



Armadillo Nicaragua

Down payment refund policy

The down payment is for the sole purpose of keeping a rental vehicle available for you, so that it cannot be reserved by other people. We don't overbook like airlines do. In other words, a down payment gives security to you and some to us as well.

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. In the exceptional case that would happen, we have no obligation to provide you with a more expensive rental car for the same cost.

To cover the case that you need to cancel your trip to Nicaragua, you could consider taking a cancellation insurance. However, we cannot provide you with such a service.

The fact that you did not read well enough the correspondence between you and us, including this policy statement, constitutes no reason that we should refund your down payment. You can ask us to send you a copy of the rental agreement and/or the insurance coverage before you make a down payment. We assume that you have all the information you want, when you make the down payment.

In the case of the Nicaraguan borders are 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, our 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.

Granada, December 11th, 2021