

13 OCTOBER 2026

Vehicle Rental Terms and Conditions

These Terms & Conditions apply to vehicle reservations & rentals supplied by Sierra Rent A Car under the Rentmotors brand in Kenya. They are intended to be read together with the individual Rental Agreement signed by the customer.

01 General Provisions And Acceptance

For the purposes of these Terms, **"Rental Company"** means Sierra Rent A Car; **"Renter"** means the customer named in the Rental Agreement; and **"Vehicle"** means the vehicle supplied under that agreement.

This Terms & Conditions document is a part of the Rental Agreement when referenced by its QR code or public link. By signing the designated acceptance field beside the QR code on the Rental Agreement, or by signing the acknowledgement on a printed copy of these Terms, the Renter confirms that these Terms were made available before signing and agrees to be bound by the version available at the time of signature. The Rental Agreement records the applicable vehicle, rental period, rental price, security deposit, excess and any selected additional services.

Any use of the Vehicle in breach of these Terms & Conditions may result in the Renter being liable for resulting losses and charges, subject to applicable law.

02 Required Documents And Driver Eligibility

At collection, the Renter must provide **a valid passport** and **a valid driving licence**. The required age is 21 to 65 years, with at least 3 years of driving experience.

A foreign-issued national driving licence must be in English or accompanied by an International Driving Permit (IDP). Where a licence is not in English and is not accompanied by an IDP, an official English translation may be required.

03 Authorised Drivers And Vehicle Condition

The Vehicle may be driven only by the Renter and any additional drivers authorised and recorded in the Rental Agreement.

The Renter should inspect the Vehicle at collection and ensure that any existing visible damage is recorded in the vehicle condition report. The condition of the Vehicle at return will be compared with the recorded condition at collection.

04 Rental Period, Late Return And No-Show

The agreed collection and return dates and times are those recorded in the Rental Agreement. If the Vehicle is returned more than 59 minutes after the agreed end of the rental, one additional rental day will be charged.

Any request to extend the rental period must be agreed with the Rental Company. A no-show charge equivalent to two rental days may apply when the customer fails to collect the booked Vehicle.

05 Methods Of Payment And Security Deposit

Accepted payment methods are **Visa, Mastercard or American Express credit/debit cards**, bank transfer and cash.

Where a security deposit is required, it may be provided by a credit or debit card in the main driver's name or by cash. For card deposits, the amount is taken as a pre-authorisation at the start of the rental and is ordinarily released by the bank within **21 to 30 days**, depending on the bank's procedures.

No security deposit is required where Full Coverage has been purchased.

06 Basic Damage and Theft Liability (CDW & TP)

Basic rental rates include the option to limit the Renter's maximum liability for Vehicle damage or theft through **CDW (Collision Damage Waiver)** and **TP (Theft Protection)**. The applicable damage or theft **excess depends on the vehicle category** and is specified in Rental Agreement.

This limitation applies only when the Renter provides the required official traffic-police documents or certificates evidencing the damage, accident or theft. In the event of theft, the Vehicle keys and documents must also be returned to the Rental Company.

Where the required documents are not provided, the Renter is responsible for the full actual loss, including repair costs or, in the case of theft, the value of the Vehicle. If official traffic-police documents establish that another party was at fault in a collision, the excess is waived.

07 Optional Coverage and Excess Reduction

Full Coverage is an optional product comprising **SCDW (Super Collision Damage Waiver)** and **STP (Super Theft Protection)**. It reduces the Renter's financial liability for Vehicle damage or theft to zero. **Official traffic-police report** is required to apply any kind of coverage products.

Glass and Tire Insurance (GT) is an optional product that reduces the Renter's financial liability for damage to the Vehicle's glass components and tyres to zero.

08 Accidents, Damage, Theft And Reporting

If the Vehicle is involved in an accident, is damaged or is stolen, the Renter must notify the Rental Company promptly and obtain the required official police or traffic-police documentation for the incident.

The Renter must retain and return the Vehicle keys and documents in the event of theft. Keys and documents must not be left unattended inside the Vehicle. Failure to provide the required documentation affects the liability limitation and additional coverage as set out in Sections 6 and 7.

09 Loss Of Use

If an accident or other damage caused by the Renter requires the Vehicle to be repaired, an additional Loss of Use fee equivalent to five days' rental will apply.

10 Fuel Policy

The fuel policy is **"Same to Same"**. The Vehicle must be returned with the same fuel level as at collection. If the level is lower, the missing fuel will be charged at the current petrol-station price, together with a fixed **USD 25 refuelling service fee**.

11 Mileage And Vehicle Cleaning

Unlimited mileage is included in rentals in Kenya.

Vehicles are supplied clean and must be returned clean. If the Vehicle is returned unclean, a **USD 50 car-wash fee** will apply.

12 Driving Territory And Cross-Border Travel

Travel from Kenya into **Tanzania or Uganda** is permitted only with the Rental Company's **prior approval** and **advance payment of the cross-border fees**. No permission to enter another country is granted by these Terms.

Off-road driving in national parks is prohibited.

13 Prohibited Vehicle Use

The Renter must not: (a) drive off public roads, on rough terrain, through water obstacles or in forests; (b) use the Vehicle for the Renter's or a third party's business activities, including taxi services; (c) sublease the Vehicle or transfer its possession to an unauthorised third party; (d) dismantle or repair the Vehicle, modify its design or install additional equipment; or (e) drive under the influence of alcohol, drugs or toxic substances.

The Renter is responsible for losses arising from prohibited use as provided by the Rental Agreement and applicable law.

14 Additional Services And Charges

Additional services may include child seats, delivery and collection at an address, out-of-hours collection and other services offered by the Rental Company. Availability and prices for services without fixed fees below are confirmed during booking or collection.

15 Traffic Fines and Processing Fee

The Renter remains responsible for traffic offences and fines incurred during the rental period. A **USD 50 police-fine processing fee** applies when a fine is processed by the Rental Company.

16 Vehicle Return and Completion Of Rental

At the end of the agreed rental period, the Renter must return the Vehicle together with its keys and documents. Any damage, missing fuel, cleaning charges, late-return charges, fines or other applicable charges will be assessed in accordance with these Terms & Conditions and the Rental Agreement.

Returning the Vehicle does not remove an obligation to settle charges or liabilities arising during the rental period that are identified or notified afterwards.

17 Applicable Law And Dispute Resolution

These Terms and the Rental Agreement are governed by the laws of Kenya. Any dispute arising from them shall be submitted to the competent courts of Kenya, subject to any mandatory legal requirements.

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