

# SA Roadtrippers

*"Because life's too short...."*



Cape Town, South Africa

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## 4x4 Double Cab Terms and Conditions.

Double cab pickups are heavier than standard pickups , they have more people carrying capacity , they have more luggage and equipment to carry ( including dual roof top tents)

Safety first : In an effort to improve handling of the vehicle travelling on the harsh Southern African road conditions , (including Namibia and Botswana ) we feel it essential to upgrade the suspension , shocks and tires to improve the vehicles ability to accommodate the extra weight of the double cab pickup.

### SA Roadtrippers Version Ford Ranger 4x4 ( 2017 and newer model )

- Equipped with large Family sized roof top tent ( 1600 wide x2200 long ) plus one standard size roof top tent (1200 wide x 2200 long )
- Manual Transmission ( Automatic transmission available on request )
- Upgraded Heavy Duty 4x4 Tyres
- Upgraded Heavy Duty 4x4 Suspension
- Upgraded Heavy Duty 4x4 shock absorbers
- Higher ground clearance.
- Recovery Gear with High Lift Jack,
- On-board compressor and tyre repair kit
- Fully equipped Outside Kitchen.
- Powerful 2.2l turbo diesel inter- cooled engine
- 145 litre fuel tank
- Total number of seatbelts – 5
- Maximum occupants in total – 5
- Air conditioning in vehicle
- Aluminium canopy with built in lights and doors on both sides.
- Aluminium pull out camper table.
- Spade and axe
- 60 litre fresh water tank
- 40 litre Engel fridge
- 3 kg gas bottle
- Kitchen utensils
- Camping table and chairs
- Cutlery and crockery
- Bedding/sleeping bags pillows and towels
- First Aid Kit
- Vehicle shoreline to charge vehicle house battery with 220v plug ( plug operational only when connected to 220v camp power )

# TERMS AND CONDITIONS

## **Standard Rates include:**

- Airport / Hotel Transfers (Within 25kms from primary depots)
- Contract fee
- Credit card fees
- 2 x Drivers (a Third or 4<sup>th</sup> driver charged separately)
- Standard Cover R 35 000 excess
- Living, kitchen & sleeping equipment, table and chairs.
- Full water tank and full gas bottle
- 15% VAT (Value Added Tax) in South Africa and 15% in Namibia
- Emergency assistance (08h00 – 22h00)
- Unlimited mileage for rentals 7 days and longer.
- Compressor and tyre gauge

## **Minimum Rental Duration and Costings Minimum rental period:**

Minimum rental period 4x4: 7 days. Unlimited mileage for rentals 7 days and longer. (Rentals shorter than 7 days limited to 220Km's per day, extra Km's charged at R4 per Km.)

Vehicle rentals are calculated on a per calendar day basis, i.e. day of pick up or drop off is always counted as a full day irrespective of what time it is collected or dropped off.

The vehicle must be returned by no later than 4pm on the last day of hire to avoid an extra day hire charge.

## **Office Hours:**

Cape Town Depot: Monday to Friday: 08h00 – 16h30 (last handover at 15h00, last return at 16h00)

Benoni Depot: Monday to Friday: 08h00 – 16h30 (last handover at 15h00, last return at 16h00)

Windhoek Depot: Monday to Friday: 08h00 – 16h30 (last handover at 15h00, last return at 16h00)

An afterhours surcharge applies at a cost of R350.00 per collection or return outside of the normal Office hours. By prior appointment only.

After hour operations are as follows:

Saturday, Sundays & Public Holidays 09h00 – 14h00 (Late returns will be charged on a per day basis) All branches are closed 25 December (Christmas Day) and the 1<sup>st</sup> of January.

### **PHYSICAL ADDRESS**

Cape Town: 9 Cradick Close  
Parow industrial

Benoni: 191 A Gum Road  
Benoni AH

Windhoek: Unit 5  
Bell ParkNo.1  
Bell Str Southern Industrial

### **ONE WAY FEE'S**

A one way fee of ZAR 6000.00 (Vat Inclusive) will be applicable between Windhoek, Johannesburg, Cape Town and Durban.

Any other cities on request.

### **COLLECTION**

Vehicle handover will take approx. 2-3 hours, depending on the questions asked and client feedback. This involves a thorough explanation and demonstration of the vehicle and its equipment.

Tip: Pay your insurance security deposit in advance save handover time. Credit Card and bank transfers can sometimes take time to authorise.

Kindly note that signing the vehicle condition report is an acceptance of the satisfactory condition of the vehicle. The owner must be notified within 24 hours, should the renter experience any problems, malfunctions shortage or damage. 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 rental start date will not be credited.

