



Cape Town, South Africa Tel: +27 21 936 8600 Email: [info@saroadtrippers.co.za](mailto:info@saroadtrippers.co.za) [www.saroadtrippers.co.za](http://www.saroadtrippers.co.za) CK: 2011/103918/07

## 2 X 4 IVECO MOTORHOME TERMS AND CONDITIONS

**Office Hours:** Depots: Monday to Friday: 08h00 – 16h30 (last handover at 15h00, last return at 16h00)

An afterhours surcharge applies at a cost of R350.00 per collection or return outside of the normal office hours. By prior appointment only.

Afterhours operations are as follows: Saturday, Sundays & Public Holidays 09h00- 14h00.

(Late returns will be charged on a per day basis)

All branches are closed 25 December (Christmas Day) and the 1<sup>st</sup> of January.

## TERMS AND CONDITIONS

### **Minimum Rental Duration and Costings Minimum rental period:**

Minimum rental period: 4 days. Unlimited mileage for rentals 7 days and longer. (Rentals shorter than 7 days limited to 220Km's per day, extra Km's charged at R4 per Km.)

Vehicle rentals are calculated on a per calendar day basis, i.e. day of pick up or drop off is always counted as a full day irrespective of what time it is collected or dropped off.

The vehicle must be returned by no later than 4pm on the last day of hire to avoid an extra day hire charge.

**ONE WAY FEE'S:** A 1 way fee will be applicable between Windhoek, Johannesburg, Cape Town and Durban.

Any other cities on request.

### **COLLECTION.**

Vehicle handover will take approx. 2-3 hours, depending on the questions asked and client feedback. This involves a thorough explanation and demonstration of the vehicle and its equipment.

Kindly note that signing the vehicle condition report is an acceptance of the satisfactory condition of the vehicle. The owner must be notified within 24 hours, should the renter experience any problems, malfunctions shortage or damage. No consideration will be given to claims against such experiences, and no compensation or liability for lost time will be given, if issues are only reported on return of the vehicle.

Rental days lost due to a vehicle that has been collected after the agreed rental start date will not be credited.

**PHYSICAL ADDRESS:** Cape Town: 9 Cradick Close, Parow Industria.

Johannesburg: 191 Gum Road, Benoni A

Windhoek: Unit 5, Bell Park No1, Bell Street, Southern Industria.

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**RETURN.**

When returning the vehicle, please set aside an hour for the vehicle and equipment to be thoroughly checked. We request that the vehicle be returned with a full fuel tank. Should fuel top-ups be required, the fuel amount will be deducted from the renter's nominated credit card plus a surcharge of R250.00.

Vehicles must be returned clean, in order for the vehicle check in to be done. Vehicles returned dirty will be charged a cleaning fee of R1000.00. The toilet cassette in the motorhomes must be emptied and cleaned before returning the vehicle or a cleaning fee of R1 000.00 will be charged.

Any vehicles returned later than the agreed return date, or outside of normal office hours (without prior arrangement), will be charged a full day's rental. Rental days lost due to the vehicle being returned before the agreed return date will not be credited.

**LICENCE South African nationals:** A valid E, or South African 08 national drivers' licence for vehicles less than 3500 kg's.

**All International visitors:** A licence from your country of origin and an International drives licence (in English) for vehicles less than 3500kg, is required for overseas visitors.

**MINIMUM AGE:** The minimum age is 21 for the Motorhomes.

**eTOLL POLICY**

For all rentals departing and/or returning to Johannesburg/Gauteng or traveling through Gauteng an additional mandatory levy of R500.00 will be charged in order to cover the Gauteng eTOLL road taxes.

All manned toll-booths throughout South Africa need to be paid by the customer.

