



## **Master Rental Agreement and Comprehensive FAQs**

Trip details and trip support contact details will be shared with the client before departure.

### **Trip Purpose**

CARHOME is built for **adventure and offbeat travel**. These vehicles are not luxury coaches or hotel replacements. They offer **compact living spaces with essential facilities** (such as Washroom, Smart TV with Speaker System, Microwave, Fridge, Storage Space, Rooftop Terrace, Pickup and Drop) to support unique travel experiences on the road.

### **FAQs (If You Don't Find Your Answer, You Can Contact Us)**

#### **Booking and Amenities**

##### **Q1. How can I book a Trip with CARHOME?**

**Answer:** To check availability directly, WhatsApp on Mobile no -9819526777 & also to confirm you're booking instantly.

Name:

Email:

Contact Number:

Location From:

Location To:

Journey Start Date:

Total Days of Travel:

Number of Travellers:

##### **Q2. Do I need a driving license to book a CARHOME?**

**Answer:** No, you do not need to drive, as all CARHOME's come with an experienced chauffeur, allowing you to relax and enjoy your journey.

##### **Q3. How early should I book a CARHOME?**

**Answer:** It is recommended to book your CARHOME as early as possible because there are very limited luxury CARHOME options in India. Once your travel dates are confirmed, it's best to immediately block your CARHOME to avoid last-minute unavailability, especially during weekends, festivals, and peak holiday seasons.

**Q4. Can I rent a CARHOME for just one day?**

**Answer:** Yes, flexible rental plans are offered, including single-day rentals, weekend getaways, and long road trips, based on your travel needs.

**Q5. What documents are required for booking a CARHOME?**

**Answer:** You will need to provide a valid government ID proof (Aadhar, PAN, or Passport) and contact details for verification.

**Q6. What amenities are included in CARHOMES?**

**Answer:** We offers a variety of CARHOMES, each with distinct interiors, layouts, and amenities to suit different travel needs. Depending on the model, comfortable beds, a private washroom, a fridge, a smart TV, a Bluetooth music system, ample storage, and efficient air-conditioning may be included. It is recommended to check the CARHOME details while booking to select the one that perfectly matches your comfort and travel style.

- **Rooftop Terrace Use:** The spacious Rooftop Terrace is designed to be your personal sky-gazing and chill-out zone. For safety reasons, you must use the terrace **ONLY** when the vehicle is completely and safely parked. You must also strictly follow all proper guidance and instructions given by CARHOME team. The client accepts full responsibility for their conduct and safety throughout the trip.

**Q7. Do your CARHOMES have a washroom?**

**Answer:** Yes, mostly all CARHOMES come with a fully functional private toilet and a washroom to make your road trip comfortable.

**Q8. Can I cook inside the CARHOME? Are all home appliances fully functional on the road?**

**Answer:** Cooking is strictly not allowed. To ensure continuous power for essential vehicle functions, your CARHOME runs on a high-capacity inverter system with limited output.

**Only the Micro Oven (for quick heating) and the Fridge are fully operational.**

**⚠ IMPORTANT POWER RESTRICTION:**

Any attempt to use high-draw home appliances (such as a hair dryer, electric kettle, electric coil, or iron) that are not already integrated and confirmed as functional will immediately drain the battery and cause the vehicle to become temporarily stranded. The CARHOME will remain on a standstill until the battery is recharged, which may take several hours and significantly disrupt your itinerary. We kindly ask you to adhere strictly to this limitation to ensure a smooth journey.

**Q9. Do your CARHOMES have entertainment options?**

**Answer:** Yes, most of the CARHOMES have smart TVs, and a Bluetooth music system to ensure you stay entertained throughout your journey.

**Q10. How many people can travel in one CARHOME?**

**Answer:** We offer 6–8-seater CARHOMES, depending on your group size and travel preferences.

**Q11. What is the cost of renting a CARHOME?**

**Answer:** The CARHOME rental rates vary based on the type of CARHOME, travel duration, and location. You should contact CARHOME directly for a quote.

**Q12. How do I make the payment for my booking?**

**Answer:** You can pay through UPI, net banking, or wallet payments. A 50% advance is required to confirm you're booking & the balance 50% minimum 48 hours before the Journey.