### **RETURN**

When returning the vehicle, please set aside an hour for the vehicle and equipment to be thoroughly checked. We request that the vehicle be returned with a full fuel tank. Should fuel top-ups be required, the fuel amount will be deducted from the renter's nominated credit card plus a surcharge of R250.00.

Vehicles must be returned clean, in order for the vehicle check in to be done. Vehicles returned dirty will be charged a cleaning fee of R1, 000.00.

Any vehicles returned later than the agreed return date, or outside of normal office hours (without prior arrangement), will be charged a full day's rental. Rental days lost due to the vehicle being returned before the agreed return date will not be credited.

### **LICENCE**

#### South African nationals:

A valid E, or South African 08 national drivers licence for vehicles less than 3500 kg's

#### All International visitors:

A licence from your country of origin and an International drives licence (in English) for vehicles less than 3500kg, is required for overseas visitors.

### **MINIMUM AGE**

The minimum age is 23 years for the 4x4 campers and the Maximum is 85 years.

### **eTOLL POLICY**

For all rentals departing and/or returning to Johannesburg/Gauteng or traveling through Gauteng an additional mandatory levy of R500.00 will be charged in order to cover the Gauteng eTOLL road taxes.

All manned toll-booths throughout South Africa need to be paid by the customer.

## **LIABILITY OPTIONS**

SA Roadtrippers offers 2 insurance cover options, namely, Standard Cover & Maxi cover as well as ***Special Roll over reduced Waiver***.

### **Standard Cover:**

This cover carries an excess/security deposit of R35, 00.00 which is applicable in the event of any accident or damage to either our vehicle or third party property.

This excess/security deposit of R35,000.00 is charged on the renter's Visa or MasterCard credit card or cash at the time of collection.( a prior payment of the security deposit is advised to ensure timeous handover)

Funds will only be deducted from this amount, should the renter return the vehicle in a damaged condition or for any 3rd party damage or for traffic fines received . If no claims exist, **this excess/ deposit is refunded within 21-30 working days from date of return**, by the renter's financial institution.

Standard Cover does not include the cost of replacing or repairing of windscreens and tyres, radio theft and recovery costs or any damage related to water submersion or salt water damage

Subject to exclusions insurance section:

### **Maxi cover:**

The Maxi cover is charged at a daily nominated rate as per your quotation/rental agreement.

Minimum rental period of 14 days and longer.

This cover reduces the excess/security deposit cover to R10, 000.00 , payable on collection and is applicable to the vehicle and third party property damage, Funds will only be deducted from this amount, should the renter return the vehicle in a damaged condition or for any 3rd party damage or for traffic fines received , **If no claims exist, this excess is refunded within 21-30 working days from date of return**, by the renter's financial institution.

Maxi Cover includes the cost of replacing or repairing of windscreens and or tyres.

Maxi Cover does not include:

Radio/tyre theft

Wilful and/or negligent damage to tyres and windscreens eg: Driving with incorrect tyre pressure damaging the side walls. Driving on washboard roads at excessive speeds.

Recovery costs or any damage related to water submersion or salt water damage

Damage sustained as a result of a Roll Over

Damage sustained as a result of an accident with an animal or animals.

Traffic fines

Subject to insurance exclusions section:

Sign: \_\_\_\_\_

### **Special Roll over reduced Waiver**

A roll over is defined as a vehicle sustaining all types of damage due to it not being on all 4 wheels.

This waiver option is available or rentals 14 days and longer. It is available as an additional added extra to either Standard cover or Maxi cover at an extra fee of ZAR 350.00 per day.

This waiver will reduces and limits the amount payable to ZAR 100,000.00 (Vat Inclusive) In the event of damage sustained as a result of a vehicle roll over

Subject to the driver:

Not been under the influence of alcohol and or drugs.

Not been in contravention of traffic laws , including and not limited to driving over the speed limit at the time of incident ( speed is measured by vehicles on board tracking system , allowance of plus 5kmph is given over the speed limit ) (Including and not limited to adhering to speed limit of 40Kmph in Game Parks).

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Not driving on un-marked roads and or restricted roads (including and not limited to sand dune driving)

Not having water or salt water damage and or recovery costs as a result of water damage.

Subject to insurance exclusions section:

### **CLAIMS HANDLING FEE**

A handling fee of R500.00 is charged on all damage/accident claims irrespective of the liability cover option taken.

### **ACCIDENTS**

Single vehicle accidents are included in all liability cover options, *except in the case of roll-overs.*

In case of damage to the vehicle rented, the following will apply:

The incident:

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All accidents must be reported to the owners within 24 hours and by law, to the Local Police within 24 hours. An 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 detail.

