

VEHICLE RENTAL AND INSURANCE CONDITIONS

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1. The Vehicle

Bushtrackers have strived to give the you a vehicle that adheres to three leading themes namely,

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. Front reinforced bumper, 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 gizmos 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.

Hence all Bushtracker vehicles are accessorised with modifications to make your holiday safer and more comfortable, leaving off the clutter. These accessories include, but not limited to:

a. Reinforced replacement front bumpers

These heavy-duty bumpers are installed for your safety. They are far superior to the standard bumper and in the mis-fortune of front impact with an animal or second vehicle, have proved to protect the vehicle's occupants and vehicle and reduce the damage caused by such an impact.

b. Upgraded suspension

The off-road can be a challenge for any vehicle and with the additional weight of persons, luggage and equipment. The stability and safety of the drive and cornering could be compromised. Stiffened suspension gives additional ground clearance and brings back that stability to your ride.



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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 the 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 five (5) working days** – The vehicle is washed, inspected and test driven. If new chargeable damages found, quotes are sourced and sent to you.

If no damages... We sincerely thank you and hope to see you soon again.



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2. Insurance cover options

Summary table,

	STANDARD		CDW 1		CDW 2	
	Incl.	Max. responsibility	Incl.	Max. responsibility	Incl.	Max. responsibility
Accident damage	Incl.	R 20 000,00	Incl.	R 10 000,00	Incl.	R -
Single vehicle accident, roll-over, write-off, theft, accident at night	Incl.	R 45 000,00	Incl.	R 45 000,00	Incl.	R 45 000,00
Tip/roll over	Incl.	R 45 000,00	Incl.	R 45 000,00	Incl.	R 45 000,00
Abusive mechanical damage	Excl.	100%	Excl.	100%	Excl.	100%
Water damage	Excl.	100%	Excl.	100%	Excl.	100%
Towing/recovery	Excl.	100%	Excl.	75%	Incl.	50%
Tyres	Excl.	100%	Excl.	100%	Incl.	0%
Windscreen	Excl.	100%	Excl.	100%	Incl.	0%

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

I. Standard Cover (Included in rates)

- Included in rental rate with no additional charge.
- Maximum accident responsibility: R20 000. For damages to the vehicle less than this, the client will be responsible for the full cost to a maximum value of R20 000.
- Any single vehicle accident has a maximum responsibility of R45 000. For damages to the vehicle less than this, the client will be responsible for the full cost to a maximum value of R45 000.
- Any roll over/write-off/theft or accident at night has an excess responsibility of R45 000.00 (Hilux and Land Cruiser)
- R45 000 will be authorised/blocked on the client's credit card on collection of the vehicle.
- The above blocked amount is released in the absence of any claim and serious damage.
- Windscreen maximum responsibility is R2000.00 (Hilux and Land Cruiser). Windscreen waiver available at an additional daily rate of R30.
- No cover to tyre damage. Tyre damage waiver available at an additional daily rate of R45.
- No cover to vehicle towing and/or recovery fees, exclusive of general wear and tear breakdowns.
- Does not cover damage resulting from abusive/negligent driving.
- Cover pertains to the vehicle and its accessories only. Camping equipment is not covered.

II. CDW 1 Cover is an additional R125.00 p/d

- Cover at an additional daily rate of R125.
- Cover for rentals periods 10 days and longer.
- Maximum accident responsibility: R10 000. For damages to the vehicle less than this, the client will be responsible for the full cost to a maximum value of R10 000.
- Any single vehicle accident has a maximum responsibility of R45 000. For damages to the vehicle less than this, the client will be responsible for the full cost to a maximum value of R45 000.
- Any roll over/write-off/theft or accident at night has an excess responsibility of R45 000.00 (Hilux and Land Cruiser)
- R25 000 will be authorised/blocked on the client's credit card on collection of the vehicle.
- The above blocked amount is released in the absence of any claim and serious damage.
- Windscreen maximum responsibility is R2000.00 (Hilux and Land Cruiser). Windscreen waiver available at an additional daily rate of R30.
- No cover to tyre damage. Tyre damage waiver available at an additional daily rate of R45.
- 75% 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 Malawi, Mozambique, Zimbabwe and Zambia, where the Hirer will be responsible for the full cost.



