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Rental Guide and General Information Including Ancillary Charges, South Africa, Namibia and Botswana

Validity: 1 November 2018 to 31 October 2019

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.

Terms and conditions are applicable to South Africa Namibia Botswana Lesotho and Swaziland.

GENERAL INFORMATION PERTINENT TO FLEET LOCATIONS AND RENTER REQUIREMENTS

The Bidvest Car Rental fleet is made up of over 13 500 vehicles, offering economy, luxury and speciality vehicles. World class marques form an integral part of the fleet mix, with vehicles offering the latest safety features always at competitive prices. Bidvest Car Rental Southern Africa offer a large network of over 128 branches strategically located throughout South Africa, Namibia and Botswana.

Fleet

- ✓ The fleet schedule details a model /similar per car group.
 - ✓ Bidvest Car Rental reserves the right to change vehicle models per vehicle category with similar specifications without notice.
 - ✓ As our fleet is constantly being updated to meet the changing needs of our customers, **vehicle groups, and not vehicle models** can be confirmed at time of reservation, however will accommodate specific requests based on availability.
- **Please note** that Groups P and Z are subject to availability and are on request.
 - The one way fees for Groups 1L, 1M, for pick up in South Africa only, differ from one way fees listed on ancillary charges and will be confirmed upon quotation only.

RESERVING A VEHICLE WITH BIDVEST CAR RENTAL

- ✓ BCR operate an on-line real time system. When a reservation is made, it is immediately captured and within a matter of seconds a reservation number is allocated to the renter.
- ✓ Our Reservation team guarantee a response to a booking request within two hours during office hours.
- ✓ After hours will be responded to the next working day.

XML Interface Platform

- Bidvest Car Rental facilitates an xml links to interface systems.

RENTAL PERIOD AND EXTENSIONS OF RENTAL

- The daily rates are calculated strictly on a 24-hour cycle, which starts from time of pick up. Bidvest Car Rental allows a grace period of 59 (fifty nine) minutes.



- Should the renter choose to extend his/her rental beyond the original return date Bidvest Car Rental must be informed. Failure to inform Bidvest Car Rental may result in reporting the vehicle as stolen and all waiver cover is negated.
- Should the renter extend his/her rental, and an extension voucher is not produced from the operator then Bidvest Car Rental will bill the renter for additional days at the extension rates.
- Should the rental exceed 45 days, then an additional rental agreement will apply for each period of 45 days. Additional vouchers to cover the additional periods are required.
- Should ancillary charges be prepaid by the renter and Bidvest Car Rental is to bill this to the operator it is imperative that these details are communicated at time of reservation and are clearly displayed on the voucher.

When the vehicle is returned earlier than stipulated on the voucher

The voucher is valid only for the dates and value specified. In the event of vehicle being returned earlier than stipulated on the voucher, there is no refund on any unused days. The full voucher value will be invoiced to the Operator.

Overdue Rental Administration Fee

Should the rental vehicle not be returned by the agreed date and no prior arrangements have been made to extend the the rental, the vehicle will be collected by Bidvest Car Rental and an Overdue Rental Administration Fee will be levied to the customer.

CANCELLATION AND NO SHOW POLICY

South Africa / Botswana

01 November 2018 – 31 October 2019 (Excluding Peak Period Western / Eastern Cape 14 December 2018 to 03 January 2019)

If the reservation is cancelled 48 hours prior to pick up time, the full voucher value will apply. These charges will be levied to the tour operator.

Peak Period Western Cape / Eastern Cape Only - 14 December 2018 to 03 January 2019

Groups A,B, C, if the reservation is cancelled 7 days prior to pick up time, the full voucher value will apply and will be invoiced to the operator.

All other categories, if the reservation is cancelled 14 days prior to pick up time, the full voucher value will apply and will be invoiced to the operator.

Namibia

01 November 2018 – 14 June 2019

If the reservation is cancelled 72 hours prior to pick up time, the full voucher value will apply. These charges will be levied to the tour operator.