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 the owner in order to process the incident.

### **The vehicle:**

The renter is responsible for the recovery of the accident damaged vehicle to the original rental branch.

A replacement vehicle will only be dispatched once payment of all damages / recovery costs to the first vehicle is made.

The owner reserves the right to withhold a replacement vehicle; this does not entitle the client to any claims against SA Roadtrippers. If the renter requires a replacement vehicle to be delivered, charges will be levied according to the one way rates applicable. If the renter is not able to take a replacement vehicle, no refunds for early termination of the contract will be made. Should the renter continue with a replacement vehicle, this vehicle will be noted under the current rental contract and standard cover will be applicable. This includes a new R35, 000-00 payment on the nominated credit card. Reduced insurance excess is not available on a replacement vehicle. Should the applicable excess be charged, and should the owner be successful in the reimbursement of that amount by the 3rd party, this amount will be refunded to the renter. This process could take up to three years.

### Insurance exceptions & Conditions:

Exclusions of ALL insurance cover options: The renter is fully liable for any damage to SA Roadtrippers vehicle or third party property if:

- Any terms of the rental contract is breached; Initial
- Damages are sustained whilst the renter/driver is in violation of any traffic laws or ordinances; Initial
- 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 or sand dune driving (including and not limited to list laid out below in this document titled Road Restrictions) Initial
- None of our insurance cover options cover any of the equipment supplied with the vehicle. Any loss or damage to the equipment including items such as GPS, fridges, compressors, tents, kitchen utensils, camping gear, sleeping equipment etc. will be charged to your credit card. Initial
- Standard Insurance option excludes the cost of replacing or repairing of windscreens and tyres, rims, radio theft and recovery costs Initial
- Standard insurance option the following applies: Should vehicle be returned with excess tyre wear the customer will be liable for the cost of such tyre replacement, fair wear and tear will be taken into account, and the final decision of the tyre wear being excessive is in sole decision of the owner. (Many factors will increase tyre wear such as, but not limited to, uneven rocky or washboard gravel roads, incorrect tyre pressure for the specific road conditions , wreck less or negligent driving, high temperature road surfaces, excessive loading. The customer is responsible to continuously manage the tyres to ensure that tyre wear is not excessive). Initial
- Driving over the speed limits. Including but not limited to : Not exceeding a SA Roadtrippers permitted speed limit of 40 Km/h in Game parks Initial
- ( *i* Maximum permitted speed limit on gravel/unsealed roads with SA Roadtrippers vehicles is 80 Km/H)
- ( speed is agreed to be determined by vehicle on board tracking system , plus 5 kmph over limit allowance granted ) Initial
- Driving any time at night/after sunset or before sunrise. Initial
- Damages caused by dangerous and irresponsible manoeuvres to test the abilities of the 4x4 Initial
- All insurance cover is void if vehicles enter prohibited areas/Countries and will result in a breach of contract. Initial
- Not adhering to the vehicle height restrictions Initial
- Any damage related to water submersion or salt water damage Initial
- Water submersion damage from water or river crossings or sea water , the vehicle may not go through deep water crossings, we do not recommend driving through water in excess of 30cm in depth, always walk water crossings first to ensure safe depth before attempting water crossing. Initial

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- Damage sustained by an accident with animals. Initial \_\_\_\_\_  
Initial \_\_\_\_\_
- Damage is incurred due to incorrect use of the hand brake. Initial \_\_\_\_\_
- Any loss/damage to the equipment including items such as GPS, fridges, compressors, tents, kitchen ware, camping and sleeping equipment. Initial \_\_\_\_\_
  
- The damage is to the clutch (An allowance of up to 3 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 not less than ZAR12,500.00 plus recovery and fitment Excluding VAT. Initial \_\_\_\_\_
  
- The Renter is responsible for any costs for repairing of any damage sustained to the undercarriage of the vehicle. Initial \_\_\_\_\_  
Initial \_\_\_\_\_
- Damage sustained as a result of a Roll-over are not covered under either Standard and or Maxi insurance cover options. A roll over is defined as a vehicle sustaining all types of damage due to it not being on all 4 wheels. Initial \_\_\_\_\_
  
- The incorrect fuel type is pumped into the fuel tank and/or fuel in the water tank will incur a R20 000,00 cost. SA Roadtrippers advises that should this occur, the vehicle is to remain turned off and not started under any circumstances. This reduces the damage caused. Initial \_\_\_\_\_
  
- Overhead damage and damage to the roof top tents. Renters are reminded that the campers are high. Caution needs to be taken when driving under branches, bridges, through archways or any overhead obstructions. Initial \_\_\_\_\_
  
