

Terms & Conditions

Updated: 25 June 2019

Prepaid Terms & Conditions

General

This online reservation facility does not constitute a contract for the supply of vehicle rental services. A contract will be entered at the time of rental and will be governed by the laws of the country of rental. Massar Solutions PJSC (Massar) prepaid rental booking showing a specified value will be accepted as a means of payment of the reservation charges at rental counters. The booking must be accompanied by a credit card both for security and to cover the charges not included in the booking value, such as fuel, extras, and excess in case of damage or loss of the rented vehicle. A pre-authorisation will be taken on the credit card to cover excess & other additional charges at the time of vehicle hire. Standard Massar Terms and Conditions apply. All rentals may be subject to additional surcharges (e.g. for special equipment, additional drivers, young drivers, optional insurances, fuel, salik, traffic fine etc.). All rentals are subject to an insurance excess, Optional insurances are available to access.

Amendments:

(A) PAYMENT BY CREDIT CARD

Credit cards are accepted for online payment. Please note the credit card used online must be presented at time of pick up. The credit card in the name of card holder must be available at pick up location. This is a mandatory requirement. The credit card must have enough funds to cover the security deposit.

(B) PREPAID RATES ONLY

Massar Car Rental applies cancellation and no show/lost rental charges on all prepaid rates booked from www.Massar Solutions.ae

(C) Change of Reservation:

- 1. Any change to a booking made online or through the call centre will be recalculated based on the availability and prices at the time the change is made. This may be greater or lesser than the price originally booked. This applies to changes made to: a. Drop off location | b. Pick up date and time | c. Drop off time and date | d. Vehicle group | e. All other additional products.
- 2. Any modification for changes made online would have an amendment fee of AED: 50.00
- 3. The primary customer name and the pick-up location on a reservation cannot be changed. If you wish to change the primary name or the pick-up location, then you must cancel the reservation (see below "Cancellation") and make a new reservation.
- 4. You will be asked to enter a valid credit card number at the end of a change to a prepaid reservation. This MUST be the same credit card that was used for the original reservation. If you wish to change the credit card, then the original reservation must be cancelled (see below "Cancellation") and a new reservation is to be made.
- 5. Administration charges will not apply to amended bookings, unless the amendment significantly changes the original booking, in which case it will be subject to the cancellation fee detailed below. All requests to amend a booking will be subject to normal availability of the requested vehicle. Prices may change between the date of the original booking and the amended booking - in which case the later prices will apply.

Cancellation:

- 1. Customers may cancel a pre-paid booking with an administration fee of AED: 50 if Massar Car Rental is advised 48 hours prior to pick up date.
- 2. For cancellations of rentals with less than 48 hours' notice, Massar Car Rental will charge one day rental of the reservation and an Administration fee of AED: 50.
- 3. Refunds will be made to the credit card that the original booking was made on within 21 working day.

Early Returns/ No Shows:

- 1. There will be no refund for unused car rental days on a prepaid rental, once the rental has started.
- 2. There will be no refund if the customer fails to show up for a rental that has not been cancelled prior to the pickup date.

Extensions:

If a rental need to be extended once the car has been picked up, local rental rates and policies will apply for the additional days and the additional charges will be settled by the customer's credit card.

Cash:

Cash as a form of payment is only accepted at the end of rental. At the beginning of rental, a credit card is required for the deposit.

Late Arrival Policy:

If you make a reservation specifying a pick-up location and you do not arrive at the specified pick-up location for the rental within 4 hours of the specified pick-up time, (or if the location closes before then, by the locations closing time), the reservation will be treated as a 'No Show' and charged accordingly.

Extras:

Your extras, i.e. GPS, Baby seat etc. are payable at the rental location & is subject to availability.

Security:

Front side copy of credit card is required along with a 'No Objection Certificate' (NOC) for credit card charges of the hirer of the vehicle should have a mandatory minimum validity of 3 months. If this is not available, then Massar reserves the right to refuse the rental. Pre-authorisation on the credit card to cover the estimated cost of the rental will be taken.

The customer using the website who is considered minor (under the age of 18) shall not register as a User of the website and shall not transact on or use the website (Age of consent is mentioned as per the applicable law).

Security capabilities and policy for transmission of payment card details has to be mentioned on their website.

Items/Products/Services Pricing:

The Pricing of the Tickets may vary from Event to Event. The customer has to visit the website when required for latest pricing.

Method of Payment, Card Types accepted and Currency:

We accept payments online using Visa and MasterCard credit/debit card in AED (or any other agreed currency).



Delivery & Shipping Policy:

We will NOT deal or provide any services or products to any of OFAC (Office of Foreign Assets Control) sanctions countries in accordance with the law of UAE.

Refund/Return Policy:

Refunds will be done only through the Original Mode of Payment.

Governing Law and Jurisdiction:

Any purchase, dispute or claim arising out of or in connection with this website shall be governed and construed in accordance with the laws of UAE.