

#### H/O Johannesburg

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Kempton Park  
1619  
Gauteng  
South Africa

Tel: +27 (0) 11 230 5200  
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#### Cape Town

Corner Michigan &  
Borchers Quarry Road,  
Airport Industrial  
Cape Town  
South Africa

Tel: +27 (0) 21 385 0403  
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#### Namibia

Hosea Kutako  
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Namibia

Tel: +264 (0) 62 540 660  
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## TERMS & CONDITIONS OF RENTAL

### SUV & LDVs

## SOUTH AFRICA, LESOTHO, SWAZILAND, BOTSWANA, NAMIBIA, ZIMBABWE, ZAMBIA & MOZAMBIQUE)

**01 NOVEMBER 2018 - 31 OCTOBER 2019 (Issue date 16/10/2018) V1.3**

### *Standard Rates include:*

- Airport / Hotel Transfers (Within 25kms from primary depots)
- 2 x Drivers (third, fourth and fifth driver charged separately)
- Closed canopy on single/double cabs only
- Super Cover
- Unlimited kilometres
- Emergency assistance (08h00 – 22h00)
- 15% VAT (Value Added Tax) in South Africa, 12% in Botswana and 15% in Namibia
- Credit Card Fees

### *Minimum Rental Duration and Costings*

Minimum rental period: 3 days at primary depots only and 7 days for secondary depot collections and/or returns. Vehicle rentals are calculated on a per calendar day basis, i.e. day of collection or return is always counted as a full day irrespective of what time it is collected or dropped off. A Rental day is not calculated on a 24hr cycle.

### *Long-term Rental*

Rentals between 31-80 days 5% Discount on 30+ Day Rate.  
Rentals between 80-100 days 10% Discount on 30+ Day Rate.  
Rentals between 100+ days 15% Discount on 30+ Day Rate.

### *Depots (Vehicle collection & return)*

#### **Primary:**

South Africa: Johannesburg, Cape Town  
Namibia: Windhoek  
Botswana: Maun

#### **Secondary:**

As per the attached schedule – charges apply

### *Office Hours: Rental Locations*

Monday to Friday: 08h00 – 16h30 (last handover at 15h00, last return at 16h00)  
Saturday: 08h00 – 13h00 (last handover at 11h00, last return at 12h00)

After Hour surcharge applies at a cost of N\$/R500/US\$38 per collection or return outside of the normal Office hours. After hour operations are as follows:

Saturday: 13h00 – 16h00  
Sundays & Public Holidays 08h00 – 16h00

(Late returns will be charged on a per day basis)  
All branches are closed 25 December (Christmas Day)

## **1. Collection**

Vehicle handover can take approx. 30-40 minutes, depending on the questions asked and client feedback. Kindly note that signing the vehicle condition report is an acceptance of the condition of the vehicle. THRSA must be notified within the first 24 hours of collection (clutch damage within the first 3 days of collection), should the renter experience any glitches, problems, malfunctions or discomfort. 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 date will not be credited.

## **2. Return**

When returning the vehicle, please set aside 30 minutes for the vehicle to be checked. Although we request that the vehicle be returned with a full fuel tank, as a courtesy to the next renter our representatives will take the vehicle to our refuelling station to ensure that the vehicle is full. Should top-ups be required, the fuel amount will be deducted from the renter's nominated credit card. Vehicles must be returned clean, in order for the vehicle check in to be done. Vehicles returned excessively dirty will be charged a cleaning fee of R/N\$1000, 00/US\$77, 00. Any vehicles returned later than the agreed return date, or outside of normal office hours (without prior arrangement), will be charged at a full day's rental per calendar day.

## **3. Licence**

A valid EB or code 08 national or an ENGLISH international driver's licence for vehicles less than 3500kg, is required.

## **4. Minimum Age**

The minimum age permitted to rent is 23 years and the maximum is 85 years.

## **5. eToll Policy**

For all rentals departing and/or returning to our Johannesburg depot will be charged a fee of R/N\$500 / US\$38 per rental agreement. This fee will be included in your quotation when applicable. eToll tags are installed in all our vehicles. These tags are debited with gantry levies in Gauteng, and also open gates on debit at toll gates on the major roads in South Africa that bear the eToll logo.

