



# Wheelers of Hawaii Reservation Agreement

877-735-6365 Reservations/ 888-734-0632 fax/Please use BLACK ink and Print Clearly

Rental Beginning Date: \_\_\_\_\_ Rental Ending Date: \_\_\_\_\_  
Payment: Credit Card (VISA/AX/MC): Acct. No. \_\_\_\_\_ billing zipcode \_\_\_\_\_  
Expiration Date: \_\_\_\_\_ Name on Card: \_\_\_\_\_

Responsible Renter: \_\_\_\_\_  
First Initial Last

Renters Address: \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Country \_\_\_\_\_  
Renters DLN \_\_\_\_\_ DOB \_\_\_\_\_ Exp. Date \_\_\_\_\_  
Renters Day Phone \_\_\_\_\_ Night Phone \_\_\_\_\_ Fax \_\_\_\_\_

**Cell Phone Phone(s) # Required** \_\_\_\_\_

Additional Drivers (2 Allowed)

Driver 1 First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Driver 1 DLN \_\_\_\_\_ DOB \_\_\_\_\_ Exp. Date \_\_\_\_\_

Driver 1 Day Phone \_\_\_\_\_ Night Phone \_\_\_\_\_

Driver 1 Address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Driver 2 First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Driver 2 DLN \_\_\_\_\_ DOB \_\_\_\_\_ Exp. Date \_\_\_\_\_

Driver 2 Day Phone \_\_\_\_\_ Night Phone \_\_\_\_\_

Driver 2 Address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Arrival Information:** Airport \_\_\_\_\_ Airline: \_\_\_\_\_  
Flight No. \_\_\_\_\_ E.T.A. \_\_\_\_\_ \$50 fee/late arr >9p

**Departure Information:**  
Airport \_\_\_\_\_ Airline: \_\_\_\_\_  
Flight No. \_\_\_\_\_ E.T.A. \_\_\_\_\_ \$50 fee/early dep <4-8am>

**Vehicle Set-Up Preferences (please indicate by circling your choices below):**

Passenger Seat:  (IN)  (OUT \$30 fee) # of Wheelchairs \_\_\_\_\_ \*Manual/power chair wheelbase must be  
Deliver to:  (Airport)  (Cruise Terminal)  (Hotel) less than 30 inches (ramp width)  
Total Number of passengers \_\_\_\_\_ max (5 adults max including wheelchair passenger due to weight limitations)  
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**For Medical Equipment needed to be rented and delivered at time of vehicle delivery: (Including Scooters/Wheelchairs) Call Hawaiian Islands Medical: 808-597-8087 or U-go Mobility 855-456-4846**

**Insurance Coverage : Please provide proof of coverage. If left blank, Renter agrees to pay \$24.95/day additional fee for Collision Damage Waiver with \$1000 deductible along with \$16/day Liability Damage Waiver with \$1500 USD Deductible plus Applicable Sales tax.**

Insurance Company: \_\_\_\_\_

Insurance Agent: \_\_\_\_\_ Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ Insurance Policy No. \_\_\_\_\_

Where are you going to stay while renting (Name of Hotel/Address) \_\_\_\_\_

Customer understands that rare issues may arise beyond our control (e.g. storms, van shipments, accidents, mechanical malfunctions, etc) that may result in a cancellation of a confirmed reservation. We suggest that you purchase 3rd party travel insurance (e.g. Travelguard) to help alleviate any unforeseen travel expenses which consequently may occur. (TravelGuard: 800-826-4919 or Medexassist 800-732-5309)

**Please contact us once you have submitted your form. Cancellations are permitted prior to 20 days from the date of the rental. Cancellations after 20 days will be charged the full amount of the rental, unless other arrangements have been made and confirmed in writing. My signature below indicates that I have read and understand the terms of this agreement including the Terms of Rental Addendum Attached below.**

Signed \_\_\_\_\_

Date of Res. \_\_\_\_\_

## TERMS AND CONDITIONS OF RENTAL AGREEMENT ADDENDUM

These Terms and Conditions, the rental document digitally signed by you, and a return record with the computed rental charges together constitute the rental agreement between you and Wheelers Accessible Van Rentals or the independent Wheelers system dealer identified on the rental document.