**LIABILITY OPTIONS** SA Roadtrippers offers 2 insurance cover options, namely, Standard Cover & Maxi cover.

**Standard cover:** Standard security deposit/ insurance excess.

**Maxi cover:** Reduced insurance excess/security deposit.

This cover is NOT a personal liability cover, but cover for damage to our vehicles and/or 3rd party property. Details below:

**Standard Cover:**

This cover carries an excess/security deposit of R45 000.00 which is applicable in the event of any accident or damage to either our vehicle or 3rd party property. This excess of R45 000.00 is charged on the renter's Visa or MasterCard credit card or cash at the time of collection. Funds will only be deducted from this amount, should the renter return the vehicle in a damaged condition or for any 3rd party damage. **If no claims exist, this excess is refunded within 30 working days from date of return**, by the renter's financial institution. Standard Cover does not include the cost of replacing or repairing of windscreens and tyres, radio theft and recovery costs.

**Maxi cover:**

The Maxi cover is charged at a daily rate of R250.00 as per your quotation/rental agreement. This cover reduces the insurance excess/security deposit payable on collection and is applicable to the vehicle and 3rd party property damage, but does not include the cost of replacing or repairing of windscreens and tyres, radio theft and recovery costs. If no claims exist, **this excess is refunded within 30 working days** from date of return, by the renter's financial institution.

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**CLAIMS HANDLING FEE:** A handling fee of R500.00 is charged on all damage/accident claims irrespective of the liability cover option taken.

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**ACCIDENTS:**

The used definition of a traffic accident with a vehicle where another vehicle is involved, or where a pedestrian is involved.

Also not regarded as an accident when you try to avoid hitting an animal crossing the road or a burst tyre.

Single vehicle accidents are NOT included in any liability cover options.

In case of damage to the vehicle rented, the following will apply:

All accidents must be reported to SA Roadtrippers within 24 hours and by law, to the Local Police within 24 hours. An accident report number from the police must be obtained at the time of reporting the incident. This proves that the accident has been registered.

Failing to report accidents may void all liability cover and the renter becomes fully liable for all costs.

We advise that you take as many photographs of the accident scene and also obtain the 3rd party detail.

We also suggest you take a photograph of the driver's licences of the persons involved.

An accident report which is provided in the RENTAL PACK, must also be completed. These documents and records of evidence will be submitted to the owner in order to process the incident.

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**The vehicle: Insurance exceptions & Conditions:**

The renter is responsible for the recovery of the accident damaged vehicle to the original rental branch.

A replacement vehicle will only be dispatched once payment of all damages / recovery costs to the first vehicle is made.

The owner reserves the right to withhold a replacement vehicle; this does not entitle the client to any claims against SA Roadtrippers. If the renter requires a replacement vehicle to be delivered, charges will be levied according to the 1-way rates applicable. If the renter is not able to take a replacement vehicle, no refunds for early termination of the contract will be made. Should the renter continue with a replacement vehicle, this vehicle will be noted under the current rental contract and standard cover will be applicable. This includes a new R45 000.00 payment on the nominated credit card. Reduced insurance excess is not available on a replacement vehicle. Should the applicable excess be charged, and should the owner be successful in the reimbursement of that amount by the 3rd party, this amount will be refunded to the renter. This process could take up to three years.

**Insurance exceptions & Conditions:**

Exclusions of ALL insurance cover options: The renter is fully liable for any damage to SA Roadtrippers vehicle or 3rd party property if:

- Any terms of the rental contract are breached.
- Damages are sustained whilst the renter/driver is in violation of any traffic laws or ordinances.
- Damage to the vehicle is caused by careless, wilful or reckless driving. This includes driving under the influence of alcohol or drugs.
- Driving on restricted or unrecognised roads. (As laid out below in this document titled Road Restrictions)
- Driving any time at night/after sunset.

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- None of our insurance cover options cover any of the equipment supplied with the vehicle. Any loss or damage to the equipment including items such as GPS, fridges, compressors, tents, kitchen utensils, camping gear, sleeping equipment etc. will be charged to your credit card.