- Damages to sides and or exterior of vehicle as a result of driving through dense bush. Initial \_\_\_\_\_
  
- Narrow tracks, jeep tracks and or roads lined with thick dense bush that come into contact with the vehicle is not permitted. The dense bush must not scratch or damage the exterior of the Vehicle by coming into contact or scraping the sides or any exterior of the vehicle. Initial \_\_\_\_\_
  
- Damages to 4x4 drive system arising from driving in 4x4 mode on tar or asphalt road surfaces Initial \_\_\_\_\_
  
- Damage to vehicle driver's cabin Air conditioner as a result of excessive operation when the vehicle is stationary. Initial \_\_\_\_\_

The renter is hereby responsible for any damages or accidents that the owner 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.

The customer agrees that SA Roadtrippers are not responsible for any damage or theft to items of a personal nature. Travel and personal insurance is strongly recommended.

Sign: \_\_\_\_\_

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### **Rules in respect of replacement vehicles (whether due to an accident or vehicle damage)**

In the case of **Clutch and or Water damage** the following is applicable: (or any situation where the rental agreement has been breached)

- 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: R 6-00 per kilometre

Outside of South Africa: R 12-00 per kilometre

- To & from Namibia incurs an extra R 9,500-00.
- Should a replacement vehicle be required, the owner will replace the vehicle within as short a time frame as possible in South Africa, a longer time period is to be expected outside the South African borders.
- Vehicle replacement will only be effected by the owner should the vehicles not be drivable or due to a safety issue and further only once all repair options have been exhausted. (Including the customer taking the vehicle to the owners designated repair centre).
- A new pre-authorisation for the standard cover excess, will be deducted on the nominated Visa or MasterCard credit card for the replacement vehicle. No reduced insurance excess will be allowed on the replacement vehicle.

### **AIR-CONDITIONING**

The air-conditioning in the driver's 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.

**Caution,** Operating the vehicles Air Conditioning in the drivers cabin when the vehicle is **stationery**, and or idling for prolonged periods , without sufficient airflow from driving speed , can cause serious damage to the vehicles air conditioning system , the vehicle air-conditioner must be switched off to prevent such damage. (Such damage for customers account)

### **DUST INGRESS**

Southern Africa is predominantly an arid desert region and the majority of secondary routes travelled, are on unsealed 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.

### **SAND BLASTING.**

Desert Sand storms can be severe and cause a lot of damage to the vehicles. Driving in a sand storm with low visibility and strong winds is not advisable, we suggest that you divert your route and or make a U-Turn and not to go into or near a sand storm. These are predominant in the South Western parts of Namibia.

All damages and costs resulting from any sand blasting will be for the Renters account.

Kindly note: that no insurance option covers damages caused from sand blasting

### **OIL AND WATER CHECK .**

Clients will be responsible for the weekly checking of oil, water, and all other items which require periodical checking for the proper functioning of the vehicle. Failure to adhere to this rule may result in damages for the clients account.

Sign: _____
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## PAYMENT

SA Roadtrippers does not accept Travelers cheques or cheques as payment in any way. Valid Visa/MasterCard credit cards, debit cards, EFT or bank transfer and cash payments are accepted for rentals. SA Road Trippers only accepts valid Visa and MasterCard credit cards that are embossed, in order to place the preauthorisation for insurance 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. SA Roadtrippers are not responsible for any currency fluctuations that may occur in any transactions including the refunding of deposits. FULL PAYMENT for the rental must be received 14 days prior to date of collection. (The security deposit can be paid on day of collection, but may take a while to process. It is advisable to pay the security deposit in advance in order to save time at handover)

## EQUIPMENT

All vehicles are supplied with sleeping, kitchen and camping equipment. None of our insurance cover options cover any of the equipment supplied with the vehicle. Any loss or damage to the equipment including items such as GPS, fridges, compressors, tents etc. will be charged to your credit card. Should any of your equipment malfunction during the rental period, SA Road Trippers are not liable to provide a replacement vehicle. Repairs can be made according to the clause of this document, titled Vehicle Repairs.

## ROAD RESTRICTIONS

4x4 Campervans are permitted to be driven in SOUTH AFRICA, and with permission driven in NAMIBIA, SWAZILAND, BOTSWANA and LESOTHO. MOZAMBIQUE (Up to Vilanculos only) ZAMBIA (up to Livingston only)  
Special permission is required from the owners for travelling further than the countries and areas allowed.  
Should permission is granted by the owner, a disclaimer document will be required to be signed by the renter on collection of his vehicle.