1. I rent from you the van described on the rental document and I agree to its terms and to the terms below and on the other panels of this rental document provided any such term is not prohibited by the law of a jurisdiction covering this rental in which case such law controls. I, Me and my refer to the person who signs and is mentioned on this agreement, you and your refers to Wheelers or the Independent Wheelers dealer.
2. I'll Return the Car. I'll return the car on the date indicated on the rental document. I'll return it sooner on your demand. The car will be returned to the agreed return location named on the rental document. A rate change or special charges may apply if returned to a different location. I will pay for any and all charges of getting the vehicle returned to your location when I return the car to a different location than I have agreed to on this rental document.
3. Digital Agreement. I have given you, Wheelers Accessible Van Rentals, permission to use my digital signature as authorization for charges associated with my renting and accepting services from you, Wheelers. I agree to be bound by the terms and conditions of this Agreement, furthermore, I agree that the charges may include but are not limited to traffic tickets, fuel, damage fees, cancellation fees, no show fees, flat tires, cracked/broken windows, any and all damages and misc. charges. understand, acknowledge, and agree that by affixing my electronic signature to this Agreement, I am bound to the aforementioned terms and conditions as required under the Uniform Electronic Transactions Act ("UETA"), which establishes the legal validity of electronic signatures and contracts in the U.S.A. There are no cancellations or early returns during the term of the rental. Extensions will be accommodated as available.
4. Rental Charges. I will pay for the number of miles I drive and the length of time I rent the car at the time and mileage rates indicated on the rental document. The minimum charge is one day, even if the rental is less than a calendar day or 24 hours, plus mileage, or a fixed fee. Miles determined by reading the factory-installed odometer or your reading of the GPS mileage report. Daily charge applies to either 24-hour days or calendar day. I'll pay charges for miscellaneous services, which apply, to the rental. I'll pay all sales, use, rental, and excise taxes, concession fees and related surcharges.
5. Renter's Liability Coverage. I acknowledge that I am required to have full coverage insurance which includes liability coverage. If I do not have liability coverage you may offer to provide me coverage which has a deductible which I will be required to provide a deposit. Deposit will be removed or refunded within 14 days of closed rental agreement, minus an administrative fee.
6. Loss Damage Waiver. Loss Damage Waiver (LDW) is available only where permitted by law. If I accept LDW at the indicated daily rate, and the car is operated in accordance with this agreement, you assume all loss or damage to the car after the deductible and I accept anything above what the LDW program doesn't cover and then you accept responsibility for all other loss or damage between those amounts. If I do not accept LDW, I owe for all loss or damage to the car, loss and damage are described in the following paragraph and include theft and vandalism and loss of use. I acknowledge I have been advised that my own insurance may cover loss or damage.
7. Damage/Loss to the Car. If the law of a jurisdiction covering this rental requires conditions on LDW that are different than the terms in this agreement. That law prevails. If LDW is not available, or if LDW is available and I do not except it, I owe for all loss or damage due to the car regardless of fault (unless ordinary negligence is prohibited by law.) Whether due to collision, vandalism or any other cause except accidental fire or explosion, or natural causes. If the car is stolen or damaged, I'll pay its retail fair market value before theft or damage less salvage, unless Wheelers repair costs plus the diminution of the car's value after repairs is less and you are not required by law to salvage the car, in which case I'll pay the latter amount. I'll also pay loss of use based on reasonable downtime or a specified by law. Plus a reasonable administrative fee determined by you or specified by law (except for the theft where the car is not recovered), plus towing and storage charges. All of which are also part of the "loss" whether or not I accept the Loss Damage Waiver, or if Loss Damage Waiver is not available, I'm responsible for the loss if I or an additional driver authorized or not
  - 1) abuse the car or violate prohibited use or operation;
  - 2) drive recklessly or while under the influence of alcohol or a controlled substance
  - 3) fail to promptly report an accident to police and Wheelers
  - 4) fail to complete an accident report;
  - 5) obtained the car through fraud or misrepresentation; or
  - 6) use the car for an illegal purpose. If my responsibility for loss or damage is covered by my own insurance or my charge card issuer, I will identify my insurer and policy number or card issuer and its insurer. I authorize you to collect the loss directly from the insurer. I authorize you to collect the loss from a third party responsible for the damage. You will refund any sum you collect above the loss.
8. Fuel Service Charge. I agree to fill the fuel tank within 10 miles of the returning location when returning the vehicle to its location. If I do not fill the fuel tank, I will be charged a refueling fee and I will be charged equal to that of the gallons or portion of gallon that is required to fill the tank to full and an administrative fee determined by you. To help alleviate additional fees, you can leave a receipt showing the fuel input with the fuel station which is within 10 miles of returning location.
9. Authorized Drivers. The only persons authorized to drive this vehicle are you, the renter, and persons whose name, license numbers, date of birth, as well as other information, entered by us on this agreement. All drivers are **REQUIRED TO HAVE FULL-COVERAGE INSURANCE**. The person Renting the vehicle is not required to be a driver, but may only pay for the rental and have family/aids drive so long as they have the appropriate insurance and who is on this agreement.
10. Assigned Vehicle. The vehicle assigned to the rental agreement may change prior to your arrival due to calendar and customer needs. Substituting one van for another, does not eliminate your responsibility to the agreement. Company will assign a vehicle which offers the same type of equipment. Color and vehicle age may vary.

