Platform Terms of Service

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. Who we are and what these terms cover

CarPont is a peer-to-peer vehicle-rental marketplace operated by Powrgen Limited. Our recorded business address is Southerton, Harare, Zimbabwe. The final legal notice must include the verified registered name, company number, telephone, office bearers and address for legal service to the extent required by applicable law. We do not claim a registration, accreditation or licence that has not been obtained.

These terms govern your use of the platform. The Renter Rental Agreement and Host Agreement govern the relevant rental roles, together with the booking snapshot and linked policies. Mandatory Zimbabwean law takes precedence over inconsistent wording. Booking-specific terms may fill permitted choices such as mileage and deposit amounts; they cannot remove statutory rights or introduce prohibited fees.

2. Marketplace role

The intended rental arrangement is between the identified vehicle host and the Booker, with verified named drivers. CarPont supplies marketplace, verification, communication and case-management services. Whether any collection or contractual agency role is legally appropriate must be validated before paid launch. Describing CarPont as a marketplace does not remove responsibilities imposed on it by law.

CarPont is not an insurer, mechanic, police authority or emergency service. Verification records the checks performed; it does not guarantee identity, lawful licence recognition, roadworthiness or rental insurance coverage. We do not promise roadside assistance, replacement vehicles or round-the-clock human support.

3. Current service availability

Real ContiPay payment capture is not live, settlement is not implemented, and CarPont currently does not execute refunds or payouts. Test booking states and approved financial intentions are not evidence that money moved. No paid rental may be accepted until the relevant launch dependencies are approved. Planned digital deposits, owner credit and cash-commission facilities are not currently offered services.

4. Accounts and eligibility

One account represents one person and may have renter, owner or both capabilities. Provide accurate information, protect credentials, and report suspected compromise. Capability and vehicle verification must be completed before participation. Named drivers must satisfy the Renter Agreement and applicable insurer/legal requirements. Guest verification does not automatically create an account or marketing subscription.

You must have legal capacity to enter the relevant agreement. We will not treat an adult-driver threshold as a substitute for capacity checks for a non-driving Booker.

5. Listings and bookings

Listings must be accurate, authorised, current and eligible. Availability browsing does not reserve a vehicle. Request-to-Book requires host acceptance; Instant Book requires the eligibility and confirmation conditions shown at booking. A request, acceptance or payment-pending state is not a confirmed paid rental.

Before submitting, review the vehicle, named drivers, dates, locations, total price, mileage, deposit, insurance information and applicable terms. Confirmed terms cannot be changed unilaterally. Valid amendments require both parties' recorded agreement and any required availability/payment checks. Unsupported changes must be referred to support rather than arranged through an invented product flow.

6. Prices and financial responsibilities

Prices are in USD. The full amount and applicable charges must be disclosed before commitment, including taxes where applicable. Hosts pay the disclosed platform commission; there is no surprise renter service fee. Optional standard add-ons and evidenced post-rental liabilities are governed by the Booking Policy. Physical cash deposited with a host is not held or guaranteed by CarPont.

7. Communication and content

Use CarPont communication for booking records. Pre-confirmation screening may block obvious contact details and off-platform payment attempts. Necessary coordination details may be shared after confirmation. Do not submit someone else's private data without authority or expose it in reviews.

You retain ownership of your lawful content. You grant CarPont a non-exclusive permission to host, display and process it only as needed to operate the service, moderate content and preserve lawful records. Public display permissions end when content is removed, subject to lawful retained records and backups. This is not an unrestricted advertising licence for private evidence.

8. Safety, disputes and enforcement

Report unsafe conditions, suspected fraud or incidents promptly. Follow the Community Policy and Handover Policy. We may apply proportionate restrictions and urgent temporary safety measures. Case decisions are platform outcomes, not court findings or insurer claim decisions. You retain access to lawful external remedies.

9. Privacy and notices

The Privacy Policy describes personal-data processing. Agreeing to these terms is not blanket consent to every use of data. Separate optional marketing and guest-invitation preferences must be respected. Essential account, booking, safety and legal messages may be sent through available channels where a lawful basis exists. Email delivery is not guaranteed; review your account for pending actions.

10. Responsibility and legal rights

Hosts are responsible for the vehicles they supply and renters/drivers for their own conduct, subject to evidence and applicable law. CarPont remains responsible for its own legally attributable acts and omissions. No provision excludes non-excludable liability, statutory consumer remedies, fraud or liability that cannot lawfully be limited. No blanket indemnity or liability cap is imposed by this draft.

Loss claims must be evidenced, causally linked and reasonably mitigated; no party may obtain duplicate recovery. Service interruptions do not automatically eliminate a confirmed rental obligation or a statutory remedy. Contact support to resolve affected bookings.

11. Changes, closure and governing law

Material changes will be notified before they apply and require renewed acceptance where necessary. We will preserve the versions attached to existing bookings; later policy updates do not retrospectively rewrite them, except as mandatory law requires. You may request account closure; required evidence and claims records may be retained as explained in the Privacy Policy.

Zimbabwean law is the intended governing law, subject to mandatory rights applicable to the parties. Complaints may be raised through support and competent regulators or courts. These terms do not impose mandatory private arbitration or waive access to justice.

Related documents

Renters · Hosts · Privacy · Booking and cancellation · Handover and insurance · Community and disputes.