

## VEHICLE RENTAL AND INSURANCE CONDITIONS SUMMARY

### 1. The Vehicle

#### a. SAFETY

When driving into the wilderness, the nearest town and/or assistance can often be a couple hours away. You therefore need a vehicle that you can rely on in any situation you may find yourself. Our vehicle modifications are aimed at ensuring you are safe throughout your journey while experiencing all Africa has to offer. Upgraded suspension and increased ride height to reliable all terrain tyres and a long-range fuel tank, all enhancing your enjoyment.

#### b. SIMPLE

Gadgets and gismos are good and fun until something goes wrong. Every Bushtracker vehicle, after collecting decades of experience, will give you all you need, eliminating all the unnecessary that could complicate your holiday. Giving you additional space and a hassle-free experience, a vehicle that looks good and is made for the off-road environment.

#### c. LIGHT-WEIGHT

Following on from the theme of a simplistic vehicle, Bushtrackers ensure the vehicle is as light as possible. Weight is an important factor in sand and mud, where too much weight increases your risk of encountering trouble while also increasing fuel consumption. Not ideal when traversing difficult terrain.

### The Process

- a. **Quote** – What you see is what you get. No hidden costs. If it is not on the quote, we cannot surprise you with an additional charge down the line.
- b. **Booking** – Once you chose to become part of our family, notify us and we will send you a Confirmation of Hire form to complete and return. We will secure the rental vehicle with a 20% rental total value deposit with a minimum R5 000. After which your booking is confirmed.
- c. **Rental information** – For the rental we will require a copy of your passport as well as driver's licence. *Regrettably if your drivers license is not read/explained in English, you will require an English International Drivers License.* This is for insurance purposes. We will also gather any additional information pertaining to the rental period and vehicle requirements.
- d. **Vehicle collection** – First we run through the documentation and then the vehicle. Both of which will be explained in depth ensuring you are comfortable, familiar and understand everything. The vehicle and all its equipment will be shown, explained and demonstrated to your satisfaction. A damage check is done together with you. The full process of documentation and vehicle hand- over taking approximately 1.5 – 3 hrs depending on number of questions asked and specific client needs.
- e. **On rental** – We will assist whenever and wherever possible with you always being able to reach someone to assist you 24/7.
- f. **Vehicle return** – You do not have to clean the vehicle we do this for you. There will always be someone to meet you and welcome you back. A quick discussion to hear about your holiday and a preliminary damage check on the vehicle is done with you to note any new damages to the vehicle.
- g. **Within Ten (10) working days** – The vehicle is washed, inspected and test driven. If new chargeable damages found, quotes are sourced and sent to you.



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2. Insurance cover options	STANDARD Max. responsibility		CDW 2 Max. responsibility	
Standard accident damage with/without a second vehicle	R40 000,00		R00.00	
Roll-over, write-off, accident at night /with an animal	R60 000,00		R60 000,00	
Abusive mechanical damage	Excl.	100%	Excl.	100%
Water damage	Excl.	100%	Excl.	100%
Towing/recovery	Excl.	100%	Incl.	50%
Tyres	Excl.	100%	Incl.	0%
Windscreen	Excl.	100%	Incl.	0%

Bushtrackers does not cover personal items and/or passenger liability cover.

### I. Standard Cover (Included in rates)

- a. Included in rental rate with no additional charge.
- b. Maximum accident responsibility: R40 000.00 For damages to the vehicle less than this, the client will be responsible for the full cost to a maximum value of R40 000.00
- c. Any of the following will have an excess responsibility of R60 000.00
  - i. Roll over/write-off/accident at night/accident with animal.
- d. Excess chosen is authorised/blocked on the client's credit card on collection of vehicle.
- e. The above blocked amount is released in the absence of any claim and/or damage.
- f. No cover to windscreen
- g. No cover to tyre damage.
- h. No cover to vehicle towing and/or recovery fees, excludes general wear/tear breakdowns.
- i. Does not cover damage resulting from abusive/negligent driving.
- j. Camping equipment, front & rear non-standard fitted bumpers, water damage and abusive undercarriage damage is not covered. Bodywork requiring repair is subject to polishing of panels. An admin fee of R650.00 is charged for any processing of accident claims

### II. CDW 2 cover is an additional R400.00 p/d

- a. Cover at an additional daily rate of R400.00 per day
- b. Cover is for rental periods 10 days and longer.
- c. Zero/No excess in the event of accidents and/or damages.
- d. Any of the following will have an excess responsibility of R60 000.00
  - i. Roll over/write-off/accident at night/accident with animal.
- e. R5 000 will be authorised/blocked on the client's credit card on collection of the vehicle for the duration on rental. This is to ensure the return of the vehicle to the specified location and to cover damaged and/or lost equipment.
- f. Full cover to windscreen damage.
- g. Full cover to tyre damage 2 tyres only.
- h. 50% responsibility to total vehicle towing and/or recovery fees, exclusive of general wear and tear breakdowns. This cover excludes towing and/or recovery required in Mozambique, Zimbabwe and Zambia, where the Hirer will be responsible for the full cost.
- i. Does not cover damage resulting from abusive/negligent driving.
- k. Cover pertains to the vehicle and tent only. Camping equipment, front and rear non standard fitted bumpers, water damage and abusive undercarriage damages are not covered. Bodywork requiring repair is subject to polishing of panels. .An admin fee of R650.00 is charged for any processing of accident claims



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### Notes:

- Roll-over is deemed if 2 or more wheels loose contact with travelled surface at any one time.
- Write-off is deemed when the vehicle is uneconomical to repair.
- At night is deemed between dusk and dawn.
- Water damage is damage caused by water in the vehicle's electrical systems, components and/or mechanical systems.