**Q13. Is there a security deposit for CARHOME rentals?**

**Answer:** Yes, a minimum refundable security deposit is applicable depending on the CARHOME type and trip duration, and it is returned within 7 days after the trip ends.

The full security deposit refund is contingent upon the successful completion of the post-trip verification process. This verification includes checking all vehicle usage records, specifically:

**Toll:** Confirmation of all toll charges incurred.

**Fuel:** Verification of fuel consumption (garage to garage return policy).

**Parking:** Settlement of any outstanding parking or traffic violation fees.

**Inspection:** A final inspection of the vehicle for damages, excessive wear, or missing inventory.

**Q14. What is your cancellation and refund policy?**

**Answer:** Please refer to the detailed **Section 2: Cancellation, Refund, and Rescheduling Policy** within the Terms & Conditions below for complete details on refund percentages and deadlines.

**Terms & Conditions (T&C)**

**1. Booking & Payment Policy**

- A **50% advance payment** is required to confirm the booking.
- The remaining 50% must be paid **at least 48 hours before departure**.
- Payment is accepted via UPI, bank transfer.
- A **refundable security deposit** is required before handover.

**2. Cancellation, Refund, and Rescheduling Policy** Due to the limited and exclusive nature of our fleet and the resulting impact on revenue from unfulfilled reservations, all confirmed bookings are subject to the terms and conditions outlined below. All calculated periods shall be based on the scheduled **"Trip Start Date,"** which is the confirmed date of departure.

**2.1 Definition of Total Booking Amount (TBA)** The **Total Booking Amount (TBA)** includes all charges paid by the customer for the agreed rental duration, including the initial deposit, rental charges, and any supplementary fees, excluding any refundable security deposits.

**2.2 Cancellation of Booking** All requests for cancellation must be submitted in writing. The cancellation date is defined as the date on which the written request is formally acknowledged by an authorized representative of CARHOME.

<b>Period Before Trip Start Date</b>	<b>Refund Applicable to Total Booking Amount (TBA)</b>
20 Days or More	Fifty Percent (50%) of the Total Booking Amount (TBA).
Between 10 Days and 19 Days (Inclusive)	Twenty-Five Percent (25%) of the Total Booking Amount (TBA).
Less than 10 Days	Zero Percent (0%) of the Total Booking Amount (TBA).

**2.3 Last-Minute Bookings Clause** Where a booking is initiated and confirmed with a gap of **less than ten (10) days** between the booking date and the scheduled Trip Start Date, **no refund shall be applicable** upon cancellation, regardless of when the cancellation request is received.

#### **2.4 Rescheduling of Booking**

- All rescheduling requests are strictly subject to fleet availability and must be made no less than **15 days** prior to the Trip Start Date.
- Rescheduling is permitted **only in cases of natural calamities or government-imposed travel restrictions** and is subject to CARHOME availability.
- The rescheduled journey must take place within **3 months** from the original trip date.
- Only **one-time rescheduling** is allowed. If the guest is unable to travel on the rescheduled date, the booking will be considered cancelled, and **no refund** will be initiated.
- Rescheduling requests must be supported with appropriate proof or official announcements.

#### **3. Route & Usage Restrictions**

- The CARHOME must only be used for legal travel purposes. Illegal activities are strictly prohibited.
- The CARHOME must not be taken into restricted zones, government-prohibited regions, wildlife areas, or dangerous terrain.
- The client will be liable for any fines, penalties, or legal issues arising from misuse or route violations.
- Overloading beyond the vehicle's capacity is not allowed.

#### 4. Chauffeur & Fuel Terms

- All CARHOMEs are **chauffeur-driven only**. Self-driving is not permitted.
- The driver is trained, experienced, and remains with the vehicle throughout the journey.
- We offer two pricing models:

1. **Per Kilometre Rental – Charges are based on the total kilometres travelled Rs 65/- per Km (minimum 350 kms/per day). Driver & Fuel costs are included, (toll, state tax, and parking charges, will be borne by the client)**

2. **Dry Rental – A fixed daily rental is charged Rs 18000/- per day from 6.00 am to 12.00am / Midnight. In this case, fuel, toll & state tax, and parking charges, if any or anything else communicated at the time of booking, are to be borne by the client during the trip.**

- **In both options, the driver cost is already included in the quoted price.**
- **For dry rental bookings, the CARHOME will be delivered with a full tank, and the client is expected to return it with a full tank.**

#### 5. Technical Breakdowns & Responsibility

In case of **vehicle breakdown, accident, or mechanical failure not caused by misuse**, the vendor will:

- Provide **roadside support**.
- Arrange transfer to the **nearest accessible location** if the vehicle cannot continue.