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- k. Does not cover damage resulting from abusive/negligent driving.
- l. Cover pertains to the vehicle and its accessories only. Camping equipment is not covered.

III. CDW 2 cover is an additional R350.00 p/d

- a. Cover at an additional daily rate of R350.
- b. Cover for rentals periods 10 days and longer.
- c. Zero/No excess in the event of accidents and/or damages.
- d. Any single vehicle accident has a maximum responsibility of R45 000. For damages to the vehicle less than this, the client will be responsible for the full cost to a maximum value of R45 000.
- e. Any roll over/write-off/theft or accident at night has an excess responsibility of R45 000.00 (Hilux and Land Cruiser)
- f. 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.
- g. Full cover to windscreen/glass damage.
- h. Full cover to tyre damage.
- i. 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 Malawi, Mozambique, Zimbabwe and Zambia, where the Hirer will be responsible for the full cost.
- j. Does not cover damage resulting from abusive/negligent driving.
- k. Cover pertains to the vehicle and its accessories only. Camping equipment is not covered.

Notes:

- a. Single vehicle accident involves no other vehicle.
- b. Roll-over is deemed as soon as two or more wheels loose contact with the travelled surface at any one time.
- c. Write-off is deemed when the vehicle is uneconomical to repair.
- d. At night is deemed between dusk and dawn.

Optional Extras as stated above:

Windscreen and Tyre Cover

R45.00 per day – no charge for Tyres

R50.00 per day – no charge for Windscreen

Breach of contract shall deed 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.



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Tyre and glass damage

- a. High speeds heat up the tyre and increase the risk of damage especially when driving off-road.
- b. The Hirer is responsible for repairing all punctured tyres.
- c. If tyre cover 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.
- d. Acceptable tyre brands where 75% refund will be given,
 - a. Bridgestone 265/65/R17 A/T D693
 - b. Dunlop 265/65/R17 A/T 25
- e. Incorrect tyre brands and/or sizes (other than above) will only have a 50% refund at the equivalent South African price.
- f. Windscreen replacement would be required on stone chips larger than 2mm and on any run/crack that may occur regardless of size.

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. The daily rental amount or prorata thereof will be refunded for any time lost due to breakdowns or repairs resulting from normal wear and tear, only if documentary proof is provided. 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 will be considered 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 experienced, thereafter Bushtrackers is not responsible for any failure or malfunction during the rental period.)

Collisions & Accidents

- a. 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)
- b. The Hirer will be liable for damage resulting from a third-party up until the point where the money is recovered. This process could take up to two (2) years with no guarantee on recovery.
- c. Should it be requested, a replacement vehicle will be provided within 24 – 48 hours or as soon as reasonably possible depending on the location of the delivery.
- 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 will continue on the standard cover option and new excesses apply.



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Do not (prohibited actions)

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

General

- a. Bushtrackers reserves the right on permission to drive. All ages 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, Mozambique and Malawi. Provided permission and cross-border authorization is obtained prior to commencement of the rental.
- d. Travel in Zambia, Zimbabwe, Mozambique and Malawi is entirely at Hirer's own risk as limited backup service is available or provided.
- e. The Hirer shall park, store, keep, the vehicle properly locked and secured during the rental period.
- f. The Hirer shall ensure that the keys of the vehicle are under the control of the Hirer/driver at all times.
- g. A credit card voucher (or cash) to the value of the quoted security deposit amount is required upon collection / receipt of the vehicle, as security to cover any breakages, losses, traffic offences, or unpaid tolls or fees.
- h. 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.
- i. Deposit will be refunded/returned within five (5) working days in the event of there being no breakages and/or losses.

E-tolls

- a. 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.
- b. Toll gates outside this region are for the Hirer's expense.

