

Customer Rental Agreement



Scooter

Plate

Make / Model

Customer Name

Passport Number / Nationality

Phone No.

Address / Hotel / Villa

Room

Booking Start Date

Start Time

Booking End Date

End Time

Fuel Level

F

E

Price Per Day

Total Days

Total Price

Security

- You agree to not drive under the influence of alcohol or drugs.
- You agree to wear a helmet at all times while operating a Skoot Partner vehicle.
- You agree to obey and abide by all local traffic laws and regulations, beach driving prohibited.
- Vehicle operation must be within the province of rental unless expressly authorized.
- You acknowledge that you are licensed to operate your rented scooter or vehicle in Thailand.
- You acknowledge your 100% financial liability in the event of damage exceeding deposit, theft or loss.

This agreement is between You the renter/user, and an Authorized Skoot Partner Shop providing your vehicle except where otherwise indicated. You agree to the obligations of this agreement as written in English. This agreement is designed to protect our valued renters and partners using the platform responsibly.

Terms & Conditions of the Rental Agreement

- Lost keys or helmet:** Up to 1,000 THB (manual key), up to 5,000 THB charge (electronic key), 1,000 THB (lost or stolen helmet).
- Gas:** Returned vehicles must have gas equal to or greater than gas level at time of pickup or you will be charged up to 100THB per liter to fill your tank. Fill from retail gas station only, no street vendors.
- Flat tire:** You, the renter, are responsible for repair costs of any flat tire at your nearest repair shop.
- Dead battery:** In the event of a dead battery, you are responsible for the 1st jump/recharge. If the battery will not hold a charge, it is considered a mechanical failure and you will not be held responsible.
- Mechanical failure:** Your Authorized Skoot Partner is responsible for repair costs and a replacement rental.
- Damage:** You the renter are 100% financially responsible for any damage incurred during the rental period and any resulting towing costs.
- Police fines/fees:** You are solely financially responsible for any police fines or fees.

Definitions:

- Customer/Renter/User - Any person for which this contract is legally binding.
- Skoot Partner - The counterparty you are renting a vehicle from.
- Skoot Affiliate - The referrer of a Skoot app download if applicable.
- Skoot App (Thailand) Co., Ltd. - Administrator of Skoot rental platform.
- Vehicle - Any Scooter, Motorbike, Motorcycle, or Auto listed on the Skoot platform.

Driving under the influence of drugs or alcohol:

- As the customer, you agree to not operate any Skoot Partner vehicle while under the influence of drugs or alcohol. You hereby release Skoot Partners, Skoot Affiliates & Skoot App (Thailand) Co., Ltd., from any financial or legal responsibility as consequence from your operating a Skoot Partner vehicle under the influence of drugs or alcohol.

I _____ on this day _____ affirm that I agree to all terms and conditions as provided in this Customer Rental Agreement. I acknowledge that I have been provided an original digital copy of this agreement to the email address I have provided. I further acknowledge that my digital signature affixed below carries with it all legal rights and obligations afforded to it by the Thai Electronic Transaction Act B.E. 2544 (2001) with further guidance provided by Thai Supreme Court case law no. 8089/2556 & 6757/2560.

Renter Signature _____ Date _____ Time _____

- Any insurance policy coverage provided by either you, the Skoot Partner or Skoot App (Thailand) Co., Ltd. itself may be declined by the coverage provider in the event it is found you operated a Skoot Partner vehicle while under the influence of drugs or alcohol. You hereby assume full legal & financial responsibility for any damage or injury and release Skoot Partners, Skoot Affiliates and Skoot App (Thailand) Co., Ltd. of all legal and financial responsibility.
- You are responsible for 100% of all costs associated with any adverse event as the result of driving under the influence of drugs or alcohol: This includes 100% liability for vehicle damage costs, reasonable lost rental compensation and any civil or criminal legal costs associated with the adverse event.

