General Vehicle Rental Conditions

These apply to every Leva-te Lá, Lda rental, together with the booking confirmation and the Specific Conditions signed at vehicle handover.

1. Provider and contacts

The rental service is provided by **Leva-te Lá, Lda**, registered office at Bairro Militar, São Tomé, São Tomé and Príncipe, tax no. 517007897 ("Leva-te Lá"). Contacts: leva.te.la.com@gmail.com and phone/WhatsApp +239 996 2130.

The Stripe account used for payments is held by Miron e Miron, Lda (Portugal), which acts as representative, in the name and on behalf of Leva-te Lá, Lda. The booking confirmation identifies the entity receiving the payment and the name that may appear on your statement. The administrative management of the booking and the contract, including invoicing, communications, complaints and refunds, is carried out by Leva-te Lá. The involvement of Miron e Miron in processing payments does not change the service provider.

2. Contract documents

The contract consists of these General Conditions, the booking confirmation and the Specific Conditions completed and signed at vehicle handover. The Specific Conditions set out the details of the booking (drivers, vehicle, dates, price and vehicle condition) and may not impose charges or restrictions that were not previously disclosed to and accepted by the customer.

These conditions do not exclude the rights granted to consumers by law.

3. Authorised drivers

The driver must be at least **21 years old** and present, at pick-up, an identity document and a driving licence that is valid and legally accepted in São Tomé and Príncipe. Only the persons named in the Specific Conditions may drive the vehicle.

4. Booking and confirmation

Online bookings require at least 24 hours' notice. A booking is confirmed when the customer receives the confirmation email, which states the vehicle or category, dates, times, locations, total price and the payment and cancellation terms. These conditions are made available before confirmation. All contractual dates, times and deadlines refer to local time in São Tomé and Príncipe.

5. Rates and supplements

Rental is charged per 24-hour period. The rate for the total length of the booking applies to every day booked: **€50 per day** for 1 to 4 days; **€45 per day** for 5 to 9 days; **€40 per day** for 10 days or more. Unlimited mileage is included. **No deposit is required.**

Pick-ups or returns outside 8:00–22:00, and deliveries or collections away from the airport, carry a fee of €35 each, up to a maximum of two fees per booking. Any fee-waiver campaign in force is shown in the confirmation. The confirmed total price includes all applicable fees.

Driver/guide service: €100 per day, added to the rental price, for the number of days chosen when booking (at most the length of the rental). On days with a driver, the vehicle is driven by the Leva-te Lá driver and damage caused while the driver is at the wheel is not attributable to the customer. The daily schedule and route are agreed in advance with the driver. Fuel used on those days is paid by Leva-te Lá: the driver refills it at the end of the day and that consumption is not charged to the customer under clause 10. Entrance fees, meals and other expenses along the way are not included unless stated in the confirmation. Cancellation of the service follows clause 7.

There is a 59-minute grace period on return. Any longer delay may only be charged as set out in the Specific Conditions. Extending the rental depends on availability and prior agreement.

6. Payment and card guarantee

The customer may pay online when booking, through Stripe (card, Apple Pay or Google Pay, subject to availability), or pay at pick-up. Where advance payment is not possible, the price is charged on site before the vehicle is handed over.

The card used for the booking is stored securely by Stripe. When paying at pick-up, there is no immediate charge, pre-authorisation or blocking of funds. The cardholder, who may be a person other than the renter, expressly authorises its use only for the charges specifically identified in these conditions, at two moments: (a) when booking online, by specific acceptance, for the late-cancellation or no-show penalty set out in clause 7; (b) at vehicle handover, by signing the debit authorisation in the Specific Conditions, which identifies the cardholder, the booking and the card by its last four digits, for missing fuel, late return, extraordinary cleaning, loss of keys or

documents, damage to the vehicle, fines, parking fees and towing, storage or immobilisation costs legally attributable to the customer, and the administrative fee set out in this clause. The authorisation under (b) is valid for up to 90 days after the vehicle is returned. If the cardholder does not sign the authorisation, or if it has expired, any amounts due are requested by other means.

