

PT. MUTE URBAN TRANSPORTASI

Terms & Conditions of Rental

- A valid Driver's License from your country (place of residence) is mandatory, you must also provide an International license as per regulatory Indonesian law. A photocopy of your license and passport will be kept on record via our rental software system.
- PT. Mute Urban Transportasi T/A MUTE Garage Bali accepts all major credit cards such as Master Card, Visa, for payments either way of our website or in store.
- MUTE Garage Bali requires 100% of the rental fee at the time of booking. This sum must be paid in full before pickup/arrival date.
- Your signature on the rental agreement page shall constitute authority for MUTE Garage Bali to debit the final total charges against your account and your specific card-issuing organisation.
- Minimum age to rent a bike or scooter from MUTE Garage Bali must be between the ages of 18 to 70.
- MUTE Garage Bali's prices are outlined on our website though are subject to change without notice. Once a booking has been made through our website, these costs are final.
- All of MUTE's rental rates are calculated on a 24-hour clock outlined within our website booking software. Specific times can be chosen for pick-ups and or deliveries to your accommodation.
- Rental payments are Non-Refundable, but in the event of a cancellation your booking can be used for an agreed alternative date or transferred to another person, if the specific model ordered is available.
- Bikes/scooters must be returned on the specified time frame that you have specified within your booking agreement, this is the condition of the hire agreement. Any late returns may result in extra hiring costs at day rates. If there is a need to change this specific time, then please contact us immediately. If you would like to extend your rental period, then inform us by a simple phone call or e-mail as soon as you are aware. Extending your rental period will only be possible if the specific model is available.
- Occasionally due to unforeseen circumstances a chosen bike/scooter model may not be available. In this case please contact us directly and we may be able to offer you a similar model.
- Fuel costs are the client's responsibility. All bikes/scooters are supplied with a full tank of fuel on delivery and should be returned with a full tank of fuel. You must **ONLY** use **Pertamax fuel** in all of our bikes, all Indonesian fuel stations carry **Pertamax fuel** (blue in colour). This is shown on the top of the fuel cap for your easy reference. In the case that the fuel tank is not full upon return, MUTE Garage Bali is authorised to charge your credit card USD5.00 for one of our staff to go and refill the bike/scooter.
- If you encounter a flat or punctured tyre you may have this replaced or repaired at any authorised manufacturers dealership. General repairs are not expensive though you must inform us immediately if this has occurred. If you use the Honda 24/7 roadside assist service, please notify us immediately. Honda's roadside assist phone number is **0361 438 008 or +62361 438 008** (HONDA SCOOTERS ONLY)
- This rental agreement **DOES NOT INCLUDE** extreme tyre wear or damage, or battery replacement due to negligence from leaving ignition or headlights on.
- MUTE Garage Bali is not liable for failure to perform our obligations within our hire agreements caused by issues beyond its reasonable control including but not limited to act of God, power failure, fire, flood, epidemic disease, war, riot, and terrorism.
- MUTE Garage Bali is not liable for any illegal conduct or actions by the renter against the law of the Republic of Indonesia.

DELIVERIES AND ORE-ORDERS

- We will ask you to present your credit card used for the online booking and your passport for verification purposes at the time of the hand-over of the bike/scooter. If the bike/scooter is pre-delivered to your accommodation and you are not present, we will require you to confirm these identification numbers i.e. Passport / driver's license. The delivery & pick-up documentation will be left with your resort, hotel, or villa management.
- If in the circumstance where you leave the hired bike/scooter at your accommodation for us to pick-up without you being present, please ensure that you take 5 photographs of the bike: (front side, left side, right side, back of the bike and the fuel indicator) so we may assess the condition of the bike/scooter via a photo in your absence. Always leave the provided keys and or accessories with the Receptionist / Duty manager of the accommodation and inform us of the name of the hotel staff that has accepted your items. NOTE: it is under no circumstance allowed to leave the bike behind at the airport or any other area where there is no supervision.
- Delivery service is only offered in specific areas subject to confirmation by staff on the day.
- All MUTE Garage Bali bikes/scooters/accessories are not allowed to be taken off the island of Bali.
- MUTE Garage Bali Bikes/scooters are hired out strictly for on road use only. No bikes/scooters are to be used for off road or beach activities. These activities are deemed illegal in Indonesia and strict penalties apply. If damage is caused by these activities, then an assessment will be made for the repair at the hirers cost.
- Note that the wearing of helmets in Indonesia is mandatory and the appropriate fines by the local police force / Indonesian authorities are strictly adhered to. If your helmet is lost or stolen please contact us and note that you will be charged a fee that is detailed within these terms and conditions under 'Accessories'

- MUTE Garage Bali takes pride in its bikes/scooters and accessories and ensures that all equipment leaving our store is in excellent working order. Each item is inspected through our quality control system prior to leaving our offices confirming you receive the best possible product and service from us as well as ensuring you get the best out of your island holiday.