15 June 2018 to 31 October 2019 - Peak Period

The cancelation policy denoted below, will apply to the following categories: K4, L4, I4, 1L, 1M, 5M, 7M, 7N, 7L

- 30 – 01 Days Prior to pick up time – Full Voucher Value
- 31 – 45 Days Prior to pick up time – 25% of Voucher Value
- 46 – 60 Days Prior to pick up time – 15% Voucher Value

For all other categories for the period 15 June – 31 October 2019, if the reservation is cancelled 72 hours prior to pick up time, the full voucher value will apply. These charges will be levied to the tour operator.

Reservations confirmed in the system may not be amended to another name. NO changes may be made to the booking once confirmed.

No Show Fee

Should the renter not pick up the vehicle, the full voucher value applies. These charges will be levied to the tour operator.

Relocation Costs

In the event of a specific vehicle having to be relocated to a region as approved by the operator for a reservation and the booking is either cancelled or a no show, the operator will be liable for the relocation costs and the full cost of the rental.



VOUCHERS AND RATE CODES

Operators are provided with net rates driven off rate codes.

- The following information is required at time of reservation and must reflect on the voucher presented at the time of vehicle collection
 - ≈ Account Number
 - ≈ Rate Code
 - ≈ Reservation number
 - ≈ Pick up rental location /date /time
 - ≈ Drop Off rental location /date /time
 - ≈ Vehicle group
 - ≈ Number of rental days
 - ≈ Voucher number

INFORMATION TO BE PRODUCED BY THE INBOUND RENTER WHEN THE VEHICLE IS COLLECTED

- Prepaid Travel Voucher
- Credit Card To Cover Additional Services /Liability
- Home Address And Telephone Number
- Passport and International flight ticket
- Local Contact Details
- Valid unendorsed driver's license

Deposits Taken At The Start Of The Rental

A rental deposit is taken at the start of the rental to cover any additional charges incurred during the rental. As per the rental terms and conditions of Bidvest Car Rental **NO CASH DEPOSITS** will be taken. The renter needs to produce a recognized bank credit card. No debit cards are accepted.

We will place an authorisation hold on your American Express, Diner's Club, Visa or MasterCard credit cards. BCR does not have the facility to allow the use of Debit or "Electronic use only" cards as a method of payment. The authorisation will be held in our favour for the duration of the rental (but not paid over to us). Should the rental be extended, or an incident take place, a further hold will be placed on the renter's credit card to ensure all costs are covered by the authorisation held. Once the rental has been finalised, the actual rental amount will be charged accordingly and the authorisation hold will be released.

- Deposits for the super cover rate package with a zero liability are detailed on the ancillary charges per country.
- Deposits for the super and standard cover rate package with a liability will be confirmed upon reservation.

Should you require assistance with the release of authorisation, kindly contact our Customer Care team at customercare@bcr.co.za with your rental reference number/ID or passport number and they will assist with this process.

RETURN RENTAL PROCEDURE

- Renters are to follow the Bidvest Car Rental signs and return the vehicle to the designated bays which are clearly marked.
- The vehicle will be checked by either a Bidvest Car Rental employee or a Bidvest Car Rental security guard who will be wearing a Bidvest Car Rental name badge.
- Any damages will be checked against a damage report form and if there are any new damages to the vehicle, a claim form must be completed by the renter with the assistance of the Bidvest Car Rental employee.
- The renter must ensure the car-keys are given to the Bidvest Car Rental security guard or a Bidvest Car Rental employee.

FUEL

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



DRIVING GUIDELINE INFORMATION

Drivers Licenses

For security reasons, renters need to produce a valid form of identification and a valid unendorsed driver's licence at time of rental. To enable us to comply with the redirection of traffic violations, we require renters to have their driver's license scanned every time they rent. Scanners, installed in all our rental offices, are electronically linked to the National Traffic Information System (eNaTis). Licenses scanned will also be validated to ensure that the applicable driver has not been suspended through the demerit point system as governed by AARTO. A customer with a suspended license will not be able to proceed with the rental and our counter staff will gladly assist with alternative transport arrangements to minimize any inconvenience.

