

## **Royal Enfield Himalayan travel terms and conditions**

### **Deposit**

The Himalayan deposit is \$1000 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, which is \$6,500

Value of Key \$10. Value of Bluecard \$300.

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

\$35 a day, 24 hour billable cycles.

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

- Return within 5 days, Charge = \$225
- Return within 10 days, Charge = \$400
- Return within 15 days, Charge = \$575
- Return within 1 month, Charge = \$750
- Each additional day over a packet will be charged at \$35 per day
- Extra months (60 days, 90 days) = undecided

**Due to limited stock of the Himalayan 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 **oil changes, flat tires, inner tubes, and luggage racks.**

To use this guarantee:

1. Phone for support before any mechanic work is carried out.
2. Only use genuine and official Honda Stores. Keep receipts. Type “Honda head + location” into Google maps.
3. Provide evidence of oil changes every 1000km. Provide picture of oil change + KM of the bike.

For oil changes we recommend “Honda Head” service centres. They will charge for 2 bottles of oil around \$5 a bottle.

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 Himalayan (if available). 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 Himalayan (35 usd/day).

### **Crashes**

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

Customer may get a quote from Royal Enfield 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.

For major repairs and replacement parts, try and get to a Tigit office in HCM, Danang or Hanoi.

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 of 5 days. Five days notice must be given before the new return date. Early return refunds are calculated based off (client notification date + 5 days). A Maximum of \$200 will be issued for early returns.

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!

**Oil changes, flat tires, inner tubes, and luggage racks** are not reimbursed.