

General Provisions

These terms and conditions (hereinafter – "conditions") apply to all the contents in this booking engine. Please read these conditions before using this website. The use of this website indicates your agreement with these conditions.

Note that ASK Car Rental Ltd may also modify these conditions at any time and such a modification will take effect immediately upon posting the modified terms and conditions on this website. According to it, your further access or use of this website is deemed to be your acceptance of the modified conditions.

Payment Policy

Full Payment for booking and deposit can be done at your arrival in Mauritius.

Once you confirm and pay the booking. You will be noticed accordingly through your email provided a booking confirmation.

Delivery fee and Recovery fee

Cars are delivered and recovered at the airport freely. However, there is an additional charge of EUR 10 which is applicable for delivery or recovery of cars outside the Airport.

Free Delivery to

SSR airport, Laguna beach hotel, Anahita hotel, Four Season hotel, Sangria hotel, Tropical Attitude, Silver beach, Friday Attitude

And the rest will be an additional charge of €15.

Late Pick-ups / Early Drop-offs

The rental starts and finishes according to the pick-up and drop-off dates and times as mentioned on your voucher. Unfortunately, we are unable to provide refunds for unused time if a car is picked up late or dropped off early.

If you are unable to pick up your rental car at the agreed time and date, it is very important to inform us as soon as possible. Otherwise, there is no guarantee that the car will still be available and you will not be entitled to any refund. In case of late drop-off, a surcharge is applicable and may be higher than normal rates.

Additional Driver Policy

It is allowed to add additional drivers. When collecting the vehicle, all drivers must be present and produce valid documents.

Special Equipment

Available special equipment requested at time of booking or purchased locally: Baby seat and Booster seat are free. But in case of damage an amount for such an item may have to pay.

Provision of Cars

We reserve the right to refuse a car to any person who is considered unfit to drive or does not meet eligibility requirements. We will not be liable for the completion of travel arrangements, nor for any refund, compensation or any other costs to you, the renter, may have to pay in such a case.

There will be no refunds on unused days of rental or for early return.

Hirer shall bear all administration or commission fees for all refunds by bank transfers.

Driving age and driver license requirements

Minimum driver age required is 21 yrs.

The maximum driver age is 75 yrs.

The driving license must have been issued by authorized authorities for at least 1 year before the date of the commencement of the rental.

Use of the car

We ensure that each vehicle is provided in excellent and good condition, clean, roadworthy and insured . The car shall be returned in the same condition of neatness. The car cannot be rented to other parties or driven under the influence of alcohol or drugs, to use it in a prohibited and negligent way-such as negligent driving or without due care and attention, including driving off main roads, beach, and dirt-road. You must return the car to the location you specified, on the date and time specified in this agreement, and in the same condition that you received it, except for the ordinary wear.

Accidents and Damages and customer liability

After an accident, a breakdown, a fire or other damage to the rental car, the customer has to inform the rental company and the police immediately. If the police refuse to register the accident, the customer has to prove this in written form.

In the Mauritian context where an accident occurs and does not result in bodily harm and where there are not more than two vehicles involved parties shall mutually proceed to an agreed statement of facts.

The customer agrees to cooperate in the investigation of the accident. This includes gathering names, addresses and license plates of all parties involved and to preserve evidence.

No insurance will cover damages or repairs cost in the event where renter has failed to submit the "Agreed Statements of Facts" form. After an accident, the car must not be used without the explicit permission of the rental company.

The customer is liable for damages to and loss of the car equipment or breach of the rental contract according to the established liability rules of the corresponding country if not covered by insurance.

Also, the customer is liable for damages if he does not fulfill his obligation to report the damage on time or if the damage is intentional or due to gross negligence (including races) or the customer did not call the police in case of an accident. False statements regarding the circumstances of the accident or damage also cause liability of the customer. The customer has a duty to take all suitable actions to avoid unnecessary additional damage. If the customer makes repairs without prior authorization by the rental company, no refund payments will be done. All these obligations apply to the additional driver, too.

The liability of the customer ends with the written confirmation of return by the rental company.

Contraventions of road traffic regulations or other laws are to be borne by the customer itself. In case of damage which is due to inappropriate driving or non-compliance with these terms, the contract may be terminated by us prematurely.

Maintenance / Mechanical problems

The customer shall handle the car with care. This includes checking for proper driving condition, oil level, water level and tyre pressure. The car shall be properly locked when unattended.

Mechanical defects or any other wear and tear may occur during your rental. In case a deflection has been noticed or you feel any dissatisfaction about any aspect of your rental, the management should be informed immediately to resolve your issue. This will help to eliminate further liabilities and damages to the vehicle. Failing to inform ASK Car Rental Ltd spontaneously of such issue(s), you will not be eligible for any refunds and/or if the complaints have been lodged after the drop-off of the vehicle rented.

Extension of Rental

In the event that the renter requires a car for a longer period than the normal agreed rental period, the renter must obtain a written consent from us via email at least 24 hours prior to the termination of the agreed rental period.

Fuel Policy

The vehicle must be returned with the same amount of fuel as provided at the start of the rental, otherwise the customer will be charged for the missing fuel plus a refueling charge will apply. No refunds for unused fuel will be done.

Opening Hours

Mon – Sun (5.30 AM - 09.00 PM)

We are a local and licensed car rental company in Mauritius. Our site is protected and is supervised at all times.

Insurance policy

All vehicle rentals at ASK Car Rental LTD come along with an Comprehensive Insurance Cover which include Collision Damage Waiver and Theft Protection. However in case of accident, damage or loss of equipment the driver is responsible for the first excess (claims). You therefore limit your financial liability to the deductible or excess amount. In cases where damage is less than the excess we then have a gentleman agreement and simply request you to make good to the damages at an approximate rate.

If in cases of drunken driving or gross negligence you'll not be covered by our insurance. To be noted that we might block the excess amount on your credit card as deposit . If you return the vehicle undamaged, the deposit will be released immediately.

Deposit amount for car: EUR 300