



Terms & Conditions for Car Rental

1. Rates

Rates are for a minimum of 24 hours rental. Additional hours will be calculated at one sixth of the daily rate, per hour up to a maximum of 5 hours. Rates include unlimited mileage. All rates are quoted in local currency and is based on 24 hours rental. Special monthly rates are available.

2. Collision damage Waiver (CDW)

Vehicle insurance carries an Excess of RM1500 for each and every accident involving damage to rented vehicle and which will be borne by hirer. This may be partially waived off by optional purchase of CDW. Without purchase CDW, every damage of the vehicle will be borne by hirer with unlimited cost.

3. Terms of Payment

A Deposit of RM100 is required for all online bookings. The balance due is payable upon collection of car.

4. Fuel

Petrol/diesel is excluded in the rates. Vehicles are rented with full tank and shall be returned with full tank or refilling will be at renter's expenses based on our estimated cost.

5. Extension of Rental

Should the renter wish to extend the rental, it is important that the renting station be advised at least 5 hours in advance with the required additional rental paid, in order to facilitate the extension of the insurance coverage.

6. Parking, Toll Fee and Traffic Fines

The renter is liable for all parking, toll fee and traffic fines incurred for the duration of the rental. An additional RM50 administration fee will be charged to the renter over and above any fine and penalty cost for any violation arising from the renter's use of vehicle. METRO retains the right to charge against the renter's credit card if and when payment is due for traffic fines committed by the renter, upon receiving notification from the government authorities.

7. Charges

All complaints or disputes on charges must be brought to Metro's attention no later than 14 days from the date of completing of rental, otherwise the amount charged in the Rental Agreement should be conclusive.

8. Restricted Entry

All METRO cars are strictly prohibited from being driven into Singapore and Thailand.

9. Rent-it here, Leave-it-the

A repositioning charge may be levied for one way rentals. Details on the charges and procedures will be made available at time of enquiry.

10. Driver's Licence and Age

Renter must be at least 21 years old and in possession of a valid national or international driving licence. Other nationals who hold a valid driving licence in English can drive in Malaysia for a maximum of 3 months. Probationer licence holders will not be accepted.

11. Vehicles Condition

Upon return, the car has to be in the same condition as when it was rented. Failing which, the renter will be liable for the cost of restoring the vehicle to this original condition.

12. Navigation System (GPS)

The renter can also add Navigation System (GPS) devices to all car rentals. Daily rental at RM20 or monthly rental at RM150. In the event of theft or damage to the GPS device, the renter will be subjected to an excess fee up to a maximum of RM600.

13. Online Booking

Online booking must be made at least 24 hours prior to the date of ride/pick up time.