Storing the card does not in itself authorise any charge. Before any authorised charge, the customer receives the identification of the charge, the calculation and the supporting evidence, and may dispute it through the contacts in clause 1. If there is no valid authorisation or the charge cannot be made, payment is requested by other means, on site where possible, without duplicate charges.

The rental price is paid when booking or at pick-up, according to the option chosen. Extraordinary charges follow three deadlines: (i) Leva-te Lá notifies the customer of the incident within 30 days after the vehicle is returned, except for facts only known later for justified reasons, such as fines notified by the authorities; (ii) the final amount is communicated with its calculation and supporting documents as soon as it is determined; (iii) the card is only charged at least 5 working days after the final amount has been communicated and within the validity of the authorisation. If the customer raises a reasoned dispute, the charge is suspended until Leva-te Lá replies in writing, and the 5 working days start again from that reply.

An administrative fee of €30 is added to each additional charge due for late return, damage, fines or any other contractual breach expressly provided for. The fee is applied only once per triggering event, even if several costs or payments relate to the same event, and not for each collection attempt. For damage covered by the commercial protection, the damage and this fee together do not exceed €200 per incident. The fee is not added to the price or supplements already confirmed, nor to the cancellation or no-show penalty. It is not a card surcharge and is not due for events attributable to Leva-te Lá.

7. Cancellation and changes

Cancellation is **free of charge up to 72 hours** before the pick-up time, with a full refund of the amount paid. With less than 72 hours' notice, or in the event of a no-show, at most the price of one rental day at the booking's daily rate may be charged, with no duplicate penalties for the same event.

A no-show occurs when the customer does not turn up within 2 hours of the booked pick-up time or, if the flight has been communicated, within 2 hours of its actual landing, and Leva-te Lá, having tried to contact the customer by phone and WhatsApp, receives no reply. From that moment the vehicle may be released for another rental.

If the customer reports a flight delay, Leva-te Lá waits for the arrival at no charge, within opening hours. The pick-up and return dates and times originally booked remain unchanged; a later actual pick-up does not automatically extend the rental. Changes to dates, locations or duration depend on availability and express agreement on the new price. Arrival outside opening hours requires the pick-up to be arranged in advance.

Once the rental has started, an early return for the customer's convenience does not reduce the total price of the booking nor, in itself, give a right to a refund of unused days. This rule does not affect the customer's legal rights, in particular in the event of a breach attributable to Leva-te Lá or a legal ground for terminating the contract.

If Leva-te Lá cannot provide the vehicle booked, it offers an alternative for the customer's acceptance or refunds the price of the service not provided, without prejudice to other legal rights. Refunds are made to the original payment method and ordered within 14 days of the date they become due; the time the bank or card issuer takes to make the funds available does not depend on Leva-te Lá.

8. Handover and return

At handover and on return, the exterior and interior condition of the vehicle, fuel level, mileage and accessories are recorded in the Specific Conditions, with photographs. The customer may add comments and receives a copy of the record. The customer is not charged for damage recorded at pick-up or for normal wear and tear.

The vehicle is handed over to and returned to a Leva-te Lá representative, at the agreed place and time. A return without a representative present, in particular outside opening hours, is only possible with prior agreement on the parking place and the handing over of the keys. In that case, the return is only completed when Leva-te Lá inspects the vehicle, within 4 hours of the start of the next opening hours, and the customer remains responsible for the vehicle until then, within the terms and limits of clauses 11 and 12. The customer photographs the vehicle when leaving it (exterior, interior, odometer and fuel gauge) and sends the photographs to Leva-te Lá as evidence of the condition in which it was left. If the inspection is not carried out within that time, the customer's responsibility ends at the end of that period. The absence of photographs does not create a presumption that all damage found at the inspection is attributable to the customer.

