

Chauffeur Drive

what is the car makes available with Car Club?

Car Club operates all types of cars manufactured by various car making companies such as Honda, Toyota, Ford, General Motors(Chevrolet), Tata Motors , Maruti Suzuki, BMW etc. The make comprises of Hyundai Santro, Hyundai Getz, Ford Ikon, Ford Fiesta, Honda city, Honda Civic, Honda Accord, Toyota Corolla, Toyota Innova, Chevrolet Spark, Chevrolet Optra, Chevrolet Magnum, Tata Indigo, Skoda Octavia and BMW 523i.

What is the Fleet Size of Car Club?

Car Club operates about 600 Cars (as of 10th June 2008) in 13 cities ranging from Economy to Super Luxury cars.

What are the safety features in the car rented out by Car Club?

Car Club inducts and promotes the variants of different makes of cars fitted with ABS and Air Bags which ensures the safety of the travelers. All our cars are fitted with safety belts for all users, with a reminder tag to fasten them during the journey. Car Club cars also carry a first aid kit, battery torch and an umbrella for any eventualities.

What about Car Club Chauffeurs?

All the Car Club s are trained by Hubert Ebner, an Austrian company for Defensive Driving and all of them have been gone through the program of Driving Assessment and Skills Program (DASP).

All these Chauffeurs are industry experienced and are trained by internal Standard Operating Procedures. Their antecedents and reference checks are made before inducting into the system.

All these Chauffeurs are well versed with lanes and by-lanes of the city in which they are working and also speak English, Hindi apart from their local language.

All the Chauffeurs are smartly attired with Car Club uniform and are equipped with mobile phones for easy communication.

A weekly briefing about all our clients and basic training program is done by our Quality Assurance Managers in each city.

Which are all the cities where Car Club services are available?

Car Club services are available currently in the cities of Ahmedabad, Bangalore, Chandigarh, Chennai, Cochin, Coimbatore, Delhi, Gurgaon, Hyderabad, Kolkata, Mumbai, Noida and Pune.

Car Club would soon be driving into 16 more cities.

How can one make reservations?

There are three ways to make reservations

Website : www.drivecarclub.com

Single Number : 124-44 171717

Email : reserve@drivecarclub.com

What is the technology available with Car Club?

Car Club has an online reservations tool in place with a customer interface provided from its website. Once the contract is signed by the Corporate, a corporate login and password is provided to the client through which they can log into our reservations system.

One can make fresh reservations, modify the existing reservations and cancel the reservations as well.

E invoicing is a unique feature provided by Car Club – one can print their invoice after log into our system. Our VeriSign certified website enables one to make payment online for their invoices and for making advance reservations.

Our front end operations software generates automated email confirmations and SMS alerts on car details which will ensure the contact between the user and the Car Club Chauffeur.

Can one have centralized invoicing at one city?

This feature is available only for corporate customers wherein they can use the car anywhere in the Car Club network and settle the invoice at their base city.

What kind of feedback mechanism is adopted by Car Club?

A feedback card is given to the users of Car Club after all the end rental. The Customers are requested by the Car Club Chauffeurs for feedback on the services. The feedback provided by the users is recorded in the system mandatorily. The customers can also send in their feedback to corporate@drivecarclub.com

Self-Drive

Who can rent a Self Drive car from Car Club and what are the qualification criteria?

Self Drive is a retail product and any individual can avail the Self Drive cars from Car Club provided that he is qualified on all the below mentioned conditions.

- Should have attained the age of 23 years.
- Should possess a valid Indian driving license without any endorsement – The original license should be produced on demand at start rental.
- Should hold a valid identity and residence proof. (For Eg. Passport)
- Should possess a valid credit card for blocking the deposit amount.

How the rental charges are calculated and how one should make the payment?

The rental charges are calculated minimum for a period of one day with 24 hours cycle treated as one day. There are daily/weekly/monthly rental charges and the charges will be applicable as per the usage.

What is the security deposit and how it would be treated?

For all the Self Drive rentals, Car Club blocks certain amount in the credit card of the customer. This deposit will be returned back once the car is returned without any damage. If there is any damage which is less than INR 7500, the deposit amount will be adjusted towards the exact amount of the damage and the balance will be repaid to the customer. In case of the damages which are higher than the deposit amount, the deposit amount will be forfeited.

What happens in case of damage occurred to the vehicle by the third party?

Any damages occurred to the car during the Self Drive rental from Car Club, the renter will be held responsible though the damages might be caused because of the reason wherein the renter was not responsible.