Vehicles may be taken into certain South Africa's neighbouring states but are not allowed into Angola, Democratic Republic of Congo (DRC), Tanzania, Malawi, and Zimbabwe.  
A cross border fee will apply if travelling outside of South Africa.

Driving on 4x4 leisure Tracks, Sand dunes , or graded 4x4 trails that may require an entrance fee or club membership are not permitted.

All insurance cover is void if vehicles enter the prohibited countries and areas and will result in a breach of contract. The 4x4 is used for driving terrain that is usually inaccessible with a normal two-wheel drive vehicle. Dangerous and irresponsible manoeuvres to test the abilities of the vehicle to the limit are not allowed under any circumstances and damages sustained from such activities will be for the customer's account irrespective of insurance cover options.

All towing costs to SA Roadtrippers depot are for the customer's account when terms are breached .

The owner, reserves the right, at its sole discretion, to restrict vehicle movements in certain areas due to adverse road or weather conditions, political situations or any other reason.

There are areas that are restricted for travel in any SA Roadtrippers 4x4 Campervans. (But not limited to)

### South Africa

The road to the Sentech Towers in Marakele Park (SA)

Sign: \_\_\_\_\_

Narrow tracks, jeep tracks and or roads lined with thick dense bush that touches the vehicle.

Driving through dense bush is not permitted. The dense bush must not scratch or damage the exterior of the vehicle by touching or scraping the sides or exterior of the vehicle while the vehicle is moving.

Any Sand Dune

(No driving below the high water mark, or in contact with salt sea water on any coast line)

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Namibia

The Skeleton Coast Park (Namibia),

(No driving below the high water mark, or in contact with salt sea water on any coast line)

The short road from Hobas to the Viewpoint (Fish River Canyon),

Van Zyl's Pass (Namibia),

Any sand dune

Sosselsvlei , last 5km 4x4 section to Sosselvlei National park , sand is very loose , rather use the shuttle operators .

Sandwich Harbour dunes (Namibia),

Narrow tracks, jeep tracks and or roads lined with thick dense bush that touches the vehicle.

Driving through dense bush is not permitted. The dense bush must not scratch or damage the exterior of the vehicle by touching or scraping the sides or exterior of the vehicle while the vehicle is moving.

The supplier does not take responsibility for ANY damages or claims arising out of fast speeds and/or long distance driving on the washboard roads (especially C roads) in Namibia. These include all air conditioners, radiators, tyres and suspension systems.

Botswana

Narrow tracks, jeep tracks and or roads lined with thick dense bush that touches the vehicle.

Driving through dense bush is not permitted. The dense bush must not scratch or damage the exterior of the vehicle by brushing or scraping the sides or exterior of the vehicle while the motorhome is moving.

The supplier does not take responsibility for ANY damages or claims arising out of fast speeds and/or long distance driving on the washboard roads (especially C roads) in Namibia. These include all air conditioners, radiators, tyres and suspension systems.

Any sand dune

Sign: \_\_\_\_\_

Other countries

Malawi, all of Angola, Zambia, Zimbabwe, Tanzania and the Democratic republic of Congo (DRC) are not permitted.

Temporary restrictions

Due to weather and or other circumstances the supplier has the right to restrict certain roads or areas,

You will be liable for the full repair costs if accidents, mechanical damage or roll-overs that occur in restricted roads.

**CROSS BORDER DOCUMENTATION**

A cross border fee per vehicle per rental of R1000.00 applies for cross border documentation into Lesotho, Namibia and Swaziland and any other approved destination. The vehicle documentation is for the vehicle cross border requirements ONLY. The owners 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 at least ELEVEN days prior to collection of the vehicle.

Note: All clients must make sure that they (not SART) are informed of all the regulations and requirements when crossing to Neighbouring countries, (incl. sticker requirements)

**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 1,000.00 may be affected without prior authorisation from SA Roadtrippers and such repairs may be reimbursed, on the submission of a claim with original receipts attached. Amounts above R1,000.00 will require verbal/telephonic approval from SA Roadtrippers on-road assistance. (Numbers provided in your rental pack).

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Should a call-out fee be charged by a supplier to replace a tyre or rim, approval must be obtained from your collection branch. (The renter is responsible for the maintenance costs, repairing of flat, punctured or damaged tyres/rims)

Should permission be granted by SA Roadtrippers for an overnight stay in a lodge, due to repairs, a maximum allowance of R800 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 causing the vehicle unable to be driven not due to negligence, SA Roadtrippers will replace the vehicle at no extra cost to the renter, in as short a time possible.

