

P.O. Box 86676
Windhoek
Namibia

Tel.: + 264 61 225 817
Fax: + 264 61 249 872
Email: info@exclusive-africa.com
Web: http://www.exclusive-africa.com

NTB Registration: TFA 00005



Rental Guide

All vehicles are hired subject to the terms of conditions set out in the Bidvest Car Rental standard Rental Agreement, copies of which are available at all rental branches and on the internet under terms and conditions of rental;

Additional Drivers

Waiver charges will increase per driver by R290 in South Africa, N\$290 in Namibia and P290 in Botswana in the event of a co driver being nominated.

Vehicle Assist

Vehicle Assist offer the following:

- Medical Assistance – 24 hour service for all medical emergencies, be they accident or illness related
- Free transportation to the nearest appropriate medical facility by ground or air in the event of a medical emergency;
- Access to medical doctors, ICU, nursing sisters and paramedics;
- Assistance with admission to the medical facility;
- As many hospitals require a deposit upon administration, Vehicle Assist will guarantee payment of such deposit up to an amount of R2 000.00 (N\$2 000.00, P2 000.00), which will be recovered from the renter;
- Monitoring of the patient's condition and, on request, updates to family;
- Telephonic medical advice for minor ailments;
- Telephonic immunisation or prophylaxis advice;

Please note that these services are access only. The renter will be liable for the cost of the service rendered.

Roadside Assistance in South Africa

The 24-hour Vehicle Assist call centre has access to a national network of motor vehicle service operators for mechanical breakdown and/or vehicle accidents.

When requested by the customer, Vehicle Assist will:

- Dispatch an approved towing vehicle to remove your rental vehicle to a specialist workshop.
- Provide roadside assistance for common minor problems. For example: flat tyres, lost keys, lack of fuel, etc.
- Relay messages to family and colleagues in the event of a collision or breakdown.
- Assist with accommodation and travel arrangements.

Please note that these services are access only. The renter will be liable for the cost of the service rendered.
Directions in South Africa

If the renter is unable to find their way, they need only contact Vehicle Assist toll free number to be assisted with directions, whether it be a specific street address or assistance on the shortest route to take to a destination
Vehicle Assist Contact Details

South Africa: 0800 11 57 67
Cross Border: +27 11 991 8092



Bidvest Car Rental Fleet

The group/models mentioned may be altered without notice. Bidvest Car Rental reserves the right to substitute vehicles reserved should the vehicle not be available at time of hire;

Collision Damage Waiver (CDW)

In the event of an accident where the vehicle is damaged or written off, the liability of the renter is limited to the liability as set out in the table below (under "Standard Liability") irrespective of fault or cause

This is provided that the renter is not in breach of any provision of the rental agreement. The renter will be liable for the full amount of damages to the vehicle, or the full replacement value of the vehicle in the event of an accident, where the vehicle is damaged or written off.

Full liability and or breach of contract, whichever may be applicable, should the vehicle be damaged whilst travelling on gravel roads, dirt roads and or any other surface which Bidvest Car Rental considers unsuitable for the specific vehicle hired.

Cross Boarder Rentals

International One Way Fee (Includes Cross Border Authorization Fee) – Effective until 30 Sep 2016					
SOUTH AFRICA		NAMIBIA		BOTSWANA	
South Africa to Namibia Windhoek	R 6 300	Namibia to South Africa	N\$5600	Botswana to Namibia Windhoek	P6300
South Africa to Botswana Gaborone	R 3 570	Namibia to Botswana	N\$5600	Botswana–Gaborone to South Africa	P4050
South Africa to Botswana Francistown	R 4 050	Namibia to Swaziland	N\$5600	Maun/Francistown/Kasane to South Africa	P5050
South Africa to Botswana Maun	R 4 050	Namibia to Lesotho	N\$5600	Botswana–Gaborone to Swaziland or Lesotho	P5050
South Africa to Botswana Kasane	R 4 800			Maun/Francistown/Kasane to Swaziland or Lesotho	P6250
South Africa to Swaziland	R 1 200				
South Africa to Lesotho	R 1 200				

***Prices are subject to change without prior notice**

Drivers

- For security reasons, renters need to produce a valid form of identification and a valid unendorsed driver's license at time of rental.
- International visitors are required to produce their passports when collecting their vehicle. Foreign Driving licenses are acceptable provided the language used (printed thereon) is English and there is a photograph present. Should a license be in any other language, other than English, we require an International Driving License to be produced at commencement of the rental or an official translation by a consulate / embassy.
- The minimum age for drivers and authorized co-drivers is 21 years. In the event of the driver being below 21 years of age, the following will apply:
- Between the age of 18 to 20 years: The renter/driver must provide proof of private insurance cover for the Bidvest Car Rental (Pty) Ltd vehicle.

