

Palmetto Exotic Rental Cars

Rental Policies

Requirements / Age Limit

Vehicles are available to drivers over the age of 25 with clean driving records (no major moving violations, DUI convictions, or similar infractions). Unfortunately, we cannot rent any vehicles to drivers under the age of 25.

All renters must be physically present at the start of the rental. Unfortunately, we do not allow 3rd parties to pick up vehicles and our employees must physically hand the keys over to the person who will be driving.

Insurance

All renters must carry their own personal **FULL COVERAGE** insurance to cover damages to the rental vehicles, other driver's vehicle's, any bodily injury to a person or persons and any private property. Any insurance will be verified prior to rental and verified the day of the rental

Damage Deposit

All renters must leave a damage deposit in the form of a credit card authorization, cashier's check, or cash. Any damage found on the vehicle upon return will be billed against this deposit. The amount of this deposit will vary depending on the vehicle being rented and your type of insurance, but usually will be 5k.

This deposit is fully refundable following the completion of the rental. If you are using an American Express card for the deposit, it is run as an "authorization only" (no actual charge). If you are using a Visa, Mastercard or Discover card, this deposit is run as a charge which is then reversed following the completion of the rental.

Cancellation Policy

When you make an official reservation, we will charge your credit card immediately \$500. This allows you to reserve the rental on your specific time and date. This \$500 charge is taken off the cost of your final rental price. So if the final rental cost was \$1000, you would be charged \$500 for the reservation and \$500 at the time you pick up the vehicle.

If you cancel or reschedule less than 7 days before your rental (or are a no-show at the time of rental), you will be charged a cancellation fee of 100% of the total rental cost.

Please understand that there are no exceptions to this cancellation policy.

MVR

We reserve the right to run an MVR (Motor Vehicle Record) report on all renters prior to the start of the rental in order to verify a valid Driver's License.

Delivery / Pick-up

You may choose to pick up / return your vehicle to our office location or have it delivered directly to your home, office, hotel, airport, or other location. Door-to-door delivery is available for a small additional fee depending on the distance traveled.

Please note: All pick-up & delivery arrangements must be confirmed at least 24 hours in advance in order to guarantee on-time service. Any changes to pick-up or delivery times/locations with less than 24 hours notice may incur an additional transportation fee.

Return Times

We are very flexible about vehicle return times - i.e. we're not sticklers about a 2 day rental being exactly

48 hours. But once we have made a return appointment, we need to stick to it. There will be a 1-hour grace period with your scheduled return time, after which you may be subject to additional daily rental fees.

(Our dedicated delivery team works very hard and very long hours 7 days a week, and if one of them is waiting around for 2, 3, or 4+ hours because of a missed return appointment, it throws off the entire schedule.)

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Weather Policy

Unfortunately we cannot control the weather, that means, as per the cancellation policy above, we cannot offer refunds or rescheduling if the skies decide not to play nice.

However, if there is a weather condition on a particular day that might make driving dangerous (i.e. snow, ice, hurricane, tornado, etc.) and you do not actually use your vehicle on that day, we may (at our discretion) offer you an extension on your rental or credit on a future rental.

For example, if you rent a car Fri - Sun, it snows on Sun, and the car remains parked in your garage, you may be able to extend your rental through Monday for no additional charge. If you've got a question about this policy, just give us a call and we'll work with you.

Payment Methods

VISA, Mastercard, American Express and Discover are the preferred method of payment for rental fees and damage deposits. In certain cases, cashier's checks or cash may be accepted if pre-arranged. Personal & business checks are not accepted.

Fuel

Vehicles are delivered to you with a full tank of gas and can be returned full, empty, or anywhere in between.

However, when you do gas up, all vehicles must be refueled with Premium grade (93+ octane) gasoline. There is a \$350 fee for filling up with a lesser grade. A receipt must be produced if you put gas in the vehicle showing that it was 93 octane.

Refunds

We do not offer refunds for vehicle rentals or gift certificates. However, our goal is total satisfaction for our renters, so in certain situations we may offer credit for additional rental days (i.e. weather, see above). This is solely at our discretion.

In the event of an unforeseen mechanical failure during or prior to a rental, we will make every effort to

repair or replace your vehicle with a similar or better model at no additional cost to you.

Driving Area

Vehicles rented must not be driven outside of South Carolina

Prohibited Uses

Our rental vehicles may not be used:

- by anyone not licensed to drive or whose Driver's License has been suspended or restricted
- for any illegal purpose or in connection with any illegal activity
- to carry persons or property for hire
- to push or tow anything
- to exceed any posted speed limits
- in any speed test, speed contest, race, rally, speed endurance contest, demonstration, or on or near any racetrack or road course (we're serious about this -- no insurance company on earth will cover the car while on the track, and that means we're both on the hook for a LOT of money)
- to teach anyone to drive
- on any unpaved surface

In the event of a violation of these Prohibited Uses, we reserve the right to end your rental and retrieve the vehicle.

Tickets

The renter is responsible for all parking, traffic, speeding or other tickets or violations issued while the vehicle is being rented and must pay for any fees, penalties, towing charges, or impound costs.

Mileage

Daily and weekend rentals include 100 miles free per day and weekly rentals include 700 miles free, unless stated otherwise. Each additional mile driven will be subject to a charge at the stated mileage rate.

Vehicles driven more than double the allotted rental mileage will be subject to an additional surcharge