



IMPORTANT MESSAGE FOR OUR CLIENTS

- Our agents will inform you about insurances and additional coverage for your best protection, at the moment of renting the car; since these additional insurances are absolutely optional and the only effect is to provide benefits to our clients. These additional insurances can only be gotten at the beginning of rental when the vehicle is given to our client, but not during the rental period. So the client will sign an addendum to the contract to apply for these additional insurances.
- As you are our main concern, it is a fundamental policy of this organization to always give an excellent service, so it is important to inform you as follows:
- Be always aware on the road and in case of a flat tire, **DO NOT** accept help from anyone, please go immediately to the nearest Service Station (Gas Station); **DO NOT** give car keys to anyone (not authorized to drive it), never park on the streets, please use public parking lots with surveillance since your security is most important.
- It is important to remark that the Transit Law in Costa Rica was reformed (updated) on November 2010, reason why the amounts for fines/tickets due to violations to the law may vary from \$200 to \$800, according to the committed infraction, and so these fines/tickets should be paid in this company or at the nearest Public Bank and give us the receipt when returning car, otherwise we will charge them to the given credit card. In Costa Rica, minimum speed is 25 Km/hr and maximum is 80 km/hr. You are responsible for violations to the law.
- Always use the seat belt, this is obliged by Transit Law, besides this practice can save lives. In Costa Rica it is prohibited to use a mobile phone while driving.
- In order to prevent the loss of your original passport, we recommend you to have always a copy of it by showing main page, your picture and last entrance seal to Costa Rica, remember to always have ready your driver's license, since the Traffic Officers will require it at any moment.
- Remember the subscribed insurances **DO NOT COVER** any damage caused by negligence such as driving the car thru rivers, swamps nor on the sand, nor private roads, bridges flooded by water, driving out of roads, nor damages to engine caused by water or mud filtration; nor negligence because driving under alcohol or drugs influence, nor in cases when our car is driven by not authorized persons previously registered on our contract or purchase order.
- Never leave vehicle unattended with visible belongings inside.
- If you wish to keep the vehicle for longer than previously hired, please give us a phone call to 2586-6363 or 2586-6300 or send email to **customerservice@mapache.co.cr**, with at least 48 hours (two days) prior original return date (as agreed on the contract), this in order to confirm extension of the rental period
- **If you get involved in an accident, please do not move the vehicle away. Call us immediately and report the accident to the Qualitas Insurance Company, wait for the authorities to get to your place, as this is a requirement to support any coverage of damages resulting from the accident or damages caused to third parties properties. Please get information of the place, witnesses, time and date, etc. If you have camera for pictures, please take some from different angles. All damages found out of insurance margins, will be charged to you, as well as the costs to cover towing service and assistance.**
- No insurance covers negligence caused by the customer due to misuse and incorrect handling of the 4WD/Clutch, as well as the damage that this causes to the gearbox, clutch assembly and other parts resulting from negligent handling.
- Leaving doors open or lights on lowers the starting capacity of the 12-volt battery, and to offer assistance to start the engine, move another battery, change the vehicle, there will be a drop off charge.
- **NO smoking** inside the vehicle.
- Previous information is for your advice and recommendations to help you and guide you while your stay and driving all around Costa Rica. In case of an emergency, please call the following telephone numbers:

Mapache Rent a Car® Emergency Number	2286-0085	Mapache Central Office:	2586 -6300 2586-6363
Costa Rican Red Cross:	1128	Mapache Branch Alajuela	2586-6381
Thefts OU:	2225-3305	Mapache Branch Liberia	2586-6386
Costa Rican Tourism Institute:	2299 -5811	Mapache Branch Fortuna	2586-6395
Emergencies:	911	Traffic Police:	2222-9330
Qualitas Insurance Company:	800-7825-4827		

SIGNATURE: _____

REAL AGREEMENT: _____