

## Cancellation & Refund Policies

- 1- Cancellations made 7 days or more in advance of the event date, will receive a 100% refund.
- 2- Cancellations made within 3 - 6 days will incur a 30% fee.
- 3- If you are unable to pick the car up at the agreed time, place and date, it is essential you contact us at least 48 HRS, before the rental starts. If you do not, there is no guarantee that the car will still be available and you will not be entitled to any refund
- 4- In case of late pickups we will not refund the rental value of the unused time.
- 5- In case of early returns, We will refund half the full rental value of the unused day

Please allow up to 14 days for your refund to be processed. All refunds will be provided via the original method of payment.

### Contacting us

If you have any questions about this Policy, please contact us via email on [booking@ecral.rent](mailto:booking@ecral.rent)