Leva-te Lá does not keep objects left in the vehicle during or after the rental and is only liable for their loss or damage where this is attributable to it or where it has taken them into its care. The customer should check the vehicle before returning it.

9. Use of the vehicle

The vehicle may only be driven on the island of São Tomé, in accordance with the Highway Code. The following uses are prohibited: taking it to another island; subletting; competitions; towing other vehicles; driving by unauthorised persons; driving under the influence of alcohol or drugs in conditions prohibited by law; and driving in places that are prohibited or manifestly unsuitable for the vehicle.

The customer must keep the keys safe, lock the vehicle when leaving it, use the correct fuel and stop in a safe place when serious fault warnings appear, contacting Leva-te Lá. The customer must not carry out or order repairs without prior authorisation, except for urgent and proportionate measures essential for safety or to prevent greater damage when instructions cannot be obtained. The customer must report accidents and breakdowns as soon as possible and cooperate in gathering information and in the insurance claim.

The vehicle may not be used for paid transport of passengers or goods, nor to carry goods in breach of the law. Smoking inside the vehicle is forbidden.

The customer returns the keys, the vehicle documents and the accessories recorded at handover. In case of loss, the customer pays the actual, documented cost of replacing them and, if necessary, of travelling to deliver a spare key. If the vehicle is returned clearly dirtier than after normal use, including traces of smoke, the actual, documented cost of extraordinary cleaning is charged. The administrative fee set out in clause 6 is added to these charges. These costs are not damage to the vehicle and do not count towards the €200 limit in clause 11.

In the event of a serious prohibited use or failure to pay the price, Leva-te Lá may terminate the contract by notice to the customer. Where the breach can be remedied, the notice gives a reasonable time to remedy it, unless urgency or seriousness justifies immediate action. The vehicle is recovered only by lawful means. Once the contract is terminated, the customer pays the price for the period up to the recovery of the vehicle, the justified costs of recovery and the legally recoverable losses, without duplication.

10. Fuel

Fuel is not included. The policy is full to full: the vehicle is handed over with a full tank and must be returned with a full tank. The level is recorded at handover and on return, with a photograph of the gauge and the possibility of comments by the customer. A tank is considered full when the gauge shows full at the time of return. If, exceptionally, the vehicle is handed over without a full tank, the level is recorded and the vehicle must be returned with that level.

The vehicles run on petrol and have a 50-litre tank. If the vehicle is not returned with a full tank, Leva-te Lá refuels it immediately after return, before any other use, and charges the customer the amount actually paid, as shown on the fuel station receipt with registration, date and litres, plus a refuelling fee of €35 per incident. If the receipt is in dobras, the amount is converted into euros at the exchange rate published by the Central Bank of São Tomé and Príncipe for the date of refuelling, stated in the calculation. For fuel, this fee replaces the €30 administrative fee set out in clause 6. Nothing is charged when the gauge shows full on return. Charging the card depends on the authorisation set out in clause 6.

11. Insurance and €200 commercial protection

The vehicle has compulsory motor third-party liability insurance. The insurance certificate is kept with the vehicle documents, and the insurer and policy details are provided to the customer on request or in the event of an accident. The customer's personal travel insurance does not replace the vehicle insurance. As a commercial choice, Leva-te Lá grants a liability limit of €200 per incident for damage to the vehicle legally attributable to the customer, subject to the exceptions below. This limit is not necessarily the policy excess and does not depend on payment by the insurer.

An incident is the same event or set of events directly linked to the same cause. Damage to several parts of the vehicle resulting from the same accident is a single incident. The customer never pays more than the loss legally attributable to them, up to the applicable limit.

To the extent permitted by law, the liability limit does not apply to damage caused or aggravated by the customer's wilful misconduct or gross negligence, nor to damage caused or aggravated by the prohibited uses expressly listed in clause 9. The exclusion covers only the loss legally attributable to that conduct or to the aggravation it caused. Leva-te Lá must prove the relevant facts and their link to the damage. Ordinary fault, even if entirely the customer's, does not in itself remove the commercial limit.