International visitors are required to produce their passports when collecting their vehicle. Foreign Driving licences are acceptable provided the language used (printed thereon) is English and there is a photograph present. Should a licence be in any other language, other than English, we require an International Driving Licence to be produced at commencement of the rental or an official translation by a consulate / embassy.)

Expired driving license will not be accepted

WAIVER INFORMATION

Waiver Options

Despite the caution taken by the driver and Bidvest Car Rental, theft and accidents do occur. Prepaid packages for international renters include liability, offering peace of mind and guarding against financial loss. Bidvest Car Rental affords Waiver options (subject to certain conditions being met) in terms of costs of repair due to a collision, theft when the vehicle is stolen, on all makes of vehicles in our fleet and waiver options are included in the rate structure.

- **Super Collision Damage Waiver (SCDW) and Super Theft Loss Waiver (STLW) – included in Super Cover Rates**

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 rate sheets (under "Liability") irrespective of fault or cause. The super cover rate package for international renters has a zero liability amount. This is provided that the renter has not breached the terms and conditions of the rental agreement. In the event of breach, the renter will be liable for the full amount of damages to the vehicle or full replacement value of the vehicle.

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 rate sheets (under "Liability") irrespective of fault or cause. The super cover rate package has a zero liability amount. This is provided that the renter is not in breach of any provision of the rental agreement. Should the renter decline to take waivers, 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.

- **Collision Damage Waiver (CDW) and Theft Loss Waiver (TLW) – included in the Standard Cover Rates**

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 rate sheets (under "Excess Liability") irrespective of fault or cause. This is provided that the renter has not breached the terms and conditions of the rental agreement. In the event of breach, the renter will be liable for the full amount of damages to the vehicle or full replacement value of the vehicle. 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 rate sheets (under "Excess 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 waivers, 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.

- **Minor Damage Waiver**

Minor damage that costs less than R2500 to repair will be covered when purchasing this waiver. If the cost of damage exceeds R2500, the minor damage waiver will not be applicable.



Minor Damage Waiver does not cover damage caused by water, damage to the undercarriage of the vehicle or damage to tyres and windscreen – a separate waiver can be purchased to cover tyres and windscreen if not included in the rate. This is applicable to South Africa only.

- **Tyre & Windscreen Insurance (Combined Products)**

If included in the rate or purchased at the counter, the following will be covered:

- **Glass Waiver:** South Africa - All Glass, Namibia and Botswana - Windscreen ONLY

If this waiver is declined and any of the glass is damaged it will be replaced by Bidvest Car Rental and full cost will be charged to client's credit card.

Tyre Waiver: Tyres, Rims and Hubcaps

If this waiver is declined and any tyres, rims and hubcaps are damaged or lost, the customer will be liable for the full replacement costs. The customer is to contact Bidvest Car Rental who will arrange to replace the damaged or lost item. No repaired tyres will be accepted.

Please note that only 2 tyres are covered in Namibia per rental when tyre waiver is included or purchased.

- **Replacement / Repair of Tyres - Applicable to NAMIBIA ONLY**

In the event that a client requires assistance with the replacement of a tyre in a remote location, a call out fee and fuel will be charged to the renters account.

- **The following procedures needs to be followed:**

- Customers must contact the Bidvest office or after hour numbers immediately to report any punctures or damaged tyres.
- Bidvest will advise the clients on a way forward, advising them where should they go to have the tyres attended too or have a supplier come out and attend to the puncture/damaged tyres only should the spare tyre already have been used.
- Should Bidvest not have the resources available then Bidvest will advise the client to procure a suitable repairer.
- If the tyre cannot be repaired only then a new tyre must be purchased. Note the correct sizes and makes of the tyre must be fitted in order for a refund to be honoured.
- If no new tyres are available at the supplier only then may the client procure a good second hand tyre with a minimum tread of 5mm and the correct size .Only then will the refund be honoured.
- All tyre receipts must be presented when requesting a refund.
- No side wall damaged tyres bought will be accepted for a claim.
- Repairs carried out to side wall on tyres is prohibited and illegal, as this may have serious risk implications.
- A call out fee and fuel recovery costs will apply in the event of a Bidvest branch attending to the breakdown and the client will be informed of the applicable costs.