## **6. Liability Cover**

THRSA includes the Super Cover. This cover is NOT a personal liability cover, but cover for damage to our vehicles and/or 3<sup>rd</sup> party property. Details below:

### **Super Cover:**

A daily rate is included per day as per your quotation/rental agreement. This cover is a NO EXCESS cover and is applicable to the vehicle and third party property damage and includes the cost of replacing or repairing of windscreens, rims & tyres, radio theft and recovery costs. A security deposit of R/N\$3,000/US\$231 is pre-authorised on the renter's Visa or MasterCard credit card at the time of collection to ensure that the vehicle is returned to the agreed location, on the agreed date, in a clean condition and no items are lost or damaged. This security deposit is fully refunded within 21-30 working days, after date of return, should all the terms and conditions be adhered to.

## **7. Claims Handling Fee**

A handling fee of R/N\$500.00 / US\$38.00 is charged on all damage/accident claims irrespective of the liability cover option taken.

## **8. Accidents**

Single vehicle accidents are included in the liability cover options, except in the case of roll-overs. In case of damage to the vehicle rented, the following will apply:

### **The incident:**

All accidents must be reported to THRSA, and by law, to the Local Police within 24 hours. An AR (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 third party details when applicable. These can be recorded on the reverse side of the rental pack envelope supplied to you on collection. 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 THRSA in order to process the incident.

### **The vehicle:**

A replacement vehicle will only be dispatched once payment of all damages / recovery costs to the first vehicle is made, if applicable. THRSA reserves the right to withhold a replacement vehicle; this does not entitle the client to any refund/claims against THRSA.

If the renter requires a replacement vehicle to be delivered, charges will be levied if applicable, according to the liability cover exclusions.

If the renter is not able to take a replacement vehicle, no refunds for early termination of the contract will be considered.

Should the renter continue with a replacement vehicle, this vehicle will be noted under the current rental contract and a new R/N\$3,000 / US\$231 pre-authorisation on the nominated credit card.

### **Exceptions & Conditions:**

#### **Exclusions of the Super Cover:**

The renter is fully liable for any damage to the THRSA vehicle or third party property if:

- ◆ Any terms of the rental contract is 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
  - Driving over speed limits
  - Not adhering to the vehicle height restrictions;
- ◆ Related to water submersion or salt water damage:
  - A vehicle may not go through water higher than 30cm in depth;
- ◆ The vehicle was driven in a country in which written approval was not obtained from THRSA;
- ◆ Damage is incurred due to incorrect use of the hand brake;
- ◆ The damage is to the clutch (An allowance of up to three days 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 R/N\$24,500 / US\$1885 including VAT and installation;
- ◆ Roll-overs are not covered in any liability 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 is pumped into the fuel tank and/or fuel in the water tank will incur a R/N\$20,000 / US\$1538 cost. THRSA advises that should this occur, the vehicle is to remain turned off and not started under any circumstances. This reduces the damage caused;

The renter is responsible for any damages or accidents that THRSA 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.

THRSA is not responsible for any damage or theft to items of a personal nature. Travel and personal insurance is highly recommended.

### **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:
  - ◆ 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:
      - ZAR/N\$6,00/US\$0.46 per kilometre
    - Outside of South Africa:
      - ZAR/N\$12,00/US\$0.92 per kilometre
- Should a replacement vehicle be required, THRSA will replace the vehicle within 24 hours in South Africa and 48 hours outside the South African borders.
- A new pre-authorisation for the Super Cover deposit, will be blocked on the nominated Visa or MasterCard credit card for the replacement vehicle.

## **9. AIR-CONDITIONING**

The air-conditioning supplied in the 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. Whenever the vehicle is stationary, or idling for prolonged periods, the cabin air-conditioner must be switched off to prevent damage.

## **10. DUST INGRESS**

Namibia and Botswana are predominantly arid desert regions and the majority of secondary routes travelled, are on dust or gravel roads. It is not possible to make vehicles dust-proof and therefore refunds or claims for any dust ingress of any nature, will not be considered.

## **11. PAYMENT**

THRSA does not accept CASH or CHEQUE as payment in any way.