For the purposes of this commercial protection, gross negligence means a particularly serious failure to take the most basic care required in the circumstances, in the face of an evident and significant risk of damage. Examples, where these conditions are proven, include continuing to drive despite an unmistakable overheating or low oil pressure warning when it was possible to stop safely, or entering a visibly flooded area despite the evident risk. An accident, a traffic offence or the mere existence of damage does not in itself prove gross negligence.

Theft, robbery and total loss. As a commercial choice, Leva-te Lá applies the same limit of €200 per incident to theft or robbery of the vehicle and to its total loss, bearing the unrecovered loss above that amount, subject to the exceptions in this clause (wilful misconduct, gross negligence and prohibited uses). A total loss is a situation where repair is not technically or economically viable in relation to the value of the vehicle before the incident. The loss is calculated on the value of the vehicle before the incident, less salvage and amounts recovered. The limit is a maximum, not an amount automatically due: the customer only pays the loss legally attributable to them.

The customer reports the theft or robbery to the authorities as soon as possible and, unless justifiably prevented, within 24 hours of becoming aware of it, informs Leva-te Lá and hands over the keys and documents in their possession. Failure to comply with these duties does not automatically remove the commercial protection; it is assessed according to fault, the loss actually caused and the exceptions in this clause. The protection does not apply to theft or robbery that Leva-te Lá proves was made possible because the vehicle was left unlocked or with the keys inside or within reach of third parties.

The cost of removing incorrect fuel and the damage resulting from the same refuelling are a single incident of damage to the vehicle for the purposes of this clause, subject to its exceptions, in particular if the customer keeps driving after becoming aware of the error. If the error is attributable to the fuel station, Leva-te Lá pursues the station's liability and does not automatically charge the loss to the customer.

12. Damage and fines

The customer is liable for traffic offences legally attributable to them and must cooperate in identifying the responsible driver. Damage to the vehicle legally attributable to the customer is governed by clause 11. Fines do not count towards the €200 limit for damage to the vehicle.

Any claim for damage identifies the event, the available evidence (photographs and the handover and return record), the calculation of the amount and how the insurance applies. The customer may comment on and dispute the charge. Amounts already covered by the insurer or by a liable third party are not charged.

The customer also bears the parking fees due during the rental and the costs of towing, storage and immobilisation of the vehicle when it is seized or clamped by the authorities for a reason attributable to the customer.

13. Accidents and breakdowns

In the event of an accident or breakdown, the customer must ensure their own safety and that of others, call the emergency services when necessary and inform Leva-te Lá as soon as possible on **+239 996 2130**. The customer must comply with legal reporting obligations and keep the details of the incident (photographs, details of those involved and witnesses).

In an accident involving third parties, the customer completes the accident report form, where applicable, and calls the police when there are injuries, disagreement between those involved or one of them leaves the scene. The customer gives Leva-te Lá the incident documents within 48 hours of the accident, or as soon as possible if prevented. If the lack of these documents prevents or reduces recovery of the damage from the insurer or the liable third party, the customer is liable for the resulting loss, within the limits of clause 11.

Leva-te Lá provides information on assistance and, where possible, a replacement vehicle. Liability for costs and for the period without use is assessed according to the cause of the incident, the contract and the law.

14. Personal data

The data of the customer and drivers are processed to manage the booking, the contract, invoicing and any incidents, in accordance with the privacy policy published at leva-te-la.com. We do not sell personal data.

15. Complaints and governing law

Complaints may be sent to the contacts in clause 1; Leva-te Lá replies in writing, giving its reasons, within a maximum of 20 working days. The law of São Tomé and Príncipe applies, without prejudice to mandatory rules applicable to the contract and to the right to complain to the competent authorities.

New versions of these conditions only apply to bookings made after they come into force.