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- The cost of replacing or repairing of windscreens and tyres, radio theft and recovery costs.
- Should vehicle be returned with excess tyre wear the customer will be liable for the cost of such tyre replacement, fair wear and tear will be taken into account the final decision of the tyre wear being excessive is in sole decision of the owner. (Many factors will increase tyre wear such as, but not limited to, uneven rocky or washboard gravel roads, incorrect tyre pressure for the specific road conditions, wreck less or negligent driving, high temperature road surfaces, excessive loading.( The customer is responsible to continuously manage the tyres to ensure that tyre wear is not excessive).
- Driving over the speed limits. (i. Maximum speed limit on gravel/unsealed roads by law is 80 Km/H)  
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- Damages are caused by dangerous and irresponsible manoeuvres to test the abilities of the camper.
- All insurance cover is void if vehicles enter prohibited areas/Countries and will result in a breach of contract.
- Not adhering to the vehicle height restrictions.
- Any damage related to water submersion or salt water damage.  
NB: A vehicle may not go through water higher than 30 cm in depth:
- Damage sustained from driving through trees, bushes resulting in scratching and damaging exterior of the Motorhome are excluded from the insurance cover and customer will be liable for repair costs thereof.
- Any loss/ damage to the equipment: GPS, fridge, compressors, tents ware, camping and sleeping equipment.
- Damage is incurred due to incorrect use of the hand brake.
- The damage is to the clutch (An allowance of up to 24Hrs after collection is given, in which time a faulty clutch can be reported. Thereafter, it is deemed as the renter's responsibility). The customer is then liable for the cost of the clutch kit which is R23 000.00 including VAT and installation cost.
- Roll-overs are not covered under any insurance cover options. A roll over is defined as a vehicle sustaining all types of damage due to it not being on all 4 wheels.
- The incorrect fuel type is pumped into the fuel tank and/or fuel in the water tank will incur a R20 000.00 cost. SA Roadtrippers advises that should this occur; the vehicle is to remain turned off and not started under any circumstances. This reduces the damage caused.  
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- Overhead damage and damage to the roof top mounted vent or air-conditioning unit. Renters are reminded that the motorhomes are high. Caution needs to be taken when driving under branches, bridges, through archways or any overhead obstructions.
- Damage to vehicle driver's cabin Air conditioner as a result of excessive operation when the vehicle is stationary.
- The renter is hereby responsible for any damages or accidents that the owner has not been made aware of on the return of the vehicle. Please note the applicable charges will be charged to the nominated credit card. The customer agrees that SA Roadtrippers are not responsible for any damage or theft to items of a personal nature.
- Travel and personal insurance are strongly recommended.

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### Use of the Motorhome

- The renter acknowledges that he is aware of the purpose for which the vehicle was designed, as well as all safety and maintenance procedures which are required of the vehicle by any lawful authority, and shall only use the vehicle for such purpose, and shall comply with all such safety and maintenance procedures. The renter shall be liable to and hereby indemnifies the owner for all damage or loss suffered by the supplier should the vehicle be used for any other purpose, or should the renter fail to comply with any required safety and maintenance procedures.
- The renter shall use the motorhome at its own risk. The renter shall have no claim of any nature against the supplier of the vehicle, for any loss suffered or damages sustained by the renter arising from any cause, including, without any limitation, the use of the motorhome and provisions thereof. The supplier also takes no responsibility from damages arising out of fast speeds and long distances driven on the washboard roads in Namibia, South Africa, Botswana etc.

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### Rules in respect of replacement vehicles. (Whether due to an accident or vehicle damage)

In the case of clutch or water damage the following is applicable: (or any situation where the rental agreement has been breached)

- The repairs and recovery (towing) costs of the vehicle is the responsibility of the renter. The following recovery / replacement rates will apply:

Within South Africa: R 6-00 per kilometre / Outside of South Africa: R 12-00 per kilometre.

