

WAMPERT CAR HIRE

Terms & Conditions

1. Booking & Reservations

- The minimum booking duration is 2 days. Bookings for a single day are not accepted.
- A booking request reserves the vehicle on a PENDING basis and does not guarantee availability.
- Full payment must be made via M-Pesa and confirmed by Wampert Car Hire within 15 minutes of the booking request, or the reservation is automatically released and the vehicle becomes available to other customers.
- A booking is only CONFIRMED once payment has been received and verified by our team.

2. Identity Verification

- All customers must upload a valid National ID (front and back) before a booking can be confirmed.
- Accounts must be verified by Wampert Car Hire before a vehicle can be booked.

3. Pick-up & Return

- Pick-up and return dates and times are fixed at the time of booking and shown on your booking confirmation.
- Bookings are billed per full day; the return time each day matches the pick-up time.
- Vehicles must be picked up and returned at the agreed time and location.
- Late returns may attract additional charges at the discretion of Wampert Car Hire, and repeated late returns may affect eligibility for future bookings.

4. Booking Extensions

- Customers may request additional days on an active (confirmed) booking, charged at the same daily rate as the original booking.
- Only one extension request may be pending at a time per booking.
- Extension requests are subject to vehicle availability and approval by Wampert Car Hire before they take effect.

5. Vehicle Inspection

- A pre-trip inspection is carried out before hand-over, and a post-trip inspection is carried out on return.
- Customers are required to review and confirm inspection findings for each trip.
- Any damage identified during inspection will be documented with photographs and may be charged to the customer.

6. Cancellations

- Customers may cancel their own booking — whether PENDING or already CONFIRMED — at any time before it is completed, at no penalty beyond any payment already made.
- Wampert Car Hire also reserves the right to cancel a pending or confirmed booking where necessary, with a reason provided.

7. Vehicle Use & Liability

- Vehicles must be used responsibly and only for lawful purposes.
- The customer is responsible for the vehicle for the duration of the booking, including any traffic fines, tolls, or damage incurred during the rental period.

8. Communication

- Wampert Car Hire may contact customers via WhatsApp, SMS, or email regarding bookings, verification, and account status.

9. Changes to These Terms

- These terms may be updated from time to time. Continued use of Wampert Car Hire after an update constitutes acceptance of the revised terms.

Questions about these terms? Contact us on WhatsApp.