



## Rental conditions Bobo Campers

All rates and conditions are subject to change as required and without prior notification.

*Let op: onze voorwaarden zijn in het Engels geschreven. Dit voorkomt vertalingsfouten en misverstanden*

### Standard inclusions

- Full Kitchen and living equipment
- Unlimited mileages for rentals of 8 days or longer
- 220 km per day for shorter rentals. Extra kilometers at R4 p/km

### Camper is exclusive of

- One-Way Fees
- Optional extras

### Driver requirements

A valid non-endorsed national driver's license together with a valid international drivers license is required. Drivers must be minimum 21 years (for non-4x4 vehicles) or 23 years for 4x4 vehicles.

NB: Driving a 4x4 properly takes years of skill. The car only does what you tell it to, not the other way around. Drive within your abilities and do not take unnecessary risks. You are much more important than the car. Please read your info book for proper operation of your 4x4.

### Deposit/credit card

On collection of the vehicle, a deposit is payable.

(a) The customer shall give to the owner a deposit slip. This is not returned to them immediately after the rental and will be kept for a further 3 months after the end of the hire period for traffic fines and unreported accidents.

(b) The hire charges, at the rates signed for, are payable in advance unless otherwise arranged.

(c) The customer shall pay for any damaged item that belongs to the owner when an excess applies. If the vehicle is returned on time and in good order, the deposit will be refunded in full, if not, Bobo shall deduct from the excess any amounts due by you under the rental agreement.

If a credit card is presented as payment, the credit card holder will be jointly and severally liable as a customer. All credit card transactions are conducted in ZAR. Due to exchange fluctuations, any amounts that may be refunded on return of the vehicle may vary from that initially debited against the credit card if not in Rands. Bobo accepts no liability for these variances and accept no claims for payment for the variances. Bobo accepts Visa/MasterCard.

### Minimum rental period

Minimum rental period is 3 days.



### One-ways

One ways are possible please contact Worldwide campers for the current one way fees.

### Changes

Changes are possible after reservation and before pick up, but please check with Worldwide campers for possibilities.

### Cancellations

#### **The charge of Bobo camper is:**

Between booking and 3 months before pick up	100 euro costs
Between 3 Months and 2 months before pick up	10 % of total
Between 2 months and 1 month before pick up	25 % of total costs
Between 1 month and 1 week prior to pick up	50% of total costs
Between 1 month prior to pick up or no show	100 % of total costs

### Transfers

(for pick-up only – transfers to the airport is free)

Johannesburg Airport or hotel within 10Km from airport: R140 per person

Johannesburg hotel more than 10Km from airport: On request

Cape Town Airport or hotel within Cape Town city: R250 per person

Windhoek Airport or hotel within Windhoek: R180 per person

Sunday and public holiday surcharge: R550 per contract

Children under 12 years free

Transfer back to the nearest airport free. Transfer back to location other than nearest airport on request.

### Picking up the vehicle

Bobo Campers has branches in Windhoek, Johannesburg and Cape Town. Office hours are Mon-Fri from 7h30 to 16h30. The offices are closed on 25 Dec, 1 Jan and Easter Sundays.

### Dropping off the vehicle

Bobo Campers has branches in Windhoek, Johannesburg and Cape Town. Office hours are Mon-Fri from 7h30 to 16h30. The offices are closed on 25 Dec, 1 Jan and Easter Sundays. If suitcases were left at the departing depot, return should be no later than 15.00.

Should a customer return their camper at a date earlier then stipulated on the contract, no reimbursements are applicable.

## Vehicle size

Bobo Campers reserves the right to substitute, under special circumstances, which will be explained to the customer, the desired vehicle with an equal or better vehicle without prior notice before the start of any rental period.

If a vehicle needs to be substituted because of an accident or mechanical problems, and the hirer refuses to accept this replacement vehicle as stipulated above, the hirer is seen to terminate the contract, and no reimbursements will apply.