Dealings with Police or Law Enforcement:

- Skoot Partners, Skoot Affiliates nor Skoot App (Thailand) Co., Ltd., are not to be held financially responsible for any traffic violations or otherwise criminal act committed by a renter. Renter is solely responsible for payment of any fines or fees levied by any police agency or officer including operating a vehicle without a license.
- In the event a police officer or agency attempts to collect payment of fines or fees from Skoot Partners, Skoot Affiliates and/or Skoot App (Thailand) Co., Ltd. for an act committed while customer was in possession of an authorized Skoot Partner rental, the Skoot Partner reserves the right to collect payment from you the customer.
- Driving License: You the customer are solely responsible for your legal right to operate a vehicle in the country of Thailand. You are responsible for having a current locally issued driver's license OR accepted international driver's license. Please refer to Thai motor vehicle regulations for further guidance. Skoot Partners, Skoot Affiliates nor Skoot App (Thailand) Co., Ltd., are to be held liable for any fines or fees incurred as a result of your failure to maintain a current and legally acceptable driver's license. Any insurance claims will typically not pay in the event it is found you do not have a valid license to operate a motorbike and you will be held financially responsible.

Changing or Upgrading Motorbikes:

- Skoot & Skoot Partners reserves the right to change the booked motorbike with the renter's express consent. Scooters are often double booked, to account for this you may be offered an in-kind replacement scooter. Any price changes will be communicated to you prior to pickup/delivery. You the renter reserve the right to cancel the booking for a full 100% refund should the scooter you booked not be available.

Operating a Vehicle Outside of Local Rental Area:

- You are required to operate your rental vehicle ONLY within the province of rental. However with express consent from the partner shop, you may travel beyond your rental province.
- In the event it is found through GPS scooter location or other means that the rental vehicle has gone beyond these limits without express consent from the Skoot Partner, Skoot reserves the right to collect a **30000 THB** fee.
- Additionally and regardless if express consent is given by the Skoot Partner to leave the province, you assume transport costs back to the shop in the event of any accident or mechanical failure.

Scooter/Motorbike Accident or Damage:

- You are required to inform your Skoot Partner immediately in the event of an accident or damage. Skoot App (Thailand) Co., Ltd. will determine based on the nature of the damage if the renter knowingly incurred damage during the rental in the event you do not notify. You shall capture as much information on scene of the accident including video description if possible, location, other vehicles involved including license plate, photos and associated owner information.
- In the event a vehicle is damaged to an extent it is not driveable, you are responsible for transportation costs to a Skoot authorized repair facility. Skoot App (Thailand) Co., Ltd. will provide the repair facility through existing partnerships.
- You the customer are solely financially responsible for any damage incurred during your Skoot Partner rental. Normal wear and tear excluded.
- If a deposit is required by the Skoot Partner in the platform listing, that deposit will be used to pay for any damage to the vehicle/equipment or as compensation for violation of the terms of this Rental Agreement up to the full deposit amount to offset the cost of necessary repairs or vehicle replacement. You retain the right to dispute a deposit claim via the Skoot platform.
- A damage claim in dispute will be submitted by a Skoot Partner to Skoot App (Thailand) Co., Ltd. for review and decision. Skoot App (Thailand) Co., Ltd. will contact you in the event of a dispute. You the customer agree to Skoot App (Thailand) Co., Ltd.'s decision in the event of a dispute as final. You the customer are responsible for any evidence gathering such as vehicle condition photos prior to rental period which would support your damage claim dispute.
- In the event of an accident where claimed damages exceed the deposit amount (catastrophic accident) you the renter are financially responsible for 100% repair costs from a repair facility chosen by Skoot App (Thailand) Co., Ltd. Our #1 goal is a fair outcome for both you the customer and our Authorized Skoot Partners.
- All Skoot Partners affirm that the condition of every scooter/motorcycle on the platform is in safe and sound condition and free of any known defects or adverse mechanical function that would affect its safe operation under normal operating conditions.
- The renter shall not drive on sand beach and/or roads partially or completely without asphalt/concrete pavement and or excessively rocky surfaces or roads. The renter shall not park the vehicle near bamboo plants as the sap makes permanent stains on the paint - this is considered damage to the vehicle and will be subject to deposit claims per deposit claim policy.
- In case of flooding where motorbike is parked, DO NOT attempt to start the vehicle. Inform the Skoot Partner immediately and if possible tow or push the vehicle to a non-flooded area.