CUSTOMER ORIENTATION

Every client will receive orientation to the motorcycle or scooter. The client orientation will cover all aspects of safe motorcycle operation, the client's maintenance responsibilities, local and state laws.

- **ELECTRIC SCOOTER USAGE:** The call out fee for a flattened battery is IDR100,000 per call out. It is suggested that after each day's use, that the battery is charged overnight. Battery charging is integral to the bikes use and takes approximately 5-6 hours to fully charge. For optimal care, the battery level should not go below 20% capacity. Further planning is required when it comes to using electric scooters, so always please take note of your battery indicator prior to use. Distances vary with different usage conditions i.e. speed / weight / load / road conditions / hilly terrain etc.
- Please be aware of your surroundings when in **wet season**. If a bike is left in low lying areas, floods can occur very quickly. During heavy rain, varying carparks areas around the island can reach a water level in excess of 1 meter high.
- For replacement of damaged or lost equipment please refer below 'Accessories' for details and pricing.

MOTORCYCLE INSURANCE COVER (Important Information)

Due to the Indonesian insurance companies claim process and that most of our customers are not able to meet the licensing requirements below, MUTE GARAGE BALI NO LONGER OFFERS MOTORCYCLE INSURANCE COVER.

THE FACTS REGARDING MOTORCYCLE INSURANCE AND ACCIDENT PROCEDURES IN INDONESIA

Motorcycle Insurance in Indonesia is NOT fully comprehensive. Insurance cover is only available for Total Loss Only (Accident damage totalling 75% or more of value of the motorcycle before you can make a claim). Fire and theft are also covered under a Total Loss Only Insurance). Any incident must be accompanied by an appropriate police report that must be completed within 24 hours of the motorcycle being in an accident or stolen. The police then request a period for up to 30 days or more to carry out an investigation regarding the theft. **Please Note:** Insurance companies will not allow any claims where the rider does not have the appropriate **endorsed motorcycle license** (either an International or Indonesian motorcycle license is necessary). This also applies to any type of theft of a motorcycle while the motorcycle is in possession of the renter. In most cases regarding theft, the insurance company will request that we have possession of the ownership Blue book, the original STNK license papers and also the 2 original keys that were provided with the new motorcycle.

While rare, motorcycle and scooter thefts do occur in Bali. The renter must make sure that all bikes are locked properly when not in use. To minimise the possibility of theft, all motorcycles are provided with a strong steering lock for this purpose. Mute staff will give you a demonstration of this procedure during the motorcycle orientation. The renter is responsible for parking their bikes/scooters in designated bike areas only or areas that you are directed to by parking staff. Once parked the motorcycle should be securely locked.

It is important to note that in Indonesia, **if you are a foreigner and are involved in an incident regardless of fault, you maybe be considered at fault.**

PT. MUTE URBAN TRANSPORTASI is not liable for any damage, theft or loss of the motorcycle including injury and/or death sustained by the rental clients while riding the motorcycles or to their pillion passengers and any other persons or third party that is involved in any type of accident.

PLEASE NOTE: If you have motorcycle accident cover included with your **personal travel insurance**, please check with your insurance company and verify what is the maximum engine capacity of a motorcycle or scooter that you are permitted to ride. In many cases travel insurance companies will not cover you if the motorcycle engine capacity **exceeds 50cc**. In Indonesia almost all motorcycles or scooters have an engine capacity of 110/125/150/250cc.

- If in the event that you become aware of a fault or if the motorcycle becomes mechanically unroadworthy for any reason, you must notify MUTE Garage Bali staff immediately on the contact numbers/email detailed in your agreement or our website. We will then organise a replacement bike for you at our earliest convenience within MUTE GARAGE BALI working hours.
- In the unfortunate case of an accident, theft, or any incident, please notify MUTE staff immediately within working hours on the numbers given within your agreement or website, please do not defer to the next day. We will attend to this incident, so we may potentially help or advise you with a police report if necessary.