If the breakdown **prevents continuation of the trip**, the following terms apply:

- The rental amount will be **charged only for the portion of the trip completed**, including any kilometres/days driven.
- **No charges will be applied for the unused days**, and the trip will be considered terminated from the point of breakdown.
- However, **no compensation or refund will be issued** for missed destinations or external costs (hotels, pre-booked tickets, etc.).
- Clients are expected to make their **own onward travel and accommodation arrangements** if needed. However, if required, Vendor can assist with booking alternate transport (e.g., cab) or accommodation — the cost of which must be borne by the client.

#### 6. Liability & Indemnity

- CARHOME acts as a **travel service provider and facilitator**, connecting clients with verified CARHOME operators and drivers.

- During the trip, any operational or technical CARHOME-related concerns will first be routed through the **respective caretaker or operator** of your vehicle.
- Our team will coordinate and ensure that the **concern is addressed promptly**. However, in cases where the service provider is **unable to resolve the issue**, we will step in to assist and provide the **best possible resolution within practical limits**.
- CARHOME shall not be held liable for delays, disputes, or losses caused by third-party actions, government restrictions, or force majeure events.
- Clients agree to **indemnify CARHOME and its team** against legal or financial claims arising due to misuse of the vehicle, violation of terms, or external circumstances beyond control.
- CARHOME reserves the right to terminate the trip with no refund in the event of serious misconduct or policy breach.

### **General Trip Rules and Policies (Continuing FAQs)**

**Q15. What is the charge for running the AC while the CARHOME is on standby or parked?**

**Answer:** The operation of the air conditioning unit while the CARHOME is stationary, parked, or on standby (i.e., when the main engine is OFF) draws from the limited auxiliary power supply. This service will incur a fixed additional charge of Rs 250 per hour. This hourly AC standby charge applies to all rentals, regardless of the primary package (dry rental or kilometre-wise use).

**Q16. Can I take the CARHOME to any state in India?**

**Answer:** Yes, the CARHOMES are registered for interstate travel, but you will need to inform CARHOME in advance for permits, if required and expenses of the same will be borne by the Client.

**Q17. Is it safe to travel overnight in a CARHOME?**

**Answer:** Absolutely, many of the CARHOMES are fully equipped for overnight travel and stays, with comfortable sleeping arrangements, ensuring a safe and worry-free journey for you and your family.

**Q18. Can pets travel in the CARHOME?**

**Answer:** Yes, most of the CARHOMES are pet-friendly, but you must inform CARHOME while booking so they can arrange a suitable CARHOME for your furry friend.

**Q19. Does the CARHOME have an onboard generator?**

**Answer:** No, we do not provide a built-in generator. The CARHOME relies on its high-capacity auxiliary batteries and the main engine charge. However, if you are parked at a location with access to direct external current (a standard electrical

hookup point), the CARHOME has the facility to connect and run the Portable AC directly from that external power source.

**Q20. Can I customize my CARHOME rental itinerary?**

**Answer:** Yes, you can take CARHOMES anywhere in India based on your preferences, including stops, sightseeing, and overnight stays. However, you must submit your itinerary in advance.

**Q21. Can I extend my CARHOME rental during the trip?**

**Answer:** Yes, extensions are possible depending on availability. You need to contact the team in advance to adjust dates and pricing.

**Q22. Are one-way trips allowed?**

**Answer:** No, CARHOMES are provided for two-way trips only. If you request a one-way trip, it can be arranged, but the charges will still be calculated based on a two-way rental.

**Q23. How many kilometres can I travel in a day?**

**Answer:** While there is no strict limit, CARHOME recommends 250–300 km per day for a comfortable journey. Additional km rates may apply based on your package.

**Q24. Are CARHOMES suitable for children and elderly passengers?**

**Answer:** Yes, the CARHOMES are designed with spacious interiors, comfortable seating, and safety features suitable for all age groups.