To & from Namibia incurs an extra R 9 500.00 and other countries outside of South Africa. Should a replacement vehicle be required, the owner will replace the vehicle within as short a time frame as possible in South Africa, a longer time period is to be expected outside the South African borders.

- Vehicle replacement will only be affected by the owner should the vehicles not be drivable or due to a safety issue and further only once all repair options have been exhausted. (Including the customer taking the vehicle to the owners designated repair centre).
- A new pre-authorisation for the standard cover excess, will be deducted on the nominated Visa or MasterCard credit card for the replacement vehicle. No reduced insurance excess will be allowed on the replacement vehicle.

- **AIR-CONDITIONING**

The air-conditioning in the driver's cabin of the vehicle, is designed to be used in South African weather conditions. In regions where the temperatures reach in excess of 30 degrees Celsius, or the humidity is higher than 60%, the unit may not work as effectively. This is normal and does not constitute grounds to request a replacement vehicle.

**Caution,** Operating the vehicles Air Conditioning in the driver's cabin when the vehicle is **stationery**, and or idling for prolonged periods, without sufficient airflow from driving speed, can cause serious damage to the vehicles air conditioning system, the vehicle air-conditioner must be switched off to prevent such damage. (Such damage for customers account).

The air-conditioning in the living area of the motorhomes only works when it is plugged into a 220v power supply. This power supply can be found at the camp sites. The vehicle is supplied with an extension lead, which is plugged into the camp site power box, and then plugged into the motorhome in the blue power socket.

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**OIL AND TYRES.**

Clients will be responsible for when filling up, checking of oil, battery, brake and clutch fluids, water, tyre condition and pressures and all other items which require periodical checking for the proper functioning of the vehicle when filling up. Failure to adhere to this rule will result in a penalty & will solely be on the clients account.

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**SAND BLASTING.**

Desert Sand storms can be severe and cause a lot of damage to the vehicles. Driving in a sand storm with low visibility and strong winds is not advisable, we suggest making a U-Turn and not to go into one or near one. These are predominant in the South Western parts of Namibia.

All damages and costs resulting from any sand blasting will be for the Renters account.

Kindly note: that no insurance option covers damages caused from sand blasting.

**DUST INGRESS.**

Southern Africa is predominantly an arid desert region and the majority of secondary routes travelled, are on unsealed dust or gravel roads. It is not possible to make vehicles 100% dust-proof and therefore refunds or claims for any dust ingress of any nature will not be considered.

**PAYMENT.**

SA Roadtrippers does not accept Travelers cheques or cheques as payment in any way. Valid Visa/MasterCard credit cards, debit cards, EFT or bank transfer and cash payments are accepted for rentals. The holder of the credit cards needs to be present at vehicle collection in order for the transaction to be processed. SA Roadtrippers are not responsible for any currency fluctuations that may occur in any transactions including the refunding of deposits. FULL PAYMENT for the rental must be received 14 days prior to date of collection. (The security deposit can be paid on day of collection, but may take a while to process.

**EQUIPMENT:** SA ROADTRIPPERS DO NOT MANUFACTURE THE EQUIPMENT AND ACCESSORIES FITTED BUT WILL MAKE EVERY EFFORT TO ENSURE THEY ARE OF GOOD QUALITY.

All vehicles are supplied with sleeping, kitchen and equipment. None of our insurance cover options cover any of the equipment supplied with the vehicle. Any loss or damage to the equipment including items such as GPS, fridges, compressors, tents etc. will be charged to your credit card. Should any of your equipment malfunction during the rental period, SA Roadtrippers are not liable to provide a replacement vehicle. Repairs can be made according to the clause of this document, titled Vehicle Repairs.

**ROAD RESTRICTIONS.**

Motorhomes are permitted to be driven on properly tarred road surfaces, and good smooth gravel roads in order to reach the campsites only, in SOUTH AFRICA, NAMIBIA, SWAZILAND and LESOTHO.

Special permission is required from the owners for travelling further than the countries and areas allowed.

