

# Hanco Online Reservations Terms and Conditions

Your booking is accepted subject to the terms and conditions stated below. By placing a booking with Hanco, you agree to the following terms and conditions:

## Prepay Rules

1. Your credit or debit card will be charged upon reservation confirmation. Method of prepayment toward your rental may not be changed after confirmation.
2. Debit cards are not accepted at some Hanco locations and are not a recommended form of prepayment.
3. Prepaid reservations are only offered at participating locations.
4. Retain your reservation confirmation number as it is necessary for modification, cancellation or no-show refund requests. Changes to your prepay reservation must be made on MyHanco.com or at the rental counter at any of the participating outlets. At time of change, current rates, taxes and transaction fees apply.
5. There is no fee for making the following changes: car category type, options (GPS, protections, etc.), and rental period dates/times. To change to a non-participating location or one outside of the original pick-up city, you must cancel your original reservation (with applicable cancellation fee) and re-book at then current rates.
6. Non-permissible changes include: method of prepayment; name on reservation; changing your pick-up to a non-participating prepay location. If you still wish to make these changes, you must cancel your original prepay reservation with applicable cancellation fee and re-book at then current rates;
7. If you need to cancel at least 24 hours prior to your scheduled pick up time then free refund, if you cancel within 24 hours to your schedule pick up time then refund less a **full one day rental charge as** cancellation fee. To cancel and request a refund, you must submit a request on MyHanco.com or by calling at our customer care number (+966) 92001-15-01 at any time before 6 hours of your scheduled pick up time by entering the reservation number and last name into the appropriate fields on the View/Modify/Cancel page. Once the reservation is displayed, click the "cancel" link and continue through the process to submit the refund request. Additionally, you may also cancel and request a refund by calling (+966) 92001-15-01 and providing the reservation number and name on reservation. Refund (prepaid amount minus the cancellation fee) will be issued to the card that you prepaid with.
8. If you cancel your reservation within 24 hours of your scheduled pick up time, or if you fail to pick up the rental vehicle, you may request a refund less a full one day rental charge as no show fee. To request a refund, you must fulfill a request on MyHanco.com or by visiting any of our preferred outlets, by providing the reservation number and last name into the appropriate fields on the View/Modify/Cancel page. Once the reservation is displayed, click on the "request a refund" link and continue through the process to submit the refund request. Additionally, you may also request a refund by calling (+966) 92001-15-01 and providing the reservation number and name on reservation. Refund (prepaid amount minus the No-Show fee) will be issued to the card that you prepaid with.
9. All refund requests must be submitted within six months of the scheduled rental pick up date. No refunds will be granted after this six month window.
10. Your quoted rental rate is based on the exact parameters (locations, dated, etc.) of your particular rental - changing your confirmed reservation parameters could result in a different rate.
11. At time of rental pick-up, location rental qualification rules apply. The name on all rental credentials (license and ID) must match the name on the reservation. If the names do not match, it is deemed a non-permissible change to your prepay reservation and must follow procedures to cancel and re-book at then current rates (with applicable cancellation or no-show fees)