**Q25. Can I charge my devices inside the CARHOME?**

**Answer:** Absolutely, every CARHOME is equipped with charging points for Mobile Phones Only. (No other Appliance should be charged like Hair Dryer, Kettle etc which has more than 12 VLT or Vehicle will get Stand Still and you may be not able to continue the Journey till the same is charged through Direct Current )

**Q26. Are tolls, parking charges, taxes are included?**

**Answer:** For both Dry Rental and Per Km Rate packages, tolls, parking and taxes are extra charges borne by the client.

**Q27. Do you offer discounts for long trips?**

**Answer:** Yes, special discounts are provided for rentals longer than 5 days or for repeat customers.

**Q28. Are there any hidden charges?**

**Answer:** No, CARHOME ensures transparent pricing. All costs, including optional extras, are clearly mentioned before or at the time of booking.

**Q29. Do you provide drivers for all CARHOMES?**

**Answer:** Yes, all rentals include a professional driver, and some CARHOMEs also come with a helper for added convenience this will add a cost of ₹ 1,000/- per day please inform us at the time of booking.

**Q30. Can I travel in hilly or remote areas?**

**Answer:** Yes, the CARHOMEs are designed for city, highway, and moderate off-road travel. However, certain remote areas may require prior consultation.

**Q31. Is the self-driving option available?**

**Answer:** Currently, all CARHOME CARHOMEs come with a professional driver, so self-driving is not available for safety and insurance reasons, allowing you to relax and enjoy your journey.

**Q32. Do you have any fixed routes, or can we go anywhere we want?**

**Answer:** You can travel anywhere you want, but CARHOME recommends informing them of your planned route in advance. Some remote areas may require special permission or route planning.

**Q33. Where does the driver sleep?**

**Answer:** Drivers sleep in a separate cabin or seat in the CARHOME, depending on the model. On overnight trips, they rest in the driver's cabin or designated sleeping area, ensuring your privacy.

**Q34. Where can we park CARHOMEs during a trip?**

**Answer:** You can park at authorized camping sites, resorts, or designated safe spots. Parking in unauthorized areas is not recommended for safety reasons.

**Q35. Can we stop anywhere during the trip?**

**Answer:** Yes, one of the benefits of CARHOME is the freedom to stop anywhere, enjoy scenic spots, or take breaks, but safety and local regulations should always be followed.

**Q36. Can I reschedule my trip?**

**Answer:** Rescheduling is allowed only in cases of natural calamities or government-imposed travel restrictions and is subject to CARHOME availability. Refer to **Q14. T&C Section 2.4** for full details.

**Q37 Are CARHOMEs equipped with recliner seats?**

**Answer:** No. CARHOMEs are designed for adventure and offbeat travel, providing a full range of essential living amenities such as seating, TV watching, comfortable bedding, and a washroom. The design focus is on functional space and the ultimate "Home is where you park it" experience, rather than dedicated recliner seating.

**Q38. Are there any route restrictions for the CARHOME?**

**Answer:** Yes, the CARHOME cannot enter restricted zones, government-prohibited areas, wildlife regions, or dangerous terrain. Clients will be liable for fines, penalties, or legal issues if these rules are violated.

**Q39. Can the CARHOME be overloaded with passengers or luggage?**

**Answer:** No, overloading beyond the vehicle's capacity is strictly prohibited. Luggage must fit within the specified cabin dimensions:

- Luggage cabin No 1: L 32-inch x W 23-inch x H 13 inch
- Luggage cabin No 2: L 32-inch x W 23-inch x H 13 inch
- Luggage cabin No 3: L 36-inch x W 14-inch x H 11 inch

**Q40. What happens if the CARHOME breaks down or has a mechanical issue?**

**Answer:** In the event of a breakdown, the vendor provides roadside support and arranges a transfer to the nearest accessible location if the vehicle cannot continue. Refer to **Q14. T&C Section 5** for details on refunds and client responsibility for onward travel costs.

**Usage and Operational Rules**

**Q41. What is the minimum age required to book a CARHOME?**

**Answer:** The primary client making the booking must be at least 21 years of age and possess a valid government-issued ID.

