

## BOOKING POLICY

We understand the importance of transparency and clear communication, which is why we urge all our clients to familiarize themselves with our policies. By doing so, you will have all the necessary information to make informed decisions and avoid surprises.

### I. TERMS AND CONDITIONS

1. The office hours are from **6:30 a.m. to 5:00 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 6:30 a.m. to 4:30 p.m. To streamline the dispatch process and ensure that everyone receives their vehicle as quickly as possible, we transport only the primary driver due to limited passenger capacity. Likewise, please be attentive and ready to locate the complimentary shuttle upon arrival at the dock. Our official vehicle makes multiple stops throughout the day, including the airport, the dock, and our facilities. As a result, pick-up times at the dock will depend on the Ferry's arrival schedule. Our shuttles operate for all ferry arrivals within the established service hours. For airport pick-ups, arrangements must be coordinated with our staff, as we do not go to the airport for every flight. For those with time constraints, we strongly recommend opting for private transportation (taxi). If you wish to bring with you your entire family to our facilities, you must select the private transportation (taxi) due to the shuttle's limited capacity. Travel to the islands can be "peculiar," as many tourists tend to arrive at the same time, so we kindly ask for your patience during the process. Please remember that for your return, the driver must first drop passengers off at the dock or airport in advance, then return the vehicle so our staff can transport you and other drivers accordingly.
5. The maximum passenger capacity for golf carts is 4 persons. Overloading the vehicle beyond its permitted capacity will result in a \$150 fine and the termination of your contract.
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. The insurance for **golf carts** costs \$15 per unit, every 24 hours. The following deductibles apply:
  - a. \$25 – Damages valued between \$50 to \$100
  - b. \$50 – Damages valued between \$101 to \$249
  - c. \$200 – Damages valued between \$250 to \$999
  - d. \$500 – Damages valued from \$1,000 and above, including theft cases.
  - e. **Note:** Charges below \$50 are not covered by the insurance (keys, security cables, gasoline, among others).
11. **Security deposits:** Cash is not accepted, only credit cards with Visa or Mastercard logos. The amount varies:
  - a. Golf carts – \$100 per unit
  - b. Self-checkout (returns after 5:00 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.
12. 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.
13. 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.
14. **Public Liability Insurance:** In the event of an accident due to negligence, the customer will be responsible for a \$500 deductible to cover damages to third-party property or bodily injuries, both within and outside of UTV Rental facilities. This insurance does not cover medical expenses for the customer and/or their passengers, nor damages to the rented vehicle.
15. We do not accept third-party insurances to cover damages and/or accidents.
16. The mandatory insurance does not cover fines, penalties, or additional charges.
17. **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.
18. **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.
19. **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.
20. 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.
21. 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 on the island may be removed by UTV Rental staff, and a fine of \$100 will be applied.
22. **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.
23. In case of lost or stolen keys, a fee of \$20 applies for the keys, and \$30 for each lost security cable.

24. **Lost registration sticker:** In the event that the windshield is broken and the customer does not bring back the piece with the registration sticker attached, the vehicle cannot be used, and an **additional charge of \$500** will be billed on top of the deductible for the broken piece. This sticker is placed on vehicles to indicate that the corresponding circulation tax has been paid, and it is required by law for all motor vehicles that circulate on the island.
25. The vehicle must be returned to our facilities at the scheduled time. Abandoning the unit outside or in another area of the island incurs an additional charge of \$100 per unit. We recommend returning the vehicle one (1) hour before your flight or ferry departure. We are not responsible for missed trips.
26. **Self-checkout:** Rentals with a drop-off between **5:00 p.m. and 8:00 p.m.** must be left in the designated areas, 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.
27. **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.
28. **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.
29. **Late return:** A fine of \$40 is applied for every 15 minutes that elapse after the scheduled return time.
30. **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 applies
31. **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.
32. **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.
33. **Force majeure:** In case of natural events or circumstances beyond our control, such as the cancellation of air or sea travel to the islands, which 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 laws related to the operation of motor vehicles.
3. The use of seat belts is mandatory for all passengers.
4. The minimum height to use the golf carts is 4' 9" (145 cm). For safety reasons, individuals must keep their feet firmly on the ground while the vehicle is in motion. We reserve the right to rent to groups where not all occupants meet the minimum height requirement.
5. Child safety seats or booster seats are not allowed in golf carts.

6. 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.
7. 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 such as Zoni Beach, Resaca Beach, Punta Soldado Beach, Dátiles Beach, La Romana, Loma, El Muellecito, and Villas Aleli. Other areas that are not suitable for driving may also apply.

### IV. EMERGENCY PROTOCOL

#### A. Mechanical failure (7:00 a.m. – 5:00 p.m.)

If you notice any unusual noise, experience abnormal movement, or if the unit stops working while using a golf cart or rental vehicle, please follow these steps:

- Immediately contact us by phone at **+1 787-525-5456** or **+1 787-980-9986** 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 (5:01 p.m. – 7:59 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** 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 call **Xavier Santiago** at **+1 787-909-9355** to coordinate your transportation to your lodging and/or departure location. UTV Rental will take care of covering the corresponding expenses.

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)**

In case of an accident, follow these steps:

- Immediately contact local authorities by calling **+1 787-742-3501** 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**. You must include accident details, the case number, and audiovisuals of the unit.

**I understand and accept UTV Rental Puerto Rico's Reservation Policy as the main condition for receiving their services.**