

VIETNAM BUDGET CAR RENTAL COMPANY

Address: 117 Ly Chinh Thang, Ward 6, District 3, Ho Chi Minh city
Email: Support@vietnamtrustcarrental.com
Contact: +84.934.189.301(Whatsapp|Viber|Imessage).

1. TERM OF CONDITIONS

1.1 Responsibilities of Party A

- To deliver the car and all relevant documents to the car in good quality and in time.
- Documents related to the car include:
 - + Car registration (photo), inspection paper, car insurance certificate.
 - + Car accessories
 - + Car status check attached (especially the speedometer system when the delivered car is in good condition; if Party B intentionally damages the car, it shall have to compensate 100% of the damage-

1.2 Responsibilities of Party B

- To check the car carefully before receiving and signing the vehicle status check as an integral part of this contract.
- To pay the car rental amount to Party A on time and return the car at the end of the contract term.
- Not to hand over the car to any third party under any form
- Party B shall bear all costs related, civil and criminal liabilities including when participating in traffic and other expenses involving to car which has not suffered from collision
- Party B is forbidden to repair by itself and has to cooperate with party A have to pay all compensation for repair
- Party B must comply with the above commitments, and if Party B fails to perform properly, Party A shall be entitled to handle the mortgaged property of Party B to compensate for the damage; if it is not enough, Party B shall have responsibility for payment in cash.

Note:

- **If party B breaks the contract before the renting time party A does not refund any renting fees. Or need a negotiation**
- **Client absolutely do not smoke in the car, carry cattle, poultry or substances with odors in the car,** (If the car in the car smell strange, Party B must be fined with usd 25 for car interior cleaning); after 13h, Party A shall not receive car, and client has to pay for night storage is 100\$US.
- Party B shall be responsible for all fine decisions on traffic safety during the car rental period of Party A. If the fine decision is sent to Party A by the police after 45 days, or Party B is notified of deadline for registration of inspection but does not cooperate to resolve the problem, Party A shall provide come to the police man to apply for the get fine bill.

If the Party A made the accident or speedy up, go over the red traffic.. while renting the car in Vietnam but do not report to the party A after delivery the car back and return home, the Party A will not refund the amount deposit and use it to pay for all the bill.

2. CANCELLATION & REFUNDS

Any cancellations should be made in writing to our company official email: info@vietnamtrustcarrental.com or notify by the company phone number: +84.934.189.301 (Whatsapp|Viber|Imessage).

Cancellations beyond your control subject to force majeure can be covered under travel insurance. We recommend you buy travel insurance before you complete payment of your travel and review its relevant product disclosure statement. Cancellation fees of loss of deposit will be applied if a confirmed booking is cancelled 21 days or more prior to arrival date

- For bookings that are cancelled by the passenger or agent 21 - 15 days prior to arrival date, loss of 30% of the total tour cost will be applied.
- For bookings that are cancelled by the passenger or agent 14 - 8 days prior to arrival date, loss of 65% of the total tour cost will be applied.
- Vietnam Trust Car Rental reserves the right to claim 100% of the total tour cost should the cancellation happen within 7 days before departure but we will consider and negotiate for the refund cost.

Depending on airlines, hotels, cruises and third party cancellation policies, the above conditions may be modified on application. Our company will aim to negotiate with suppliers to waive or minimize these charges to you at best.