11. Special Charges. If I represent that I'll return the car to another location, I may have to pay "pickup and/or delivery fee" shown on the rental document. If I return the car to a location different from agreed return location without your written permission, I will pay an "unauthorized return location fee" which is determined by cost of retrieval.
12. Additional Cleaning Fee. You may have to pay reasonable fees for cleaning the vehicle's interior upon return for excessive stains, dirt or spillage attributable to your use. If you have created stains, extra dirt/sand or spilled something, please get it cleaned prior to the return of the vehicle. It may cost you less than having to pay penalty fees for returning the van with stains, dirty and/or spillage.
13. Property left in Car. We are not responsible for loss of or damage to any property you leave in or on the van, in any service vehicle, on our premises, or received or handled by company or our agents. Regardless of who is at fault, the renter is responsible for claims by others for loss or damage.
14. Tolls Transponders. Renter is responsible for all toll fees. We do not provide transponders. Any citations are the responsibility of the renter.
15. Fueling Rental Vehicle. The fuel level is checked and confirmed from our office staff as well as through GPS at the time of rental. Renter is responsible for putting the vehicle's fuel to the same level or better in fuel as when received. Penalty fees will apply should the vehicle be returned with less fuel than when given to customer. Penalty fees can run as much as \$40 administrative fee and \$6.50 per gallon or higher. Please avoid these unnecessary fees by returning the vehicle with the appropriate amount of fuel. Renter can provide a receipt for the day of rental at a fueling station within 10 miles of return location to avoid additional fueling disputes.
16. Smoking. No SMOKING is allowed in any of Wheelers rental vehicles. There will be a \$250.00 smoking fee should the rental vehicle have an odor of smoke in rental vehicle. Customer will be responsible for any damage to any seats (Cigarette Burns).
17. Driver's License. We require a current driver's license or temporary permit/license at time of rental. We will not accept an expired driver's license. All drivers are required to provide driver license details and full coverage insurance.
18. Rims, Tires and Parking, Traffic and Violation Fees. We do not provide roadside assistance for flat tires. Customer agrees to take the necessary steps to repair and replace damaged or flat tires. You also agree to pay all fines, court costs and recovery expenses for parking, traffic and other violations, including storage liens, and charges, including reasonable administrative fee with respect to the use of the van while on rental to me.
19. Windows/Glass/Mirrors/Fines and Citation Expenses. You are responsible for any cracks, chips or broken windows during your rental. You are responsible to pay all fines, court costs and recovery expenses for parking, traffic and other violations, including storage liens, and charges, including reasonable administrative fee with respect to the use of the van while on rent.
20. Vehicle Due and Extensions. The car will be returned to the agreed return location named on the rental document at the place and time indicated on the rental agreement. A rate change or special charges may apply if returned to a different location. You may be charged for getting the vehicle returned to our location when or if you return the car to a different location than what is on your rental document. You also agree to pay for additional charges when you extend the rental beyond what this agreement states.
21. Returning and Cleaning the Rental Vehicle. The vehicle is to be returned cleaned. Please remove all your trash and personal belongings. Not returning the vehicle as clean as when received will result in additional cleaning fees. There is NO SMOKING in or around the rental vehicle. Most of our customers have sensitivity to smoke, due to their disability, and we ask that you abide by this policy to the strictest of forms. Should the vehicle be returned with the residue of smoke smell to the entire, you will be charged a detailing fee to eliminate the smoke smell.
22. Summons Payment Responsibility. The renter is fully and totally responsible for any parking, traffic, and E-Z PASS or SUN-PASS summonses during the time of the rental. If you ignore and not pay any summonses you receive, we will be obligated to send your summonses to a company that charges a service fee to collect our tickets charges and bill you on YOUR credit card. The fee is \$40 over and above the fee for the summons plus any additional late fees or other service charges administered by Florida or any other municipality that issued the summons. This could cost you much more than the original ticket. If you do get a ticket, please pay it timely in order to avoid all the other charges that you will have to pay anyway. If you try to avoid paying summonses, you will end up paying much more later. There is no escaping the payment of these summonses. Please take our advice, we're trying to help you. PLEASE PAY YOUR SUMMONSES.
23. Collections/Disputes. All charges, fees, and expenses, including payment for loss of or damage to the car, are due at our demand. If you do not pay all charges when due, you agree to pay a late charge of 1½ per month, or as permitted by law on the past due balance. You will pay all collection costs, including a service charge for any check, which is not honored by a financial institution and your reasonable attorney's fees. If you don't pay any amount when due, if the law permits, we will contact you or your employer at your place of business about payment.
24. Charge Card Reserve. You have been informed that your credit card will be charged in advance of the rental for the full amount of the rental, in addition to, a reserve in the amount which will be set aside through your credit card company. You consent to the reserving or setting aside of minimally \$500 for domestic customers and international customers. Deposit amounts may change from location to location. I consent to the reservation or setting aside of that amount.
25. Error in Rental Charges. The charges shown on the return record are not final and are subject to recalculation. You will be responsible for payment of any under-charges and in turn, you will receive a refund for any overcharges you discover on review.
26. Early Returns. You understand and agree If you return the vehicle before your agreed return date you will not receive a refund of any unused rental time.
27. GPS. All the vehicles are equipped with GPS and we are able to track the vehicle, the mileage and fuel level. Company may use GPS to locate and disable starter if renter does not return vehicle at designated time or if customer is taking the vehicle into forbidden areas; i.e. off roading. Customer agrees to the GPS system for tracking our asset and agrees to not disrupt or dismantle the GPS system.
28. Fuel Fees. All the vehicles are equipped with GPS and we are able to track the vehicle, the mileage and fuel level. What you provide us from your verbal confirmation should match or be close to what we show on our GPS system. Not calling prior to

