

DreamsRent Car Rental – Policy Document

1. Introduction

Welcome to DreamsRent Car Rental. By using our services, you agree to comply with the following terms and policies. Please read them carefully before booking.

2. Eligibility

Minimum age: 21 years

Valid Driving License is mandatory

International customers must provide a valid International Driving Permit (IDP)

3. Booking Policy

Bookings can be made through our website or mobile platform

Full or partial payment may be required at the time of booking

Booking confirmation will be sent via email/SMS

4. Payment Policy

Accepted methods: Credit/Debit Cards, UPI, Net Banking

Security deposit is mandatory and refundable after vehicle return

Additional charges may apply for extra usage

5. Cancellation & Refund Policy

Free cancellation up to 24 hours before pickup

Cancellation within 24 hours may incur charges

Refunds will be processed within 5–7 business days

6. Vehicle Usage Policy

Vehicle must be used only for legal purposes

Subleasing or unauthorized drivers are strictly prohibited

Smoking and illegal activities inside the vehicle are not allowed

7. Fuel Policy

Vehicle must be returned with the same fuel level as provided

Extra fuel charges will apply if not complied

8. Late Return Policy

Late returns will be charged on an hourly/daily basis
Grace period: 30 minutes

9. Damage & Insurance Policy

Basic insurance is included
Customer is liable for minor damages and negligence
Any accident must be reported immediately

10. Maintenance & Breakdown

In case of breakdown, contact our support team immediately
Replacement vehicle will be provided subject to availability

11. Privacy Policy

Customer data is kept secure and confidential
Information is used only for booking and service purposes

12. Prohibited Uses

Racing or off-road driving
Carrying illegal goods
Driving under the influence of alcohol/drugs

13. Liability

DreamsRent is not responsible for personal belongings left in the vehicle
Delays due to traffic or unforeseen events

14. Amendments

DreamsRent reserves the right to update policies at any time without prior notice

15. Contact Information

DreamsRent Car Rental
Email: support@dreamsrent.com
Phone: +91-XXXXXXXXXX