**Q42. Is there a cleaning fee charged after the trip?**

**Answer:** A standard cleaning fee is included in the rental cost. However, if the CARHOME requires excessive cleaning (e.g., due to spilled food, extreme dirt/mud, or pet messes), an additional deep-cleaning fee of up to ₹ 3,000 may be deducted from the security deposit.

**Q43. How much water is provided, and how do we refill?**

**Answer:** The CARHOME is provided with a full freshwater tank sufficient for **1 day of typical use**. The driver will assist in refilling the tank at designated safe spots (campsites, petrol stations) when needed. The refill process typically takes **20–30 minutes** to fully top up the tank, depending on the location and local water pressure.

**Q44. Can I make direct payments to the driver?**

**Answer:** No, all payments must be processed through CARHOME's official channels. You are strictly prohibited from giving any form of payment (cash, digital, etc.) directly to the driver without explicit prior instruction and written consent from CARHOME management. If payments are made to the driver without our official knowledge, CARHOME will not be responsible for any resulting financial discrepancies, services, or unrecorded transactions.

**Q45. Can I pay for fuel directly at the petrol pump?**

**Answer:** Yes, clients are generally responsible for fuel payments at the pump, but the procedure differs based on your chosen rental model:

- Dry Rental Model (Client pays for fuel): We kindly request that you maintain all fuel receipts and take photos of the pump indicator readings as a record for your knowledge. Fuel usage is the client's responsibility from garage to garage.
- Kilometre-Based Model (Fuel included in package): Fuel costs and management are the responsibility of CARHOME. You are not required to pay the driver or the pump directly for fuel.

#### **Q46. Does CARHOME provide any outside sitting arrangements?**

**Answer:** Yes, we encourage the "Home is where you park it" outdoor experience! Each CARHOME is equipped with a comprehensive set of outdoor furniture for your comfort:

- Folding Camping Table: Suitable for 4 people.
- Camping Folding Armchairs: 4 Pieces.
- Camping Foldable Stools: 2 Pieces.

#### **Q47. Can we have a campfire outside the CARHOME?**

**Answer:** Campfires are only permitted at authorized camping grounds or resorts where designated fire pits or facilities are available. Open fires are strictly prohibited near the CARHOME or in unauthorized areas.

#### **Q48. What is the policy on smoking outside the CARHOME?**

**Answer:** While smoking is prohibited inside the CARHOME, if you choose to smoke outside, please ensure you are in a designated area, maintain a safe distance from the vehicle, and dispose of all cigarette butts responsibly.

#### **Q49. Who is responsible for paying traffic violation fines?**

**Answer:** Traffic violation fines resulting from the driver's operation (e.g., speeding, illegal parking) are the Service Provider's responsibility. Fines resulting from client instructions or misuse will be the client's responsibility. These amounts will be deducted from the security deposit or billed directly to the client if they exceed the deposit amount.

#### **Q50. What if we return the CARHOME late?**

**Answer:** Punctuality is essential as late returns severely impact the next client's trip. Late return without prior written approval from CARHOME management will result in the following fee structure:

- **Hourly Late Fee:** A fee of ₹ 1,000 per hour will be charged from the scheduled return time, up to a maximum of 2 hours.

- **Extra Day Charge (Delay exceeding 2-3 hours):** If the CARHOME is delayed by **more than 2-3 hours**, we reserve the right to charge the cost of an entire additional day's rental.

The charge for this additional day is determined by your rental model:

- **Dry Rental Model:** Charged at the **standard daily quoted rental rate** for your specific CARHOME.
- **Kilometre Model:** Charged a **flat late-day operational fee of ₹ 18,000/-**. This higher flat rate reflects the **all-inclusive nature** of the Kilometre Model, covering unexpected driver wages, bundled operational costs, and the substantial revenue loss for the subsequent booking disruption.

#### **Q51. What kind of insurance coverage is included?**

**Answer:** The CARHOME is protected by a Comprehensive Motor Insurance Policy that covers the vehicle itself. However, clients must note the following:

- **Deductible Responsibility:** This insurance typically includes a mandatory deductible. The client is financially responsible for the entire deductible amount and any damages to the CARHOME not covered by the insurance, up to the full cost of repair and for any negligence occurred by the client.
- **Exclusion of Personal Insurance:** The CARHOME rental agreement and its associated motor insurance DO NOT cover the client's personal belongings, personal injury, medical expenses, or any travel interruptions. It is the client's sole responsibility to secure adequate personal and travel insurance independently. CARHOME expressly disclaims all responsibility and liability for any claims, losses, or costs related to the client's personal insurance needs and cannot be held responsible under any circumstances for the client's failure to arrange such coverage.

