



Rivalta Car Rental

RENTAL TERMS AND CONDITIONS:

1. Rental Extensions

If you have rented a vehicle on a **monthly or weekly basis** and wish to extend your rental for additional days, the **standard daily rate** will apply.

The discounted monthly or weekly rate will not be applied to extended days.

2. No Smoking Policy

Smoking is **strictly prohibited** in all Rivalta vehicles.

If smoking is detected, a **cleaning and deodorizing fee of AED 500** will be charged to the renter.

3. Vehicle Pick-Up After Contract End

If you require the vehicle to be **collected after your rental contract ends**, please note:

- **Pick-up charges** will apply, depending on your location.
- A **minimum of 1 day's notice** must be provided to arrange the collection.

4. Vehicle Maintenance and Service

Please check the **service sticker** on the door panel and compare it with the **odometer reading** on the dashboard.

If the car is due for service, contact Rivalta immediately to book an appointment.

Failure to do so, and driving beyond the service due mileage, will result in a **minimum charge of AED 1,000 + VAT** for oil and service.

If serviced on time, there is **no charge** to the customer.

5. Vehicle Condition and Damages

- Any **new damage** to the vehicle (including scratches, dents, or natural causes) is **chargeable**.
- The **security deposit** is **refundable within 30 days** after the vehicle is returned and fully inspected.

6. Service Area and Assistance

- Rivalta Rent a Car operates **only within Dubai**.
- No **roadside assistance, replacement, or recovery service** will be provided outside Dubai.
- If the car is taken outside Dubai (e.g., Ajman, Abu Dhabi, Sharjah, Ras Al Khaimah, Fujairah, or Umm Al Quwain) and assistance is required, Rivalta can assist **subject to a service fee** based on the vehicle's location.
- If the issue occurs within Dubai and is due to a **mechanical fault** on our side, assistance will be **free of charge**.

7. Vehicle Return Policy

Please return the vehicle in the **same condition** as received:

- The car must be **clean inside and outside**.
- The **fuel level** must match the level at pickup.

Cleaning Charges:

- Interior cleaning: AED 50 + VAT
 - Exterior cleaning: AED 50 + VAT
- (Additional charges may apply for excessive dirt or stains.)

Fuel Refill Charges:

Fuel level upon return

- 0% - 25% Fuel = AED 200 +VAT
- 25% - 50% Fuel = AED 150 +VAT
- 50% - 75% Fuel = AED 100 +VAT
- 75% - 90% Fuel = AED 50 +VAT

8. Early Return Policy

If the vehicle is returned **before the end of the rental period**, no **refund or credit** will be given for unused days.

9. General Notes

Please ensure full compliance with these terms to avoid additional charges or delays in refund processing.

By signing below, the renter acknowledges that they have **read, understood, and agreed** to all terms and conditions stated above.

Renter's Name: _____

Renter's Signature: _____

Date: _____

Dubai, UAE

info@rivalta.ae

+971 551168313