Valid Visa/MasterCard credit cards, EFT or bank transfer payments are accepted for rentals.

Pre-authorisation: THRSA only accepts valid Visa and MasterCard credit cards that are embossed, in order to place the pre-authorisation for liability cover / security deposits and excesses.

The holder of the credit cards needs to be present at vehicle collection in order for the transaction to be processed.

THRSA is not responsible for any currency fluctuations that may occur in any transactions.

FULL PAYMENT must be received 14 days prior to date of collection.

## **12. EQUIPMENT (If requested)**

Your Super Cover does not cover any equipment requested with the vehicle. Any loss or damage to the equipment including items such as GPS, compressors, baby seats etc. will be charged to your credit card. Should any of your equipment malfunction during the rental period, THRSA is not liable to provide a replacement. Repairs can be made according to clause 15 named Vehicle Repairs.

## **13. ROAD RESTRICTIONS**

**4x2 SUVs** are only allowed to be driven on public bitumen/tar roads or gravel roads **4x4 SUVs and LDVs** are allowed to be driven on public bitumen/tar roads or gravel roads as well as on public recognized 4x4 tracks in Botswana, Mozambique (Up to Vilanculos), Namibia, South Africa, Zambia (up to Livingstone) and Zimbabwe (up to Harare). THRSA does not allow the vehicles to enter the following countries under any circumstances: Kenya, Angola, Malawi or Tanzania. Any locations North of the permitted locations are not allowed. It is highly recommended to avoid driving before sunrise and after sunset

## **14. CROSS BORDER DOCUMENTATION**

A once off cross border fee per vehicle per rental of R650.00 applies for cross border documentation into Botswana, Lesotho, Mozambique, Namibia, Zambia, Zimbabwe and Swaziland. The vehicle documentation is for the vehicle cross border requirements ONLY. THRSA 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 seven days prior to collection.

## **15. 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/N\$1,000/US\$77 may be affected without prior authorisation from THRSA and such repairs will be reimbursed, on the submission of a claim with original receipts attached. Amounts above R/N\$1,000/US\$77 will require verbal/telephonic approval from THRSA on-road assistance. (The numbers are provided in your rental pack). Should approval not be obtained the claim may be disputed

Should a call-out fee be charged by a supplier to replace a tyre, approval must be obtained from your collection branch. Should permission be granted by THRSA for an overnight stay in a lodge, due to repairs, a maximum allowance of R/N\$800/US\$62 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, THRSA will replace the vehicle within 24 hours in South Africa and 48hrs outside of South Africa, at no extra cost to the renter.

## **16. KEYS**

THRSA must be informed of keys lost or locked inside a vehicle. The replacement or recovery of keys is for the renter's account. THRSA 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.

## **17. TYRES:**

The renter is responsible for the repairing of flat or punctured 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, THRSA recommends a speed of 100km/h on tarred roads, and 60km/h on gravel/sealed or corrugated roads, and 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 a new tyre of the same brand, size and that it has a ply rating of 4mm or more. Reconditioned, second hand or re-treaded tyres are NOT acceptable. The renter is required to check the tyre pressure when the tyres are cold (i.e. not after travelling for more than 10km), at regular intervals. All tyres should be checked, including spares. The company's minimum tread requirement is 4mm which is within the South African Road Ordinance limits of 3mm.

## **18. TRACKING**

All THRSA vehicles are fitted with SABS approved tracking devices. Tracking is monitored in all Southern Africa destinations as allowed by THRSA. THRSA reserves the right to repossess the rental vehicle at any time if it is found illegally parked, being used to violate the law or appears to be abandoned and if the renter is in breach of any terms or conditions of the rental agreement.

## **19. INFRINGEMENTS**

The renter is liable for all fines and penalties in relation to the driver's use of the vehicle or the vehicle itself incurred during the rental period plus an administration fee of ZAR/N\$250/US\$19 for each infringement or penalty notice that has been redirected by THRSA to the renter.

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

Fees in Percentage of total rental amount. Cancellation fees are levied on all reservations made up to 7 days before Collection.

\*All no shows on reservations made within 3 days of collection, will not be penalised. Late collections and/or early returns do not qualify for rental refunds.

