

Rental conditions Karakoles

All rates and conditions are subject to change as required and without prior notification.

Let op: onze voorwaarden zijn in het Engels geschreven. Dit voorkomt vertalingsfouten en misverstanden

Standard inclusions

- Unlimited mileage
- Full cover insurance with 10% deductible.
- Assistance with routes and program
- Detailed explanation onsite of the vehicle and equipment
- Additional Drivers (min. age 25 years old)
- 24/7 assistance of our local supplier

Camper is exclusive of

- Towels, sleeping bags, torch and kitchen utensils (bring your own)
- fuel, deposit and one-way fee.
- Child car seat

Driver requirements

Minimum age 25 years – exceptions can be made for drivers between 20-25 years old, a double deposit applies. All drivers must hold a valid driver license for a least 2 years.

The client must present a valid passport and a valid driver's license upon pick-up. If the driver's license is not in Spanish or English, then an international driver license will be required.

The vehicle may be driven only by the persons registered in the contract.

Deposit/credit card

The deposit is 10% of total rental value with a minimum of USD 500. Security deposit shall be returned in full to the customer if, at the end of the rental period, there are no incidents. In the event of damage or any other defect, whether this is the fault of the customer or not, the damage or defect is charged up to the limit of the deposit. Due to the possible delay of traffic violations (up to 12 weeks), these can be deducted from the credit card of the customer, presenting a proof of the incident.

Minimum rental period

The minimum rental days is 5. Minimum rental days can vary during peak season.

One-ways

One-way rentals are possible between Bogota and Cali. The costs vary according to season and city between USD 250 and USD 800 and will be quoted on request.

Changes

You can change the details of your reservations, but it depends on availability. Please contact Worldwide campers for more information

Cancellations

The charge when cancelling is

30 Days or more prior to pick up	100 euro + administration fee
Between 29 days and 15 days before pick up	25% of total charges
Between 14 days and 6 days before pick up	50% of total charges
Between 5 days and 3 days before pick up	90% of total charges
Within 2 days before pick up or no show	100% of total charges

Transfers

Transfers are included for Bogota and Cali airport or Hotel, don't go on your own to the location. Its located in a nature reserve and can only be reached by locals.

Picking up the vehicle

Pick-up is possible from Monday to Saturday from 09.00 am to 11.00 am.

Dropping off the vehicle

Drop-off is possible from Monday to Friday from 02.00 pm to 04.00 pm. And on Saturday from 09.00 am to 11.00 am. On national public holidays the rental office is closed, but still reachable for emergencies. Late drop off cause an additional Rental Day.

Vehicle size

If the exact model booked is not available, the Rental firm reserves the right to provide the Hirer with a similar category or upgraded model, according to the pick-up location availability. Additionally, the Rental Firm cannot guarantee specific colors or designs for the rented vehicle

Breakdown assistance and repair reimbursement

The Insurance provides a repair assistance in 90% of Colombia as well as towing and a replacement car (this is a normal mid sized car until we get a replacement to the customer). All costs that are due to improper or reckless handling of the customer are charged to his credit card, for example the smoking in car penalty of USD 300

Travel restrictions

There are urban driving restrictions at peak hours, but Karakoles explains the complexity of this and give clients a website to check every city they pass, some border areas are not recommended do drive to, but we explain it to every customer, when we check the route. The Cars have GPS tracking.

Parking/Traffic Violations

It is important that clients don't pay directly in cash to the agent, but always let it be written onto the contract. Karakoles advises the customers about the Colombian particularities that differ from international driving rules and we keep the deposit for approx 15 days after the return of the car, since we have to check for fines in the national register and that is the time it takes.

Pets and animals

Pets are not allowed inside the vehicles

Smoking

Smoking is not allowed inside the vehicles, a USD 300 cleaning fee applies.