## **KEYS**

SA Roadtrippers must be informed of keys lost or locked inside a vehicle. The replacement or recovery and courier of keys is for the renter's account. SA Roadtrippers 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. Under no circumstances will the spare keys to a vehicle be issued on collection of a vehicle, all spare keys are kept at SA Roadtrippers offices in case an emergency arises

## **TYRES**

### **Standard Insurance options**

Tyres repaired as a result of a puncture, may be subject to replacement charges if deemed by the owner as damaged. (This & tyres repaired with a plug will be regarded as damaged)

The renter is responsible for any and all tyre maintenance costs including, repairing of flat, punctured, damaged and or excessively worn 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, SA Roadtrippers recommends a speed of not more than 100km/h on tarred roads, and 80km/h on gravel/sealed or corrugated roads, and max 40km/h in National Parks.

When replacing a tyre, please ensure that it is of the same brand, size and ply rating as that of the damaged tyre. Reconditioned or re-treaded tyres are NOT acceptable.

CAUTION: The 4x4 vehicles must never be used in 4WD mode on tarred roads as serious damage can occur. Drive slowly, especially on gravel and dirt roads. Keep to a maximum 80km/h on gravel and 30km/h on soft sand. When driving in jeep track try to stay in the existing tyre tracks.

### **IMPORTANT TYRE PRESSURE & TYRE TEMPERATURE**

Sign: \_\_\_\_\_

It is vital to understand and manage tire pressure and tyre temperature according to the road and vehicle load conditions.

Poor tire pressure management is a big cause of serious road accidents on tar and especially secondary gravel roads

Tire pressure increases as the tire gets to operating road temperature (after ± 10kms)

Tire pressure increases from a cold tire (not been driven) to tire that has been driven, i.e. a hot tire by between 10 to 15 percent, factors such as road surface, speed, load, heat, etc. effect tire pressure

Tire pressure gauges at petrol stations cannot be trusted as they vary dramatically and are generally not calibrated correctly, check your tire pressure personally, ask for a tire pressure gauge from our consultant for your trip.

Periodically during the day stops while driving, check tyre temperature, this can be done by simply holding your hand against the tyre sidewall, if the tyre is too hot for your hand to hold (coffee cup hot) increase tyre pressure and reduce speed .

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### On gravel

- Where your speeds SHOULD BE much lower and never over 80 kmph (SA Roadtrippers limit)
- Deflate your tyres by 10 or 15%, to give a softer ride, one that will not shake the windscreen out of the car or the fillings from your teeth.

To get an accurate datum, make a note of cold pressures before you start, observe recommended tire pressure chart in the motorhome.

For long distance tar, it's advisable to increase by 10% above the norm.

On good gravel decrease by 10% to 15 % AND lower your speed

CAUTION: always re inflate tyres when returning to tar roads

Keep large following distances on sand/dirt roads to avoid excessive dust which hampers visibility, clogs up cabin fresh air filters, clogs up engine air filter which may lead to increase in fuel consumption, flying stones may damage windscreens.

Ensure you brake timeously for water drifts in the road. These drifts are often dry and seem to appear suddenly and are not always clearly visible. Driving through them at too high speeds can damage your suspension and more.

Periodically during the day stops while driving , check tyre temperature , this can be done by simply holding your hand against the tyre sidewall , if the tyre is too hot for your hand to hold ( coffee cup hot ) increase tyre pressure and reduce speed .

### 4x4 Safety Tips

If you are not an experienced 4x4 driver, We recommend taking a course in 4x4 and off road driving, these are available at selected suppliers. It is advisable to complete a 4WD course in the vehicle you plan to use on safari.

Tyre pressure and the correct inflation for the type of driving that you are doing are of the utmost importance to correct before tackling any situation that you will need four wheel drive for. For example driving in thick sand requires a tyre pressure below 1.2 Bar. (See Tyre section for more detail)

Periodically during the day stops while driving, check tyre temperature, this can be done by simply holding your hand against the tyre sidewall, if the tyre is too hot for your hand to hold (coffee cup hot) increase tyre pressure and reduce speed .

When loading your 4x4 vehicle remember to try pack as much weight as possible into the low of the vehicle and not on the roof or high level. One of the leading causes of accidents and vehicles overturning is overweighting and poor weight distribution. Top-heavy vehicles are far more likely to roll, and are not easy to control if you need to suddenly swerve your vehicle. Your heaviest baggage and equipment should sit low in the vehicle, with as little weight as possible on your roof.

Speed compounds problems, any eventuality you encounter on the road becomes easier to deal with the slower you are travelling. You have more time to react and your momentum is easier to manage.

Dirt and gravel roads in Botswana, Namibia and South Africa can have sloping shoulders, swerving onto these uneven planes increase the possibility of overturning your vehicle. In the event of wildlife blocking your path it is often safer to maintain your course and stop than to swerve onto a sloping shoulder. Maintain low speeds that allow you enough time to stop for wildlife or any other obstacle rather than dangerous swerving of the vehicle.

