

Effective Date: 1 July, 2025  
Last Updated: 25 June, 2025

By using the services provided by Goa Wheels, you agree to comply with and be bound by the following Terms of Service. Please read these terms carefully before booking or using any of our vehicles. These terms apply to all users, customers, and visitors of our website and rental services.

## 1. Eligibility to Rent

To rent a vehicle from Goa Wheels, you must:

- ❖ Be at least 20 years old (for two-wheelers) or the legal age required for the vehicle type.
- ❖ Hold a valid driving license with at least 2 years of driving experience.
- ❖ Provide valid, original documents for identity and address verification at the time of rental.
- ❖ Failure to meet these requirements may result in booking cancellation without a refund.

## 2. Vehicle Use Guidelines

Vehicles must be used only within the state of Goa. Driving outside Goa is strictly prohibited as per RTO regulations. Customers are responsible for fuel costs, traffic fines, tolls, and parking charges incurred during the rental period.

Driving under the influence of alcohol or drugs is strictly prohibited and will result in immediate termination of the rental agreement, with full liability for damages.

Renters must adhere to all traffic laws and safety regulations. Any legal penalties or fines due to rider negligence are the sole responsibility of the customer.

### 3. Booking & Payment

Bookings are confirmed only upon receipt of applicable charges and the security deposit (typically ₹1000 or higher for premium models). Rental rates are based on a calendar day. Late returns beyond the scheduled time may attract full-day charges.

All rates are exclusive of GST and other applicable taxes, which will be charged as per government norms.

### 4. Damages, Repairs & Liability

The renter is liable for:

- ❖ Any accidental or intentional damage to the vehicle.
- ❖ Loss of vehicle accessories (mirrors, keys, documents, etc.).
- ❖ Garage downtime and repair costs in case of major accidents.
- ❖ All repairs must be conducted through authorized service centers only.

Insurance claims, if applicable, will be handled by Goa Wheels at its sole discretion. However, insurance is void in cases of intoxicated driving or gross negligence.

### 5. Cancellations & Modifications

Goa Wheels reserves the right to cancel any booking if:

- ❖ Documents provided are invalid or insufficient.
- ❖ The renter is found unfit to operate the vehicle.
- ❖ The vehicle is unavailable due to unforeseen issues.
- ❖ Once a booking is confirmed, pickup time, date, and location cannot be modified.
- ❖ Refunds will not be issued for cancellations made due to renter's ineligibility or rule violations.

## 6. Vehicle Pickup & Return

Vehicles must be returned to the original pickup location, unless otherwise authorized in writing. If you anticipate a delay, you must notify customer support in advance to request an extension, which is subject to availability and may incur additional charges.

A cleaning charge of ₹300 may apply if the vehicle is returned in a dirty or unsanitary condition.

## 7. Account & Communication

You agree to receive transactional and service-related communications from Goa Wheels via SMS, phone, or email.

Goa Wheels may use your data (as described in our Privacy Policy) to improve our services, detect fraud, and send relevant offers.

## 8. Prohibited Activities

You agree not to:

- ❖ Tamper with vehicle components or GPS systems.
- ❖ Sublet or transfer the vehicle to a third party.
- ❖ Use the vehicle for illegal, racing, or commercial delivery purposes.

## 9. Legal & Jurisdiction


These Terms shall be governed by and interpreted in accordance with the laws of India, with jurisdiction in Goa.

Any disputes will be settled in the courts of competent jurisdiction located in Goa.

## 10. Contact Us

For any questions or clarifications regarding these Terms, please contact:

Goa Wheels

 Phone: +91 89616 37988

 Bengal Cold Storage, Baidyabati, West Bengal – 712222

 Email: [hello-design@focx.org](mailto:hello-design@focx.org)