

RENTAL POLICY

1. PROHIBITED USES OF THE VEHICLE. Vehicle will not be used or operated by anyone,

- a. Who is under 21 years of age.
- b. Who is not listed as an additional driver on the rental agreement.
- c. To carry persons or property for hire;
- d. In any race, test or similar type contest or activity.
- e. In a careless or negligent manner.
- f. Under the influence of alcohol or narcotics.
- g. For any illegal purpose or in the commission of a crime.
- h. If vehicle is obtained from the Lessor by fraud or misrepresentation.
- i. Other than on paved roads or graveled private road or driveway.
- j. Who loads vehicles beyond its rated capacity.
- k. Who allows more passengers than the vehicle has seat belts for or is designed to carry.

PROHIBITED USE OF THE VEHICLE VIOLATES THE AGREEMENT, VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW), MAKES RENTER RESPONSIBLE FOR ALL LOSS OR DAMAGE TO OR CONNECTED WITH VEHICLE, REGARDLESS OF CAUSE, INCLUDING BUT NOT LIMITED TO RENTER'S EXPENSES, INCLUDING LOSS OF USE.

2. INSURANCE. Renter agrees to maintain automobile insurance during the term of this rental agreement, providing the owner, the renter, and any other person using or operating the rental vehicle with the following primary coverage.

- a. Bodily injury and property damage liability coverage.
- b. Personal injury protection, no-fault, or similar coverage were required.
- c. Uninsured/ underinsured coverage where required,
- d. Comprehensive and collision damage coverage extending to the rental vehicle.

Renter's insurance will provide at least the minimum limits of coverage required by the financial responsibility laws of the state where the loss occurs, because the Renter is providing automobile insurance, we are not.

If Renters pays to use our insurance, our insurance is Supplemental Liability only same as a commercial liability insurance, hence renter is responsible for losses arising from damages to the rental vehicle if damage or damages to the rental vehicle is estimated to be more than \$100.00. A deductible of \$1000 needs to be paid by the rental customer immediately a vehicle returns with damages, if damages exceeds \$1000. The balance after the estimate might be billed to the customer later, irrespective if customer uses our insurance or not. The insurance we offer is only commercial liability insurance, which extends coverage to the third party only not the rental customer or the rental vehicle. Our policy contains exclusions, conditions and limitations applicable to anyone claiming coverage. Customer agrees to cooperate with our insurer if any claim is made. Our insurance applies only in the United States. Any breach of this agreement will void any insurance coverage.

3. A \$200.00 or \$300 security deposit is applicable to most vehicle rentals, it will be \$300 (i) if renter holds a Provisional License that was issued within a year (ii) if rental is not for local use meaning renter intends to travel outside the DMV Area (iii) if renter is not a Maryland resident or renter resides in Baltimore City or Baltimore County (iv) renting a car that has a high security key i.e. key that has a microchip in it or car with a push to start button (v) At the discretion of the Rental Rep of Providence Motors determination upon profiling a potential renter (vi) Renter is 21 years or under 25 years old. Renter must be 21 years or older to be able to rent a vehicle from Providence Motors. (vii) \$300 security deposit applies to all customers that initiates a Rent To Own program by renting the vehicle of their choice for the minimum of 2 weeks.

4. **Security deposits are refunded 30 days after Renter returns the rental vehicle, usually by the close**

of business on Saturdays following the 30days post-return of Rental Vehicle. Providence Motors. will keep the Security deposit paid for a minimum of 30 days after rental vehicle has been returned. This is done in a bid to satisfy any tickets that we may receive after the vehicle is returned or any other outstanding balances discovered but not captured after the renter had left the premises after returning the rental vehicle. If there is no ticket found or deemed owed and there is no other outstanding balances owed on the particular vehicle returned or any previous Rental or Rent to Own contract that has an outstanding balance against the customer's name,then Renter should get their Security deposit after the aforementioned day. ***The refund is effected on the same debit/credit cards that was used for the payment or in form of a company check issued out to the same name on the rental contract,if we are unable to process the refund on the same initial card used at the onset of the rental. customer do not have same bank in the name of the Renter.*** Renters can call if they are eligible for refunds and 30days have passed after vehicle has been properly returned. A refund will not be issued after 6months or 180 days has passed has passed since vehicle has been properly returned..

5. On no condition do we apply the security deposit to the daily rental fee. All rentals must be paid in advance of the number of days the renter wants to extend the vehicle rental contract.