Extension of rental period

Rental beyond the stipulated termination date must be authorised by Bidvest Car Rental. Should the extended rental not be authorised by Bidvest Car Rental the vehicle will not be covered by any form of waiver and the vehicle shall be held at the sole risk of the renter.

General Information on Liability Waivers

- Standard Liability is applicable to CDW and TLW, Super Liability is applicable to SCDW and STLW.



- Southern African Residents: The renter/driver must provide proof of private insurance cover for the Bidvest Car Rental vehicle if the purchase of liability waivers is declined.
- International Visitors: The purchase of liability waivers are COMPULSORY. The rental will be declined if the renter/driver does not purchase Collision Damage Waiver and Theft loss waiver OR Super Collision Damage Waiver and Super Theft Loss Waiver.
- Personal property is not covered by the waivers reflected above
- Waivers do not include any damage to the vehicle incurred as a result of potholes, dust storms and/or sand.
- A double liability is payable should the vehicle be damaged whilst travelling on gravel roads, dirt roads or any other surface which is considered unsuitable by Bidvest Car Rental.
- Towing charge is for the renter/driver's account.

In The Event Of An Accident

- Please remember that under South African law, all accidents must be reported to the nearest police station within 24 hours of the accident having taken place.
- In accordance with the terms and conditions as set out in Bidvest Car Rental, Rental Agreement, all accidents must be reported to the nearest Bidvest Car location and all necessary documentation completed within 48 hours.
- Please note that non-compliance of the above could result in your claim being repudiated.

One Way Fees – Effective until 30 Sep 2016					
Only most frequent one way fee destinations noted below for reference. One way fee specific to rental will be quoted at the time of quotation/reservation. *Vice Versa applies to all one ways*					
Domestic One Way Drop Off Fees					
SOUTH AFRICA		NAMIBIA		BOTSWANA	
One Way Fee – National further than 50km	R 850	Windhoek to Swakopmund	N\$1135	Gaborone to Francistown	P950
Johannesburg to Sun City/Rustenburg	R 250	Windhoek to Walvisbay	N\$1135	Gaborone to Maun	P1800
Durban to Richards Bay	R 250	Windhoek to Luderitz	N\$2200	Gaborone to Kasane	P1800
Port Elizabeth/East London to Port Alfred	R 200	Windhoek to Oshakati	N\$2200	Maun to Kasane	P950
OR Tambo Airport to Sandton Gautrain Branch	R 150	Windhoek to Ondongwa	N\$2200	Francistown to Maun	P950
All one ways from Upington	R 900	Windhoek to Katima Mulilo	N\$3200		
		Walvisbay / Swakopmund to Luderitz	N\$3590		
		Walvisbay / Swakopmund to Oshakati	N\$3590		
		Walvisbay / Swakopmund to Ondongwa	N\$3590		
		Walvisbay / Swakopmund to Katima Mulilo	N\$3590		

***Prices are subject to change without prior notice**



Rates

The minimum rate charged will be for a period of 24 hours.

All rates are quoted per day in the currency of the country of rental origin. R = South African Rand, N\$ = Namibian Dollar, P = Botswana Pula.

VAT: All rates are inclusive of VAT, where applicable.

Fuel: Fuel is for the renter's own account. The vehicle is rented with a full tank of fuel & the renter will pay for refuelling when the vehicle is returned. Fuel is charged at the standard government legislated tariff. The vehicle is refuelled regardless whether the fuel gage indicates that the vehicle is full, as vehicles refuelled at independent stations are not guaranteed to be filled to capacity.

Contract Fee: R69.00 (N\$69.00, P69.00) contract fee will be charged per rental agreement.

Tourism levy: All rates are subject to a 1% Tourism levy on nett time and kilometre charges in South Africa only.

Airport Surcharge: Rentals from certain Airports are subject to a surcharge on nett time and kilometre charges.

Delivery & Collection or Lost Key Call Out Fee: During office hours-: Monday to Friday 08h00 to 17h00 = R330.00 (N\$330.00, P330.00). After hours & weekends = R660.00 (N\$660.00, P660.00). This charge applies to deliveries/collections within 25km of the rental office. Delivery and collections outside city limits (>25km) will be charged at the applicable fee plus R10.00 (N\$10.00, P10.00) per km. Lost Key Call Out Fee excludes the cost of replacing the keys – this will be levied separately.

Baby/Child Seats: Available by prior arrangement at a charge of R325.00 (N\$325.00, P325.00) per rental.

GPS Rental: Available by prior arrangement at a charge of R85.00 (N\$100.00; P100) per day.

Trailer Rental: Trailer Rental (no one-ways allowed) Available by prior arrangement at a charge of R275.00 per day (charges in South Africa only.)