- **Fully Equipped Vehicles**

The liability payable for lost or damaged equipment is N\$10 000 and for all fully equipped rentals BCR will take this amount upfront at time of checkout as an additional authorization deposit.

- **Water and Undercarriage Damage**

Water and undercarriage damage is not included in the rates. The renter is liable for full repair to / replacement costs of the vehicle.

When this is an inclusive product offering as detailed on the rate sheet, Bidvest Car Rental reserves the right to evaluate the damage. Should Bidvest determine that the damage is due to negligence then the waivers become null and void and the renter is responsible and liable for full costs thereof.

- **Hail Damage**

Hail damage is not included in the rates and is available to purchase at time of rental. If this waiver is declined the renter will be liable for full repair to / replacement costs of the vehicle.



- **Sandblasting Damage**

Sandblasting damage (dust and sandstorms) is not included in the rates. The renter is liable for full repair to / replacement costs of the vehicle.

When this is an inclusive product offering as detailed on the rate sheet, Bidvest Car Rental reserves the right to evaluate the damage. Should Bidvest determine that the damage is due to negligence then the waivers become null and void and the renter is responsible and liable for full costs thereof.

- **Gravel Road**

Any damage caused to the vehicle by pot holes or gravel road in any country, is excluded from all liability waivers and the renter shall be fully liable for any such damage caused to the vehicle.

There has been little investment to upgrade Namibian roads that are in dire need of repair. These roads in the past would have been considered suitable for lead in sedan categories, however due to current road conditions we are proposing that customers should not drive vehicles on "roads not suitable" for the vehicle as the safety of the customer is paramount. With the extensive distances between service centres, and the lack of communication in the remote areas, we are proposing as a safeguard to alleviate risk, it would be preferable to rent an elevated / SUV type vehicle more suitable for the harsh Namibian terrain.

- **Radio**

Included in the waivers and the renter is limited to the lesser amount of the cost / liability as set out in the rate sheets (under "Excess Liability"). This is provided that the renter has not breached the terms and conditions of the rental agreement.

→ **Single Vehicle Accidents**

In the event that there is no other vehicle involved in the damages caused to our vehicle, and the renter is not in breach of any term/condition of this agreement, the renter will be invoiced double the waiver liability as reflected on the rate sheet.

Any Liability Waivers Will Be Considered Null And Void If:

- Negligent, malicious or criminal actions of renter / passenger as detailed in rental agreement
- When the renter or co renter as stated on rental agreement does not drive the vehicle
- Driving under the influence of alcohol or any illegal substance
- Tampering with odometer
- Failure to report an accident to Bidvest Car Rental personnel within 24 hours
- Crossing the border without acquiring a letter of authorization from Bidvest Car Rental

Third party

Third Party Motor Cover covers all Bidvest Car Rental vehicles registered in South Africa, Botswana, and Namibia, while travelling in South Africa, Namibia, Swaziland, Lesotho and Botswana

Note: Third party claims may be invoiced up to three years after the Incident and may take up to five years to recover if there is an excess applicable then this will be billed to the renter irrespective of fault. This excess will only be refunded to the renter if Bidvest Car Rental's claim against the third party is successfully recovered and Bidvest Car Rental has received payment in our bank 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 BCR's Rental Agreement, all accidents must be reported to the nearest Bidvest Car Rental location and all necessary documentation completed within 48 hours.

Please note that non-compliance of the above could result in your claim being repudiated.