#### **Q52. Is there a limit on mileage for CARHOME Rental in DRY rental and kms wise option?**

**Answer:** No, there is no hard cap or restriction on the total distance you can travel. However, all rentals operate under two distinct rules: the **Standard Daily Mileage Allowance** (the distance included in the package) and non-negotiable **Driver Duty & Safety Limits** (which determine daily feasibility).

1. **Standard Daily Mileage Allowance (Relates to Package Scope):** The standard distance **included in your daily rate is 350 kilometres per day**. This is the recommended daily usage to ensure a relaxed itinerary and is the basis of your package.
2. **Driver Duty & Safety Limits (Non-Negotiable):** Our highly experienced drivers operate under strict safety and regulatory limits that **cannot be exceeded for any reason**:
  - **Maximum Driving Duty:** The driver's maximum duty time is **12-13 hours per day**, including all travel and standby time.

- **Mandatory Rest:** A minimum of **7-8 hours of continuous rest** is mandatory for the driver after any long-distance driving shift.
- **Two-Driver Requirement:** For continuous journeys exceeding **500 KM in a single day**, a second driver is mandatory to ensure safety and legal compliance. The cost of the second driver will be added to the booking quote. We request you confirm the exact limits and feasibility of your route with the booking team.

**Q53. What if we need minor repairs on the road (e.g., flat tire)?**

**Answer:** The driver is trained for minor repairs like changing a tire. Any service or consumable costs (like puncture repair charges) incurred for general maintenance will be reimbursed by the provider unless the damage was caused by client misuse.

**Q54. Are there any specific rules while onboard?**

**Answer:** All must remain seated when the vehicle is in motion. We recommend the use of age-appropriate car seats provided by the client.

**Q55. Can we leave the driver and travel on our own for short excursions?**

**Answer:** Yes, you may leave the CARHOME and driver to explore nearby areas, provided the driver is aware of your plans and estimated return time. The driver must remain with the CARHOME for security and maintenance.

**Q56. What is the procedure if we require medical assistance during the trip?**

**Answer:** The driver will assist in transporting the client or passenger to the nearest hospital or medical facility. The client is responsible for all medical costs.

**Q57. Is the driver responsible for setting up the campsite?**

**Answer:** The driver's primary responsibility is safe driving and CARHOME operation. If you require assistance with campsite setup (e.g., setting up tables, chairs, or external equipment), you must request the optional **Helper on Demand** service during booking.

**Q58. Is there any speed limit for the CARHOME?**

**Answer:** Yes, there is a maximum speed limit of 80 kilometres per hour (80 km/h) for the CARHOME. Keeping in mind the size of the CARHOME, please understand that the effective traveling distance can be 20% to 30% higher than a standard car for the same route due to necessary route planning, slower speeds, and driver safety breaks. It is essential that your itinerary is well-planned in advance to accommodate this difference and avoid unnecessary delays.

**Q59. Road Whisperer: Does the driver have the final say on the safety of the road conditions?**

**Answer: Yes, absolutely.** Our driver is your "Road Whisperer" and has the final say on the safety of the road conditions. If the driver determines that the road, weather,

or terrain conditions are unsafe, they have the authority to stop the journey and wait until conditions improve. This decision is non-negotiable.

**Q60. Can I use the washroom when the CARHOME is moving?**

**Answer: BIG NO!** For your safety, you must inform the driver first. The driver will pull over and park the vehicle in the best nearest available safe place. Only after the vehicle is completely stopped and secure should you use the washroom to avoid any incident. CARHOME is not responsible for any incidents or injuries that may occur if the washroom is used while the vehicle is in motion.

**Q61. Communicator Connection: How do I communicate with the driver during the journey?**

**Answer:** We create a dedicated **WhatsApp group** including both the client and the driver. This group is your primary communication channel for all journey and stop-related needs.

**Q62. Driver's Den: What planning is needed for the driver at isolated locations?** **Answer:** If your planned itinerary includes staying at an **isolated location**, please inform the driver well in advance.

