

RENTAL CONDITIONS

Thank you for making your reservation with Live Electric Tours, we hope to meet your expectations. At the end of the tour we would like to have your comments so that we can improve the quality of our service.

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1. The reservation must be made through the site: "liveelectrictours.com", by email booknow@liveelectrictours.com or by telephone calling (+351) 921 453 302. On specific occasions, a booking can be made physically on location where an assistant will help you and guide thru the rental conditions and procedures.
2. **Cancellations must be made at least 24 hours** before the scheduled start time of the tour. If it is not done, the tour costs will be charged. However, if the client wishes, he / she can make the reservation for another date and, if Live Electric Tours has availability, the new reservation will be accepted without any additional costs.
3. **If the change is made until 24 hours before the start of the tour, no administrative charge will be charged.** Live Electric Tours reserves the right to charge administrative charges in the event of a change to the reservation, within a period of less than 24 hours, from the date / time scheduled for the start of the reservation.
4. **Live Electric Tours allows you to make changes to a reservation the following conditions:**
 - a. By calling the Live Electric Tours via +351 921 453 302, or;
 - b. via email using booknow@liveelectrictours.com
5. **Any change to a booking will be recalculated based on the** availability and prices at the time the change is made. This may be greater or lesser than the price originally booked. This applies to changes made to:
 - a. Drop off location;
 - b. Pick up date and time;
 - c. Drop off time and date.
6. Group bookings must be made with a minimum of 48 hours in advance.
7. No modification administration fee will be made for changes up to 24 hours prior to the start time of the rental. Live Electric Tours reserves the right to charge an administration fee for changes within less than 24 hours prior to the start time of the rental.
8. **The driver must be 18 years of age or older and at the time of rental**, the driver must present a valid national driver's license **which has been held for at least 1 year**.
9. **The customer must arrive at the agreed place for delivery of the vehicle with a minimum of 15 minutes in advance**, to complete the necessary documentation and make payment.
10. **All vehicles are insured against third parties and own damages. However, the customer must first authorize a deposit of € 100,00** (one hundred euros) before the car is lifted. This deposit will be returned, when the vehicle is returned, if the vehicle does not present damages attributable to the use of the same.
11. **Please note that we are unable to give a refund, if you return the vehicle early.**
12. **Domestic renters and EU nationals** will need to present a valid national identity card or a passport at the Live Electric Tours counter or place selected for pick-up as photographic identification.
13. **Non-EU nationals** will need to present a valid passport in Roman alphabet at the Live Electric Tours counter or place selected for pick-up as proof of identity.
14. **For all Non-European Union renters**, an International Driving Permit (IDP) is highly recommended. The IDP translates the national license into various languages and is on its own, without the national license, not acceptable.
15. **Driver's licences issued by the People's Republic of China** may be accepted provided you present an official authorised translation issued by a Chinese Authority.
16. **License drive issued by People's Republic of China – Special Economic Zone of Macao** should be accepted if it is written in Portuguese language.
17. **If you hold a Driver's Licence issued in Vietnam**, you need to present the original licence together with an authorised translation issued by the Vietnamese Ministry of Transport. If both documents are presented at time of rental these licences are acceptable worldwide.
17. If you fail to cancel your reservation prior to the Pick-Up Time and do not collect the vehicle on the Pick-Up Date, or if you fail to comply with the pick-up terms, we reserve the right to make a No Show/Lost Tour Charge which recovers our administration costs and compensates us for our inability to rent the vehicle when it was reserved for your use.
18. Live Electric Tours reserves the right to cancel the reservation if there may have been external reasons, such as adverse weather conditions, movement restrictions such as war, riots or others, natural phenomena. If these exceptional conditions occur Live Electric Tours will inform the client as soon as he / she is aware of the facts and inform the client by proposing a new start date and alternative period.
19. You and/or any Driver may not use the Vehicle nor allow the Vehicle to be used:
 - a) for hire, mortgage, pawn, sell or in any way pledge not only the Vehicle or any part of the same but, the Rental Agreement, the keys, the documentations, the equipment, the tools and/or any of its accessories,
 - b) for carrying passengers for hire or reward, unless otherwise agreed by Live Electric Tours (for instance for car sharing purpose)
 - c) to carry a number of persons in excess of that mentioned on the Vehicle's registration certificate,
 - d) for carrying inflammable and/or dangerous merchandise, toxic, harmful and/or radioactive products or those that infringe current legal provisions (provided that such exclusion does not prohibit You from satisfying the needs of everyday life which do not infringe the applicable laws and whose transportation would correspond to abnormal use of the rented Vehicle);
 - e) participate in races, ramp or off-roading, reliability tests, speed tests or participate in demonstrations, competitions or sporting events, wherever located, whether they are official or not;
 - f) for transporting live animals (with the exception of pets and/or domestic animals, subject to Live Electric Tours express written authorisation),
 - g) to give driving lessons, accompanied driving,
 - h) to push or tow another vehicle or trailer
 - i. to drive on gravel roads or roads which the surface, size or state of repair poses risks to the Vehicle, as beach, impassable roads, forest roads, mountains, etc. or any roads that are not authorized and paved roads, except special dispensation given in writing by Live Electric Tours,
 - j. to commit an intentional offence,
 - k. for being transported on board any type of boat, ship, train, lorry or aeroplane unless express written authorisation has been given by Live Electric Tours,
 - l. to drive inside the no-traffic lanes of the ports, airports, and/or aerodromes and/or analogous or similar of a character not accessible to public traffic, or in refinery and oil company premises or installations without Live Electric Tours express written authorisation. If Live Electric Tours grants our consents to You in accordance with the above, Live Electric Tours will inform You of the third-party insurance cover that may be applicable in this case and which will vary depending on the circumstances.
20. During the rental period, the driver must take all necessary protective measures to keep the vehicle in the same condition as the one delivered to him, protecting himself, passengers and any person, animal or property that meet.
21. **The driver is obliged to comply with all the rules of the Portuguese Roads Code.**
22. **Customer has a tolerance of 15 minutes to deliver the vehicle in the agreed place, otherwise it will be charged the time from which the customer should deliver the vehicle until delivery with a minimum of one hour.**
23. **The customer is liable for any and all traffic fines that he commits and which are subsequently presented to Live Electric Tours and which occurred during the period in which the vehicle was under his responsibility.**
24. If the customer makes a bad use of the vehicle it will be responsible for damages in the car and damages to third parties that are not covered by insurance.
25. Live Electric Tours is not responsible for any issues that can occur outside its control such as the stability of the 4G connection, traffic jams or others during the tour.
26. **The client authorizes the use of his image in any material produced, namely photos, films, documents, or others in its use for the promotion or promotional campaigns of Live Electric Tours.**

I have read and accept the conditions, Lisbon, ____ / ____ / ____

Signature _____