Accidents / Theft and write offs

In the unfortunate event of the renter being involved in an accident, Bidvest Car Rental shall endeavor to provide the necessary support including the provision of a replacement vehicle. Due consideration must be noted that over this period there may be fleet constraints and change overs may be delayed too by territorial logistics that may be beyond our control . Bidvest Car Rental will not be liable for any customer expenses incurred whilst waiting for the replacement vehicle to arrive.

BCR ASSIST

Included in all rates, Bidvest Car Rental appointed Vehicle Assist to facilitate emergency medical and rescue and roadside assistance services to all renters, 24 Hours a day, 7 days a week, and 365 days a year through the BCR Assistance Line.

Services offered by Bidvest Car Rental Vehicle Assist:

- Road Side Assistance – emergency breakdown and roadside assistance including – flat tyre, no fuel (10 litres), keys locked in vehicle and flat battery.
- Directions Assistance – Use your own personal GPS 24 hours a day.
- Trip Monitor – Ensuring peace of mind while driving long distances.
- Personal Health Advisor – Your personal 24 hour healthcare advisor.
- Emergency Medical services / Crisis Line – Transport to hospital in a medical emergency, day or night.

Roadside Assistance - South Africa 0800 115 767 Namibia / Botswana 0027 11 991 8092

The 24-hour call center has access to a national network of motor vehicle service operators for mechanical breakdown or accidents.

Information Related To Towing A Bidvest Car Rental Vehicle

Towing charges are excluded from all waivers. In the event of an accident, the towing charges are for the renters account. However, should the vehicle require towing due to a mechanical breakdown, towing costs would be incurred by Bidvest Car Rental, with the exception of customer abuse and negligence. A claim form needs to be completed.

Note: The renter is to contact Bidvest Car Rental as only approved contractors may tow the vehicle.

Accident And Emergency Procedures

- Secure emergency assistance: if the renter /occupants of the vehicle require medical attention Bidvest Car Rental are to be contacted on 0800 115 767
- Bidvest Car Rental assist numbers are noted on the license disk on the inside of the windscreen, on the key ring and on the inside of the driver's window as well as Bidvest Car Rental maps.
- The Accident must be reported to the nearest Bidvest Car Rental office within 24 hours.
- Information pack given to the renter at the start of the rental contains an accident form, which must be completed and handed in to Bidvest Car Rental.
- The Renter needs to take the details of any parties involved such as Id / passport and registration, telephone number

DELIVERY, COLLECTION, ONE WAY DROP OFF AND CROSS BORDER INFORMATION

Delivery And Collection

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 a per kilometer fee

- **Office hours:** Monday to Friday 08h00 to 17h00.
- **After hours:** Outside of the times set for working hours, weekends and public holidays.

ONE WAY RENTAL CHARGES

General

A one way fee is charged when a customer collects the vehicle from one Bidvest Car Rental location and returns the vehicle to a Bidvest Car Rental location in excess of 150km from the rental location. The one way fee covers the cost of relocating the vehicle back to the original location depot.



CROSS BORDER RENTALS

Any renter wishing to cross borders from South Africa, Namibia, Botswana, Lesotho, or Swaziland must be in possession of a letter of authorization from Bidvest Car Rental, obtainable from the rental agent at the time of rental. The information stating the renter's intent of crossing the border must be provided at time of reservation by the operator. The cross border fee is applicable for rentals between South Africa, Namibia, Botswana, Swaziland and Lesotho. For a copy of the conditions, please email annelizeg@bidvestcarrental.co.za

Note: There are extra charges issued by border posts which are not included in the cross border fees. These fees are for the renters account.

→ **No cross border rentals are allowed to Angola and Malawi;**

➤ **Cross Border into ZIMBABWE, MOZAMBIQUE and ZAMBIA**

Bidvest Car Rental will allow vehicles considered suitable to cross border into Zimbabwe and Zambia, limited to Vic Falls and Livingstone.

Subject to the discretion of Bidvest Car Rental and only allowed on quotation by the Branch Manager. Bidvest Car Rental vehicles are not insured whilst in Zimbabwe, Mozambique and Zambia and the client is liable for all costs incurred whilst travelling in these countries. No one way rental is allowed to these countries. The operator is to contact the designed Sales Account Manager to arrange.