If rental contract expires and renter likes to make an extension, customer must either come in person to make payment or call to make payment over the phone with his or her credit/debit card. (We do not take third party credit cards). At the end of the business day of expiration of rental contract with no payment and no communication from such customers, Providence Motors have the right to charge the customer's credit/debit card on file. If the transaction is declined, the vehicle will be assumed to be stolen and Providence Motors will take appropriate measures deemed necessary. A processing fee of 2% is charged on every transaction made over the phone or pre-authorized charges.

6. Renter agrees to

- a. forfeit his/her security deposit if the Renter gives the Rental Car to unauthorized person(s)
- b. In case of 6a above, Renter agrees to be held liable and indemnify Providence Motors for any loss or penalty or charges incurred on such unauthorized use.

7. If the renter decides to return vehicles of their own personal decisions before due date Providence Motors will only refund

- a. one day if contract has 4 or more days to expiration.
- b. If there are only 3 days or less left on contract expiration THERE WILL BE NO REFUND.
- c. If the vehicle is returned due to mechanical breakdowns (not attributable to renter's driving habit), Providence Auto Rentals will exchange vehicles and give appropriate discount if applicable.

8. All vehicles are rented with fueled tanks and must be returned with the same amount. A \$15.00 fee is applicable plus amount of fuel deficit, if there is a shortage in gas return. ABSOLUTELY NO REFUND ON GAS.

9. The vehicle must be returned clean as when rented. Otherwise, a fee of \$25.00 or more is applicable, should the car be returned dirty.

10. Renter Agrees to return the rental vehicle at the agreed time and date except they made payment to extend the contract. A \$25.00 late fee is applicable in addition to the daily rental rate, if a rental Vehicle is returned on the same day from 1minute to 2.5hours later than due back time. A daily rental rate will be applied should customers return vehicles any time after 2.5hours than the agreed returning time on contract . (b) \$25 late fees apply to rental vehicles when customers make payment for a rental extension after 24hours of rental agreement.

11. ***No unlimited miles. The company provides 100miles a day free mile. 25 cents per mile is charged in excess of allowed mileage.***

12. If a rental vehicle is stolen, impounded or abandoned while in renter's possession, Renter agrees that the security deposit will not be refunded. Also, if rental vehicle is towed while in renter's possession due to negligence or failure to display parking permit, Renter agrees to be responsible for paying and getting the vehicle from the tow company on his or her own & return vehicle appropriately.

13. ***Providence Motors will use any means by law to recover debt owed by a customer if he or she fails to pay the amount due to the company on rentals or any loss or expense incurred as a result of***

customer's negligence.

14. Renters must ensure they have receipt for all transactions as Providence Motors will not be held responsible for any other transaction that is not verified and paid to a third party after hours by assumption that the individual is an employee of the company or an individual that claims to be. Also, the renter agrees not to make any payment to even a verified employee after the close of business hours.

Providence Motors will not be held liable for any renter's item left in the rental vehicle after the vehicle has been checked in.

15. When customers encounter a flat tire, renter is responsible to change tire as long as a spare tire with the vehicle. Exception is a situation where extreme weather conditions make it impossible to do so. Having a flat tire could be as a result of many factors which include unpredictable occurrences; hence Providence Motors does not guarantee any waiver of cost of tires or discount on rentals as a result of tire purchase or repair. Renter should ensure there is a good spare tire in the rental vehicle before embarking on a long trip plus notify a rental agent of such intention. Renter will be responsible for any cost associated with tires if the aforementioned is not done.

16a. Any ticket acquired on the rental vehicle during the period of vehicle possession will be the renter's responsibility. If a customer consistently renews their contracts and accumulates tickets while renting, the customer agrees to pay a minimum of 70% of the total on tickets while still renting. Tickets that cannot be transferred to renters (for example Washington DC tickets), the payment of those tickets will have to be paid first before we allow rental extension. For all other tickets, the company has the right to provide the renter's information to the motor vehicle or issuing company for further collection if a renter customer refuses to pay promptly.

16b. We will charge a ticket administrative fee of \$10 per ticket for any ticket paid on behalf of the customer.

17. It is advised to avoid Toll Roads. Navigate your GPS to routes with no toll by choosing the alternative routes. There is always a Civil Penalty of \$50 or more on tolls not paid on time and this liability will be transferred to Renters accordingly.

18. If a rental vehicle is not paid for or returned after 48 hours of the agreed time on contract, the vehicle will be treated as stolen, and an ARREST WARRANT might be issued out in the renter's name.