Should permission be granted by the owner, a disclaimer document will be required to be signed by the renter on collection of his vehicle.

Vehicles may be taken into certain South Africa's neighbouring states but are not allowed into Angola, Democratic Republic of Congo (DRC), Tanzania, Malawi, Zimbabwe, and Mozambique or Zambia.

A cross border fee of R1000.00 will apply if travelling outside of South Africa.

Narrow and steep single lane gravel mountain passes and any road in South Africa, Botswana, Lesotho, Swaziland and Namibia that are in the owner's opinion classified as smooth gravel, corrugated or washboard gravel roads are not permitted. Sand jeep track driving is not permitted.

Driving on 4x4 leisure Tracks that require an entrance fee or club membership are not permitted.

All insurance cover is void if vehicles enter the prohibited countries and areas and will result in a breach of contract.

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The motorhome is used for driving terrain that is usually inaccessible with a normal two-wheel drive vehicle. Dangerous and irresponsible manoeuvres to test the abilities of the motorhome to the limit are not allowed under any circumstances and damages sustained from such activities will be for the customer's account irrespective of insurance cover options.

All towing costs to SA Roadtrippers depot are for the customer's account.

The owner, reserves the right, at its sole discretion, to restrict vehicle movements in certain areas due to adverse road or weather conditions, political situations or any other reason.

There are areas that are restricted for travel in any SA Roadtrippers Motorhome. (But not limited to)

South Africa: Any sand Dunes.

All 4x4 trails.

The Swartberg Pass (SA), The Sani Pass (SA),  
Kalahari Gemsbok Park. (also called Kgalagadi Transfrontier Park)  
The road to the Sentech Towers in Marakele Park (SA).

Baviaanskloof Pass. (SA)

Narrow and steep single lane gravel mountain passes and any road in South Africa, Swaziland, Lesotho, Botswana and Namibia that are not in the owner's opinion classified as smooth gravel, corrugated or washboard gravel roads are not permitted, sand jeep track driving is not permitted.

Narrow tracks, jeep tracks and or roads lined with thick dense bush that touches the vehicle.

Driving through dense bush is not permitted. The dense bush must not scratch or damage the exterior of the motorhome by touching or scraping the sides or exterior of the vehicle while the motorhome is moving.

All Roads leading to Africa Burn in the Tankwa Karoo.

Namibia: No sand dunes.

The Skeleton Coast Park (Namibia).

The short road from Hobas to the Viewpoint. (Fish River Canyon).

Van Zyl's Pass. (Namibia), Sandwich Harbour. (Namibia).

The entire Kaokoland. (Namibia)

D, G or F marked roads in Namibia.

Narrow tracks, jeep tracks and or roads lined with thick dense bush that touches the vehicle.

Driving through dense bush is not permitted. The dense bush must not scratch or damage the exterior of the motorhome by touching or scraping the sides or exterior of the vehicle while the motorhome is moving.

The supplier does not take responsibility for ANY damages or claims arising out of fast speeds and/or long-distance driving on the washboard roads (especially C roads) in Namibia. These include all air conditioners, fridges, radiators, tyres and suspension systems.

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Botswana: No Sand dunes.

The Okavango Delta (Botswana) The Makgadigadi Pans (Botswana),

Narrow tracks, jeep tracks and or roads lined with thick dense bush that touches the vehicle.

Driving through dense bush is not permitted. The dense bush must not scratch or damage the exterior of the motorhome by touching or scraping the sides or exterior of the vehicle while the motorhome is moving.

Game tracks are not suitable for our 4x2 motorhomes and are thus not permitted.

The supplier does not take responsibility for ANY damages or claims arising out of fast speeds and/or long-distance driving on the washboard roads (especially C roads) in Namibia. These include all air conditioners, radiators, tyres and suspension systems.

Other countries: No Sand Dunes.

Mozambique, all of Malawi, all of Angola, Zambia, Zimbabwe, Tanzania and the Democratic republic of Congo (DRC) are not permitted.

