



Terms of Service

Every rule of a booking, written down plainly. We would rather you read this before the trip than discover it afterwards — the terms this family has worked to for three generations, so that both sides know exactly where they stand.

This document forms part of your booking with Konkan Central Car Rental Service. It applies alongside the rates stated in your quotation. Where a corporate empanelment contract exists, that contract prevails.

01 How Kilometres and Time Are Counted

- 1.1 For both local and outstation duties, kilometres and hours are counted garage-to-garage — from the moment the vehicle leaves our garage to the moment it returns to the garage.
- 1.2 Point-to-point billing, counted from your pickup point, is available on request. The per-kilometre and per-hour rates remain the same; only the package rate differs.

WHY GARAGE-TO-GARAGE

We are not a cab aggregator. There is no vehicle idling around the corner waiting for a booking to appear on a screen. The vehicle is despatched specially for you — it leaves our garage to reach you and returns to the garage once your duty ends. Those kilometres are real, they are run for you alone, and no other passenger shares them. That is what garage-to-garage billing reflects.

02 Local Duty Within Mumbai

- 2.1 Local packages are quoted as 8 hours / 80 kilometres. Usage beyond the package is charged on both counts — extra hours and extra kilometres.
- 2.2 Extra hour charges beyond the package are set out in the table below. Rates for other vehicles are confirmed at the time of quotation.
- 2.3 Extra kilometres beyond the package are charged at the vehicle's per-kilometre rate, stated in your quotation before the trip begins.
- 2.4 If a local duty extends past 12 midnight, a flat ₹300 additional driver allowance applies.

Vehicle	Per extra hour
Toyota Innova Hycross	₹350
Toyota Innova Crysta	₹300
Ertiga / Carens	₹250
Other vehicles	Confirmed in your quotation

03 Outstation Duty

- 3.1 Minimum running. A minimum of 300 kilometres per day applies to every outstation trip. Travel more and you pay actuals; travel less and the 300 km minimum stands. The vehicle and chauffeur are committed to you for the whole day regardless of distance actually driven.
- 3.2 Return after 11:00 PM. On the concluding day, if the vehicle reaches our garage after 11:00 PM, one additional day's driver allowance becomes payable.
- 3.3 Return after 12 midnight. If the vehicle reaches our garage after 12:00 midnight, the next day's full outstation charges apply.

WHY THE TIMING MATTERS — AND OUR ADVICE

A vehicle that returns late cannot be despatched for the next day's bookings, and that day is lost. We therefore advise beginning your return journey early on the final day, so that these charges never arise. This is guidance given in your interest, not a penalty waiting to be applied. Tell us your return plan and we will help you time it.

04 Outstation Vehicles Are Not for Local Use

- 4.1 A vehicle booked for an outstation trip is reserved strictly for that outstation journey. It cannot be used for local running within Mumbai either before departure or after the return.
- 4.2 The trip concludes the moment the vehicle returns to Mumbai. Any local running in Mumbai, before or after the outstation journey, is booked and charged as a separate local duty of 8 hours / 80 kilometres at the applicable rate.

WHY

An outstation vehicle is scheduled, fuelled and crewed for a long journey. Adding city running to either end changes the duty entirely and eats into the chauffeur's permitted hours. Booking it as a separate local duty keeps the pricing honest and the driver legal.

05 Driver Allowance (Bata)

- 5.1 Driver allowance is a flat per-day amount covering the chauffeur's own food and accommodation while on outstation duty. You are never asked to arrange or settle his meals and stay during the journey.
- 5.2 Rates: ₹600 per day on sedans and MPVs · ₹800-₹1,000 per day on luxury and group vehicles.

06 Tolls, Parking, State Tax and Permits

- 6.1 Tolls. Tolls are levied by the government and are reimbursed by the guest at actuals. Tolls are ordinarily paid through FASTag, and the FASTag statement is provided to you as proof.
- 6.2 Parking. Parking is payable wherever the vehicle halts and has to be parked. Where FASTag is accepted it is paid by FASTag; where FASTag is not available it is paid in cash and the receipt is provided to you.
- 6.3 Inter-state entry tax and permits. Charged at actuals with documentation for every state entered.
- 6.4 These are pass-through costs. We add no margin to any of them.

WHY THEY ARE NOT BUILT INTO THE RATE

Tolls and parking differ on every route and every halt. Averaging them into a single rate would mean short trips quietly subsidising long ones. Passing them through at actuals, with the statement or receipt in your hand, means you pay for exactly what your journey used and nothing more.

07 What the Rate Includes

- 7.1 Fuel is included in the per-kilometre rate. You never pay for fuel separately.
- 7.2 The chauffeur — his salary is included in the package and per-kilometre rate. Courteous in conduct and route-trained.
- 7.3 Charged separately: tolls, parking, inter-state tax and permits (Clause 6); driver allowance on outstation (Clause 5); and any extra hours or kilometres beyond the package (Clause 2).