12. Please review the terms and conditions on our confirmation page regarding credit card acceptance at the location. To release the car to you at time of pick-up all rental terms and conditions must be met, regardless of your original prepayment.
13. Your total rental rate is calculated based on the information provided at time of reservation.
14. Vehicles are rented on a daily (24-hour) basis. There is a 3 hours grace period for returns. After 3 hours late, per hour charges would be applicable. After 6 hours late, full-day late charges. There is no grace period for rental fees, surcharges and optional equipment or protections charges, so full-day late charges will apply for these items.
15. Hanco accepts most major credit cards as credit identification at the time of rental.
16. Gift Cards (Hanco or any other) are not allowed on prepay reservations.
17. Most locations in KSA (Kingdom of Saudi Arabia) also accept bank debit cards with the Visa or MasterCard logo as credit identification at the time of rental if you are at least 23 years of age. In most cases, KSA (Kingdom of Saudi Arabia) locations will perform a credit check for debit card renters to determine credit worthiness at the time of rental. The renter must meet Hanco' minimum criteria in order to rent.
18. Upon paying your rental with a Credit Card using the pre-authorized payment method, Hanco will generally request an authorization hold against your account for the estimated charges of the rental but reserves the right in its sole discretion, to request extra value based on certain factors as we deem appropriate. Some exceptions may apply. **THESE FUNDS WILL NOT BE AVAILABLE FOR YOUR USE.**
19. When the rental is over we will process the reversal but the bank may take time to post it back to the account - unless you already paid toward your rental, in which case the hold will be only \$100 USD. While this hold is in place, the funds will not be available for your use.
20. Underpayments will be handled at the counter at time of rental return, and overpayments will be refunded after the rental agreement is closed. Unfortunately, we cannot promise that your prepaid daily car rate will apply if you change car types, lengthen or shorten your rental period or change your pick up location.
21. Upon returning the vehicle, Hanco will process a release of the unused portion of the hold subject to your bank's procedure. This hold may take up to two weeks to be released by your bank.
22. If you have already paid toward your rental using a debit card we will reverse any hold when the rental is over. The bank, however, may take time to post it back to your account. While this hold is in place, the funds will not be available for your use.
23. At time of pick up, driver must present a valid, driver's license along with your ID/Iqama/passport and credit or debit card in the driver's name. If the driver's license is not KSA issued, you must present your international driver's license along with the passport and visa in the driver's name.
24. Positive identification in addition to your driver's license may be required.
25. Extensions or late returns result in additional charges.
26. Rather than requiring customers to be 25 to rent, Hanco now rents to customers between the ages of 23-25 with a valid driver's license.

## Liability:

Hanco has no liability for any loss or damage

## Amendments:

Any amendments to your booking after confirmation can only be accepted subject to availability. Hanco reserves the right to charge an amendment fee in respect of any change to your booking, in addition to any other applicable charges in relation to the amendment.

### Less than 6 hours before booking time:

Hanco will attempt to accommodate the change. If Hanco cannot reallocate that booking then Hanco reserves the right to refuse and cancel the amended booking and cancellation fees in accordance with the Cancellation Policy outlined below will apply.

Changes to pick up times are requested to be made with a minimum 2 hours' notice.

### Cancellation Policy:

In an event that you cancel your booking, Hanco reserves the right to charge a cancellation fee for bookings as follows:

Description	Free	25% Charge	50% Charge	100% Charge
General Transfers	24 hours	12 hours	6 hours	2 hours
Airport Arrivals	24 hours	12 hours	6 hours	2 hours
As Directed Hourly Hiring	Not Applicable	48 hours	24 hours	12 hours
Special Occasions	Not Applicable	72 hours	48 hours	24 hours

### No-Show Policy:

For all transfers, a full 100% cancellation fee will be charged in the event of a "no show".

### Hanco – Limo & Chauffer Service;

#### Cannot Find Driver at Pickup Point:

Please have your contact mobile on to receive a call from assigned driver. If a customer cannot locate the driver at the pre-determined pickup point, the customer must not leave that point before calling Hanco call center Number (+966) 92001-15-01. Hanco will attempt to connect the customer with the allocated driver or make alternate arrangements. If the customer leaves the pickup point without calling, the customer will be liable to pay the full trip cost.

#### Customer No Show after Authorized Waiting Time:

If a customer has authorized and agreed to pay a waiting fee prior to pick up, the driver will wait up to 1 hour in addition to the agreed waiting time. If at the end of this waiting time allocated driver have not made contact with the customer then Hanco will attempt to contact the customer on the customer's designated contact number, depending on the nature of the Service booked. If such contact does not result in prompt pickup of the customer, then Hanco will release the vehicle and driver from the relevant booking and customer will be liable for the full trip cost plus the waiting time.