Be aware of your vehicles fuel capacity, fuel consumption and the distance between fuel stops. Terrain, speed, tire pressure and load all influence your consumption. Low Sulphur diesel fuel may not be available at all fuel stations in Namibia and Botswana , we advise to always fill up when the opportunity arises and consider to carry spare fuel to be safe.

When using four-wheel drive vehicles, engage the 4x4 only when off road only , we recommend engaging 4x4 on gravel roads and off road conditions , such as when in thick sand or mud.

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Never drive on tar or asphalt roads with 4x4 engaged. (Serious damage may result, such damage cost will be for the customer's account)

Please ensure that the departure, approach and roll angles are observed as damage will be for customers account.

## MORE 4X4 DRIVING TIPS

### On Tar Roads:

- Check that tyre pressures match the recommend settings and check tyre temperature

### On Gravel Roads:

Lower the tyre pressure on vehicle in increments of 10 percent all around, and further maintain acceptable tyre temperature .Periodically during the day stops while driving , check tyre temperature , this can be done by simply holding your hand against the tyre sidewall , if the tyre is too hot for your hand to hold ( coffee cup hot ) increase tyre pressure and reduce speed .

- Always Engage 4 x 4 Hi Range on gravel roads
- Keep speed below 80km/h
- Switch on your headlights in order to be more visible
- In any dangerous situations (e.g heavy dust) switch on hazards
- Drive on the outside of the dust of a vehicle ahead , ( keep a long following distance to keep out of the dust of vehicle ahead of you )
- Want to overtake? Flash your lights and switch hazards on – warn the vehicle in front

### Single Track:

- Depending on the terrain, lower the tyre pressure again to increase the footprint
- For sandy or muddy tracks, decrease tire pressure 20 percent, see recommended tire pressure table in vehicle.
- Engage 4 x 4 mode
- Keep a constant speed – momentum is the key to conquering obstacles
- Don't over-power your vehicle , don't spin the tyres as the vehicle will dig itself in and become more difficult to recover
- Never lose momentum and stop in sand or mud
- If the terrain is extremely uneven, stop first, engage the rear diff-lock or axle lock
- Don't drive with your foot on the clutch ,
- Tough Sections with big rocks/holes:
- Stop dead
- Select neutral, or engage clutch
- Engage the strongest 4 x4 selection the vehicle offers
- Engage rear diff-lock or axle lock ( while stationary ) remove diff lock when over obstacle
- Keep foot off the clutch as far as possible
- Check vehicle- tyre pressure , less 20 percent , see table
- Move as slowly as possible and maintain momentum
- Lower your side mirrors to see where the tyres are running

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- Use a navigator to guide you
- You need to drive out of an obstacle completely before you start to apply more power
- Plan your every move and think of the consequences – for your vehicle, your family, and the environment.

## **TRACKING**

All SA Roadtrippers vehicles are fitted with tracking devices. Tracking is monitored in all Southern Africa destinations as allowed by SA Roadtrippers. SA Roadtrippers reserves the right to repossess the rental vehicle at any time if it is found illegally parked, driven recklessly and irresponsible driving or being used to violate the law or appears to be abandoned or if the renter is in breach of any terms or conditions of the rental agreement, has entered any restricted area or has infringed on the speed limits. (The owner reserves the right to retain any deposit held in lieu of damages for the above)

## **TRAFFIC INFRINGEMENTS**

The renter is liable for all fines and penalties incurred during the rental period plus an administration fee of R250 for each infringement or penalty notice.

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

Cancellations are charged according to the below. Fees in percentage of total rental amount.

30 – 7 days before collection: 50%.

7 – 1 day before collection: 100%

No show or cancellation on day of collection: 100%

## **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:

### **MANDATORY ITEMS CHARGE per rental**

#### eToll.

For all rentals departing and/or returning to Johannesburg/Gauteng or traveling through Gauteng an additional mandatory fee of R500.00 will be charged in order to cover the Gauteng eTOLL road taxes.

#### Damage collection Handling Fee

(Payable on claims due to damage / accident) R 500.00 damage handling fee.

#### Traffic fine admin fee

(Payable if a fine is levied) R 250.00

#### After Hours Surcharge

A ZAR 500.00 fee payable per collection or delivery

#### Border Documentation

R1000.00 per rental

#### Additional Driver

ZAR 300.00 per driver is applicable for the third driver upwards.

