



POLICIES & VEHICLE USE

Version 1.0

Forms an integral part of the
Vehicle Rental Agreement



WELCOME

Welcome to SkillPort Luxury Car Rental.

Our goal is to provide every customer with an exceptional luxury vehicle rental experience while protecting our premium fleet and ensuring compliance with the laws of the United Arab Emirates.

These Policies & Vehicle Use form an integral part of your Vehicle Rental Agreement and apply throughout the entire Rental Period.

By accepting delivery of the Vehicle, the Customer confirms that these Policies have been read, understood and accepted.

Failure to comply with these Policies may result in additional charges, loss of insurance protection, immediate termination of the rental and other remedies available under the Rental Agreement or applicable UAE law.

EMERGENCY CONTACTS



POLICE:

999



AMBULANCE:

998



FIRE DEPARTMENT:

997



COMPANY EMERGENCY NUMBER:

+971 50 123 4567



ROADSIDE ASSISTANCE:

+971 50 765 4321



EMAIL:

info@skillport-rentals.com



WEBSITE:

www.skillport-rentals.com

DOCUMENTS FORMING PART OF YOUR RENTAL

- ✓ Vehicle Rental Agreement
- ✓ Vehicle Handover & Return Inspection Report
- ✓ Customer Verification (KYC)
- ✓ Accident Report (if applicable)
- ✓ Damage Report (if applicable)
- ✓ Security Deposit / Credit Card Authorization



2. DRIVER ELIGIBILITY

Only Authorized Drivers approved by SkillPort Luxury Car Rental may operate the Vehicle. The Customer is responsible for ensuring that every Authorized Driver fully complies with these Policies.



DRIVING LICENCE

The Customer must possess a valid driving licence recognized within the United Arab Emirates.

Where required by UAE law, an International Driving Permit must also be presented. The Company reserves the right to verify all documents before Vehicle delivery.



MINIMUM AGE

Minimum driver age requirements depend on the selected vehicle category.

Luxury and high-performance vehicles may require a higher minimum age and additional insurance minimum.



ADDITIONAL DRIVERS

Additional Drivers:

- must be approved before driving;
- must satisfy the same eligibility requirements;
- may be subject to additional charges;
- become jointly responsible for compliance with these Policies.



UNAUTHORIZED DRIVERS

The Vehicle must never be driven by any person who has not been approved by the Company.

- Unauthorized use may:
- invalidate insurance coverage;
- result in immediate termination of the rental;
- make the Customer fully liable for all resulting losses and damages to the extent permitted by applicable law.



FALSE INFORMATION

Providing false or misleading information regarding identity, driving history or licence status constitutes a material breach of the Rental Agreement.

The Company may refuse delivery or terminate the rental immediately.



3. PERMITTED VEHICLE USE

The Vehicle shall be operated responsibly and in accordance with all applicable laws of the United Arab Emirates. The Customer agrees to exercise reasonable care at all times while operating or parking the Vehicle.



PERMITTED USE

The Vehicle may be used for:

- ✓ Personal transportation
- ✓ Business travel
- ✓ Tourism
- ✓ Hotel transportation
- ✓ Airport transportation



CROSS-BORDER TRAVEL

Vehicles may not be driven outside the United Arab Emirates unless the Company has provided prior written authorization.



VEHICLE SECURITY

Whenever the Vehicle is unattended, the Customer shall:

- lock all doors;
- close all windows;
- activate the security system where applicable;
- remove valuables from plain sight;
- never leave the keys inside the Vehicle.



COMMERCIAL USE

Unless expressly agreed in writing, the Vehicle may not be used for:

- ride-hailing services;
- passenger transport for reward;
- delivery services;
- courier services;
- driver training;
- rental or sub-rental to another person.



VEHICLE CARE

The Customer shall treat the Vehicle with reasonable care expected of a premium luxury vehicle.

Avoid actions likely to cause unnecessary wear or damage to:

- leather interiors
- Alcantara surfaces
- carbon fibre components
- alloy wheels
- performance tyres
- infotainment systems
- paint protection film (PPF), where fitted



4. PROHIBITED USE OF THE VEHICLE

The Customer shall not use, or permit the Vehicle to be used, in any manner prohibited by this Policy or by applicable UAE law. Violation of this Section constitutes a material breach of the Rental Agreement and may result in immediate termination, loss of insurance protection, and additional liability.