and after your rental with mileage and fuel levels will result in us using the GPS as the final decision maker as to additional fees for mileage and fuel levels.

29. Mileage Fees and Customer Communication. We do not charge for mileage. You are required to call Wheelers when you get to the vehicle with the beginning mileage and fuel level and the condition of the vehicle. When you return the vehicle, you are required, to call Wheelers with the ending mileage and fuel levels and condition of the vehicle. Not calling with beginning and ending mileage, fuel and condition of the vehicle will result in the GPS as the final decision maker as to additional fees for fuel levels.
30. Condition of the Rental Vehicle. You are required to call Wheelers when you get to the vehicle with the beginning mileage and fuel level and the condition of the vehicle. When you return the vehicle, you are required, to call Wheelers with the ending mileage and fuel levels and condition of the vehicle. Providing detailed information on the condition of the vehicle when you pick up the vehicle and when you return the vehicle is required.
31. Not Reporting Damage. If you have caused damage to the interior or exterior of the vehicle, report the damage immediately. Not reporting damage will result and penalty fees and loss of use fees and possible loss of deposit.
32. Prohibited Use of the Car. Use of vehicle is limited to your personal use. You are not permitted to use the van to carry passengers or property for hire. To tow or push anything. To be operated in a test, race or contest or on unpaved roads, or while under the influence of alcohol or a controlled substance or for an illegal purpose including the transportation of a controlled substance or contraband or outside of the U.S.A. I am prohibited from removing any equipment from the vehicle. A violation of this paragraph automatically terminates my rental, makes me liable to you for loss of use, all the penalties, fines, forfeitures, liens and recovery and storage costs, including all related legal expenses.
33. Cancellation/Early Returns/No Shows. Cancellation/Early Returns and No Shows: Any changes in this rental agreement must be in writing. Renter can cancel this reservation so long as notice has been received in our office with more than 20 days' notice. There is no charge if the cancellation notice is received 20 or more days prior to the start of the van rental. Canceling within 20 days or less will result in a no refund of any portion of the agreement. No Shows are charged the full value of the rental – no acceptations. **Company reserves the right to cancel this reservation without prior notice under circumstances beyond its control.**

By my digital signature, I agree to the Terms and Conditions of the Wheelers Rental Agreement.

\_\_\_\_\_  
**NAME:**

\_\_\_\_\_  
**DATE:**