Claim Administration Fee: An administration fee of R650.00 (N\$750.00, P650.00) will be charged on ALL liability waiver claims. Please note this includes claims where the renter/driver has taken Super Collision Damage Waiver and/or Super Theft Loss Waiver.

Assessors Fee: An assessors fee of R550 (N\$550; P950) will be levied when damage to the vehicle is over R5000 (N\$5000; P5000)

Overdue Rental Administration Fee: Should the rental vehicle not be returned by the agreed date & no prior arrangements have been made to extend the rental, the vehicle will be collected by Bidvest Car Rental and an Overdue Rental Admin Fee of R550 (N\$550; P550) will be charged.

Traffic Fine Handling Fee: A traffic fine handling fee of R250.00 (N\$250.00, P250.00) will be charged for every fine the renter receives in the duration of the rental.

Towing Charges: The renter will be liable for the full cost of the service rendered.

A cleaning / valet service may be charged at the sole discretion of Bidvest Car Rental.

Paraplegic hand controls are available (for certain models) by prior arrangement at no extra cost in Johannesburg, Cape Town and Durban.



Super Collision Damage Waiver (SCDW)

In the event of an accident where the vehicle is damaged or written off, the liability of the renter is limited to the liability as set out in the table below (under "Super Liability") irrespective of fault or cause.

This is provided that the renter is not in breach of any provision of the rental agreement. The renter will be liable for the full amount of damages to the vehicle, or the full replacement value of the vehicle in the event of an accident, where the vehicle is damaged or written off.

Full liability and or breach of contract, whichever may be applicable, should the vehicle be damaged whilst travelling on gravel roads, dirt roads and or any other surface which Bidvest Car Rental considers unsuitable for the specific vehicle hired.

Super Theft Loss Waiver (STLW)

In the event of theft, hijacking or loss of the vehicle and/or any accessories, the liability of the renter is limited to the car group liability as set out in the table below (under "Super Liability") irrespective of fault or cause.

This is provided that the renter is not in breach of any provision of the rental agreement. Should the renter decline to take STLW and TLW, the renter will be liable for all damages suffered by Bidvest Car rental, resulting from the theft, hijacking or loss of the vehicle and/or any accessories.

Rental Guide – Waiver Liability – Jan 2016 SA

LIABILITY WAIVER CHARGES FOR SOUTH AFRICA						
Applicable until 30 Sep 2016						
CAR GROUP	ACRIS CODES	Standard Cover	Standard Liability	TOP UP TO SUPER	Super Cover	Super Liability
		Per Day	Per Incident	Per Day	Per Day	Per Incident
A	MDMR	147	14 500	99	246	3 500
U	EBMR	155	20 000	100	255	4 500
B	EDMR	155	20 000	100	255	4 500
C	CDMR	165	24 000	110	275	4 800
D	EDAR	165	24 500	110	275	4 900
E	CDAR	168	27 000	110	278	5 500
F	IDAR	171	42 000	115	286	8 200
G	PDAR	186	43 000	125	311	8 500
H	PCAR	186	44 000	129	315	8 700
J	LCAR	231	60 000	155	386	13 000
O	SVMR	165	23 500	110	275	4 900
K	IFMR	171	32 000	115	286	7 000
R	SFMR	220	38 000	145	365	9 500
I	PRAR	220	42 000	145	365	10 000



N	PVMR	224	48 000	146	370	10 500
P	PVAR	224	50 000	146	370	11 000
Z	LVMR	230	52 000	160	390	12 000
1F	EBMN	180	27 000	100	280	10 000
1L	IFNR	239	38 000	196	435	13 000
1M	FFNR	254	52 000	202	456	17 000
5M	LFAR	254	52 000	202	456	17 000

***Prices are subject to change without prior notice**

Note - Waiver charges are subject to change without prior notice.

- Waivers are charged on a per day basis.
- A liability is applicable in the event of accident or theft
- A Claim Administration Fee of R650.00 is applicable per occurrence
- An assessor's fee of R550 is applicable when the damage is over R5000

LIABILITY WAIVER CHARGES FOR NAMIBIA						
Applicable until 30 Sep 2016						
CAR GROUP	ACRIS CODES	Standard Cover	Standard Liability	TOP UP TO SUPER	Super Cover	Super Liability
		Per Day	Per Incident	Per Day	Per Day	Per Incident
B	EDMR	170	25 000	85	255	5 000
C	CDMR	180	28 000	85	265	6 000
D	EDAR	205	31 000	75	280	7 000
G	PDAR	225	46 000	110	335	10 000
H	PCAR	225	46 000	110	335	10 000
K	IFMR	225	37 000	108	333	9 000
R	SFMR	255	42 000	125	380	15 000
I	PRAR	255	42 000	125	380	15 000
N	PVMR	240	52 000	170	410	16 000
P	PVAR	240	52 000	170	410	16 000
1F	EBMN	180	27 000	100	280	10 000
1L	IFNR	239	38 000	196	435	13 000
1M	FFNR	254	52 000	202	456	17 000
5M	LFAR	254	52 000	202	456	17 000



