

Terms and rental conditions at Europcar Mali

[EVERYTHING YOU NEED TO KNOW ABOUT YOUR RENTAL AT EUROPCAR MALI](#)

GENERAL RENTAL CONDITIONS

This summary is intended to help you better understand what is included in your [Rental agreement](#) and what is excluded. You will also discover the options available to optimize your trip. Feel free to contact our agents who are available either at the Bamako airport or downtown in the building DIAM LY SOW Avenue MODIBO KEITA should you need further clarification.

By confiding you a vehicle, **Europcar Mali** commits to you and you agree to return to the contractual terms and conditions that are set out below, subject to force majeure as defined by Malian law. Any deviation from these conditions must be the subject of a prior written agreement by the lessor.

You must provide us with proof, all information essential to the establishment of your lease, including your name, address (home address and email), your landline fixed telephone number, number of your driver's license, date of issue, expiration and place of issue, your rent payment method.

WARNING

Failure to submit these documents or failure to obtain bank authorization prior to the delivery of the vehicle or if you do not meet rental requirements specified when booking, including, among others, if you have filled in erroneous personal information while making a reservation, we would be unable to rent to you a vehicle and the entire money paid in advance will be forfeited to **Europcar Mali**. All drivers must hold a driver's license of current validity of at least 12 months, corresponding to the rented vehicle category. He must also be over 18 of age (the age requirement may be higher for certain categories of vehicles).

CONTACTS AND RECOURSES

You can contact our agency staff at the end of the lease or contact the agency at any time by phone, calling the number: 00223 20 22 17 16 or 00223 76 44 56 31 or 00223 76 42 22 55.

VERY USEFUL TIPS

1 YOUR RESPONSIBILITY

You commit your responsibility to us when the rented vehicle is lost or damaged, and for fines or other charges that may apply during the term of the lease.

2 DAMAGE

You should check the vehicle to make sure it is free from damage before hitting the road. You are also responsible for recording the smallest gap in the vehicle status form. This will avoid disputes about possible damage at the time of restitution.

WARNING

You should not use the rental vehicle including:

- For rent to a third party;
- For transportation of persons for compensation;
- For the transport of a number of people higher than that stated on the registration form of the vehicle;
- To participate in rallies, competitions or trials, regardless of the place;
- To give driving lessons;
- To push or pull another vehicle;
- To commit an intentional offense..

You benefit during the term of your lease agreed upon with **Europcar Mali** at no extra charge from a minimum service of road assistance, related to the use of the vehicle in case of mechanical breakdown only.

3 INSURANCE & GUARANTEES

Read your lease in order to understand what your obligations are in connection with your use of the vehicle and keep in mind that insurance and any applicable warranties will be null and void in the event of your failure to comply with your contractual obligations.

4 OPTIONAL EQUIPMENT

The lease contains a list of optional equipment that you may have chosen, such as baby or child seats, a telephone, indicating the total cost including all charges for the agreed rental period.

5 REQUIRED FEES

The agreed upon car rental price is shown on a weekly or daily basis and includes the mandatory liability insurance and possibly mileage. An estimate of the mileage can also be included in your rental price. Charges may apply for exceeding the estimate. Local Supplement included at the airport and bus stations to reflect the higher cost of services in such places.

6 FUEL

The fuel is not included in the price of your car rental. Your rental vehicle will be delivered to you with a full tank and you should return it to us with a full tank. It is your responsibility to decide how you want to pay for the fuel that you use during your car rental. If you have any questions, please contact our rental counter when picking up the vehicle.

7 USE OF THE VEHICLE

Local road fees, tolls: you are responsible to pay all local fees and road tolls required during your car rental. Penalty for breach of the Highway Code or parking violation, flat rate for fines, standard fees will be charged to you in order to cover the damage due to the offense, in particular, administrative procedures related to communication with your contact information to the competent authorities.

8 RETURN EARLY / LATE

a) Early return

It applies if you have not paid in advance the cost of your car rental which you have committed to a certain length of car rental and have returned the vehicle in advance. You will pay only for the days of use, but we reserve the right to charge such fees in compensation for the fact that we cannot rent the vehicle to someone else for the rest of the period which you have committed to rent it.

b) Late return

In addition to the application of additional rental days for late return, we reserve the right to apply a fee that will offset the costs that we had to endure to find another vehicle to rent to honor another lease than yours and we can also increase the management fees incurred by restitution claims that we have addressed to you. All estimated expenses of your car rental are based on our current rates and their final total amount will be calculated at the end of the rental.

CANCELLATION AND NO COVERAGE OF THE VEHICLE

All cancellations must be made by mail to our address europcarmali1@gmail.com and take effect on the date and time the cancellation was recorded in the computer system. The confirmation of the cancellation will be sent to the customer by email.

The rental amount covered by the advance payment will be refunded less a cancellation fee calculated according to the following scale:

- More than 31 days before departure: no fees
- 31 to 8 days before departure date: 20% of rental amount
- From 7 days to 2 days before the departure date: 30% of rental amount
- Less than 2 days before the departure date: 50% of rental amount

For any information please contact our rental counter at the Airport ‘President Modibo KEITA’ of Bamako, SENOU: 00223 76 44 56 31/75 45 76 10/00223 66 14 34 73 or downtown in the building DIAM LY SOW, Avenue Modibo Keita 00223 20 22 17 16/00223 76 44 56 31/00223 76 42 22 55 00223 76 41 25 29 for further information.

The Direction of Europcar Mali