



EXPLORE

CAR RENTAL DUBAI

Guideline to Renting and
Driving in UAE



Content:

1. **Smooth Start:** Gather your essentials - license, passport, and a sense of adventure!
2. **Premium Picks:** Dive into our premium vehicle selection for a stylish journey.
3. **Payment Bliss:** Cruise through our hassle-free payment process; it's as smooth as the ride!
4. **Toll Tales and Fine-Free Trails:** Navigate tollgates with ease and stay fine-free by following the road rules.
5. **Safety First, Adventure Always:** Buckle up for an unforgettable ride. In case of bumps, our accident protocol has you covered.

Embark on your UAE adventure with Explore Car Rental! 🚗 ✨

Required Documents:

I. For UAE Residents:

- UAE ID (Front/Back)
- UAE Driving License (Front/Back)

II. For GCC Nationals:

- GCC ID (Front/Back)
- GCC Driving License (Front/Back)

III. For Tourists:

- Passport
- National Driving License (Front/Back)
- Visa
- IDP (International Driving Permit)

IV. Additional Requirements:

- Driver must be 21 years old and above.
- This organized format can serve as a clear reference for individuals inquiring about the necessary documentation for renting and driving.

Renting the Vehicle:

I. Contact Explore Car Rental:

Reach out via cell phone or WhatsApp.

II. Express Your Needs:

Inform us of your requirements, and we'll handle the details.

III. Location Convenience:

Share your location, and we'll deliver the vehicle to you.

(Note: Delivering outside Dubai, e.g., Abu Dhabi or Sharjah Airports, may incur additional fees. Delivery within Dubai is complimentary.)

IV. Airport Deliveries:

For Dubai Airport, delivery and pick-up occur in the parking area as per RTA regulations.

V. Vehicle Inspection and Contract Signing:

Once the vehicle arrives, inspect its condition. Sign the contract once you're satisfied.

This streamlined process ensures a hassle-free rental experience with Explore Car Rental.

Payment Method:

I. Flexible Payment Options:

Choose your preferred payment method —

Cash, Card, or Bank Transfers.

II. Currency Options:

We accept USD and Euros for cash payments.

III. Deposits:

- a. Deposit Payment Options: Pre-Authorized hold payments or Cash.
- b. Refund Policy: Deposits are returned 30 days from the payment date.
- c. Pre-Authorized Delay: Contact your bank for delays in Pre-Authorized payments.
- d. Cash Deposit Delay: Contact Explore Car Rental for delays in Cash deposits.

Our versatile payment options and transparent deposit process aim to make your experience with Explore Car Rental seamless and convenient.

Tollgates and Fines:

I. Tollgate Information:

There are 8 tollgates within Dubai. For specific locations, visit Salik.ae.

II. Tollgate Fee:

Each tollgate carries a fee of 5 AED.

III. Salik Charges:

Payment Options: Salik charges can be paid upfront upon returning the car. Alternatively, these charges can be deducted from the deposit paid—your choice.

IV. Fines Handling:

Notification: In case of fines, you'll be promptly informed.


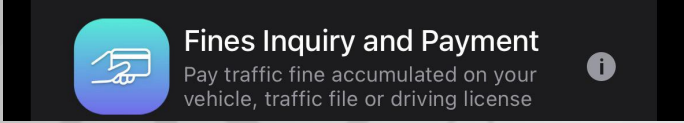
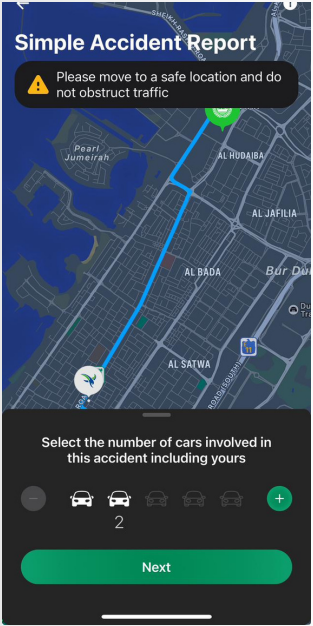
Payment Options: Choose to pay fines upfront or have them deducted from the deposit paid.

Navigate Dubai's roads smoothly with this information on tollgates and fines when renting from Explore Car Rental.

Accidents:

I. Steps to Follow in Case of an Accident:

- a. Make a police report by calling 999 (Police) or through the Dubai Police application.
- b. Contact Explore Car Rental for further guidance.

Step: 1	Step: 2	Step: 3
 <p>Dubai Police</p>	 <p>Fines Inquiry and Payment Pay traffic fine accumulated on your vehicle, traffic file or driving license</p>	 <p>Simple Accident Report</p> <p>Please move to a safe location and do not obstruct traffic</p> <p>Select the number of cars involved in this accident including yours</p> <p>2</p> <p>Next</p>

Accidents:

II. Responsibility and Charges:

- a. If the accident is not your fault, no charges apply, following the insurance policy.
- b. If deemed at fault by the police, an excess claim applies, ranging from 2,000 AED to 3,500 AED. Additional charges may apply for the non-operational days the vehicle stays in the garage, as per the insurance policy.
- c. In the event of a total loss, the driver is liable for a 35% payment of the total vehicle value, according to the insurance policy.

III. Important Note:

The primary responsibility for the rented vehicle lies with the original driver, even with additional drivers or chauffeurs. This encompasses compliance with traffic laws, proper vehicle care, and financial obligations, designed for clarity and dispute prevention.

IV. Driving Permissions:

Driving a rented car is only allowed if it is listed under your documentation.

Stay informed and drive safely with these guidelines from Explore Car Rental in case of accidents.

Maintenance:

I. Reporting Issues:

In the event of malfunctions or mechanical issues, promptly contact Explore Car Rental.

II. Prohibited Actions:

Placing the vehicle in a garage or repair shop is strictly prohibited.

Your cooperation ensures a swift resolution to any vehicle concerns, and we appreciate your adherence to these guidelines.

Maintenance:

Further Information

For Further Inquiries or General Information:

For any additional questions or general information, please don't hesitate to contact Explore Cars Rental.

We are committed to ensuring your journey is not only comfortable but also memorable with our premium vehicle selection, creating lasting and joyful memories for you!

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