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**ONE WAY / DELIVERY OR COLLECTION:**

A fee is charged for any rentals that require a one way drop off or collection between cities. Please refer to the ONE WAY, DELIVERY/COLLECTION FEES schedule. Please also note that vehicles that are delivered to a secondary location, may not be handed over with a full fuel tank.

**SUBSTITUTIONS:**

If, for reasons beyond our control, the reserved vehicle is not available, SA Roadtrippers 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.

**TAXES & CURRENCY FLUCTUATIONS:**

All charges include 15% VAT in South Africa and 15 % VAT in Namibia. All rates are quoted in ZAR.

SA Roadtrippers is not responsible for any currency fluctuations that may occur in any and all transactions.

Terms and conditions are subject to change in accordance with changes in government taxes.

**TRAVELLING TO SOUTH AFRICA WITH CHILDREN – NEW VISA REGULATION**

Effective 01 June 2015 New regulations for children travelling to & from South Africa.

Effective travel date from 01 June 2015, regardless of the time of booking, all minors under 18 years of age travelling to and from the Republic of South Africa, have to present additional documents which were not needed until now. These new regulations apply to all travellers, regardless of their nationality. They were promulgated (set out) in terms of the South African Immigration Amendment Act of 2010 and define children as persons under the age of 18. It is the responsibility of passengers to ensure their children have the correct documentation or risk being denied boarding. The new law will be enforced by airlines and immigration officials across the board (land, sea and air).

**REQUIRED DOCUMENTATION:**

- When both parents are travelling with a child, they need to produce an unabridged birth certificate that shows the names of both parents. In cases where the certificate is in a language other than English, it must be accompanied by a sworn translation issued by a competent authority in the country concerned.
- When a child travels with only one parent, additional documents should include an affidavit in which the absent parent gives consent for the child to travel, a court order granting full parental responsibilities or legal guardianship of the child, or the death certificate of the absent parent. The affidavit should be no more than three months old, from date of travel.
- In the case of a child travelling with a person other than a parent, the unabridged birth certificate must be supplemented by affidavits from the parents or legal guardians confirming that the child may travel with that person, copies of the identity documents or passports of the parents or legal guardian, and the contact details of the parents or legal guardian.
- Similarly, a child travelling as an unaccompanied minor would have to produce the unabridged birth certificate, proof of consent from both parents, or legal guardian and contact details, plus documentation relating to the person receiving the child in the Republic. The latter documentation should include a letter stating the person's contact details and residential address and contact details where the child will be residing, plus a copy of his or her identity document, passport or residence permit.
- All documents must either be original or certified as true copies of the original, by a competent authority. Documents not in English must be accompanied by a sworn translation. For more information please visit
- <http://www.dha.gov.za/files/Brochures/Immigrationleaflet.pdf>

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

- Locations within South Africa are charged at South African vehicle daily rates.
- Locations outside South Africa are charged at Namibia vehicle daily rates.
- Whilst including the same facilities, some motorhomes may have different layouts and or equipment types to those shown. All measurements and volumes shown are approximate. The information provided is subject to change without notice.
- Towing of our vehicles is not permitted under any circumstances, any and all costs incurred by towing or damages as a result of towing without our written authorisation will be for the customer's account, irrespective of the insurance options taken.
- The information provided is subject to change without notice.

**ALL RIGHTS RESERVED:**

Rates and terms and conditions of rental may be subject to change

### Declaration and statement made by the hirer.

I declare that I have not had special or restrictive conditions imposed on my drivers licence and or by any motor insurer nor have I had a motor insurance policy declined or cancelled. I further declare that to the best of my knowledge that I have not withheld any information which would influence the provision of motor insurance to myself.

I acknowledge that I shall be liable as per this hire agreement for any road traffic and parking fines incurred as the hirer of the vehicle incurred during the duration of the rental period of the hire contract.

I have read, understand and agree to the terms and conditions of this agreement. I warrant that I am authorised to sign this agreement. I authorise SA Road Trippers irrevocably to debit all charges to my credit card arising under this agreement.

I acknowledge that I shall be liable for a claims handling fee of R 500,00 should any loss or damage occur under this rental agreement.

I confirm that all charges will be paid immediately, without offset or deductions and that no refunds are due in the event that I cancel the contract before the hire end date.

Renter/Hirer

Full name

I have read, understand and agree to the terms and conditions of this agreement. I warrant that I am authorised to sign this agreement. I authorise SA Road Trippers irrevocably to debit all charges to my credit card arising under this agreement.

Second Driver

Full name

I have read, understand and agree to the terms and conditions of this agreement. I warrant that I am authorised to sign this agreement. I authorise SA Road Trippers irrevocably to debit all charges to my credit card arising under this agreement.

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