Every vehicle going into one of the above mentioned countries from Namibia must have a "NAM" sticker on the back of the vehicle. The customer is requested to verify this before leaving the Bidvest Car Rental location. If this is not obtained, Bidvest Car Rental cannot be held responsible if the customer is refused entry.

Bidvest Car Rental shall endeavor to provide the necessary support including the provision of a replacement vehicle. Due consideration must be noted that in foreign territories where Bidvest Car Rental is not represented that such support will be provided by cross border assistance which could be delayed by territorial logistics that may be beyond our control.

One Way Drop off Charges

One way drop off charges is applicable when a renter collects the vehicle from one location and returns the vehicle to a Bidvest Car Rental location in another country. Please refer to the One Way Charges Addendum and the One Way Matrix. The one way fee will also reflect on the confirmation at time of reservation / quote. The one way fee covers the cost of relocating the vehicle back to the original location.

Note: The Cross border Authorization letter is not included

RATES AND ANCILLARY CHARGES

The minimum rate charged will be for a period of 24 hours. Rates are quoted per 24-hour period from the time of rental until the return of the vehicle. Rates are quoted in the currency of the country of rental origin.

R = South African Rand, N\$ = Namibian Dollar, P = Botswana Pula.

NOTE:- Any rate including UNLIMITED MILEAGE is only applicable to international visitors holding a foreign passport & driving license with a return airline ticket to their country of residence.

VAT

All rates are inclusive of VAT, where applicable. (South Africa 15%, Namibia 15%, Botswana 12%)

Tourism levy

Members of the South African Vehicle Rental and Leasing Association (SAVRALA) agreed to impose a 1% tourism levy to be used to promote tourism in South Africa under the auspices of SATOUR & SATBC. Rates are inclusive of tourism levy.

Airport Surcharge

Rentals from Airports are subject to an additional surcharge. ACSA airports 11% per rental, other airports 11% per rental.

Rates are inclusive of airport surcharge.

Carbon Emissions Tax – Namibia ONLY



The carbon emissions fee have been introduced due the carbon emissions tax payable to the Namibian government. Bidvest Car Rental will be charging a once of fee per rental. Please note this is only applicable to vehicles rented in Namibia.

Contract Fee

This is a document storing fee applicable per rental agreement. As Bidvest Car Rental has a legal requirement to store documents for a period of 5 years. The fee is for the cost of administrating, storing and retrieving rental contracts.

Refuelling Fee

Bidvest Car rental charges a refueling fee if the vehicle is not returned with a full tank fuel. This is not applicable if the tank takes less than R/N\$/P50 of fuel.

Additional Driver

An additional driver fee will be charged in the event of a co-driver being added to the rental agreement. All drivers must be listed on the rental agreement to ensure valid liability waiver cover at all times

Young Driver Surcharge

The minimum age for drivers is 21 years. In the event of the driver being between 18 and 20 years a young driver surcharge will apply.

eToll

Bidvest Car Rental is linked to the South African National Road Agency Limited (SANRAL) database which will, on a regular basis, download gantry information to us from the Gauteng freeways. The charges will therefore reflect on the final invoice or as late charges if we receive the data from SANRAL after the vehicle is returned. E-Toll charges are invoiced at the government gazette tariff.

eToll Administration Fee

Bidvest Car Rental charges an administration fee of 20% of the total eToll cost to support and manage eToll collection and payments to SANRAL.

Traffic Fine Handling Fee

When a traffic fine notification is received, Bidvest Car Rental is required to provide the various traffic authorities with the relevant information of the driver. The information is obtained from our system according to the date and time of the infringement and on receipt of this data, the fine is transferred to the applicable renter by the traffic authority. Should an additional driver have been driving at the time, the renter will be required to complete an affidavit to have the fine removed off their name and re-issued in the additional driver's name.

