



Date

CLIENT BRIEFING BEFORE DISPATCH

1. In case of an accident, inform us before reporting. Do not admit liability.
2. Our lines are open all days from 6.30 AM-6.30 PM. Past the cutoff hours, we are unreachable. In case you experience any mechanical issue, leave a message or WhatsApp our lines 0718913155 or 0721626644.
3. Any damages that are below excess protector which is 30k and below must be sorted by the client. During the repair period, the client must continue paying for the daily charges.
4. Always check your dashboard for warning lights. Most of the drivers ignore the red warning lights for engine temperature. The red means the vehicle is overheating while the green means the engine temperature is okay. Once you notice the vehicle temperature light is red on the dashboard, stop and wait for the vehicle to cool. Do not add water while the engine is hot. Consult our office through our lines above.
5. If you are starting the vehicle and it's not picking, consider adding some fuel. The fuel being added must be more than 500/- or over 2 litres.
6. Headlights and rear lamps must be replaced with new ones in case of damage. We don't allow lenses on them. Also, the dents must be painted using the colour codes of the vehicle.
7. All the vehicles on our fleet are sourced from individuals thus, once you hire you must pay on time to avoid inconveniences.
8. Any repairs must be communicated for approval from our office. Do not repair without consulting the office.
9. All communication must be channelled to the office lines 0721626644 or 0718913155. Please if possible do a message or a WhatsApp chat for easy follow-up.
10. The vehicle should not change hands during the hired period.
11. Most of our road networks in some parts are not friendly to small vehicles. Drive carefully to avoid oil sump damage and gearbox sump. Any damage caused due to driver negligence shall be borne by the hirer (Driver)

12. In case of sump damage, please consult with our office for advice on which fluid should be added to the damaged part. Most of our vehicles are using the latest technology and cannot be top-up with any gearbox fluid. Consult the office first.
13. Never be in hurry. Always take a break after 2 hours of driving. Don't drink and drive. Don't text and drive. Be responsible. Arrive save.
14. For any vehicle that overheats due to negligence, the driver (hirer) is fully responsible for the gasket replacement or a new engine.
15. Maintain the vehicle as you own it.
16. Our vehicles are strictly for personal use and should not be used to commit a felony. If the driver hirer commits an offence punishable by law, the company shall provide all documents and information to the authority.
17. Do not buy second-hand tires without consulting the office.
18. Always be on the lookout when you take the vehicle for a car wash. Make sure all the mats are returned in the vehicle and other things that might have been removed while in the car wash. Any item missing from the vehicle shall be replaced by the hirer.
19. Confirm the insurance expiry before starting your journey.
20. Before starting your journey, always confirm the oil level, and coolant and be on the underneath lookout to check if there is any oil or gear box leakage.

NB/- The vehicle is not limited to the above.

Drive safe! Safe journey!

Name Sign

Attended by: Sign