- Vehicle substitution replacement costs because of an accident or mechanical failure making the vehicle unable to drive caused by own fault or negligence, illegal driving (driving on the wrong side or under the influence of alcohol/ drugs or parking and/or water damages) will be for the hirers' account. This includes towing the damaged vehicle to the nearest depot.
- Driving distances can be great and Bobo Campers must be given a realistic time to cover a distance before lost holiday time becomes a factor for a claim submission.
- Non-essential items like air conditioners can take longer (up to two days) to be repaired, depending on the country or area the customer is travelling in. As a general rule Bobo Campers has 24 hours at its disposal, starting from the time we are informed of the breakdown to solve a problem before lost-time compensation becomes applicable (if any). Other rural areas in countries like Namibia, Botswana or Zambia, a more realistic time is often needed. We also do not take responsibility for any damages or claims arising out of driving on washboard roads (especially C-roads) in Namibia.
- On-the-road failure of items like air conditioners, microwaves, hot water systems and radio/CD's are not seen as demand for warranting a replacement vehicle. We will undertake effort to rectify these items for repair, however, should the repair not be possible the customer is not entitled to a vehicle change or compensation.

## Breakdown assistance and repair reimbursement

(a) The customer shall, maintain the camper and its belongings, in good running order and repair to the standards required by the owner until the camper is returned to the owner.

(b) All campers are current models, but minor problems can always arise. Minor repairs done while travelling by the customer could be reimbursed on presentation of a receipt on return. The customer shall within reasonable time notify the owner of any breakdown.

The owner shall be entitled to repair or replace the camper at his cost, unless the owner, within reason, determines that the breakdown is due to improper use or involved in an accident caused by hirer or third party, in which event the customer shall on demand, reimburse the owner with all costs incurred as a result of the breakdown.

(c) The customer shall return the camper in a clean state and in good order and repair, fair wear and tear excepted. In the event of the camper or any of its belongings being lost, destroyed or damaged as a result of any cause prior to the return of the camper, the customer shall be liable to make good the replacement cost thereof.

(d) Bobo Campers must be allowed a realistic time frame to attend to any breakdown or problem before any lost time claim can be successful. As a rule, 24 hours should be sufficient to solve a problem before claims can be submitted.

Air conditioner and fridge failures can take longer depending on the country in which customer drives. We also do not take responsibility for ANY damages or claims arising out of

fast speeds and/or long distance driving on the washboard roads (all roads - especially C-roads) in Namibia. These include all air conditioners, radiators, tyres and suspension systems.

#### **Towing cost**

In case of damage to any part of a motorhome it must be assessed if the unit is drivable. If not, the vehicle must be towed to the nearest depot by a reputable towing company authorised by Bobo Campers. Towing and recovery costs arising due to any type of accident is to be paid for by the customer irrespective of CDW.

#### **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.

#### **Tyre replacement**

If a tyre needs to be replaced it is important to ensure that both the ply rating and size are corresponding to the tyre it replaced on the vehicle. This to ensure maximum safety and function. Replacement tyres of the wrong size or ply rating will not be considered for a refund.

#### **Accidents**

The risk of an accident in Africa is many times higher at night than during the day.

By law all accidents must be reported to Bobo Campers and the local Police within 24 hrs. If you are in a remote area all reasonable efforts must be made to report an accident within this time-frame. Failing to report accidents and to obtain an AR report from the nearest police station voids all insurance cover and the hirer becomes fully liable for all cost.

- Take as many photographs of all vehicles involved as well as involved persons and their drivers licenses and their personal details.
- Obtain an AR (Accident Report) number from the police on the scene. This is important and proves the accident was registered by the police. Make a copy of this and keep it with you.
- If the rental vehicle is involved in an accident or other incident, and is not drivable, a replacement vehicle, if available, may be collected from the closest branch. If the hirer requires a replacement vehicle to be delivered, then these charges will be for the hirer's account. None of the excess reduction options cover this process.
- The hirer is responsible for the full recovery (e.g. towing) of the damaged vehicle to the nearest rental depot.
- Should there be no replacement vehicle available, no refund for lost rental days will be considered.
- If the hirer is unable or unwilling to take a replacement vehicle, no refunds for early termination of the contract will apply. No refund of rental days lost or accommodation costs will be considered during the period in which a replacement vehicle is being organized.
- Should the hirer continue with a replacement vehicle then a new rental contract and insurance conditions will apply.

