



## Rental Conditions Maui South Africa

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

*During events like Cape Epic and Africa Burn, the prices and terms change*

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

### Standard inclusions

- 14% VAT (Value Added Tax ) in South Africa and 15 % in Namibia and 12% in Botswana,
- Credit Card fees,
- Unlimited kilometers for rentals more then 5 days, (3 or 4 days is 300 km per day included)
- Airport/ hotel transfers (within 25km radius from primary depots),
- 2 free drivers (third, fourth and fifth driver charged seperately,
- living/ kitchen/ sleeping equipment,
- full water tank and gas bottle(s),
- Standard Excess Insurance Cover R/N\$50.000/US\$3.572 excess,
- fold out maps.

### Camper is exclusive of

- Super cover with a security deposit of R/N\$5000,00/USD358

### Driver requirements

A valid B/EB or code 08 national or an international driver's licence in ENGLISH for vehicles less than 3500kg, is required. The minimum age permitted to rent is 25 years. A surcharge of ZAR1500-00 for any drivers under the age of 25 years old with a minimum age of 23 that has had a license for a minimum of 3 years. No maximum age will be applied.

### Deposit/credit card

The standard cover carries an excess of R/N\$55,000.00 / US\$3000,00 which is applicable in the event of any accident or damage to either our vehicle or third party property. This excess of R/N\$55,000.00 / US\$3000,00 is pre-authorized on the renter's Visa or MasterCard credit card at the time of collection. Funds will only be deducted from this amount, should the renter return the vehicle in a damaged condition or for any 3rd party damage. If no claims exist, this excess is released within 21-30 working days from date of return, by the renter's financial institution. Standard liability cover does not include repair to or replacement of tyres and windscreens.

**If LLR1 is chosen the liability/deposit is ZAR 27500, if LLR2 is chosen liability is zero and deposit is ZAR 5500.**

#### Or LLR1 if added:

A daily rate is charged per day as per your quotation/rental agreement detailed as LLR1 (Loss Liability Reduction) waiver. This waiver reduces your liability and is applicable to the vehicle and third-party property damage and includes the cost of replacing or repairing of 1 x windscreen/glass, 1x rim and 1 x tyre (Used tyres will only be covered up to 50% of the used price), refer to clause 8. Accidents for exclusions. A security deposit as per Annexure 2 is pre-authorised on the renter's Visa or MasterCard credit card at the time of collection. Funds will only be deducted from this amount, should the renter return the vehicle and/or equipment in a damaged condition or for any 3rd party damage. If no claims exist, this liability is released within 21-30 working days from date of return, by the renter's financial institution. The vehicle is to be returned to the agreed location, on the agreed date, in a clean condition and no items or equipment are lost or damaged. The security deposit is fully refunded within 21-30 working days, after date of return, should all the terms and conditions be adhered to. (This cover excludes loose equipment, fridge, rooftop tents and awnings)

#### Or LLR2 if added:

A daily rate is charged per day as per your quotation/rental agreement detailed as Super Cover/LLR2 (Loss Liability Reduction). This cover is a NO LIABILITY cover (as per Annexure 2) and is applicable to the vehicle and third-party property damage and includes the cost of replacing or repairing of windscreens, rims & tyres, radio theft and recovery costs, refer to clause 8. Accidents for exclusions Tyres are limited as follows:

- Rentals up to 14 days: 2 x Tyres Max.
- Rentals 15 days and Over: 4 x Tyres Max.
- Used tyres will only be covered up to 50% of the used purchase price.

Windscreens limited to 2 (two) per rental). A security deposit as per Annexure 2 is pre-authorised on the renter's Visa or MasterCard credit card at the time of collection to ensure that the vehicle is returned to the agreed location, on the agreed date, in a clean condition and no items or equipment are lost or damaged. The security deposit is fully refunded within 21-30 working days, after date of return, should all the terms and conditions be adhered to. (This cover excludes loose equipment, fridge, rooftop tents and awnings)

