



Palmas del Mar  
Anchor's Village Marina  
Humacao, Puerto Rico  
+1 787-244-0041  
[www.utvrentalpr.com](http://www.utvrentalpr.com)

## BOOKING POLICY

### I. TERMS AND CONDITIONS

1. The office hours are from **9:00 a.m. to 5:30 p.m.** Our staff will not be able to assist you immediately outside of those hours.
2. Our schedules are in local time (Puerto Rico). We are not responsible for any confusion or changes in schedules of other means of transportation.
3. The prices are based on the local currency (USD) and may vary without prior notice. They do not include taxes or the mandatory insurance for each vehicle.
4. We offer complimentary transportation from 9:30 a.m. to 5:00 p.m. from anywhere in Palmas del Mar to our facilities. To streamline the dispatch process and ensure everyone gets their vehicle as quickly as possible, **we only transport the main driver due to limited passenger capacity.** The customer must contact the office to arrange their pickup. For those with time constraints, we highly recommend opting for private transportation.
5. The maximum passenger capacity for golf carts is 4 or 6 persons, depending on the unit selected. Overloading any vehicle beyond its permitted capacity will result in a \$150 fine and the immediate termination of your rental agreement.
6. The rental rates are calculated based on 24-hour periods, however, the customer is responsible for specifying the time of their reservation. We do not offer credit for unused time, nor do we take responsibility for the number of hours selected by the customer in the reservation system.
7. To complete the reservation, full payment is required. Additionally, the customer must present a valid driver's license and the credit card used as the payment method in order to pick up the vehicle. Vehicles are not dispatched without the presence of the renter.
8. Rentals are only allowed for drivers over the age of 21. Units are not dispatched to drivers without a valid driver's license.
9. There must be a person over the age of 21 with a valid driver's license in each vehicle at all times.
10. **Security deposits:** Cash is not accepted, only credit cards with Visa or Mastercard logos. The amount varies:
  - a. Golf carts – \$250 per unit
  - b. Self-checkout (returns after 5:30 p.m.) – \$500 per unit
  - c. Note: If you opt to use a debit card for the security deposit, the amount will be \$500 per unit, irrespective of the model and return time.
11. The security deposit is not a charge per se; it is an amount of money available on your credit card that gets temporarily held in case of damages and/or accidents. After returning the vehicle, that amount is released automatically. However, the transaction may take several days to complete, depending on your banking institution.

12. Before dispatching a vehicle, an inspection is conducted between the customer and one of our representatives to verify its physical condition, cleanliness, fuel level, and overall functioning. Claims made after signing the report and leaving the premises will not be considered.
13. If damages or an accident occur, the client is responsible for covering all associated costs.
14. We do not accept third-party insurances to cover damages and/or accidents.
15. **Fines:** The customer will be responsible for paying parking tickets, traffic violations, or other citations received while in possession of the rented vehicle. Any tickets received after your visit, and that correspond to your reservation, will be charged to the registered credit card.
16. **Pets:** At all times, a seat cover must be used to protect the vehicle from pet hair, dirt, urine, feces, or any other potential damages caused by the animal. In the event that any of these are found in the unit, a fine of \$100 will be charged. These may cause allergic reactions, and our main goal is to ensure the comfort and safety of all customers.
17. **Cleanliness:** If a vehicle is returned excessively dirty or with wet seats, a cleaning fee of \$50 per unit will be applied. We strongly advise our clients and their guests to use towels when sitting in the vehicles after engaging in water activities.
18. Smoking is not allowed in rental vehicles. If a representative detects the smell of smoke, ashes or cigarette butts, cigarette burns, stains, or any other evidence of smoking, a fine of \$250 will be applied.
19. The customer must use the provided security cable for golf carts while their vehicle is not in use. Units that are found without this cable anywhere in Palmas del Mar may be removed by UTV Rental staff, and a fine of \$100 will be applied.
20. **Fuel:** The gasoline should be at the same level as when it was dispatched; otherwise, a charge of \$10 per ¼ of missing gasoline will be billed for golf carts, and \$15 per ¼ of missing gasoline for cars.
21. In case of lost or stolen keys, a fee of \$20 applies for the keys, and \$30 for each lost security cable.
22. **Lost registration sticker:** In case of loss, theft, removal, or mutilation of the registration sticker, the vehicle cannot be used, and a fine of \$500 will be charged. This sticker is placed on vehicles to indicate that the corresponding circulation tax has been paid and is required by law for all motor vehicles traveling on the island. This fine is not covered by the insurance.
23. UTV Rental will cover the towing service in case of a mechanical breakdown. However, if the breakdown occurs in an **unsuitable area** for vehicles, the customer will be responsible for paying a \$100 fine, plus the towing and/or extraction fee.
24. The vehicle must be returned to our facilities at the scheduled time. Abandoning the unit in another area of Palmas del Mar incurs an additional charge of \$100 per unit.
25. **Self-checkout:** Rentals with drop-off **after 5:30 p.m.** should be left in the designated area as there will be no staff available. The customer must attach the security cable to the vehicle, record a 360° video of the unit with good lighting, and then leave the keys in the UTV dropbox.
26. **Extended rentals:** The customer must request an extension of their reservation before the scheduled return time, and the approval must be confirmed via email by our staff. Extensions are subject to availability.
27. **Additional hours:** Reservations can be extended for a maximum of three (3) hours past the scheduled delivery time, and the approval must be confirmed in writing by our staff. An additional fee of \$15 per hour applies. Subject to vehicle availability.
28. **Late return:** A fine of \$40 is applied for every 15 minutes that elapse after the scheduled return time.
29. **Cancellations:** Reservations can be canceled at any time; however, the following terms will apply:
  - a. Cancellation with 7 days' notice – 100% refund
  - b. Cancellation with 3 to 6 days' notice – 50% refund
  - c. Cancellation with less than 48 hours' notice – 25% refund
  - d. Cancellation with less than 24 hours' notice – No refund