Claim Administration Handling Fee

The liability amount from the waivers contributes towards the repair costs of the vehicle. An administration fee is levied to cover the costs of processing the claim. This includes items such as quote gathering and legal services.

Assessor's Fee

All damage sustained in excess of R5000 is appraised by an independent assessor. The evaluation has a cost element, but provides assurance to the customer and/or their insurer that the damage costing is legitimate and consistent with acceptable industry standards.

Lost / Stolen keys

Lost or stolen keys are not covered by our waivers. The client will be charged a call out fee to vehicle location and the full replacement cost of the keys and changing of locks. Should the situation arise, contact the closest Bidvest Car Rental branch. Should the vehicle require towing to a Bidvest Car Rental branch the customer will be charged the towing fees.

Valet

In the event of a vehicle being returned excessively dirty, the vehicle will go through a valet process and a minimum charge will be billed directly to the client's credit card.



GPS

GPS units are available at all branches throughout South Africa and Namibia for a daily charge. GPS rentals can also be arranged with vehicle deliveries and collections, provided prior arrangement has been made.

Car Seats For Children

Car seats as detailed are available to rent. Please specify at time of rental which type required. A charge per rental applies and the child/baby seat must be reserved in advance.

Infant seat - 0 - 6 months, **Baby seat** - 3 months - 3 years, **Booster seat** - 3 years +

Bicycle Carrier Rental

The Thule Passage 2 bike carrier is available at all major airports in South Africa by prior arrangement. Liability in the event of damage or loss: R2522. This amount will be taken upfront as and additional authorization amount

Trailers

Trailers can be rented in South Africa at a daily charge and must be returned to the Bidvest Car Rental location where the trailer was rented. No one way rentals are allowed.

Jerry Cans – NAMIBIA and BOTSWANA

Jerry cans can be reserved at a daily charge and is available in Namibia and Botswana. Maximum of 3 cans per vehicle. A refundable deposit per can will be taken.

2nd Spare tyre – SOUTH AFRICA

Please note that no 2nd spare tyres are available for rentals in South Africa.

2nd Spare tyre – NAMIBIA and BOTSWANA

- 2nd spare tyres can be requested at time of reservation for car groups K, O, N, 1L and 1M ONLY, subject to availability, at daily charge.
- 2nd spare tyres if included in the rate for Group 1M I must be requested prior to rental. If not, they are not guaranteed.

Double tanks – NAMIBIA

All 4X4 vehicles relocated from South Africa to Namibia will not be fitted with double tanks. There may be fully equipped vehicles with single tanks.

ADDITIONAL SERVICES

Wheelchair Accessible Transport

- In association with the Quadriplegic Association of South Africa, Bidvest Car Rental offers modified vehicles in Johannesburg, Durban and Cape Town.
- Dedicated Toyota Quantums have been modified in order to transfer two people using wheelchairs plus three companions, accommodating up to five passengers in total.
- The service is available with a Bidvest Car Rental driver or for hire as a self-drive vehicle, but specialized licenses are required

Paraplegic Controls

Subject to availability group D /E only at no additional costs

Designated International Areas

At Bidvest Car Rental, we recognize that the needs and requirements of our international inbound customers differ from those of the local market. Therefore we have created a separate section at our major kiosks specifically for our international customers, where extra time and attention is given to each customer ensuring that their needs are met by our multi-lingual staff.

Maps And Driving Directions

National and regionalized maps plus driving directions to most major hotels are given to the tourist free of charge.



ACCOUNT MANAGEMENT – INVOICING THE E-BILLING ROUTE

- o E-Billing provides customers with the convenience of receiving invoices and statements by e-mail with the same look and feel as the original document.
- o The software is SARS certified and sends encrypted valid tax invoices, thereby ensuring e-mailed documents cannot be altered.
- o Raw data can be sent with the invoices for integration into excel spreadsheets. This facilitates the administration process for the customer.