#### Minimum rental period

##### MINIMUM RENTAL DURATION AND COSTINGS

- When collecting from Johannesburg, Cape Town, Knysna, Windhoek, Maun and Kasane direct
  - o Maui Motorhomes and Britz Equipped 4x4s:
    - Minimum rental period – 3 days
    - Rentals for 3 to 4 days will include 300 kilometres free per day.
    - Rentals for 5 days and more will include unlimited kilometres.
  - o Britz Un-Equipped 4x4s and SUVs
    - Minimum rental period – 3 days, including unlimited kilometres
- Zambia: Livingstone, will carry a min rental period of 3 days, only if delivered from the Kasane branch – based on vehicle availability.
- Zimbabwe: Victoria Falls, will carry a min rental period of 3 days, only if delivered from the Kasane branch – based on vehicle availability.
- Maui Motorhome rentals are only permitted in South-Africa and Namibia
- Maui Motorhomes are only permitted to enter Namibia on request and subject to certain conditions – See clause 13 below



- 10 days for all vehicles when collecting from a secondary location (Durban, Port Elizabeth, East London, George, Nelspruit, Gaborone, Swakopmund, Walvis Bay).

- 15 days for all vehicles when collecting from additional locations (Maui vehicles not included outside of South Africa / Namibia)

- o Mozambique: Maputo, Vilanculous

#### Duration and Costing

- 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. A Rental day is not calculated on a 24hr cycle.

#### One-ways

For all one way hires please contact WorldWide Campers for more information.

#### Changes

If available reservations can always be ammended. It may have an extra charge, please contact Worldwide campers for more information

#### Cancellations

##### **The charge of the supplier is:**

31 days or longer before collection	no fee
30 days prior to pick up	25% of total charges
Between 29 days and 8 days before pick up	50% of total charges
Between 7 days and no show	100% of total charges

Cancellation 7 days before collection is treated the same as a No-Show and full value of rental is payable immediately: IE 100% cancellation fee.

##### **The charge of Worldwide campers is:**

Between booking and 15 days before pick up	50 euro
Between 14 days and day of pick up	100 euro

#### Transfers

For information about transfers, please contact Worldwide campers

#### Picking up the vehicle

Rental pick ups are Monday till Friday from 8am till 4.00pm, and Saturday 8am till 1pm. Saturday and Sunday pick up is with an extra surcharge. Vehicle handover can take approx. 2-3 hours for equipped vehicles and 15-20 minutes un-equipped vehicles, depending on the questions asked and client feedback. This involves a thorough explanation and demonstration of the vehicle and its equipment where relevant. Kindly note that signing the vehicle condition report is an acceptance of the condition of the vehicle. THRSA must be notified within the first 24 hours of collection should the

renter experience any glitches, problems, malfunctions or discomfort (clutch damage within the first 3 days of collection). 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 date will not be credited. An after- hours fee of ZAR550-00 shall be charged on public holidays and Sundays.

### Dropping off the vehicle

Rental pick ups are Monday till Friday from 8am till 4.00pm, and Saturday 8am till 12pm. Saturday and Sunday drop off is with an extra surcharge. Late returns will be charged on a per day basis. When returning the vehicle, please set aside one hour for the vehicle and equipment to be checked on equipped vehicles and motorhomes and 10-15 minutes on unequipped vehicles. Although we request that the vehicle be returned with a full fuel tank, as a courtesy to the next renter our representatives will take the vehicle to our refuelling station to ensure that the vehicle is full. Should top-ups be required, the fuel amount will be deducted from the renter's nominated credit card. Vehicles must be returned clean (interior, exterior and equipment), in order for the vehicle check in to be done. Vehicles returned excessively dirty will be charged a cleaning fee of ZAR1,500.00. Toilet cassette in the motorhomes must be emptied and cleaned or a cleaning fee of ZAR1,500-00 will be charged. 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 per calendar day. Rental days lost due to the vehicle being returned before the agreed return date will not be credited.

- ◆ The company reserves the right to charge for fuel on vehicles that are not returned full, a 3-litre allowance for vehicle movement will be given.
- ◆ The company reserves the right to charge a cleaning fee of ZAR1,500-00 in the event that the rental vehicle is returned in an extremely dirty condition. The company at its sole discretion reserves the right to determine whether a vehicle is extremely dirty in a true and fair manner. An extremely dirty rental vehicle will include but not limited to when the rental vehicle/s possible damages cannot be assessed properly.
- ◆ The renter knows and understands that no smoking in the rental vehicles is allowed, and that a fee of ZAR3,500-00 will be charged to remove any fumes or smells and/or burn marks on the interior of vehicle caused by smoking in the rental vehicle.