25 days before collection	:	0%
24 – 7 days before collection	:	0%
7 days to day of collection	:	25%

## **21. MULTIPLE RENTALS - MINIMUM OF 11 DAYS PER COUNTRY**

As a franchisee of BRITZ, multiple Britz rentals can be combined to qualify for a longer term rental rate. South African, Australian and New Zealand rentals can be combined to qualify if travel is within a 12 month period. Only applicable for the third rental onward.

## **22. 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:

<b>MANDATORY ITEMS</b>	<b>CHARGE</b>
Contract Fee	R/N\$150.00 / US\$12.00 per rental
eToll / Admin Fee (charged on all departures or returns in/from Johannesburg.	R/N\$500.00 / US\$38.00 per rental
After Hours Surcharge (for all departures/returns after hours)	R/N\$500.00 / US\$38.00 per collection / return
All claims admin fee (payable on claim submission)	R/N\$500.00 / US\$38.00
Traffic fine admin fee (Payable if a fine is levied)	R/N\$250.00 / US\$19.00
Transfers between 25km and 70km of our depot	R/N\$400.00 / US\$31.00
<b>OPTIONAL ITEMS</b>	<b>CHARGE</b>
Baby / Child Seat	R/N\$250.00 / US\$19.00 per rental
Border Documentation	R/N\$650.00 / US\$50.00 per rental
Additional Driver	R/N\$200.00 / US\$15.00 per driver from 3 <sup>rd</sup> driver onwards
GPS	R/N\$50.00 / US\$3.84 p.d. max R/N\$750.00 / US\$57.00 for 15 days +
Compressor	R/N\$500.00 / US\$38.00 per rental

## **23. SUBSTITUTIONS:**

If, for reasons beyond our control, the reserved vehicle is not available, THRSA 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 or claim against THRSA.

## **24. TAXES & CURRENCY FLUCTUATIONS:**

All charges include 15% VAT in South Africa, 12% in Botswana and 15% VAT in Namibia. All rates are quoted in ZAR / N\$ & US\$. THRSA is not responsible for any currency fluctuations that may occur in any transaction. Terms and conditions are subject to change in accordance with changes in government taxes.

## **25. PAYGATE PAYCOLLECT IMR:**

### **1. Delivery policy:**

Subject to availability and receipt of payment, requests will be processed within 48 Hours and delivery confirmed by way confirmed reservation receipt.

### **2. Return and Refunds policy:**

The provision of goods and services by THRSA is subject to availability. In cases of unavailability, THRSA reserves the right to substitute a comparable or superior vehicle at no extra cost to the renter. Cancellation of orders by the client will attract a penalty fee as per point 20 of the terms and conditions.

### **3. Customer Privacy policy:**

THRSA shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: [http://www.polity.org.za/attachment.php?aa\\_id=3569](http://www.polity.org.za/attachment.php?aa_id=3569).

### **4. Payment options accepted:**

Payment may be made via Visa and MasterCard.

### **5. Card acquiring and security:**

Card transactions will be acquired for THRSA via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to [www.paygate.co.za](http://www.paygate.co.za) to view their security certificate and security policy.

### **6. Customer details separate from card details:**

Customer details will be stored by THRSA separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to [www.paygate.co.za](http://www.paygate.co.za).

### **7. Merchant Outlet country and transaction currency:**

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

### **8. Responsibility:**

THRSA takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

### **9. Country of domicile:**

This website is governed by the laws of South Africa and THRSA chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

### **10. Variation:**

THRSA may, in its sole discretion, change this agreement or any part thereof at any time without notice.

## **26. 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/Namibia or Botswana. Any claim or legal action against the suppliers is likely to be subject to the terms and conditions of our contract with them.

- Towing is not permitted under any circumstances, except with a Toyota Fortuner and then a disclaimer for liability will be signed.
- Locations within South Africa are charged at South African daily rates.
- Locations outside South Africa (except Botswana) are charged at Namibian daily rates.
- Locations in Botswana are charged in US\$ daily rates.
- The information provided is subject to change without notice.

## **27. ALL RIGHTS RESERVED**

Rates and terms and conditions of rental are subject to change.