**Q63. Respect Our Crew: What rules apply to interacting with the chauffeur?**

**Answer:** We expect our crew to be treated with dignity and respect. **Influencing the chauffeur to drive rashly or abusing them in any way is strictly prohibited** and will result in immediate termination of the trip. All complaints must be directed only to the person with whom you made the booking—do not argue with the driver. Chauffeurs have **full authority to deny boarding or discontinue the trip** if they encounter any alcohol, illegal substances, or other hazards.

**Q64. If I want the CARHOME before the standard time (e.g., 6:00 AM), is it available?**

**Answer:** We prioritize the safety and well-being of both our travellers and our CARHOME drivers, which means drivers require sufficient rest before starting a journey. If you wish to start early, before the standard time, you must inform us at the time of booking. Please note that an early check-in fee of ₹ 1,000 per hour will be charged, and the approximate driver charges for the extended duty will also apply, as early starts incurring additional operational costs.

**Q65. No Funny Business (Seriously, Folks!): What are the rules regarding prohibited items and activities onboard?**

**Answer:** The CARHOME is a strictly **no-smoking, no-alcohol, and no-illegal-activity zone**. Carrying **illegal firearms, ammunition, drugs, or engaging in any other illegal activities is strictly prohibited**. The journey shall be **discontinued immediately**, and **no refunds will be provided for breaking the law**.

**Q66. Your Official "Ready to Roll" Stamp: What confirms our agreement before the trip starts?**

**Answer:** Your digital 'nod' (a quick confirmation via email or WhatsApp) to our comprehensive **Terms & Conditions is compulsory before boarding.**

**Q67. Damage Control: What happens if the CARHOME gets damaged during our trip?**

**Answer:** The customer is fully liable for any damages to the vehicle, whether temporary or permanent, resulting from the actions of the renter, their guests, or any negligence/improper use. Full reimbursement is required to the extent that the vehicle is fully back into operation. Customer reimbursement liability is NOT limited to the security deposit amount and covers all costs necessary to repair and restore the CARHOME, as well as any verifiable loss of business revenue resulting from the cancellation of subsequent confirmed bookings due to the vehicle's downtime.

**Q68. Tips & Gratuities: Are we obligated to tip the driver or other service providers? Answer:** Any tips or gratuities you pay to third-party service providers (like our amazing driver!) are **purely voluntary**. You are **not obligated** to make any such payment.

**Q69. Final Word on Claims: Who has the ultimate authority on claim decisions? Answer:** All decisions regarding damage, traffic violations, and other complaints are at the **final discretion of the providers**. We commit to reviewing all claims thoroughly to ensure transparency and validity, but the final judgment rests with CARHOME management.


**Q70. Can we travel in the peak afternoon heat? Is the CARHOME AC strong enough for comfort?**

**Answer:** While the CARHOME is equipped with a functional vehicle Air Conditioning unit, we recommend starting your journey during cooler hours (e.g., early morning at 6:00 AM) and taking a break when the outside temperature is at its highest (typically 12:00 PM to 4:00 PM).

Indian standard vehicle AC systems have limitations on cooling capacity when exposed to extreme peak afternoon heat. To ensure your journey remains comfortable, setting realistic expectations about cooling is essential. Traveling continuously during the hottest part of the day may make the cabin slightly uncomfortable.

**Q71. Where is the wastewater (grey water/black water) disposed of, and how much time does this process take?**

**Answer:** Wastewater is disposed of at **designated dump points** (e.g., specific facilities at campsites or large petrol stations). The driver makes the final decision on the appropriate location and time for disposal, and the process typically takes **10–15 minutes**.

 **Final Acknowledgement** By proceeding with this booking, the client confirms that:

- They have read and understood all terms.
- They accept the compact, functional nature of CARHOME travel.
- They agree to cooperate with the driver and follow safety and usage guidelines.

Thank You for Choosing CARHOME

We truly believe that every journey is a story waiting to be told, and we're honoured you've chosen us to be a part of yours. Get ready for an adventure filled with laughter, discovery, and memories that will last a lifetime.

We can't wait to greet you! **We wish you a very happy and safe journey from all of us at CARHOME.**

Warmest Regards,