BIDVEST CAR RENTAL BOUQUET OF SERVICES

- o Car Rental
- o Van and Truck Rental
- o Chauffeur Services
- o Door2Door Transfers
- o Wheelchair Accessible Transport
- o Coaches

Please kindly contact your designated sales manager should you require information on further products

One Way Fees and Information,

South Africa, Namibia and Botswana Validity: 1 November 2018 to 31 October 2019

One Way fees:

A one-way fee is charged when a renter collects the vehicle from one BCR location and returns the vehicle to a different BCR location. The one-way fee covers the cost of relocating the vehicle back to the original location/depot.

One Way Fees The one-way fee specific to your requirement will be quoted at time of reservation/quote.	
South Africa	
One Way Fee – National Further than 50km	R1241
Port Elizabeth incl Garden Route to Western Cape – vice versa	R1241
Johannesburg to Western Cape – vice versa	R1241
Johannesburg to Kwa-Zulu Natal	R1241
Johannesburg to Mpumalanga incl Hoedspruit / Phalaborwa	R1241
Johannesburg to Sun City/Rustenburg	R403
Durban to Richards Bay vice versa	R403
Port Elizabeth/East London to Port Alfred	R353
George to Plettenberg Bay and vice versa	R336
OR Tambo to Sandton Gautrain	R267
Namibia - vice versa	
Windhoek to Swakopmund & Walvisbay	N\$1900
Windhoek to Oshakati / Ondongwa	N\$2597
Windhoek/ Walvisbay/ Swakopmund to Luderitz	N\$6000
Windhoek to Katimo Mulilo	N\$6000
Walvis Bay/Swakop to Oshakati/ Ondongwa	N\$7200
Botswana - vice versa	
Gaborone to Francistown	P1510
Gaborone to Maun / Kasane	P2874
Francistown to Maun / Kasane	P1510



Cross Border Rentals

Any renter wishing to cross borders (South Africa/Namibia/Botswana/Swaziland/Lesotho) must be in possession of a letter of authorisation from BCR, obtainable from BCR at the time of rental.

- No cross border rentals are allowed to Angola and Malawi;
- Cross Border into ZIMBABWE, MOZAMBIQUE and ZAMBIA

Subject to the discretion of Bidvest Car Rental and only allowed on quotation by the Branch Manager.

Cross Border Rentals	
South Africa	
South Africa to Namibia	R1900
South Africa to Botswana	R1900
South Africa to Lesotho – No One Ways Allowed	No charge
South Africa to Swaziland – No One Ways Allowed	No charge
South Africa to Zambia – Limited to Livingstone R40 000	Subject to Quotation

Cross Border Rentals	
Namibia	
Namibia to South Africa	N\$1700
Namibia to Botswana	N\$1700
Namibia to Lesotho	N\$1700
Namibia to Swaziland	N\$1700
Botswana	
Botswana to South Africa	P1900
Botswana to Namibia	P1900
Botswana to Lesotho	P1900
Botswana to Swaziland	P1900



International One-Way Fees (includes cross border authorisation fee)	
South Africa	
South Africa to Namibia Windhoek	R6436
South Africa to Botswana Gaborone	R3181
South Africa to Botswana Francistown	R4693
South Africa to Botswana Maun	R4693
South Africa to Botswana Kasane	R7088
South Africa to Swaziland	R1772
South Africa to Lesotho	R1772
Namibia	
Namibia to South Africa	N\$5070
Namibia to Botswana	N\$5070
Namibia to Swaziland	N\$5630
Namibia to Lesotho	N\$5630
Botswana	
Botswana to Namibia Windhoek	P7027
Botswana–Gaborone to South Africa – Gauteng and N Province	P2724
Botswana–Gaborone to South Africa – Mpumalanga	P2724
Botswana–Gaborone to South Africa – KZN and Free State	P4819
Botswana–Gaborone to South Africa – E.Cape and W.Cape	P5791
Maun/Francistown/Kasane to South Africa	P5965
Botswana–Gaborone to Swaziland or Lesotho	P5965
Maun/Francistown/Kasane to Swaziland or Lesotho	P5965

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

