

## **Down payment refund policy**

The down payment is for keeping a rental vehicle available for you, so that it cannot be reserved by other people. We don't do overbooking.

A down payment is non-refundable. The only exception is that when the rental vehicle would not be available for you at the beginning of the agreed rental period. You could consider taking a cancellation insurance for in case you have to cancel, but that is not a service we provide.

In the case of the Nicaraguan borders being closed for all tourists on the first rental day, we keep the down payment for you during a year. It will be applied when you rent the same car model within that period. After that you are no longer entitled to that money.

As long as the agreed full rental amount, the security deposit and the other charges have not been paid, you have no right to receive the rental vehicle. When that payment has not been received by us within 48 hours from the first day of the agreed rental period, the commitment expires to maintain the vehicle that you reserved available for you. You will then also lose the down payment you made.

When you are delayed in picking up the rental vehicle, then that is no reason for a reduction of the rental cost. You pay for its availability to you and not for the actual use of it.