19. If a rental vehicle is impounded as a result of criminal charges filed against you, vehicle recovery or repossession. Renter may not get his/her belongings that are in the vehicle back until all payment owed are satisfied. There is a \$100 administrative fee for (a)Vehicle pick up due to non-payment after 48hrs of rental (b) Vehicle pick up from impound due to an arrest made by police officer on customers personal matters.

20. There is a \$100.00 charge for a loss or failure to return a regular rental key and a minimum of \$300.00 is charged for the loss of a high security key.

21. If Rental vehicle is picked up as a result of failure to make payment after 48hours, renter agrees to leave the CAR KEY OR KEYS with the vehicle not later than 3pm same day we notify you of our intention to pick up or you notifying us to pick up our vehicle. Providence Motors will continue to charge daily rates and other applicable fees, to include tickets accrued until the time and date the rental vehicle key is dropped off .A criminal charge can also be filed for non return of a rental key or keys.

22. Customers that fail to bring the rental vehicle in at the 30days requested for a routine check, will have to be responsible for the repairs and maintenance that is necessary or arises after the window of a 30 days or every 30days that passes.

The rental vehicle must be brought in every 30 days for routine inspection and maintenance. A vehicle might be serviced on the spot, or another vehicle could be assigned if service required is more than 1 hour time frame. This is to allow us to do the necessary maintenance required before the vehicle is given back or rented again. Renter will be held liable for mechanical issues, vehicle breakdown & repair cost that comes up as a result of not showing up with the vehicle within the 30 days window given. Renter should get approval from Providence Motors by calling on or after hours before making any repair or part replacement on rental vehicle. The after-hours roadside assistant phone number to call is 240-481-8601. Do not tamper with any mechanical parts on rental vehicle without approval, if you do, we could file criminal charges against you.

23. **We have a NO SMOKING policy in our rental vehicles.** Renter acknowledges and agrees that if there are traces of smoking or it's perceived in the rental vehicle upon return a \$100 smoking charge and or any other

reconditioning fees will apply.

24. NOTE, all Saturday return cut off time is 4pm, even if vehicle was picked up later than 4pm at the onset of vehicle rental.

25. PLEASE NOTE if there is a chargeback received by us which means the authorized amount, we charged you was disputed and our account has been debited pending further investigation and conclusion, you agree to a chargeback processing fee of \$50 payable to Providence Motors.

26. There will be a service charge of \$50 plus tax up to 1 hour of signing a rental contract & a vehicle has been assigned to you. The fee will apply if you decide to return the vehicle due to any circumstances. A full day will be charged if this occurs after an hour.

27. Renter agrees not to use our Rental Vehicle for commercial purposes of picking up and dropping passengers and for delivery of goods & services. Examples of these are UBER, LYFT, DOOR DASH etc. as a result of our mileage restrictions.

28. ***Our vehicles are for local use only i.e. the DMV Area, if you need to travel outside these areas, you must agree to write with our rental agent before you do so. We will hold you responsible for the mechanical breakdown and our expenses incurred as a result of failure to notify our agent of such intent.***

29. ***Please NOTE for each ticket we receive per license plate per Rent To Own Vehicle or rental car assigned to customer we will charge a processing fee of \$10 per ticket if company has to process the payment on customers behalf. Our administrative fee on tickets are as follows: 1) \$25 up to 5 Warnings or 5tickets or combination of both to total 5 that we receive whether customer agrees to pay it on their own or not. 2)\$50 for total of 6 tickets up to 10tickets per license plate per customer And 3)\$100 for 10 tickets and up per license plate per customer ticket.***

30. ***Customer agrees to pay a one time \$10 processing fee which applies to all new rental contract.***

31. ***YOU ARE TO TREAT THIS VEHICLE RENTED AS YOURS. NO RECKLESS OR CARELESS DRIVING AS YOU WILL BE RESPONSIBLE FOR ANY LOSS OR DAMAGES AS A RESULT OF SUCH INCLUDING ALLOWING AN UNAUTHORISED DRIVER TO OPERATE VEHICLE RENTED TO YOU. WE WILL USE ALL LEGAL MEANS PERMITTED BY LAW TO RECUPERATE ANY OF SUCH LOSS FROM YOU IF YOU FAIL TO PAY FOR SUCH DAMAGES ON RETURN.***

PLEASE INPUT YOUR INITIALS BESIDE EACH POLICY

By signing this agreement, I understand what I have read and agree to the rental policy above.

CUSTOMER'S NAME

SIGNATURE

DATE