Due to weather circumstances the supplier has the right to restrict road or areas, and that you will be liable for the full repair costs if accidents, mechanical damage or roll-overs happen here.

Please ensure that the departure, approach and roll angles are observed as in the information manuals.

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**CROSS BORDER DOCUMENTATION.**

A cross border fee per vehicle per rental of R1 000.00 applies for cross border documentation into Lesotho, Namibia and Swaziland and any other approved destination. The vehicle documentation is for the vehicle cross border requirements ONLY. The owners are not liable for the arrangement or payment of visas, permits, third party insurances or road taxes applicable to the countries of entry. These are for the renter's account and can be arranged prior to travel or at the borders of the applicable countries. All cross-border applications are to be accompanied by a clear copy of the renter's passport & driver's license to be received at least seven days prior to collection of the vehicle.

**VEHICLE REPAIRS.**

It is possible that during your rental, small repairs may be required due to the nature of the terrain. Repairs of up to R 1 000.00 may be affected without prior authorisation from SA Roadtrippers and such repairs may be reimbursed, on the submission of a claim with original receipts attached. Amounts above R1 000.00 will require verbal/telephonic approval from SA Roadtrippers on-road assistance. (Numbers provided in your rental pack).

Should a call-out fee be charged by a supplier to replace a tyre, approval must be obtained from your collection branch. (The renter is responsible for the maintenance costs, repairing of flat, punctured or damaged tyres).

Should permission be granted by SA Roadtrippers for an overnight stay in a lodge, due to repairs, a maximum allowance of R800 per night per vehicle is granted for a maximum of one night in South Africa and two nights outside of South Africa. Should a replacement vehicle be required due to a mechanical fault not due to negligence, SA Roadtrippers will replace the vehicle at no extra cost to the renter, in as short a time possible.

The supplier does not take responsibility for ANY damages or claims arising out of fast speeds and/or long-distance driving on the washboard roads (especially C roads) in Namibia. These include all air conditioners, fridges, radiators, tyres and suspension systems.

Refrigerators, stoves, air conditioners and microwaves are checked by the supplier and the customer before every rental, consequently we do not accept liability for any possible malfunction of these units during the rental period.

**KEYS.**

SA Roadtrippers must be informed of keys lost or locked inside a vehicle. The replacement or recovery and courier of keys is for the renter's account. SA Roadtrippers cannot be held liable for any time/days lost and/or accommodation or any other costs incurred, due to the replacement or recovery of keys. Under no circumstances will the spare keys to a vehicle be issued on collection of a vehicle, all spare keys are kept at SA Roadtrippers offices in case an emergency arises.

**TYRES.**

Tyres repaired as a result of a puncture, will be subject to replacement charges if deemed by the owner as damaged. (This & tyres repaired with a plug will be regarded as damaged)

The renter is responsible for any and all tyre maintenance costs including, repairing of flat, punctured, damaged and or excessively worn tyres.

The driver should not exceed the road traffic ordinance speed limits of 120km/h on tarred roads and 80km/h on gravel/sealed or corrugated roads.

For your safety, SA Roadtrippers recommends a speed of not more than 100km/h on tarred roads, and 60km/h on gravel/sealed or corrugated roads, and max 40km/h in National Parks.

Tyres get hot and pressures increase at higher speeds. Tyres are then susceptible to damage especially on uneven surfaces.

When replacing a tyre, please ensure that it is of the same brand, size and ply rating as that of the damaged tyre. Reconditioned or re-treaded tyres are NOT acceptable.

Drive slowly, especially on gravel and dirt roads. Recommended to a maximum 60km/h on gravel and 30km/h on soft sand. Try to stay in the existing tyre tracks.