DRIVING BEHAVIOUR

- ✗ Racing or competitive driving
- ✗ Speed testing
- ✗ Track days or circuit driving
- ✗ Drifting
- ✗ Burnouts
- ✗ Launch Control demonstrations
- ✗ Dangerous or reckless driving
- ✗ Intentional over-revving of the engine



OFF-ROAD USE

Unless specifically authorized in writing by the Company, the Vehicle shall not be driven:

- Off-road or on beaches
- Across flooded roads
- On construction sites
- On roads unsuitable for the Vehicle



ILLEGAL ACTIVITIES

The Vehicle must never be used:

- To transport illegal goods
- During criminal activity
- While fleeing law enforcement
- To transport hazardous materials
- For any purpose prohibited by UAE law



ALCOHOL & DRUGS

The Vehicle must never be operated by any person under the influence of:

- Alcohol
- Illegal drugs
- Medication affecting the ability to drive safely



SMOKING & VAPING

Smoking, vaping and the use of shisha or similar products inside the Vehicle are strictly prohibited. The Customer remains responsible for any damage, hair, odours or additional cleaning resulting from smoking / vaping.



PETS

Pets may only be transported with the Company's prior approval. The Customer remains responsible for any damage, hair, odours or additional cleaning resulting from transporting animals.



5. FUEL POLICY & VEHICLE CARE



FUEL REQUIREMENTS

The Customer shall use only the fuel grade specified by the Vehicle manufacturer.

Using incorrect fuel may cause significant mechanical damage and the Customer may be responsible for all resulting repair costs to the extent permitted by applicable law.



ELECTRIC VEHICLES

For electric vehicles:

- Return the Vehicle with the agreed battery level.
- Charging cables supplied with the Vehicle must be returned.
- Damaged or missing charging equipment may be charged to the Customer.



FUEL LEVEL

The Vehicle should be returned with the same fuel level recorded at handover.

Where the Vehicle is returned with less fuel, the Company may charge:

- Fuel replacement cost
- Refuelling service charge (if applicable)



VEHICLE CARE

Luxury vehicles require additional care.

Customers should avoid:

- Scraping front splitters
- Kerbing alloy wheels
- Damaging carbon fibre components
- Damaging leather or Alcantara interiors
- Transporting dirty construction materials
- Eating or drinking items likely to stain the interior
- Transporting sharp or oversized objects without protection



BEACH & SAND

Driving on beaches or through deep sand is prohibited unless expressly authorized. Customers should avoid bringing excessive sand into the Vehicle, as professional interior cleaning may be required.



6. INSURANCE & CUSTOMER LIABILITY



INSURANCE

The Vehicle is insured in accordance with the Company's insurance policy and UAE law. Insurance coverage is always subject to the terms, conditions and exclusions of the insurer.



INSURANCE MAY NOT APPLY

Insurance protection may be reduced or excluded where damage results from:

- Unauthorized Drivers
- Illegal activities
- Gross negligence
- Driving under the influence
- Off-road driving
- Racing or motorsport
- Intentional damage
- Breach of the Rental Agreement



CUSTOMER LIABILITY

The Customer remains responsible for:

- Insurance excess (deductible)
- Damage not covered by insurance
- Damage caused through negligence
- Missing accessories
- Lost Vehicle keys
- Incorrect fuel
- Interior damage
- Wheel and tyre damage
- Glass damage where not covered



LUXURY VEHICLE COMPONENTS

Repairs involving carbon fibre, forged alloy wheels, ceramic brake systems, Alcantara interiors, premium leather or performance tyres may require manufacturer-approved repair methods and genuine replacement parts.

MECHANICAL WARNING LIGHTS



If any warning light indicating a potentially serious mechanical issue appears, the Customer must stop the Vehicle as soon as it is safe to do so and contact SkillPort Luxury Car Rental immediately. Continuing to drive after a serious warning may increase damage and result in additional liability.



7. ACCIDENT, BREAKDOWN & EMERGENCY PROCEDURES

IN THE EVENT OF AN ACCIDENT

Your safety is the highest priority.

