

VERSION 01- 31/12/2025

# Guideline to Renting & Driving in UAE

Drive the Moment.







# **EXPLORE** . Drive the Moment.

At Explore, every journey begins with comfort and confidence. Founded in Dubai, we're more than a car rental company, we're a brand built around experience.

From our carefully selected fleet to our personalized service, every detail is designed to make driving effortless and memorable. Step in, take the wheel, and

# Table Of Content:



## PAPERS & DOCUMENTS:

Required documents and papers you must provide them



## RENTING A VEHICLE POLICY:

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



## CAR MAINTENANCE POLICY:

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



## PAYMENT METHOD POLICY:

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



## CITY POLICY:

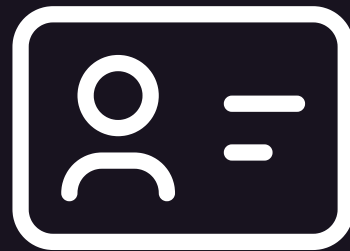
Navigate Dubai's roads smoothly with this information on tollgates, accident report and fines when renting from Explore Car Rental.





# REQUIRED PAPERS & DOCUMENTS:

## I. For UAE Residents:



UAE ID (Front/Back)



UAE Driving License (Front/Back)

## II. For GCC Nationals



GCCID (Front/Back)



GCC Driving License (Front/Back)

## III. For Tourists:



Passport



National Driving License (Front/Back)



VISA



IDP

(International Driving Permit)

## IIII. 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 A VEHICLE POLICY:

## **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.

## **VI. Driving the car outside the UAE is not permitted.**

## **VII. Receiving the car with a full tank, return it with a full tank.**



# PAYMENT METHOD POLICY:

## I. Flexible Payment Options:



Cash, Card, Paymnet link, or Bank Transfers.

## II. Currency Options:



We accept USD and Euros for cash payments.

## III. Deposits:



Pre-Authorized hold payments or Cash

## IV. Refund Policy:



Deposits are returned within 21 working days from the car return date

## V. Pre-Authorized Delay:



Contact your bank for delays in Pre-Authorizedpayments

## VI. Cash Deposit Delay:



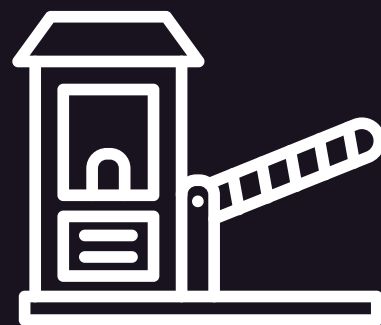
Contact Explore Car Rental for delays in Cash deposits





# TOLLGATES & FINES POLICY:

## I. Flexible Payment Options:



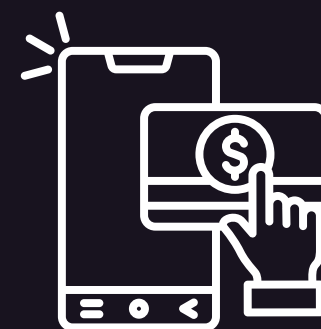
There are 8 tollgates within Dubai. For specific locations, visit [Salik.ae](https://salik.ae).

## 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.



# ACCIDENTS POLICY:

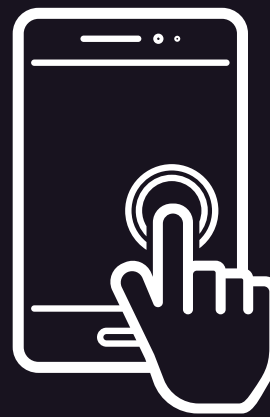
## I. Steps to Follow in Case of an Accident:

A:



Call 999 to report

OR

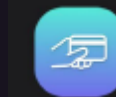


through the Dubai Police  
application

1- Download the app

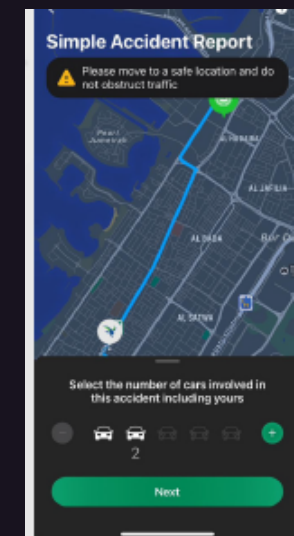
2- Click on file an accident

3- Report the accident



**Fines Inquiry and Payment**

Pay traffic fine accumulated on your vehicle, traffic file or driving license



B:



Contact Explore Car Rental for further guidance.



# ACCIDENTS POLICY:

## II. Responsibility and Charges:

- If the accident is not your fault, no charges apply, following the insurance policy.
- 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.

- 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.



# CAR MAINTENANCE POLICY:

## I. Reporting Issues:



If there are any malfunctions or mechanical issues, please get in touch with Explore Car Rental.

## II. Prohibited Actions:



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



# 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!**

Contact Information:

Mohammad Ezzat

Phone number: +971501663631

Email: [info@explorecarsrental.com](mailto:info@explorecarsrental.com)