance</li> <li>- Super Collision Damage Waiver, Super Theft Protection, Super Windscreen Protection</li> <li>-Toll card (Touch N' Go Card)</li> </ul>
3. ACCEPTED PAYMENT METHODS	
<u>Payment Options</u>	You acknowledge that Third Party Credit Card(s), *Debit Card, Cash & Personal Cheque are not acceptable. We only accept credit card payment or Company Billing if the Company has credit facilities with us. We reserve the right to reject any credit card(s) provided by you.
<u>Pre-Authorise</u>	We pre-authorise an amount on your payment card. This holds an amount on your payment card so you should ensure there are sufficient funds available, as we will only process payment at the end of the rental. If you pay with another card, be aware it can take up to 30 days for your bank to release the 'held' money back to you.
<u>Credit Card Requirements</u>	American Express, Visa and Master only.
4. DURING THE RENTAL	
<u>Taking your vehicle outside the country</u>	It is impermissible to drive the vehicle in Singapore, Indonesia, Thailand, and Brunei. Subsequently the vehicles are prohibited from being loaded onto other modes of transportation via sea, river, and air for usage from mainland to Langkawi, Tioman, Redang, Pangkor island etc.

## BUDGET MALAYSIA TERMS & CONDITIONS

<b>One-way fee</b>	If the Renter picks up a vehicle in one place and drops it off somewhere else, the one-way and intercity charges will be imposed. The charges are calculated based on distance and timing from RM50 to RM450 within Peninsular Malaysia and RM350 to RM850 within East Malaysia. Please refer to the Avis Budget representative before confirmation of booking.
<b>Maximum mileage</b>	Our vehicles are provided with unlimited mileage.
<b>Returns</b>	You agree to return the vehicle to us in the same condition you received it, ordinary wear and tear excepted, on the date, at the time and to the location specified in the Rental Agreement.  You shall pay a one-way fee if you return to a different location than the pick-up. You shall pay pick-up or delivery, and drop-off or collection services before or after operating hours from RM100-RM 150 (please refer to Meet Late Arrival). Operating hours may refer to each station operation hours – <a href="https://budgetmalaysia.com.my/location/">https://budgetmalaysia.com.my/location/</a>
<b>After Hours Information</b>	Avis Budget Malaysia Operating hours: <a href="https://budgetmalaysia.com.my/location/">https://budgetmalaysia.com.my/location/</a> . Surcharges incurred after operating hours. It is advisable for the Renter to check the Avis Budget business hours before confirmation of booking.
<b>Meet Late Arrival</b>	Pick-up or delivery, and drop-off or collection services before or after operating hours, on Sundays, or on public holidays will incur an additional surcharge. Charges will remain applicable and payable in full, even in the event of flight delays. Before / after operating hours is RM100-RM150 Taxable 6%;  After 0000 HRS (12:00am) to 0700 HRS (7:00am) is RM150 Taxable 6%.  It is advisable for the Renter to check the Budget business hours before confirmation of booking.
<b>Deliver and Collection Services</b>	Delivery and collection services are available upon request (subject to manpower availability). The delivery and collection charges are calculated based on distance and timing.  It is advisable for the Renter to check the Budget business hours before confirmation of booking.

### 5. FUEL AND ELECTRICITY CHARGES

<b>Fuel / EV Battery charges - (diesel or petrol) EV vehicles and hybrid vehicles</b>	All fuel / battery consumed during the period of rental and a refuelling / recharging service charge shall be levied if you have used, and not replaced, more fuel / battery than we supplied originally (unless at the time of signature of this Agreement a sum has been entered overleaf, in which event you have opted to pay that sum for a full tank of fuel / full battery percentage, it being understood that no credit shall be granted for any unused fuel / battery at the termination of the rental). It is advisable for the Renter to check the Avis business hours before confirmation of booking.  Take a photo of your meter dashboard, before you leave. You have to make the same level of fuel / battery percentage when you return. Either you can fill up with fuel / charge the battery during rental, or pay the shortage at the return location (non-cash term).
---	--

### 6. OTHER IMPORTANT INFORMATION

<b>Damage/Loss/ Repair Processing Fee</b>	<b>Counter Products</b>  You are responsible for all costs in the event of damage and/or theft to the rented Budget Baby/Child Safety seat and all additional components supplied. Damages to the vehicle include windscreen, accessories (Child Seat, Spare tyres, number plate, manuals, rims, wheel cap, tools & jacks, lamp, audio set, gear lock, lighter, wiper, switch & control button, mats, rear view mirror and side view mirror, sun visor, head rest) and others which do not covered in Clause 15.
---	--

