

Terms & Conditions



By confirming a booking with RentKA, the customer agrees to the following terms:

1. Role of RentKA

RentKA operates as a **booking and coordination platform** connecting customers with independent vehicle service providers ("Vendors").

RentKA:

- Does not own the vehicles (unless specifically stated)
- Does not employ drivers of third-party vendors
- Acts as facilitator for booking, communication, and payment processing

Operational responsibility remains with the assigned Vendor.

2. Booking Confirmation

A booking is considered confirmed only when:

- Customer receives written confirmation (WhatsApp / SMS / Email)
- Advance payment (if required) is received
- Vendor availability is confirmed

RentKA reserves the right to decline or cancel bookings due to:

- Non-availability
- Safety concerns

- Incomplete customer documentation
 - Suspicious or fraudulent activity
-

3. Pricing & Payment

Final booking price may include:

- Vendor base rate
- Platform service fee
- Fuel (if applicable)
- Toll / parking charges
- Extra hour / extra KM charges

RentKA reserves the right to:

- Apply promotional discounts
- Adjust platform service fees
- Modify pricing for peak dates or seasonal demand

All payments must be made through:

- Bank transfer
- Online transfer
- Approved payment method

Cash payments directly to drivers are discouraged unless pre-approved.

4. Fuel Policy (For Chauffeur Services)

Fuel is handled as per booking agreement:

- Per KM basis, OR
- Level-to-level basis (fuel tank returned at same level)

Customer is responsible for:

- Extra fuel consumption beyond agreed limits
 - Extended route changes
-

5. Customer Responsibilities

Customer must:

- Provide valid CNIC / identification if requested
- Provide accurate pickup/drop location
- Be available at agreed time
- Treat vehicle respectfully
- Ensure passengers follow traffic and safety laws

Prohibited use includes:

- Smoking inside vehicle (unless allowed)
- Carrying illegal substances
- Overloading beyond legal passenger limit
- Reckless or unsafe behavior

Any violation may result in immediate trip termination without refund.

6. Delays & Extra Usage

If customer:

- Delays pickup beyond agreed time
- Extends trip duration
- Changes route significantly

Additional charges will apply based on rate card.

Waiting beyond 30 minutes without prior notice may result in cancellation charges.

7. Cancellation & Refund Policy

Customer cancellations:

- 24+ hours before booking: Full refund (minus processing fee if applicable)
- 12–24 hours before booking: Partial refund
- Less than 12 hours / No-show: No refund

Refund timeline: 3–7 working days (depending on payment method)

Peak events, weddings, and seasonal bookings may have stricter cancellation terms.

Same-Day / Urgent Bookings (Pickup Within 12 Hours)

Bookings made for pickup within 12 hours are considered urgent bookings due to immediate vendor allocation and operational blocking.

- Free cancellation allowed within 30 minutes of booking, provided the vehicle has not yet been confirmed/allocated
- Once vehicle/vendor confirmation is completed → Booking becomes non-refundable
- One-time rescheduling allowed with minimum 6 hours' notice, subject to availability
- No-shows are strictly non-refundable

Due to the nature of urgent allocations, same-day bookings are prioritized and protected from cancellation abuse.

8. Replacement Policy

In case of:

- Breakdown
- Accident
- Driver emergency

Vendor will arrange replacement vehicle.

If replacement:

- Same category → No extra charge
- Higher category → No additional charge
- Lower category → Price adjustment may apply

If replacement cannot be arranged, customer will receive refund proportional to unused service.

9. Damage & Liability

Customer is responsible for:

- Intentional damage
- Interior damage (spills, burns, stains)
- Excessive cleaning requirements
- Damage caused by passengers

Charges will be assessed based on actual repair cost.

10. Traffic Fines & Violations

If any traffic fine or penalty occurs due to:

- Customer instruction to violate traffic law
- Passenger misconduct

Customer may be held financially responsible. Vendor remains responsible for driver negligence.

11. Accident & Force Majeure

In case of accident:

- Vendor handles insurance & legal procedures
- RentKA assists in coordination

RentKA is not liable for:

- Road accidents
 - Traffic delays
 - Weather disruptions
 - Government restrictions
 - Political unrest
 - Natural disasters
-

12. Limitation of Liability

RentKA's total liability (if any) shall not exceed the amount paid for the specific booking.

RentKA is not responsible for:

- Loss of personal belongings
 - Missed flights due to traffic delays
 - Vendor operational failures
 - Driver misconduct
-

13. No Direct Bypass

Customers agree not to:

- Directly rebook vendors introduced via RentKA to avoid platform fees

Future bookings must be processed through RentKA.

14. Amendments

RentKA may update these terms at any time. Updated terms apply to new bookings.

