Renter Rental Agreement

Version 0.2 | 12 October 2026 | Owner-approved draft

Professional review and launch requirements remain open. This document is not legally approved or effective for paid rentals. Real payments, refunds and payouts are unavailable.

1. Parties and rental record

This agreement is intended to apply to the host identified in the booking, the account holder making the booking (Booker), and the obligations accepted by each named driver. CarPont facilitates the booking under the Platform Terms. The confirmed booking record supplies the vehicle, registration reference, rental dates, pickup/return arrangements, price, mileage, deposit, drivers and policy versions. A downloadable copy must be available once that functionality is implemented.

A non-driving Booker may book for someone else. The Booker must not purport to consent for a driver without authority; every driver receives the relevant terms and privacy notice and completes verification. The allocation of Booker and driver financial responsibility requires legal review; this draft does not impose an unlimited joint guarantee.

2. Driver requirements

Every driver must be at least 21, have held a full driving licence for at least two years, provide required ID/passport, licence, residential address and contact information, and complete CarPont verification. Higher insurer requirements apply where disclosed and valid. Drivers must ensure their licence lawfully permits driving the particular vehicle in Zimbabwe, including any recognition or permit requirements for foreign licences.

Exactly one Primary Driver and at most two Additional Drivers may be named. Only verified named drivers may drive. Any verified named driver may collect or return the vehicle. Guest drivers may be verified without an account; later account matching and invitations require appropriate notice/consent.

3. Booking and payment

Check the complete trip and pricing summary before submission. A request does not guarantee acceptance or reserve confirmed occupancy. Observe the displayed acceptance/payment deadline. ContiPay and settlement are currently unavailable, and no payment, refund or payout is performed by these draft terms. Do not send private advance payments to a host.

Once an authorised paid service exists, use only the payment methods actually offered. Optional additional-driver charges are US$5 per driver per booking, up to two. Child seats/boosters are US$5 per seat per booking when available. A paid child-seat add-on does not guarantee suitability; check fit, condition and legal use before driving.

4. Collection and safe use

Bring the valid physical licence for inspection if requested. Check the vehicle and report materially unsafe condition or inaccurate description before driving. You may refuse a materially unsafe or misrepresented vehicle; record the facts and contact support for the cancellation/dispute outcome. Do not disclose the pickup PIN before the actual authorised handover.

Use the vehicle responsibly within Zimbabwe, obey traffic law, seat/passenger limits and the recorded permitted-use rules. Cross-border travel, sub-renting, racing, illegal use, unauthorised drivers and reckless or impaired driving are prohibited. Do not use the vehicle as an active taxi/public-transport vehicle or for excluded commercial activities. Obtain recorded authorisation before material non-emergency repairs or alterations.

5. Return, mileage and fuel

Return at the agreed place and time, in substantially the same condition allowing normal wear. Return fuel or EV charge approximately as received. The mileage allowance and any extra-kilometre rate are fixed in the booking. Additional mileage or fuel claims require evidence, not arbitrary charges.

At return, inspect with the host where practical and enter the separate return PIN when it is legitimately provided. A timestamp alone may not establish physical return time; report discrepancies. Photos, videos, fuel and odometer evidence are optional but recommended. Missing photographs do not automatically prove fault or eliminate a valid claim.

6. Extensions and overdue return

Request an extension before the due time. It needs recorded host approval, availability and the required authorised payment/amendment path. The original daily rate applies; an extra period up to 24 hours counts as an additional day. Where the amendment function is unavailable, seek support; informal approval must not be presented as a completed platform amendment.

There is no automatic late-return penalty in MVP. Communicate delays immediately. At four or more hours overdue with no communication and no agreed extension, CarPont may escalate the serious overdue concern and direct the host to authorities. CarPont does not determine theft or criminal intent.

7. Accidents, breakdown and claims

Prioritise safety, stop unsafe driving and contact emergency services/police when appropriate or required by law. Notify the host and CarPont when the rental is affected. Preserve factual evidence and comply with legitimate insurer reporting requirements. Do not admit liability on another party's behalf.

The host generally bears reasonable recovery and repair for breakdown not caused by renter misuse. For accident or misuse, a renter/driver may owe reasonable attributable loss or applicable insurance excess subject to evidence, policy terms, fault and dispute outcome. There is no automatic obligation to pay the vehicle's full value or all losses, and no duplicate recovery for an insured loss.

Evidenced renter-attributable traffic fines, tolls, parking and impound costs during the booking may be claimed. Owner-caused costs, expired owner documents and out-of-period costs remain with the owner. CarPont adds no administrative surcharge.

8. Deposits, cancellation and disputes

Only the disclosed optional deposit applies. Cash is held by the host; receipt and return must be acknowledged. Deductions need reasons and evidence and must follow agreement/dispute procedures. Read the Booking Policy for contractual cancellation bands, grace periods and statutory-rights reservations. An approved refund entitlement is distinct from actual repayment.

Either party may open a booking-linked dispute. Cooperate with reasonable evidence requests; the normal response period is 48 hours. Non-response is not an automatic legal admission. Platform decisions do not remove regulator/court remedies. Mandatory law prevails.

Related documents

Booking Policy · Handover, Damage and Insurance · Privacy · Community and Disputes.