**BUDGET MALAYSIA TERMS & CONDITIONS**

	<p>The following costs (are subject to a 6% Service Tax) shall apply in case of:</p> <ol style="list-style-type: none"> <li>1. Missing/damaged Budget Car Charger / unit : RM 600.00</li> <li>2. Missing/damaged Cell Phone Holder: RM 160.00</li> <li>3. Missing/damaged Charger Cable: RM 100.00</li> <li>4. Missing/damaged Power bank: RM 180.00</li> </ol>
<b>Fines &amp; Traffic Offences</b>	On demand, all fines and court costs for parking, traffic or other offences (including any costs which arise if the vehicle is clamped). You shall pay the appropriate authority any fines and costs. If you do not, you shall be responsible to pay us administration charges (RM10.60 per transaction), which arise when we deal with these matters.
<b>If you have an accident</b>	The cost you must pay in the event of an accident varies depending on the insurance you have signed up for. Please inquire at the branch when picking up the exact cost.
<b>Keeping the vehicle interior clean</b>	You are not allowed to carry Durians, mangosteens and any other fruits bearing strong odor, smoking and pets into the vehicle. These are strictly prohibited and a fine of <b>RM500.00</b> (subject to 6% Service Tax) shall impose for any non-compliance.
<b>Daily, Weekly and Monthly Rates</b>	You acknowledge that our rental charges are calculated based on the 24-hour period from commencement of the Rental Period for Daily and Weekly rentals, a month or monthly rental is calculated based on the 30-day period. Daily rental rates will be applied for rental below 7 days. Should the rental exceed more than 30 minutes, it would be charged as an additional day rental. Weekly rental rates will be applied for rental 7 days and above. If the rentals more than 14 days, a month rate will be calculated whichever lower. In relation to the monthly rental, any extension of the rental period will be prorated based on calendar month.
<b>Cancellations and No-Show Charges</b>	Not applicable
<b>Roadside Assistance</b>	In the unlikely event that the vehicle has an accident, broken down (having a flat tyre or battery) or human errors (getting locked out, losing the key, running out of, or using the wrong type of fuel) during the rental period, we provide you Roadside Assistance Plus services (24-hour Call Center Service, 24-hour Emergency Roadside Assistance and Towing Services) with no call-out charge. You may call the toll-free number is 1800-88-AVIS (2847) for assistant.
<b>Toll Card (Touch N' GO card)</b>	You must purchase this Touch N' Go card if you are landing at KLIA and KLIA2. This card can be purchased at Budget Counter (subject to availability). It is advisable for the Renter to check the Budget business hours before confirmation of booking.
<b>Parking Ticket</b>	You shall drop parking ticket and inform our counter. If you do not or if the ticket is lost, you shall be charged for lost ticket at RM100 (subject to 6% Service Tax).
<b>Contact Us</b>	To tell us about an issue while you're renting, contact the rental station or the customer support team: Email: <a href="mailto:customerservice@budgetmalaysia.com.my">customerservice@budgetmalaysia.com.my</a>

## BUDGET MALAYSIA TERMS & CONDITIONS

### PART 2 – IMPORTANT TERMS RELATING TO OPTIONAL EXTRAS WE OFFER

If you have opted to buy any of these products (or they are otherwise included as part of your rental), they will be detailed on your Rental Agreement Form. You will be required to expressly agree to the costs of these optional extras before they form part of your rental.

You can find details on the excesses which apply, as well as the costs relating to additional waiver and protection products in respect of each car type, on our website (or please contact our customer support team).

1. OPTIONAL EXTRAS - ADDITIONAL WAIVER & PROTECTION PRODUCTS		
<u>Product</u>	<u>What it is</u>	<u>Indicative costs</u>
<b>Damage Waiver</b>	<p>In most cases, Damage Waiver is provided with the vehicle as standard. If it is included, it will be stated on your Rental Agreement Form (and in your booking confirmation). The excess cannot be waived or deductible in the event of damage to the vehicle during the rental period.</p> <p>Damage Waiver reduces the amount you pay for each clearly separate incident of damage if the vehicle is damaged (or the amount you pay to replace any keys, accessories or vehicle documents that are lost, stolen or damaged).</p> <p>The amount you pay for each clearly separate incident of damage will be the lower of a) the applicable cost payable under the Theft, Loss, and Damages Policy; or b) the excess stated on your Rental Agreement Form.</p>	<p>All rentals are subject to a CDW and TP, ranging from *RM500 to *RM2,000 depending on the vehicle group and it shown overleaf. For example, If the repair cost is</p> <p>*RM5,000, with the coverage of CDW, you are liable for a maximum excess fee of *RM750 (if the vehicle's Excess is *RM750); If the repair cost is *RM500, with the coverage of CDW, you are liable for the actual repair cost of</p> <p>*RM500 (even if the vehicle's Excess is *RM750).</p>
<b>Super Damage Waiver (SCDW)</b>	<p>An excess reduction product which reduces your damage waiver excess to zero (or, if higher, the amount shown on your Rental Agreement Form) on cars.</p>	
<b>Theft Protection waiver (TP)</b>	<p>In most cases, Theft Protection waiver is provided with the vehicle as standard. If it is included, it will be stated on your Rental Agreement Form (and in your booking confirmation). The excess cannot be waived or deductible in the event of damage to the vehicle during the rental period.</p> <p>Theft Protection waiver reduces the amount you pay if the vehicle is stolen during the rental period.</p> <p>The amount you pay will be the lower of a) the</p>	