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Should vehicle be returned with excess tyre wear the customer will be liable for the cost of such tyre replacement, fair wear and tear will be taken into account, the final decision of the tyre wear being excessive is in sole decision of the owner. (Many factors will increase tyre wear such as, but not limited to, uneven rocky or washboard gravel roads, incorrect tyre pressure for the specific road conditions, wreck less or negligent driving, high temperature road surfaces, excessive loading. The customer is responsible to continuously manage the tyres to ensure that tyre wear is not excessive).

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### **IMPORTANT TYRE PRESSURE.**

It is vital to understand and manage tyre pressure according to the road and vehicle load conditions.

Poor tyre pressure management is a big cause of serious road accidents on tar and especially secondary gravel roads.

Tyre pressure increases as the tyre gets to operating temperature. (after  $\pm$  10kms)

Tyre pressure increases from a cold tyre (not been driven) to tyre that has been driven, i.e. a hot tyre by between 10 to 15 percent, factors such as road surface, speed, load, heat, etc. effect tyre pressure.

Tyre pressure gauges at petrol stations cannot be trusted as they vary dramatically and are generally not calibrated correctly, check your tyre pressure personally, ask for a tyre pressure gauge from our motorhome consultant for your trip.

On gravel: Where your speeds SHOULD BE much lower and never over 80 km/h.

Deflate your tyres by 10 or 15%, to give a softer ride, one that will not shake the windscreen out of the car or the fillings from your teeth.

To get an accurate datum, make a note of cold pressures before you start, observe recommended tyre pressure chart in the motorhome.

For long distance tar, increase by 10% above the norm. On good gravel decrease by 10% to 15 % AND lower your speed.

Keep large following distances on sand/dirt roads to avoid excessive dust which hampers visibility, hampers fresh air filters into cabin, clogs engine air filters resulting in possible increase in fuel consumption.

Ensure you brake timeously for water drifts in the road. These drifts are often dry and can appear suddenly and are not always clearly visible. Driving through them at excessive speeds can damage your suspension and more.

### **TRACKING.**

All SA Roadtrippers vehicles are fitted with tracking devices. Tracking is monitored in all Southern Africa destinations as allowed by SA Roadtrippers. SA Roadtrippers reserves the right to repossess the rental vehicle at any time if it is found illegally parked, driven wreckless and irresponsible driving or being used to violate the law or appears to be abandoned or if the renter is in breach of any terms or conditions of the rental agreement, has entered a restricted area or has infringed on the speed limits.

**TRAFFIC INFRINGEMENTS:** The renter is liable for all fines and penalties incurred during the rental period plus an administration fee of R250 for each infringement or penalty notice.

### **CANCELLATION / NO-SHOW PENALTIES.**

Cancellations are charged according to the below. Fees in percentage of total rental amount.

30 – 7 days before collection: 50%.      7 – 1 day before collection: 100%.

No show or cancellation on day of collection: 100%.

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**FEES – MANDATORY CONTRACT; EQUIPMENT; EXTRAS; ONE-WAY & DELIVERY/COLLECTION.**

Mandatory fees are applicable to all rental contracts or as applicable.

Extra equipment is to be booked at time of reservation or can be requested on collection if required and subject to availability. These requests incur a rental cost. Details as below:

MANDATORY ITEMS CHARGE per rental.

**eToll.**

For all rentals departing and/or returning to Johannesburg/Gauteng or traveling through Gauteng an additional mandatory fee of R500.00 will be charged in order to cover the Gauteng eTOLL road taxes.

**Additional Driver:** A ZAR 300.00 per driver is applicable for the third driver upwards.

**After hour surcharge:** A ZAR 350.00 fee payable per collection or delivery

**Damage collection Handling Fee:** (Payable on claims due to damage / accident) R 500.00 damage handling fee.

**Traffic fine admin fee.** (Payable if a fine is levied) R250.00

**Border Documentation.** R1 000.00 per rental.

**ONE WAY / DELIVERY OR COLLECTION:**

A fee is charged for any rentals that require a one way drop off or collection between cities. Please refer to the ONE WAY, DELIVERY/COLLECTION FEES schedule. Please also note that vehicles that are delivered to a secondary location may not be handed over with a full fuel tank.