- **Please note:** Where an accident occurs, after which our motorcycle is deemed to be unroadworthy or unrepairable and it is determined that the rental client / driver was negligent, under the influence alcohol or drugs, under aged, not in possession of a valid driving license or is not the nominated driver(s), the rental contract is immediately terminated with no refund and all repairs, replacement and all associated costs will be the clients responsibility. You will be notified by email or phone to be advised of the cost of repairs or replacement. If any refund is due it will be refunded immediately.
- Repairs are carried out at the manufacturers service centre (Honda/Yamaha etc.) at their listed prices, plus our administration fee. Some of the approximate costs are listed in **Scooter Repair Schedule** below.
- In the event of any accident or theft of a motorcycle, the renter is liable for all repairs and/or replacement. A cash payment or a deposit for the full value of damage or value of the motorcycle at the time of the accident or theft will be taken from the authorized credit card and held by PT. Mute Urban Transportasi (T/A Mute Garage Bali) until repair or replacement estimates are received from the repairer or Mute purchases a replacement motorcycle. Clients will be notified by email or phone of the cost of repairs or replacement and any refund that maybe due will be refunded immediately.
- If a motorcycle is stolen or an accident occurs after which our motorcycle is deemed to be unroadworthy, the rental contract is immediately terminated with no refund.
- If any of MUTE Garage Bali's products are stolen or damaged i.e. bike, scooter, helmet, accessories etc. then please contact us immediately within working hours. Please also note that helmets are mandatory in Indonesia. All bikes/scooters have a compartment for safe helmet storage.
- **Please note:** All bikes/scooters are delivered with the (STNK) registration and tax papers within the bike. These documents are the legal documents required by the Indonesian government and are always to be kept in the bike in case of having to present them to the Police. Please keep this document safe as any loss will incur a replacement fee of IDR150,000 which will be the responsibility of the renter.
- Please note that only our Honda scooters are covered by 24-hour road-side assistance. If 24/7 assistance is required, please refer to the number decaled on the inside of the bike seat. For your reference, Honda's road-side assistance number is **0361 438 008 or +62361 438 008**
- PT. Mute Urban Transportasi is not liable to refund any losses caused by travel related problems including but not limited to cancelled or delayed flights, late arrivals etc. In this instance, you may take up these types of issues with your own travel agent or insurer.

PT. MUTE URBAN TRANSPORTASI, at any time, reserves the right to take possession of our motorcycle for any breach of this agreement and any undue care, misuse, or neglect to the motorcycle.

ACCESSORIES

- MUTE Garage Bali have a great range of upgradeable accessories as well as a merchandising range in store. If you have specified additional upgrades to your hire and any of our accessories are stolen, lost or damaged then you will be charged at new retail value to be paid by cash or on your credit card, plus an additional handling fee of \$10.

Retail values for our upgrade items are as follows:

- Helmet: USD25.00
- Phone Holder: USD15.00
- Surfboard Racks: USD100.00
- Replacement of Lost Bike Keys: USD15.00
- **Replacement Battery Charger: USD\$175**
- **Replacement Battery: USD\$750**
- USB Phone Charger: USD5.00
- **Pre-paid fuel charge upgrade:** If you choose this option you do not have to worry about returning the bike/scooter with a full tank of fuel. This option helps you in the case of either forgetting to refuel your bike or if you find yourself in a rush and run out of time prior to returning the bike.
- All prices stated on the **www.mutegaragebali.com** website are denoted in **IDR (Indonesian Rupiah)** and charged as such. We do not accept other forms of currencies. All prices quoted are converted into your currency at the daily conversion rate that will be used by the Indonesian banking system. For your convenience we have included a currency converter to indicate the approximate cost in **USD / EUR / CNY / AUD / GBP.**

| SCOOTER REPAIR SCHEDULE | | |
|--|----------------|---------------------------------|
| Incident type | Admin fee | Cost |
| General manufacturers service | IDR 50,000.00 | Cost + 10% |
| Scooter repairs | IDR 50,000.00 | Cost + 10% |
| Scooter repairs - Days off-the-road | IDR 50,000.00 | Cost + 10% + off road hire rate |
| Scooter paint works - Days off-the-road | IDR 50,000.00 | Cost + 10% + off road hire rate |
| | | |
| Scooter Washing / Detailing | IDR 50,000.00 | |
| Scooter Pick-up & Delivery from client's residence | IDR 50,000.00 | |
| Scooter accident pick-up service - Work hours | IDR 50,000.00 | |
| Scooter accident pick-up service - After Hours (6pm) | IDR 500,000.00 | + Cost of truck transportation |
| | | |
| Electric Scooter Battery Replacement due to Loss/Theft/Damage | | USD750.00 |
| Scooter helmet replacement (USD35.00) | | IDR 450,000 |
| Surfboard rack replacement (USD150.00) | | IDR 2,100,000 |
| Medical Kit replacement (USD10.95) | | IDR 150,000 |
| Rear travel bag replacement (USD50.00) | | IDR 700,000 |
| Phone holder replacement (USD15.00) | | IDR 200,000 |
| Key replacement (USD5.00) | | IDR 70,000 |
| USB Phone Charger | | IDR 50,000 |

Note: Where necessary, all repair costs will be quoted by the scooter manufacturer (Honda / Yamaha etc.)

Quotations will be obtained from the manufacturer for time frames needed for repairs.

Time frames for the scooter being off-the-road will be charged at the daily hire rates.

Example: 2-day repair (off-the-road) for a Honda Scoopy will be charged at 2 days daily hire rate for a Scoopy + repairs.