

## **Honda CB 500 travel terms and conditions**

### **Deposit**

The Honda CB 500 deposit is \$3000 pre-authorization hold. Refunds are automatically released.

Pre-paid credit cards are not accepted.

We reserve the right to charge and process payments equal to the value of the motorbike.

### **Daily rates: start and finish same city**

\$45 a day, 24 hour billable cycles.

### **Long Distance Hanoi/Danang/HCM**

- Return within 5 days, Charge = \$275
- Return within 10 days, Charge = \$500
- Return within 15 days, Charge = \$725
- Return within 1 month, Charge = \$950
- Each additional day over a packet will be charged at \$45 per day
- Extra months (60 days, 90 days) = \$undecided

**Due to limited stock of the Honda CB 500 we will count the rental from the booking date. Late arrivals will still be charged. If the booking date changes, please inform us in advance.**

### **Transport**

If finishing in a city **other than** HCM, Danang or Hanoi the customer is responsible for the transport fee to our HCM or Hanoi office. Usually approximately \$40.

### **Fees**

Customer is responsible for online transaction fees. Using the payment gateway “stripe” will refund transaction fees of the deposit. Please see creditcards.PDF for more information.

### **Guarantee**

All maintenance expenditures that occur will be refunded. This excludes **flat tires, inner tubes, and luggage racks**.

To use this guarantee:

1. Phone for support before any mechanic work is carried out.
2. **Do not change the oil on the Honda CB 500 under any circumstances.**

If the bike has a mechanical failure that cannot be fixed, we will be responsible for transport expenses from the breakdown location to HCM (providing customer calls us to confirm each expense). We will send out a replacement Honda CB. If the customer does not want a replacement bike then the customer is responsible for transport cost of the bike back to HCM. Customer will be charged per day for the use of the CB (45 usd/day).

### **Crashes**

The customer is responsible for all damages to the motorbike. The broken parts will be replaced at real Honda Head shops and the amount will be deducted from the deposit.

Honda are official in Vietnam with set prices throughout the country. Customer may get a quote from Honda for replacement parts which will be used as the official damage report.

Replacement parts are judged on what we feel a future customer can complain about. When collecting the motorbike please check it carefully and if you feel there are major scratches then take a picture.

Please contact us when a part is damaged. It allows us to order the part in advance which stops delays at return.

### **Customer changing plans**

Early returns will be charged a minimum fee of 5 days with cancellations. Five days notice must be given before the new return date. Extensions are possible with at least one week of notice.

**Please respect our stock control and warn us in advance if the return date or return city changes. Sudden changes of plans can cause us to miss a booking, we reserve the right to charge the customer compensation for booking damages.**

### **Working Hours**

Opening hours Monday to Saturday, 9 until 5pm. Please respect our working hours and avoid returning motorbikes on Sunday. Thanks for understanding!

**Do not change the oil on the Honda CB 500 under any circumstances.**

**For a lost key customer will be charged \$150. Tigit will have to send the backup key.**