Specific Conditions

Rental agreement no. _____ · Completed in duplicate at vehicle handover: one copy for the customer, one for Leva-te Lá.

1. Booking

Booking no. / date	Channel (website, WhatsApp, partner…)	Partner code	Customer language

2. Renter

Full name	ID document (type and no.)
Address	Nationality
Phone / WhatsApp	Email

3. Authorised drivers (minimum age 21)

Driver 1 — name	Date of birth	Licence no. / country	Licence expiry
Driver 2 — name	Date of birth	Licence no. / country	Licence expiry

4. Vehicle

Vehicle Daihatsu Terios 4x4	Registration	Colour	Seats

5. Period and locations

Pick-up — date and time	Pick-up location	Return — date and time	Return location

6. Price (rate: €50/day 1–4 days · €45/day 5–9 days · €40/day ≥ 10 days · no deposit · unlimited mileage)

No. of days	Daily rate	Rental subtotal	Fees (out of hours / away from airport)	Total
Payment: ☐ paid online (Stripe) ☐ to pay at pick-up ☐ cash ☐ card			Amount paid / outstanding	

7. Insurance and charges applicable to this rental (clauses 5, 10, 11 and 12)

Compulsory insurance: certificate with the vehicle documents	Administrative fee: €30 per triggering event (cl. 6)	**Commercial protection** **€200 per incident** Exceptions in clause 11
Late return beyond 59 min € per	Fuel — cl. 10 Full to full · 50 litres · if not full: receipt + €35	Other agreed charges

7-A. Debit authorisation (clause 6)

I, holder of the card ending in _____, authorise Leva-te Lá, through the Stripe account of Miron e Miron, Lda, to charge that card, in relation to booking no. _____, the extraordinary charges listed in clause 6 (fuel, late return, cleaning, keys or documents, damage to the vehicle, fines, parking, towing, storage or immobilisation and administrative fee), calculated under the General Conditions and charged only after they have been communicated with their calculation and 5 working days have passed. This authorisation is valid for up to 90 days after the vehicle is returned.

☐ I authorise ☐ I do not authorise (charges are paid by other means)

Cardholder name and signature: _____

8. Vehicle condition

Area	**Pick-up** and comments S scratch · D dent · B broken	**Return** and comments
Front / bumper	☐ S ☐ D ☐ B	☐ S ☐ D ☐ B
Rear / bumper	☐ S ☐ D ☐ B	☐ S ☐ D ☐ B
Left side	☐ S ☐ D ☐ B	☐ S ☐ D ☐ B
Right side	☐ S ☐ D ☐ B	☐ S ☐ D ☐ B
Roof	☐ S ☐ D ☐ B	☐ S ☐ D ☐ B
Windows and mirrors	☐ S ☐ D ☐ B	☐ S ☐ D ☐ B
Wheels and tyres	☐ S ☐ D ☐ B	☐ S ☐ D ☐ B
Interior / upholstery	☐ S ☐ D ☐ B	☐ S ☐ D ☐ B
Headlights and lights	☐ S ☐ D ☐ B	☐ S ☐ D ☐ B

	Pick-up	**Return**
Mileage (km)		
Fuel	☐ 0 ☐ ¼ ☐ ½ ☐ ¾ ☐ full Reserve light on: ☐ yes ☐ no	☐ 0 ☐ ¼ ☐ ½ ☐ ¾ ☐ full Reserve light on: ☐ yes ☐ no
Accessories: spare tyre, jack, warning triangle, vest, vehicle documents	☐ complete missing:	☐ complete missing:
Photos taken (no.)		

9. Customer comments

10. Declaration and signatures

The renter declares that they have received and accept the General Rental Conditions (Version 1.5 · 19/10/2026) and these Specific Conditions, have checked the vehicle condition recorded in section 8 and have received a copy of this document.

At handover — date and time	For Leva-te Lá	The renter
On return — date and time	For Leva-te Lá	The renter