- 1 Stop the Vehicle immediately.
- 2 Switch on the hazard warning lights.
- 3 Check for injuries and call emergency services if required.
- 4 Contact the Police where required by UAE law.
- 5 Notify SkillPort Luxury Car Rental immediately.
- 6 Do not move the Vehicle unless instructed by the Police or where necessary for safety.
- 7 Take photographs and/or videos of:
 - all vehicles involved
 - number plates
 - the accident scene
 - visible damage
 - road conditions
- 8 Cooperate fully with the Police, insurance company and the Company.



BREAKDOWN PROCEDURE

- Park the Vehicle in a safe location.
- Switch on the hazard lights.
- Contact the Company's Roadside Assistance immediately.
- Do not continue driving if warning lights indicate a serious fault.
- Do not attempt repairs without prior approval.



THEFT OR ATTEMPTED THEFT

Immediately:

- Contact the Police.
- Notify the Company.
- Provide all Vehicle keys in your possession.
- Cooperate with any investigation.

IMPORTANT NOTICE



Failure to report an accident, breakdown or theft promptly may affect insurance coverage and may increase the Customer's liability.



Customers must not admit liability or agree to any settlement with third parties without the Company's prior approval, except where required by law.



8. SALIK, TRAFFIC FINES & ADMINISTRATIVE FEES



SALIK

The Customer is responsible for all Salik toll charges incurred during the Rental Period.

Salik charges will be invoiced or deducted from the Security Deposit together with any applicable administration fee disclosed by the Company.



ADMINISTRATIVE FEES

The Company may charge a reasonable administration fee for processing:

- Salik transactions
- Traffic fines
- Parking fines
- Government notices
- Recovery of unpaid charges



TRAFFIC FINES

The Customer remains responsible for all traffic violations committed during the Rental Period, including but not limited to:

- Speeding
- Red-light violations
- Illegal parking
- Mobile phone use while driving
- Seat belt violations
- Dangerous driving
- Any other fines issued by UAE authorities



CHARGES ISSUED AFTER THE RENTAL

Government authorities may issue fines after the Vehicle has been returned.

The Customer remains responsible for all charges relating to the Rental Period.



PARKING CHARGES

The Customer is responsible for:

- Public parking fees
- Private parking charges
- Parking penalties
- Vehicle impound fees resulting from Customer actions

IMPORTANT NOTICE

Traffic fines and Salik charges may be issued after the rental has ended. The Customer remains responsible for all charges relating to the Rental Period. Any black points resulting from the offence will remain the responsibility of the driver whenever legally transferable under UAE law.



9. VEHICLE RETURN & SECURITY DEPOSIT



RETURNING THE VEHICLE

The Vehicle must be returned:

- At the agreed location.
- On the agreed date and time.
- In substantially the same condition as received, allowing for normal wear and tear.
- With all keys, documents and supplied accessories.

The return inspection shall be carried out using the official ****Vehicle Handover & Return Inspection Report****, which forms an integral part of the rental documentation.



LATE RETURN

If the Customer expects to return the Vehicle later than agreed, the Company must be informed immediately.

Unauthorized late returns may result in:

- Additional rental charges.
- Delivery schedule disruption fees (if applicable).
- Additional charges as specified in the Rental Agreement or applicable pricing schedule.



SECURITY DEPOSIT

The Security Deposit is retained to cover any outstanding liabilities arising from the Rental Period, including but not limited to:

- Vehicle damage
- Salik toll charges
- Traffic fines
- Parking fees
- Fuel shortages
- Excessive cleaning
- Missing accessories
- Contractual charges



DEPOSIT RELEASE

Where no outstanding liabilities exist, the Company will make reasonable efforts to release the Security Deposit promptly after completion of the return inspection.

Release times may vary depending on the issuing bank or payment provider and are outside the Company's direct control.

IMPORTANT NOTICE



The release of the Security Deposit does not prevent the Company from recovering official fines, toll charges or other lawful amounts issued after the deposit has been released, provided they relate to the Rental Period.



10. BOOKING CANCELLATION, EARLY RETURN & PAYMENT



BOOKING CANCELLATION

Cancellation requests must be submitted to the Company as soon as reasonably possible.