What does the rental charges includes & excludes?

The rental charges are inclusive of unlimited mileage and exclude fuel, Chauffeur charges, parking, toll and other incidental expenses.

What is the condition on Fuel?

The Self Drive cars from Car Club will be provided with full tank of fuel and has to be returned with full tank of fuel only. If the car is returned without full tank of fuel, the fuel will be filled by Car Club and the cost of the fuel and 10% surcharge on fuel cost will be charged to the customer.

How can one pay the rental charges and when?

The rental charges for an estimated rental period with taxes and levies will be collected in advance through the credit card only. No cash will be accepted.

How can one extend the rental period?

The renter has to call up the Car Club location from where the car is hired at least 12 hours in advance. The rental charges with taxes for such extended period will be collected immediately by swiping the credit card of the renter offline.

What are the taxes applicable on the rental charges?

There will be a service tax @ 12.36% and VAT of 12.50% on gross rental charges.

What is the procedure for additional driver(s)?

Car Club allows additional driver(s) to drive the car along with the renter and charges for the same will be INR 200 per day per driver up to a maximum of INR 1600 per driver. Such additional driver(s) should also qualify the criteria set by Car Club for Self Drive rentals. The declaration of such additional driver(s) should be made before starting the rental and the license copy of the additional driver(s) will also be provided to Car Club. The rental agreement will have to be signed by both the renter and additional driver(s).

What one should do in case of accidents?

In the unlikely case of accidents, the renter should inform the nearest Car Club location first. Then the renter should inform the nearest police station and register the complaint at his own cost. The renter should wait with the car till such time representative from Car Club reaches the spot and take over the possession of the car. The renter should surrender his original driving license to the Car Club representative which will be required for verification and processing insurance claim. The renter is liable to pay the rental charges till such time the car is cleared by Police department and Road Transport department.

What is refused claim and how the same will be treated?

Refused claims are the insurance claims rejected by the insurers of Car Club cars due to the renter not fulfilling the legal driving conditions. This might happen due to any violation of Motor vehicles Act and Traffic rules. In case of drunken driving, minor driver etc the claim will be rejected by the Insurance companies from where the insurance coverage is availed by Car Club.

On such cases, the entire amount of claim will be recovered from the renter and/or his/her representatives, legal heirs etc.

Where can one return the car?

Unless approved by Car Club, the renter has to return the car at the same Car Club where it was hired from.

What is one way rentals and are they available with Car Club? Are there any additional charges for one way rentals?

Car Club offers one way rentals to its customers between selected two locations. This is completely at the discretion of Car Club at the time of rental.

The charges for one way rentals would be, the normal Self Drive rental charges + cost of bringing the car back to the original rental location. The cost of bringing the car back to the original location includes the following.

- The rental charges during the travel time back to the originating Car Club office.
- The Chauffeur charges for driving the car back. This will be intimated at the time of rental.
- Any incidental expenses like parking, toll fee, inter-State border taxes etc.
- The cost of fuel from drop off location to the originating Car Club office. Drop off location means where the renter has handed over the car. The renter has to fill up the tank with the fuel at the time of drop-off.

What is the precaution one should take, while taking the Self Drive to inter-State?

The renter is liable to pay the border tax of the visiting State. There are RTO offices of the visiting State where the taxes can be paid and a receipt can be obtained. The eventualities arising out of the non-payment of inter-State border taxes will be borne by the renter. Car Club offices will be happy to assist the customers in locating the RTO offices and necessary information can be obtained at the Car Club offices from where the cars are hired.

What are the responsibilities of the renter?

- The renter should take good care of the car.
- The cars have to be used by the renter only for lawful activities and no illegal activity to be carried out with the car.
- The statutory documents in original will be provided to the renter at the time of start rental and it is the renter's responsibility to return the same back without losing any papers.
- All the accessories provided by Car Club in the car will be returned back by the renter.

What about traffic fines after returning the car?

Car Club is authorized to charge the credit card of the customers on receipt of traffic fine notice from the authorities.

What are the other features of Self Drive from Car Club?

- Car Club offers pick-up and drop facility for its Self Drive customers at nominal charges.
- Car Club offers unlimited mileage for its customers even if the car is hired for less than 3 days.
- Car Club upgrades car category for its repeated customers based on availability.
- Car Club also provides baby seats on request.
- Car Club provides all the necessary information about the places visited by the customers.
- Car Club also offers to assist in hotel accommodation at the selected destinations to its customers.