## BUDGET MALAYSIA TERMS & CONDITIONS

	applicable cost payable under the Theft, Loss, and Damages Policy; or b) the excess stated on your Rental Agreement Form.	
<b>Super Theft Protection waiver (STP)</b>	Only standard TP is provided.	
<b>Windscreen protection</b>	This protection reduces the amount you pay to zero if the windscreen is damaged while you're renting the vehicle. Having windscreen protection also means you won't pay a Damage/Loss/Repair Processing Fee.	If you purchase the WP at RM5 per day or RM50 per month, your liability for the windscreen is from *RM500 to *RM2,000 depending on the vehicle group.
<b>Personal Accident Insurance (PAI)</b>	Covers the driver of the vehicle and personal items in the vehicle in the event of an accident. The coverage of PAI is as below: <ul style="list-style-type: none"> <li>• Death or permanent disablement</li> <li>• Driver &amp; Passenger – RM20,000 per person, maximum RM100,000 in total.</li> </ul>	Purchase this at RM6 per day or *RM180 per month.
<b>Vehicle Cover Plus Package</b>	The Vehicle Cover Plus Package (Super Collision Damage Waiver (SCDW), Super Theft Protection (STP), Super Windscreen Protection (SWP)).  If you purchase Vehicle Cover Plus Package which the CDW, TP and WP's excess shall be reduced completely.	Available at *RM30 per day or *RM300 per month. Your liability is reduced to Zero.
<b>Exclusion of CDW / TP / WP / PAI / SCDW / STP / SWP</b>	The CDW / TP / WP / PAI / SCDW / STP / SWP shall not cover the following events, and you are liable to pay the full cost of damage and theft to the vehicle, including loss of use as determined by us: <ol style="list-style-type: none"> <li>i) where a police report is not lodged within 24 hours from the time of accident.</li> <li>ii) you are in breach of the terms and conditions of this Agreement.</li> <li>iii) missing items or accessories in and/or to the vehicle.</li> <li>iv) any damage claims caused by drunk and/or drug intoxicated driver.</li> <li>v) any damaged tyres which is not attributable to normal wear and tear.</li> <li>vi) any damaged undercarriage and/or underbody damage which is not attributable to a collision with another vehicle.</li> <li>vii) any damage to the vehicle caused by flood, fire, landslide and/or riot.</li> <li>x) where the vehicle has been driven on off-road or</li> </ol>	

**BUDGET MALAYSIA TERMS & CONDITIONS**

	<p>for racing, pace-making, testing the vehicle's reliability and speed or teaching someone to drive.</p> <p>viii) where the vehicle is entered into Singapore, Thailand, Indonesia, Brunei, Langkawi, Labuan, Tioman, Redang, Pangkor island and etc.</p> <p>ix) where the loss, damage or theft is caused intentionally, or due to gross negligence of you or an authorised driver.</p>	
<b>Roadside Assistance Plus</b>	This product provides roadside assistance without any additional costs being charged if you break down as a result of vehicle failure you have caused.	

**2. OPTIONAL EXTRAS - SERVICES**

<b>Additional drivers</b>	<p>Additional drivers must be approved and specified on the Rental Agreement Form. You must not let anyone else drive the vehicle.</p> <p>All additional drivers must meet our age, driving licence and ID requirements (additional driver surcharges may also apply).</p> <p>Additional driver's charge is RM 20.00 – RM 50.00 per rental per additional driver.</p>
---------------------------	---

**3. OPTIONAL EXTRAS – OTHER PRODUCTS**

<b>Baby seat</b>	<p>Daily rate: RM10.00 per day plus VAT Weekly Rate: RM50.00 plus VAT</p> <p>The price baby seat is capped at RM 100.</p>
------------------	---