30. **No show:** In the event that the customer fails to show up to collect the vehicle or communicate with the corresponding office before the scheduled time, their reservation will be canceled, and the total amount paid will be retained.
31. **Late arrivals:** We do not offer credit for unused hours. We highly recommend that customers select a schedule that accommodates their arrival and departure time.
32. **Force majeure:** In case of natural events or circumstances beyond our control that prevent us from providing rental services, the customer may request a refund of 75% of their reservation or receive a valid credit at all UTV Rental locations.

## II. RESPONSIBILITY WAIVER

1. I acknowledge that the operation of the vehicle will be undertaken at my own risk, and UTV Rental is not responsible for any physical damages caused by the use of rental vehicles.
2. The driver must comply with all applicable motor vehicle operation laws and the regulations of the Palmas del Mar Homeowners Association (PHA).
3. Child safety seats or booster seats are not allowed in golf carts.
4. The customer agrees to indemnify, defend, and hold UTV Rental Puerto Rico and its affiliates harmless for any loss, damage, or legal action resulting from the operation of the vehicle by themselves and/or additional drivers.
5. We are not responsible for items left in the vehicle or on our premises.

## III. SCOPE OF USE

1. The rented vehicle may be used for personal purposes. It may not be subleased to any individual or business, without exceptions.
2. All units must be driven exclusively on paved roads or properly maintained paths. Under no circumstances should they be driven on the beach shoreline, steep and rocky areas, or roads unsuitable for vehicles. Violation of this rule incurs a fine of \$100 without distinction, and towing and extraction charges will be applied.
3. **Unsuitable areas for vehicles:** Considering that the vehicles are not 4x4, they cannot be driven in areas that are not suitable or prohibited by the administration of Palmas del Mar.

## IV. EMERGENCY PROTOCOL

### A. Mechanical failure (9:00 a.m. – 5:30 p.m.)

If during the use of a golf cart or rental vehicle, you hear any unusual noise, feel abnormal movement, or the unit stops working, please follow the following steps:

- Immediately contact us by phone at **+1 787-244-0041** and provide specific details about the mechanical failure along with your current location.
- Send an email to **claims@utvrentalpr.com** and include a detailed description of the failure and where it occurred. You must include photos and/or videos of the unit at the same location.
- UTV Rental will arrange your transportation to our facilities, where another vehicle will be provided to you.

## **B. Mechanical failure (5:31 p.m. – 8:59 a.m.)**

If the mechanical failure occurs outside of business hours, our staff won't be available to assist you immediately, so you should follow these steps:

- Send an email to [claims@utvrentalpr.com](mailto:claims@utvrentalpr.com) and include a detailed description of the failure and where it occurred. You must include photos and/or videos of the unit at the same location.
- You should attach the safety cable to the vehicle and leave it in the same place where the failure occurred. UTV Rental will take care of covering the corresponding towing expenses.
- Contact the Palmas del Mar security team at **+1 787-852-7775** to arrange transportation to your place of lodging.

UTV Rental will cover the towing service in the case of a mechanical failure. However, if the failure happens in an **unsuitable area** for vehicles, the customer will be responsible for paying a fine of \$100, plus the towing and/or extraction fee.

## **C. Accidents (24 hours)**

If an accident occurs while you are in a golf cart, follow these steps:

- Immediately contact local authorities by calling **+1 787-852-1224** or **9-1-1**.
- Make sure to follow the instructions of the authorities and obtain a case number.
- Notify UTV Rental by email at [claims@utvrentalpr.com](mailto:claims@utvrentalpr.com). You must include accident details, the case number, and audiovisuals of the unit.

## **V. PALMAS DEL MAR HOMEOWNERS ASSOCIATION (PHA)**

PHA will fine the renter the amounts indicated below for the first-time violation, and \$100 (or the higher amount) for any subsequent violation. If a driver and/or a golf cart are involved in a violation, the Palmas del Mar Security Department has the authority to stop the driver and retain the golf cart if necessary. In such a case, the renter must retrieve the unit from the designated security area and pay the applicable fees. All fines must be paid in full at PHA or at UTV Rental.

- Person under the age of 16 driving a vehicle – \$150
- Damaged front or rear lights – \$60
- Transporting a number of passengers exceeding the allowed limit – \$60
- Reckless driving, endangering the lives of others (including animals), driving through green areas – \$60
- Failure to stop before crossing a street or intersection – \$60
- Driving a golf cart on public roads, streets, coastal areas, or the golf course – \$150
- Driving while holding a baby or child in your lap – \$60
- Driving with a defective or no muffler – \$60
- Towing other golf carts, bicycles, or any other object – \$60
- Parking in undesignated areas – \$60
- Driving under the influence of alcohol or controlled substances is strictly prohibited. Offenders will be detained and referred to local authorities for appropriate actions in accordance with the laws of Puerto Rico.

**I understand and accept the Booking Policy of UTV Rental Puerto Rico and the regulations of PHA as a primary condition to receive their services.**