

CAR RENTAL Terms & Conditions

Eco Cruise Curaçao terms and conditions apply to every car renter and can be viewed and downloaded from our website. You may also request a printout at our office

1. DRIVER REQUIREMENTS

Renter and driver(s) must be at least 23 years old and possess a valid driver's license held for a minimum of one (1) year. International driver's licenses are accepted for vehicles classified as car, van, or higher. A maximum of two (2) authorized drivers may operate the rental vehicle at no additional cost, provided both drivers are registered before or at the time of rental. Operation of the rental vehicle by any person not listed in this rental agreement is strictly prohibited. If an unauthorized third party is found operating the rental vehicle, Eco Cruise Curaçao reserves the right to immediately terminate the rental agreement without refund.

2. VEHICLE USE

The vehicle may only be operated within Curaçao. Off-road driving, racing, reckless driving, smoking, pets, and unauthorized drivers are strictly prohibited. Wet or damp clothing is not permitted on vehicle seats. Rental vehicle may not be used for commercial transport, deliveries, ride-sharing services, towing, driver training, or subleasing without written authorization from Eco Cruise Curaçao. Customer must follow all local traffic laws and regulations at all times without exception. Operation of the rental vehicle while under the influence of alcohol, drugs, or any substance impairing driving ability is strictly prohibited. Any unusual sounds, warning lights, or unsafe driving conditions must be reported to Eco Cruise Curaçao immediately.

3. INSURANCE & LIABILITY

The vehicle is covered by WA (third-party liability) insurance only. Damages caused to third parties may be covered subject to applicable laws and insurer approval. The renter assumes full financial responsibility for damages to the rental vehicle, loss, negligence, misuse, theft, tire damage, rim damage, undercarriage damage, suspension damage, fines, towing, scratches on the paint, or any damages caused while the renter is at fault. Renter is fully responsible for all parking tickets, traffic violations, towing charges, traffic camera fines, and administrative penalties incurred during the rental period, including those received after vehicle return.

4. SECURITY DEPOSIT

A refundable security deposit of USD \$250 is required. Cash deposits may be refunded immediately after vehicle inspection. Deposits paid electronically may require up to three (3) business days for processing after final inspection approval.

The security deposit may be partially or fully withheld in the event of vehicle damage, excessive cleaning, smoking violations, lost keys, missing accessories, unpaid fuel charges, traffic fines, towing costs, roadside assistance charges, late return fees, or any breach of this rental agreement. Any charges exceeding the deposit amount remain the responsibility of the renter and must be paid immediately.

5. LATE RETURNS

Late returns are subject to additional fees of USD \$10 per half hour, USD \$20 per hour, and up to USD \$50 for delays beyond 1 hour. Rental extensions are subject to approval and vehicle availability.

6. FUEL POLICY

Vehicle must be returned with the same fuel level as received. If the vehicle is returned with less fuel than at pickup, a refueling charge of USD \$50 will apply if the fuel level is below half tank, or USD \$30 if above half tank.

Rental vehicles must be refueled with **gasoline only**. Diesel fuel **must never be used**. On local fuel stations, **gasoline pump handles are yellow** and diesel pump handles are black. Any damages, repairs, towing, cleaning, or operational costs resulting from incorrect fueling remain the full responsibility of the renter.

7. BREAKDOWN & ACCIDENT PROCEDURE

This rental vehicle is equipped with 24/7 roadside assistance. In case of breakdown, refueling assistance, battery issues, tire changes, or keys locked inside the vehicle, renter may contact roadside assistance directly at 9247 or +599 9 661-9230 and must also notify Eco Cruise Curaçao immediately at +599 9 515 2121 via whatsapp if later than 8:00pm. All roadside assistance charges incurred are the sole responsibility of the renter and must be paid immediately directly to the roadside assistance agent. In case of an accident, renter must contact Forensys at 9233, emergency medical services at 912 (if required), police at 911, and Eco Cruise Curaçao immediately. Any accident, damage, theft, or incident involving the rental vehicle must be reported immediately after occurrence. A Forensys accident report is mandatory.

8. CLEANING & CONDITION

Renter confirms that the vehicle was received clean, in good condition, and free from visible damage unless otherwise documented. Eco Cruise Curaçao reserves the right to document the vehicle condition through photographs or video before and after rental for inspection and damage verification purposes. A minimum cleaning fee of USD \$25 may apply for excessive dirt, stains, sand, odors, or wet/damp seats. Smoking of any kind is prohibited in the rented vehicle. Interior cleaning due to smoking carries a minimum fee of USD \$200. Lost vehicle keys incur a replacement fee of USD \$125. Any charges exceeding the security deposit amount must be paid immediately by the renter.

9. CANCELLATION POLICY

Cancellations made at least 48 hours before rental start qualify for a full refund. Cancellations made less than 48 hours before pickup are non-refundable unless due to verified medical, national, or international emergencies. Supporting documentation may be required.

10. TERMINATION

Eco Cruise Curaçao reserves the right to refuse, terminate, or cancel any rental without refund if the renter violates any term of this agreement, operates the vehicle unsafely or illegally, provides false information, allows unauthorized drivers, or operates the vehicle under the influence of alcohol or drugs.

11. PERSONAL PROPERTY

Eco Cruise Curaçao is not responsible for loss, theft, or damage to personal belongings left inside the rental vehicle.

12. VEHICLE RECOVERY & ABANDONMENT

If the rental vehicle is abandoned, improperly parked, impounded, or requires recovery or towing due to renter negligence, all related costs shall be the responsibility of the renter.

GPS & Vehicle Assistance

The rental vehicle may be equipped with GPS technology to assist with vehicle security, roadside assistance, emergency support, and operational purposes when reasonably necessary.

13. GOVERNING LAW

This agreement shall be governed under the laws and jurisdiction of Curaçao.