Ongoing Care & Maintenance:

- Your Skoot Partner will inform you of any anticipated necessary scheduled maintenance at time of Pickup/Delivery. This would include oil changes, air filter replacement, coolant changes, etc. You are responsible for bringing the vehicle to the Skoot Partner or designated maintenance facility as agreed upon.
- You shall only use the fuel type with octane rating specified for your vehicle which is "**95 Gasohol**". You agree to only fill the fuel tank with fuel from a retail gas station such as PTT. You agree to not use roadside fuel from a third-party vendor.

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3. If a vehicle warning light comes on, you are responsible for informing your Skoot Partner immediately for consult. If any damage occurs as a result of not doing so, this is considered damage to the vehicle and is subject to the damage claim process. You are prohibited from performing any repairs yourself or with a third-party without express consent of the Skoot Partner.
4. Please hand wash vehicle ONLY. Please use a contactless pre-wash method prior to hand washing.

Scooter/Motorbike Theft & Loss:

1. Theft & Loss: In the event of a vehicle theft, you are required to report the incident to your Skoot Partner immediately. You are also required to contact local law enforcement and provide information to complete a police report.
2. If it is found that the theft or loss has occurred as the result of gross negligence on behalf of you the renter, you will be responsible for the greater of 100% replacement costs OR fair market value (FML) as determined by Skoot App (Thailand) Co., Ltd. The vehicle's Replacement Value is —.

Right to Agency:

1. As a Skoot customer, you are not authorized to rent, lease, lend or sell your Skoot rental to another party. In such a case, this agreement will be terminated and the vehicle will be considered stolen and reported to local police. Skoot Partners, Skoot Affiliates and Skoot App (Thailand) Co., Ltd. will not be held responsible for any damages or costs incurred in the event a vehicle is unlawfully rented, leased, lent or sold. You the customer are solely responsible for these damages and costs. Authorized Skoot Managers are excluded.
2. You as the renter acknowledge that the vehicle keys will remain in your possession for the duration of the booking.

Refund, Cancellation & Payments Policy:

1. After the Pickup Date, as shown in the refund schedule above, there are NO REFUNDS under any circumstances.
2. Prior to the Pickup Date, you will receive a refund according to the refund schedule above.



3. Payment Flow: When you book, your payment method is authorized (held) for the full amount. If your booking cannot be confirmed, the hold is released in full. The rental amount is captured at the end of your rental (or earlier when the card hold nears its expiry), and any balance owed back to you is returned to your payment method. Payment methods that do not support holds (such as PromptPay) are charged in full at booking and refunded in full if the booking cannot be confirmed. If you cancel, your refund follows the refund schedule above. Upon QR Scan during scooter return, your deposit is released back to your payment method. In the event of a deposit claim, your payment method will be charged or captured for the agreed upon amount up to your deposit amount.
4. Credit Card Chargebacks - In the event you dispute a charge with your credit card company, Skoot App (Thailand) Co., Ltd. will provide the Credit Card company with a signed copy of this agreement along with relevant photos, identification and pertinent documentation to support our claim. Skoot App (Thailand) Co., Ltd. reserves the right to take legal action against you and your estate in your country of origin through third-party contracted legal representatives in the event of a chargeback found in favor of you the Renter.

Returns & Disputes:

1. In the event a rental is returned late, Skoot Partners reserve the right to charge up to — per hour extra up to 2 hours. If rental is returned after 2 hours, you will be charged an additional day at your daily rental rate.
2. Condition upon return - Vehicles should be returned in the same condition as provided during initial pickup or delivery. If vehicle is returned in an excessively dirty, unrentable condition, a cleaning fee may be charged and levied on deposit.
3. In the event a rental is returned to a location other than the pickup or delivery location, you are financially responsible for the actual return, towing & locating costs of the abandoned vehicle up to **5,000THB**. If there is a deposit, you forfeit this cost from the deposit, and any difference will be charged to your original method of payment. If the motorbike or vehicle cannot be located, it will be considered a theft and treated accordingly including notification of immigration and/or local police authorities in addition to law enforcement in your country of origin.
4. Claim Disputes - You retain the right to dispute your deposit claim in which case Skoot App (Thailand) Co., Ltd. will serve as final intermediary to settle your dispute. Skoot Partners are bound by the Skoot Partnership Agreement and the policies outlined in this Rental Agreement.

