VERO360 LIMITED
Car Hire Service Policy | Version 1.0 | Draft for CEO approval
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KEY POINTS AT A GLANCE

Role of Vero360 Facilitator only. No vehicles are owned, insured or operated by Vero360.
Who can list Verified Vehicle Partners with a roadworthy, insured vehicle and proof of ownership or authority.
Who can book Verified Renters. Self-drive requires a valid driving licence for the class of vehicle.
Pricing Set by the Vehicle Partner. Vero360 commission is added on top, never deducted.
Payment In-app only, through PawaPay. Payments outside the App are not protected.
Security deposit Held by Vero360 and returned after the Trip unless a substantiated claim is lodged.
Handover and return Photo Condition Report on both occasions, and GPS-tied trip start.
Accidents Report at once to the police where required, to the Vehicle Partner and to Vero360 in the App.
Disputes Reviewed by Vero360 on the evidence recorded in the App.

1. PURPOSE AND SCOPE

This Policy sets out how the Car Hire service on the Vero360 App operates. Vero360 is a technology platform and facilitator only. Vero360 does not own, lease, operate, maintain or insure any vehicle listed on the App, and does not employ any Driver. This Policy forms part of the Platform User Agreement and the Merchant Agreement. On a car-hire matter, this Policy prevails.

2. DEFINITIONS

Vehicle Partner An individual or business that lists one or more vehicles and has been verified.
Renter A person who books a vehicle through the Vero360 App.
Driver The Renter (Self-Drive) or a driver supplied by the Vehicle Partner (With Driver).
Self-Drive The Renter, or an approved additional driver, drives the vehicle.
With Driver The Vehicle Partner supplies a verified driver.
Security Deposit An amount held by Vero360 against damage, fines, fuel shortfall or other loss.
Condition Report The photographic and written record at handover and at return.

3. NATURE OF THE SERVICE

Vero360 operates a marketplace that connects Vehicle Partners with Renters. Two rental modes are offered: Self-Drive and With Driver. Each listing states which mode or modes the Partner offers.

4. ELIGIBILITY AND VERIFICATION

Vehicle Partners need identification, proof of ownership or authority, business registration and TPIN where required, and a payout account in their own name. Self-drive Renters must hold a valid licence for the class of vehicle. With-Driver drivers must hold a professional or appropriate licence and pass identity and background verification.

5. VEHICLE STANDARDS

Every listed vehicle must be roadworthy, insured for hire and reward, clean, mechanically sound, and fitted with working seat belts, lights, tyres, spare, jack, spanner and warning triangle. Expired documents suspend the listing until renewal is verified.

6-9. BOOKING, PRICING, DEPOSIT, CANCELLATION

A Booking is confirmed once the Renter accepts this Policy and the Platform User Agreement and pays in the App. The Rental Charge is set by the Partner. Commission is added on top. Funds are released after verified trip end and the return Condition Report. Late return without an approved extension is charged at 1.5 times the hourly equivalent after a 60-minute grace.

The Security Deposit is collected at Booking, held by Vero360, and returned within 3 working days unless a claim is lodged. It is always refunded in full on cancellation.

Renter cancellation: more than 48 hours, full refund; 24-48 hours, 50% of the rental charge; less than 24 hours or no-show, no rental refund. Partner cancellation: full refund to the Renter.

10. HANDOVER, USE AND RETURN

Both parties complete the Condition Report before the trip starts. The trip starts only when the App records GPS at the agreed handover point. Return the same fuel level unless the listing states otherwise. The return report is completed within 30 minutes of arrival.

11. PERMITTED AND PROHIBITED USE

Only the named Driver or an extra driver approved in the App may drive. Prohibited: drink or drugs, sub-letting, taxi or courier use without consent, racing, off-road unless listed, illegal goods, travel outside Malawi unless listed, smoking or animals unless listed, and tracker tampering.

12-14. INSURANCE, CLAIMS, SAFETY

Vero360 does not provide motor insurance. The Partner must keep valid hire-and-reward cover on the App. Accidents must be reported to the police where required, then to the Partner and Vero360 within 2 hours. Fines, tolls and parking charges during a trip are the Renter's. Damage claims must be lodged within 48 hours of trip end with the Condition Reports and photographs.

All Drivers drive safely, obey the Road Traffic Act and wear seat belts. With-Driver conduct includes punctuality, respect and no alcohol or drugs on duty.

15-17. PLATFORM INTEGRITY, DATA, DISPUTES

Contact details are not shared at booking. Off-platform rentals to avoid commission are a breach. Vero360 processes personal data under the Data Protection Act, 2024. GPS data is used for safety, recovery and disputes only. Complaints are acknowledged within 1 working day and aimed to be resolved within 7 working days. Disputes are decided on App evidence.

18-20. SUSPENSION, ROLE OF VERO360, LAW

Vero360 may suspend a listing or account for safety risk, fraud, falsified documents or repeated breaches. Vero360 is not the owner, hirer, operator, employer or insurer of any vehicle or trip, except where the law provides otherwise. This Policy is governed by the laws of Malawi.

Questions: info@vero360.app or 0888 367 037 / +265 887 261 094.