#### **Personal injury and belongings**

Personal injury and belongings are not covered by our insurance. The client is therefore responsible to obtain his or her own travel insurance in advance.

## Travel restrictions

### **Permitted (and non-permitted) area of travel for the Discoverer 4 & 6 range**

- All campers are allowed to travel on any properly tarred surface. Good smooth sand roads (non- corrugated) are also permitted.
- There are areas however that are not suitable for driving with a camper. These are: the Swartberg Pass (SA), the Sani Pass (SA), Kalahari Gemsbok Park (also called Kgalagadi Transfrontier Park), The road to the Sentech Towers in Marakele Park (SA), Baviaanskloof Pass (SA), all of Mozambique, all of Malawi, all of Angola, Zambia further than Livingstone, all 4x4 trails, the Skeleton Coast Park (Namibia), the short road from Hobas to the Viewpoint (Fish River Canyon), Van Zyl's Pass (Namibia), any sand dune, Sandwich Harbour (Namibia), the entire Kaokoland (Namibia), the Okavango Delta (Botswana) the Makgadigadi Pans (Botswana), narrow and steep single lane mountain passes and any road in South Africa, Swaziland, Lesotho, Botswana and Namibia that do not adhere to the condition of roads as mentioned above. D,G or F-marked roads in Namibia (e.g. D4130 etc).
- Travelling in Zimbabwe is not advised since items like fuel or food are currently not always available.
- We also do not take responsibility for any damages or claims arising out of fast speeds and/or long distance driving on any dirt or washboard roads in Namibia (see paragraph Vehicle substitution below).
- Due to weather circumstances Bobo Campers has the right to restrict access to certain roads or areas.

### **Permitted (and non-permitted) areas of travel for the Discoverer FunX range**

- Vehicles may be taken into South Africa's neighbouring states but are not allowed into Angola, Democratic Republic of Congo (DRC), Tanzania or Malawi. Driving on 4x4 leisure Tracks that require an entrance fee or club membership are also not allowed.
- All insurance cover is void if vehicles enter these prohibited 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 camper to the limit are not allowed under any circumstances as they are dangerous. All towing costs to the nearest depot are for the customer's account.
- Bobo Campers 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.
- Any driving on sand dunes and the Van Zyl's Pass in Namibia is not allowed. Remember that you should never test the abilities of the Discoverer FunX to the fullest, and that you will be liable for the full repair costs if accidents, mechanical damage or roll-overs happen here. Please ensure that the departure, approach and roll angles are observed as in the info manuals. Bobo Campers has the right to restrict road or areas which we will endeavour to communicate to you in time for your safety.



### Parking/Traffic Violations

Bobo Campers will not be held liable for any traffic fines or road infringements on behalf of any natural person. Should the hirer receive a traffic fine or road infringement whilst driving a Bobo Campers vehicle, the hirer agrees that the main driver of the vehicle will be liable for these traffic fines / infringements. The hirer also agrees that their details will be handed over to the South African traffic department, who will be contacting the hirer directly via post or supplied email given on the rental contract. Note: This process can take up to 4 weeks or longer.

### Namibian CO2 Taxes

All Namibian custom borders have implemented a CO2 tax for all South African registered rental vehicles. This taxation is applicable when starting or ending at our Windhoek depot. Currently it is charged at R600 per contract irrespective if some rental days are spent outside the borders of Namibia.