**SUBSTITUTIONS:**

If, for reasons beyond our control, the reserved vehicle is not available, SA Roadtrippers reserves the right to substitute a comparable or superior vehicle at no extra cost to the renter. This shall not constitute a breach of contract and does not entitle the renter to any form of refund.

**TAXES & CURRENCY FLUCTUATIONS:**

All charges include 15% VAT in South Africa and 15 % VAT in Namibia. All rates are quoted in ZAR.

SA Roadtrippers is not responsible for any currency fluctuations that may occur in any and all transactions.

Terms and conditions are subject to change in accordance with changes in government taxes.

**TRAVELLING TO SOUTH AFRICA AND NAMIBIA WITH CHILDREN – NEW VISA REGULATION.**

It is important to make sure you have all the REQUIRED DOCUMENTATION before you arrive in the country. Available on all relative web sites. VERY IMPORTANT.

- <http://www.dha.gov.za/files/Brochures/Immigrationleaflet.pdf>

**GENERAL:**

Any claims or legal action in connection with the provision of our services to the client will be governed by the laws of South Africa. Any claim or legal action against the suppliers is likely to be subject to the terms and conditions of our contract with them.

- Locations within South Africa are charged at South African vehicle daily rates.
- Locations outside South Africa are charged at Namibia vehicle daily rates.
- Whilst including the same facilities, some motorhomes may have different layouts and or equipment types to those shown. All measurements and volumes shown are approximate. The information provided is subject to change without notice.

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- Towing of our vehicles is not permitted under any circumstances, any and all costs incurred by towing or damages as a result of towing without our written authorisation will be for the customer's account, irrespective of the insurance options taken.
- The information provided is subject to change without notice.

**EQUIPMENT WILL BE TESTED BY THE SUPPLIER OR MANUFACTURER TO ESTABLISH REASON FOR FAILURE AND GROUNDS FOR REFUND.**

**ALL RIGHTS RESERVED:** Rates and terms and conditions of rental may be subject to change.

**Declaration and statement made by the hirer.**

I declare that I have not had special or restrictive conditions imposed on my driver's licence and or by any motor insurer nor have I had a motor insurance policy declined or cancelled or being declined by any other vehicle rental company. I further declare that to the best of my knowledge that I have not withheld any information which would influence the provision of motor insurance to myself.

I acknowledge that I shall be liable as per this hire agreement for any road traffic and parking fines incurred as the hirer of the vehicle incurred during the duration of the rental period of the hire contract.

I have read, understand and agree to the terms and conditions of this agreement. I warrant that I am authorised to sign this agreement. I authorise SA Road Trippers irrevocably to debit all charges to my credit card arising under this agreement, including and not limited to traffic fines obtained with the during my rental period.

I acknowledge that I shall be liable for a claims handling fee of R 500.00 should any loss or damage occur under this rental agreement.

I confirm that all charges will be paid immediately, without offset or deductions and that no refunds are due in the event that I cancel the contract before the hire end date.

Renter/Hirer \_\_\_\_\_ Full name \_\_\_\_\_

By signing this agreement, I certify that I have read, understand and agree to the terms and conditions of this rental agreement and hereby give full authorization to SA Roadtrippers to debit my/our credit card account for any charges arising under this agreement.

Second Driver \_\_\_\_\_ Full name \_\_\_\_\_

By signing this agreement, I certify that I have read, understand and agree to the terms and conditions of this rental agreement and hereby give full authorization to SA Roadtrippers to debit my/our credit card account for any charges arising under this agreement.

Third driver \_\_\_\_\_ Full name \_\_\_\_\_

By signing this agreement, I certify that I have read, understand and agree to the terms and conditions of this rental agreement and hereby give full authorization to SA Roadtrippers to debit my/our credit card account for any charges arising under this agreement.

Initial. \_\_\_\_\_