#### Waiting Time and Charges:

Each scheduled pickup includes courtesy waiting period as outlined below:

- 10 minutes for regular pickups from residential, office locations etc.
- 25 minutes for Domestic Airport pickups from actual flight arrival time
- 45 minutes for International Airport pickups from actual flight arrival time

#### Waiting time charges:

- Sedan bookings: Sr. 50 Per 30 minutes
- SUV Bookings: Sr. 100 Per 30 minutes
- Business Class Booking: SR. 200 per 30 minutes

### Other vehicles upon request:

The Customer expressly consents to such amounts being added to the cost of the Service, and undertakes to pay all such amounts and authorize Hanco to charge fees for waiting time to the nominated credit card in addition to the agreed price of the relevant Service.

### Airport Arrival Waiting Time:

Hanco provides 25 minutes free waiting time for Domestic Arrivals and 45 minutes for International arrivals. The driver will wait a further 10 minutes for domestic arrivals and a further 30 minutes for international arrivals before considering the booking a "no show". You are required to contact us by phone if extra waiting time is required as charges may apply.

### Flight Arrival Times:

Hanco monitors all flight arrival times to ensure that your chauffeur is at airport/terminal when you disembark. Regardless of how long your flight is delayed, normal waiting periods commence from actual flight arrival time, not scheduled arrival time.

### Point to Point Transfers:

Hanco provides 10 minutes free waiting time. Chauffeur will wait a further 15 minutes before considering the booking a "No Show". You are required to contact us by phone if extra waiting time is required as charges may apply.

### Peak Demand:

For bookings in special days like Ramadan and Hajj premium rates will apply. Pricing for Special Events such as Parties, Wedding ceremonies or any other special events will be provided on request.

### Payment Methods:

Hanco accepts Visa and MasterCard. Any additional charges incurred will be charged to the credit card or cash on completion of the transfer/booking. Cardholders might be requested for an additional authentication password (called VBV or Secure Code password) which s/he should refer to his/her card issuing bank to get further information about if s/he doesn't have it already. The details required are Card Number, Expiry Date and Verification Number. (You may call us if you do not wish to convey details via email – our operations phone number will be advised by email after we receive your booking request).

### Child Restraints:

Hanco will provide standard child restraints for children 0-7 years on request. Hanco can provide a child seat for an additional fee of Sr. 50 per seat. These must be pre-booked and the age or weight of the child must be specified at the time of booking.

### Special Events:

Special events (including group travelling to Makkah and Madinah, sporting events and touring to different picnic spots, Bahrain etc.) are associated with a high demand for all ground transport. Hanco takes that as a binding commitment, which may mean rejecting bookings by others, requiring ground transport for the same special event. All such bookings must be secured with a valid credit card. Bookings cancelled within 24 hours attract a 100% cancellation Fee.

### Unforeseen Circumstances:

Hanco cannot assume responsibility for any unexpected circumstances beyond our control such as traffic, road and weather conditions, vehicle breakdown etc. Should there be a vehicle breakdown or mishap rendering the reserved vehicle out of commission we reserve the right to substitute the vehicle/s. We will make every effort to supply a similar vehicle.

## Lost Property:

Hanco assumes no responsibility for lost or damaged baggage, personal belongings or items left in the vehicle. Hanco will use reasonable endeavors to return lost property left in vehicles to customers. If the driver is requested to deliver an item found after a trip, Hanco will contact the customer to arrange delivery to an agreed location. Applicable trip charges will apply for all such deliveries.

## Food & Smoking:

Food and smoking are not to be consumed on any vehicle without prior approval.

## Termination of Reservation:

Hanco reserve the right to immediately cancel any reservation without refund if the Chauffeur feels that the passenger placing the Chauffeur, passengers or limousine in danger. If the passenger is in the possession of any illegal material and/or substance, the service will be cancelled without refund. This is without exception.

## Privacy:

Hanco is committed to protecting customer's privacy. We will not disclose any information that identifies you to a third party without your prior approval. We may use the information we collect to periodically notify you about new services or special offers we think you'll find valuable.