7F	N/A	180	27 000	100	280	10 000
7L	N/A	239	38 000	196	435	13 000
7M	N/A	254	52 000	202	456	17 000
7N	N/A	254	52 000	202	456	17 000

***Prices are subject to change without prior notice**

Note

- Waiver charges are subject to change without prior notice.
- Waivers are charged on a per day basis.
- A liability is applicable in the event of accident or theft.
- A Claim Administration Fee of N\$750.00 is applicable per occurrence.
- An assessor's fee of N\$550 is applicable when the damage is over N\$5000

LIABILITY WAIVER CHARGES FOR BOTSWANA						
Applicable until 30 Sep 2016						
CAR GROUP	ACRISS CODES	Standard Cover	Standard Liability	TOP UP TO SUPER	Super Cover	Super Liability
		Per Day	Per Incident	Per Day	Per Day	Per Incident
A	MDMR	147	16 000	99	246	5 500
B	EDMR	155	22 000	100	255	6 500
C	CDMR	165	26 000	110	275	7 000
D	EDAR	165	26 500	110	275	7 500
E	CDAR	168	35 000	110	278	9 000
F	IDAR	171	42 000	115	286	10 000
G	PDAR	186	45 000	125	311	10 500
H	PCAR	186	46 000	129	315	11 000
J	LCAR	231	60 000	155	386	15 000
O	SVMR	165	40 000	110	275	8 000
K	IFMR	171	45 000	115	286	10 500
R	SFMR	220	45 000	145	365	11 000
I	PRAR	220	45 000	145	365	11 000
N	PVMR	224	52 000	146	370	13 000
P	PVAR	224	52 000	146	370	13 000
Z	LVMR	230	54 000	160	390	15 000
1F	EBMN	180	27 000	100	280	10 000
1L	IFNR	239	38 000	196	435	13 000



1M	FFNR	254	52 000	202	456	17 000
5M	LFAR	254	52 000	202	456	17 000

***Prices are subject to change without prior notice**

Note

- Waiver charges are subject to change without prior notice.
- Waivers are charged on a per day basis.
- A liability is applicable in the event of accident or theft.
- A Claim Administration Fee of P650.00 is applicable per occurrence.
- An assessors fee of P950 is applicable when the damage is over P5000

Terms of Payment

A rental deposit is required on American Express, Diner's Club, Visa or Mastercard credit cards; The driver must be in possession of a credit card. The credit card must be in the name of the driver. Bidvest Car Rental does not have the facility to allow the use of Debit or "Electronic use only" cards as a method of payment. An authorization deposit will be held on the credit card for the duration of the rental. Should the rental be extended, or an incident takes place, further funds will be held on the card to ensure that all costs are covered by the deposit. Once the rental has been finalized, the actual rental amount will be debited from the credit card and the authorization amount will be released. Due to high risk associated with rentals over a weekend, an additional authorization is required to ensure there are sufficient funds in the event of an incident.

Theft Loss Waivers (TLW)

In the event of theft, hijacking or loss of the vehicle and/or any accessories, the liability of the renter is limited to the car group liability as set out in the table below, (under "Standard Liability") irrespective of fault or cause.

This is provided that the renter is not in breach of any provision of the rental agreement.

Should the renter decline to take TLW, the renter will be liable for all damages suffered by Bidvest Car Rental, resulting from theft, hijacking or loss of the vehicle and/or any accessories.

Tyre & Glass Waiver

Tyre & Glass, (includes windscreen damage), is not covered by CDW, TLW, SCDW, STLW & is EXCLUDED if no theft or collision of the vehicle has occurred. Tyre and Glass Waiver can be purchased at the time of rental to waive this risk.

Tyre and Glass Waiver: R50 (N\$100; P100) per day

Hail Damage Waiver

- Hail damage is not covered by CDW, TLW, SCDW, STLW. Hail Damage Waiver can be purchased at the time of rental to waive this risk.
- Hail Damage Waiver: R50 (N\$50; P50) per day

Waivers

Despite the caution taken by Bidvest Car Rental and the driver alike, theft and accidents do occasionally occur. Bidvest Car Rental, however, provides four forms of liability waivers for the renter against financial loss; namely Collision Damage Waiver (CDW), Super Collision Damage Waiver (SCDW), Theft Loss Waiver (TLW), and Super Theft Loss Waiver (STLW).

***Terms & Conditions, Prices are subject to change without prior notice**