### Child policy

#### **TRAVELLING ABROAD WITH CHILDREN**

Familiarise yourself with SA's new requirements for travelling with children. SA now has new immigration laws to protect citizens and to improve lives.

Please contact [www.dha.gov.za](http://www.dha.gov.za) for all the needed information

### Pets and animals

No pets are permitted in any vehicles.

### Smoking

Smoking is not permitted in any vehicles.

**\*\* Extra information specific for Bobo Campers \*\***

#### **INSURANCE CDW (Collision Damage Waiver) for all fleet vehicles**

Minimum age of driver is 21 years or 23 years for a 4x4 vehicle. Both with valid international and national drivers license. Basic excess is applicable on all damages on hired vehicles involved in a collision, natural disasters or an accident– this is up to R53000 and is included in the rental contract. If only this option is taken, the hirer is liable for the first R53000 for all damages to a vehicle or third party vehicle / property including tyre and windscreen replacements.

This excess can be paid by cash or credit card (a manual imprint of the credit card will be taken) and the amount will have to be authorised by the bank).

Taking the following options can reduce this excess:

CDW Midi is from 3 days onwards. This daily fee reduces the excess to R19000

CDW Maxi is from 8 days onwards. This reduces the excess to Nil (see exclusions below).

*CDW Exclusions:*

- The hirer will be fully liable for any damage to the Bobo Campers or third party vehicle or property (CDW is cancelled and maximum damage/costs as per quote shall be payable by the customer) under the following circumstances:
- The terms of the rental contract are breached.
- Damage to the vehicle is caused by careless or reckless driving.
- Any damage or mechanical failure sustained while driving on any 4x4 leisure track specially designed for the purpose of leisure or testing your off-road driving abilities and usually require an entrance fee to make use of and is not part of a public road.
- Damage to the vehicle caused by incorrect use of the clutch (for example slipping or dropping the clutch), drivetrain and gearbox. For example using 4-wheel-drive mode while driving on tar roads or not stopping to engage 4WD mode.
- Damages to the drive shafts due to pot holes, drifts or any other obstacle.
- Illegal behaviour, negligence, or a breach of law (e.g. speeding, illegal parking, driving on the wrong side)
- Driving under the influence of drugs or alcohol.
- Driving on restricted roads / areas.
- A maximum of two tyre replacements is included. Any more replacements are for the customer's account.
- Water submersion or water damages in engine or in drive shafts are excluded from any CDW option.
- Any roll-over damages where no third-party vehicle was directly involved with physical contact. See our binding roll-over explanation in this document further down on this page.
- Failure to switch off the engine when dashboard lights indicate a major problem e.g. oil light, radiator water level or temperature gauge.
- Vehicle was driven by person other than permitted driver as per contract.
- All towing costs (when required) to the nearest depot.
- If the vehicle is still drivable and a replacement unit is requested, the exchange costs are for the customer's account.

*CDW terms for Mozambique, Zambia & Zimbabwe*

You are allowed to drive your 4x4 camper in these countries. However, these countries do not always have a fully geared infrastructure for self-drive as yet. This does not mean that self-drive is not possible. For travelling in or through these beautiful countries an extra CDW excess is applicable.

There is a separate excess of R7000 for any damage to the vehicle. In the event of the vehicle having to be towed, the customer will arrange to have the vehicle towed to the nearest depot.

The towing costs, as well as any other damages related to the towing of the vehicle, do not form part of this excess and will be for the customer's account.

**Roll-over explanation**

All our vehicles are higher than a conventional passenger vehicle. This means that the centre of gravity is also at a higher point. This increases the risk of a roll over occurring. A roll-over is defined as a vehicle sustaining all types of damage due to not being in its normal position – on all 4 wheels. Just by lying on its side a vehicle is seen as having rolled-over. Roll-overs that were not caused by a collision, eg. another vehicle, are not covered by any CDW insurance waiver options. The vehicles' final resting position is irrelevant to define a roll over. These incidents occur very rarely if the driver uses safe, common sense.