Insurance:

1. All licensed and registered motorbikes rented in Thailand include compulsory 30,000THB of bodily injury & medical insurance coverage provided the vehicle registration is current, and the rider is licensed by the Thai Department of Land Transportation which is required by Skoot App (Thailand) Co., Ltd. The 30,000THB limit applies to the driver of the at-fault motorbike, higher limits apply to anyone injured, disabled or killed by the insured motorbike. Details of which can be found on the Department of Land Transportation website. You are solely responsible for making a claim with your Authorized Skoot Partner.
2. Travel Insurance: Many financial products such as credit cards include some form of travel insurance. Additionally, travel insurance is often available directly from a provider. You are solely responsible for making a claim with your insurance provider although Skoot App (Thailand) Co., Ltd. will assist with any required documentation. Please be aware that most of these policies & claims are rejected if you do not hold a current driver's license for the correct vehicle type issued in the country where the accident occurs. Please also be aware many of these policies exclude coverage for vehicles over a specified CC engine size. AKA a Thai or International Motorcycle License. Please refer to your policy for more.

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Passport / ID

A full-page photo of the renter's passport or ID, captured during Skoot verification, is appended here on every signed agreement.

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Verification Selfie

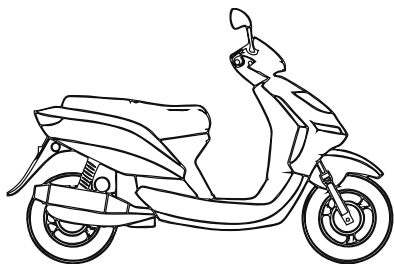
The renter's verification selfie — the person holding the document — is appended here.

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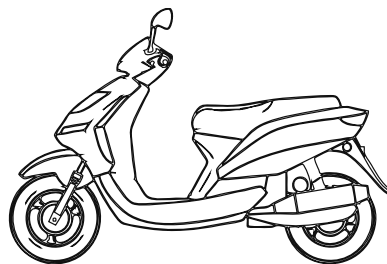
Renter Signature _____ Date _____ Time _____

Damage Drawing — Condition at Handover

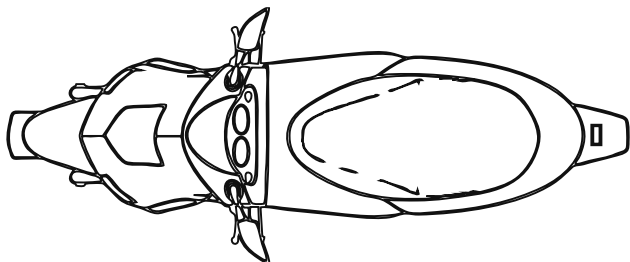
At handover the shop marks any pre-existing damage on these outlines with a red X. The renter is not liable for anything marked here.



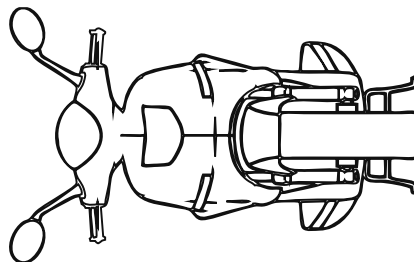
Right Side



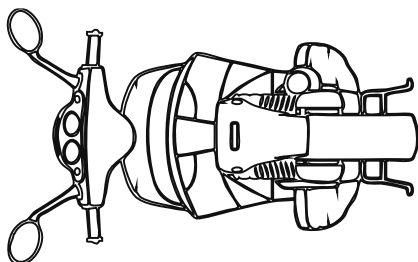
Left Side



Top



Front



Rear

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Condition Photos at Handover

Photographs taken at handover, recording the vehicle's condition when it went out, are appended here with timestamps. Anything visible in them was present BEFORE the rental began.

Timestamped condition photos are appended here on every signed agreement.

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