08 GST and Invoicing

- 8.1 GST invoices are available on request. GST is charged extra where a GST invoice is required. Our GSTIN: 27BECPR0166P1Z1.
- 8.2 Corporate clients receive GST-compliant invoices with e-way bills as required by their travel desk.

09 Booking, Deposit and Payment

- 9.1 Deposit. A deposit confirms the vehicle — ₹2,000 for outstation, ₹1,000 for local. Higher deposits apply to luxury vehicles, multi-day itineraries and wedding bookings, and are told to you upfront.
- 9.2 Payment schedule. The fixed cost of the trip is payable after pickup, at the first convenient halt. The complete balance, if any, is payable before the drop.
- 9.3 Corporate clients on a running contract are exempt from the deposit and are billed monthly under their contract terms.
- 9.4 Quote validity. Once a quote is issued, the vehicle is held for 30 minutes while you decide — a fair-queue practice, so that another guest is not left waiting on the same vehicle indefinitely.

10 Cancellation and No-Show

- 10.1** Cancellation. For bookings cancelled at least 72 hours before the scheduled pickup, the deposit is refundable.
- 10.2** No-show. If the guest does not travel at the scheduled time without cancelling, the booking is treated as a no-show and the full day is charged.
- 10.3** Corporate clients follow the terms of their empanelment contract.

11 Vehicle Capacity and Luggage

- 11.1** Seating capacity, excluding the chauffeur, is set out below.
- 11.2** A Crysta fitted with a bench seat in the middle row, seating seven, can be arranged on special request at the time of booking.
- 11.3** Luggage. Sedan: 3 medium suitcases · Ertiga / Carens: 4 · Crysta / Hycross: 5 · Tempo Traveller: 12 or more pieces in the cargo hold. Tell us your luggage when booking so the right vehicle is assigned.
- 11.4** Roof carrier is not standard. A carrier-fitted vehicle can be arranged with 24 hours' notice.
- 11.5** Passenger count is strictly as booked. Overloading is not permitted in any circumstance — it is unlawful, it voids insurance, and it is unsafe. The chauffeur will not move a vehicle carrying more passengers than its stated capacity.

Vehicle	Passengers
Hatchback / Sedan	4
Ertiga / Carens	6
Innova Crysta / Innova Hycross	6 — captain (bucket) seats in middle row
Tempo Traveller	12 or 14
Force Urbania	13
Mini Bus	20 to 32
Bus	35 to 50

12 Vehicle Allocation

- 12.1** Vehicles are allocated by category. Demand for our premium vehicles is high and the calendar fills early — booking well in advance is the surest way to secure a particular vehicle for your date.
- 12.2** In the rare event of a breakdown or mechanical fault, we arrange a replacement vehicle of equivalent category at the earliest possible time.

13 Conduct During the Journey

- 13.1** Smoking is not permitted inside any vehicle.
- 13.2** Consumption of alcohol inside the vehicle is not permitted. Carriage of alcohol across state borders is governed by the law of the states concerned and remains the guest's responsibility.
- 13.3** Carriage or consumption of illegal substances is strictly prohibited, as is any unlawful use of the vehicle.
- 13.4** The chauffeur's authority. The chauffeur may decline to continue the journey where there is a breach of these clauses, a threat to safety, abusive behaviour towards him, or a demand to drive in a manner that is unsafe or unlawful. In such an event the trip is treated as completed and charges apply in full.

14 Chauffeur Rest

- 14.1** On outstation duties the chauffeur takes his rest during the night — at halts and after reaching the destination. Itineraries are planned so that he has a proper night's rest before the next day's driving.
- 14.2** Please allow for this when planning late-night sightseeing or departures. A rested chauffeur is the single most important safety feature of any journey.

15 Damage, Cleaning and Soiling

- 15.1** The guest is responsible for damage to the vehicle, interior or exterior, caused by the guest or their party, at the cost of repair.
- 15.2** Soiling. Where the vehicle requires deep cleaning — vomit, spillage of food or liquids, pet hair — a cleaning charge applies, assessed according to the damage and the cleaning actually required. The assessment is shown to you.
- 15.3** Pets are carried only where agreed at the time of booking.

16 Personal Belongings

16.1 Guests are requested to check the vehicle before alighting. Konkan Central does not accept liability for money, jewellery, documents, electronics or other personal belongings left in the vehicle. Where an item is found, we make every effort to return it to you.

17 Force Majeure

17.1 We are not liable for delay, curtailment or cancellation arising from circumstances beyond our reasonable control — including weather, flooding, landslide, bandh or strike, road closure, diversion, traffic restriction, accident, civil disturbance, or the act or order of any authority.

17.2 Where such circumstances extend the trip, charges for the additional time and distance apply. Where they curtail the trip, charges up to that point apply.

18 Dispute Resolution

18.1 Any dispute is first taken up directly with the proprietor, who will address it personally. In three generations of this business, almost everything has been settled this way.

18.2 Failing that, all disputes are subject to the exclusive jurisdiction of the courts at Mumbai, Maharashtra.

Anything here you would like explained?

Ask before you book, not after. The owner answers personally — WhatsApp or call +91 88283 99657.

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