***Breach of contract shall deem any cover null and void. The Hirer must obey the rules and regulations of the road.***

***Maximum speeds on tarred roads is 120km/h and 80km/h on gravel, where Bushtrackers recommends no faster than 100km/h on tarred roads and 60km/h on gravel as vehicle is heavy and the conditions often unfamiliar.***

### Vehicle Tracking

All Bushtracker vehicles are fitted with reputable tracking devices and one's location can be found anywhere in Southern Africa. This also serves as a tool to monitor the use of the vehicle and Bushtrackers reserves the right to recover the vehicle should the Hirer be in breach of the contract terms and conditions.

### Tyre and Windscreen damage

- High speeds heat up the tyre and increase the risk of damage especially when driving off-road.
- The Hirer is responsible for repairing all punctured tyres.
- If CDW2 is taken, the client will waive the responsibility of replacing the damaged tyre to the vehicle provided the correct brand and size has been purchased should the client have to do so on rental. These will be refunded in full and covers 2 tyres only.
- Acceptable tyres brands where refund will be given,
  - Bridgestone 265/65/R17 A/T D693
  - Dunlop 265/65/R17 A/T 25
- Incorrect tyre brands and/or sizes (other than above) will only have a 50% refund at the equivalent South African price.
- Windscreen replacement would be required on stone chips larger than 2mm and on any run/crack that may occur regardless of size.

### E-tolls

- E-tolls are a standard charge implemented by the South African Government for the main highway/freeways in Johannesburg and Pretoria. This is a standard charge on the contract.
- Toll gates outside this region are for the Hirer's expense.

### Do nots (prohibited actions)

- We do not allow our vehicles to tow and hence they do not have tow bars. Towing is dangerous in the various terrains and may result in serious complications and costs for the Hirer.
- Any persons 26 years of age and under are regrettably not allowed to drive the vehicles.
- Persons having their license less than 5 years are also regrettably not allow to drive.
- There are territory restrictions as to where this vehicle may travel. Travel on any wet pans, dune driving/tours, beach driving, un-recognised tracks outside national parks, hazardous river crossings or seasonal areas as advised by local authorities, is not permitted.



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### Breakdowns

- a. Bushtrackers will refund the cost of any necessary repairs made on route which are due to normal wear and tear but will not be held responsible for any damage or costs caused by negligence, bad driver habits, abuse or extreme conditions where the vehicle is used. (It is recommended to read and understand the vehicle operating and maintenance instructions in the vehicle owner's manual.)
- b. Rental day/s will be refunded for breakdowns or repairs resulting from normal wear and tear. Mechanical damage such as water submersion damage, clutch assembly damage, damage to the undercarriage, suspension or drive-train components, overheating, etc is for the account of the Hirer. (No refund in this event.)
- c. Bushtrackers is not responsible for any alternative accommodation or transport costs resulting from accidents or breakdowns.
- d. If the vehicle is used for towing, in breach of this contract, it is noted that additional pressure is placed on the engine, gear-box, clutch, brakes, tyres, tow-bar and other components, and any malfunction or premature failure of these will be for the account of the Hirer.
- e. The vehicle's air-conditioning, accessories, camping equipment and fridges are all checked prior to handover and deemed operational. The Hirer has 72 hours to report any issues relating to such, thereafter it is agreed all was in working order at time of vehicle collection

### Collisions & Accidents

- a. All accidents/incidents warranting an insurance claim must be reported to the police within 72 hours and a police case number obtained.
- b. There is no third-party insurance cover outside the borders of the South Africa. (Compulsory third-party insurance must be purchased at the border posts when entering any other country)
- c. If requested, a replacement vehicle will be provided as soon as reasonably possible depending on the location of the delivery. An admin fee of R650.00 is charged for damage claims.
- d. If due to accident/negligent driving/abuse, should a replacement vehicle be taken, regardless of the cover initially chosen, the remainder of the rental requires a new excess.

### General

- a. Bushtrackers reserves the right on permission to drive age of potential drivers must be disclosed.
- b. Only the Hirer, or additional driver nominated in the rental agreement may drive this vehicle. In the event of the Hirer permitting an unstated person to drive, resulting in breach of this clause, the Hirer shall nevertheless be liable for any damage and/or losses suffered.
- c. The Bushtracker vehicle may be driven, and are insured, in the following countries: South Africa, Namibia, Botswana, Swaziland, Lesotho, Zimbabwe, Zambia and Mozambique. Provided permission and cross-border authorization is obtained prior to the rental.
- d. Travel in Zambia, Zimbabwe, Mozambique is entirely at Hirer's own risk as limited backup service is available or provided.
- e. There shall be no refund for the early return of vehicles against the agreed rental agreement return date. Vehicles returned after agreed rental agreement date are charged for these days.
- f. The Hirer shall park, store, keep, the vehicle properly locked and secured during rental period.
- g. The Hirer shall ensure that the keys of the vehicle are under the control of the Hirer at all times.
- h. A credit card block to the value of the quoted security deposit amount is required upon collection of the vehicle as security to cover any breakages, losses, traffic offences, and/or unpaid fees.
- i. Any damaged or lost equipment as per the inventory list, as well as damage to vehicle, will be deducted from the security deposit. Fair wear and tear accepted.
- j. Deposit will be refunded/unblocked within 10 working days, less any amounts owed as stated herein.