Any applicable cancellation fees will be charged in accordance with the booking confirmation or the agreed pricing schedule.

Failure to collect the Vehicle without prior notice may be treated as a No-Show.



COMPANY CANCELLATION

The Company reserves the right to refuse or cancel a rental before or during the Rental Period where reasonably necessary, including but not limited to:

- Invalid identification documents
- Invalid or suspected driving licence
- Failed payment or security verification
- Suspected fraud
- Safety concerns
- Force Majeure events



EARLY RETURN

Returning the Vehicle before the agreed return date does not automatically entitle the Customer to a refund unless otherwise agreed in writing by the Company.

Where the Company cancels a booking before Vehicle handover for reasons not attributable to the Customer, any prepaid rental fees will be refunded in accordance with the applicable booking terms.



OUTSTANDING PAYMENTS

The Customer remains responsible for all outstanding charges arising from the Rental Agreement and these Policies, including charges identified after completion of the Rental Period where they relate to that period.

The Company may charge the payment method authorized by the Customer or apply the Security Deposit / Credit Card Authorization.



11. PRIVACY, GPS TRACKING & DATA PROTECTION



PRIVACY

SkillPort Luxury Car Rental collects and processes personal information only for purposes related to the rental, including:

- Identity verification
- Driving licence verification
- Booking administration
- Payment processing
- Insurance requirements
- Legal and regulatory compliance
- Customer support
- Fraud prevention



GPS TRACKING

For security and fleet management purposes, Vehicles may be equipped with GPS tracking or telematics systems.

These systems may be used for:

- Theft prevention
- Vehicle recovery
- Emergency assistance
- Roadside support
- Fleet management
- Vehicle diagnostics
- Security investigations

Tracking information is processed in accordance with applicable UAE laws.



DIGITAL EVIDENCE

The Company may create and retain digital records relating to the rental, including:

- Vehicle photographs
- Vehicle videos
- Handover & Return Inspection Reports
- Customer signatures
- Accident Reports
- Damage Reports
- Communication relating to the rental

These records may be used for insurance claims, dispute resolution, legal proceedings and regulatory compliance where required.



CONFIDENTIALITY

The Company will take reasonable measures to protect Customer information against unauthorized access, misuse or disclosure.

Personal information will only be shared where required by law, regulatory authorities, insurers or professional advisers involved in the rental.



12. GENERAL TERMS & CUSTOMER ACKNOWLEDGEMENT



FORCE MAJEURE

The Company shall not be liable for delays or failure to perform its obligations where caused by events beyond its reasonable control, including but not limited to:

- Natural disasters
- Severe weather
- Government restrictions
- War or civil unrest
- Terrorism
- Epidemics or pandemics
- Power failures
- Road closures
- Other extraordinary circumstances



AMENDMENTS

The Company reserves the right to amend these Policies from time to time.

Updated versions shall apply to future rentals and will be made available upon request or through the Company's official website.



SEVERABILITY

If any provision of these Policies is found to be invalid, illegal or unenforceable, the remaining provisions shall remain in full force and effect.



GOVERNING LAW

These Policies shall be governed by the laws of the United Arab Emirates and the Emirate of Dubai.

Any dispute arising from these Policies or the Vehicle Rental Agreement shall be subject to the exclusive jurisdiction of the Courts of Dubai, unless mandatory law provides otherwise.



CUSTOMER ACKNOWLEDGEMENT

By signing the Vehicle Rental Agreement, the Customer confirms that:

- ✓ These Policies & Vehicle Use have been read and understood.
- ✓ The Customer has had the opportunity to ask questions before accepting the Vehicle.
- ✓ The Customer agrees to comply with these Policies throughout the Rental Period.
- ✓ The Customer accepts responsibility for the Vehicle until it has been returned and formally accepted by SkillPort Luxury Car Rental.

These Policies form an integral part of the ****SkillPort Luxury Car Rental Vehicle Rental Agreement****.

RELATED DOCUMENTS

This document should always be read together with:

1. Vehicle Rental Agreement
2. Vehicle Handover & Return Inspection Report
3. Customer Verification (KYC)
4. Accident Report (if applicable)
5. Security Deposit / Credit Card Authorization
6. Damage Assessment Report (if applicable)