### Vehicle size

If, for reasons beyond our control, the reserved vehicle is not available, THRSA reserves the right to substitute a larger 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 or claim against THRSA. **(For example where a 2 berth motorhome is substituted with a 4 berth motorhome, this is not construed as a breach)**

### Breakdown assistance and repair reimbursement

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:** All accidents must be reported to THRSA (THRSA Call Assist +27 11 230 5137 / +27 84 250 4937), and by law, to the Local Police within 24 hours. An AR (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 details when applicable. These can be recorded on the reverse side of the rental pack envelope supplied to you on collection. We also suggest that you take a photograph of the driver's licences of the persons involved and of the license disc displayed on the windscreen of the 3<sup>rd</sup> party vehicle. An accident report which is provided in the RENTAL PACK, must also be completed. These documents and records of evidence will be submitted to THRSA in order to process the incident.

**The vehicle:** The renter is responsible for the recovery of the damaged vehicle to the original rental branch depending on the liability cover option taken. A replacement vehicle will only be dispatched once payment of all damages / recovery costs to the first vehicle is made, if applicable. THRSA reserves the right to withhold a replacement vehicle; this does not entitle the client to any claims against THRSA. If the renter requires a replacement vehicle to be delivered, charges will be levied if applicable, according to the liability cover option taken on the rental. If the renter is not granted a replacement vehicle, no refunds for early termination of the contract will be considered. 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 standard cover liability deposit pre-authorisation on the nominated credit card. LLR1 (Loss Liability Reduction) or Super Cover / LLR2 (Loss Liability Reduction) is not available on a replacement vehicle. (Irrespective of which party is at fault)

The original receipts must be submitted to your return branch when claiming against your LLR1 (Loss Liability Reduction) or Super Cover/LLR2 (Loss Liability Reduction), where a once off admin fee of ZAR1500.00 will be levied for this claim

**Exceptions & Conditions: [Liability Options, Standard Cover, LLR1 (Loss Liability Reduction) and Super Cover/LLR2 (Loss Liability Reduction)]**

***THRSA is not responsible for any damage or theft to items of personal nature. Travel and personal insurance is highly recommended. Exclusions of all cover options:***

The renter is fully liable for any damage to the THRSA vehicle or third party property if:

- Any terms of the rental contract is breached;
- Damages are sustained whilst the renter/driver is in violation of any traffic laws or ordinances;
- 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
  - Driving over the speed limits as outlined in this document
  - Not adhering to the vehicle height restrictions; (the height of the overhead obstacle must have a clearance of more than 3.5m for the Maui Motorhomes)
- Overhead damage is covered, except for damage to the roof top mounted air-cooling system (A/C), awnings, air vents and the lutton on the 6-berth motorhome (M6B). Renters are reminded that the motorhomes are high. Caution needs to be taken when driving under branches, bridges, through archways or any overhead obstructions. (the height of the overhead obstacle must have a clearance of more than 3.5m)
- Related to water submersion or salt water damage:
  - A vehicle may not go through water.
  - The vehicle was driven in a country in which written approval was not obtained from THRSA;
  - Damage is incurred due to incorrect use of the hand brake;
  - The damage to the clutch after 3 days of commencement of the rental. The customer is then

liable for:

- The cost of the clutch kit which is ZAR24,500.00 including VAT and installation;
- Roll-overs are not covered in any liability cover options. A roll over is defined as a vehicle sustaining all types of damage due to it not being on all 4 wheels; (the vehicle being on its side is construed as a roll over);
- The incorrect fuel is pumped into the fuel tank and/or fuel in the water tank will incur a ZAR20,000.00 cost. THRSA advises that should this occur, the vehicle is to remain turned off and not started under any circumstances. This reduces the damage caused;
- Undercarriage damages by means of any and all damages including but not limited to the side sills, prop shaft, side shaft, front and rear diff and exhaust system.
- Loose equipment, steps, roof vents, air-cooling system (A/C) and awning where applicable.
- The renter is responsible for any damages or accidents that THRSA 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 renter is responsible for the repairing of flat or punctured tyres. The driver should not exceed the road traffic ordinance. For your safety, THRSA recommends a **maximum** speed of 120km/h on tarred roads, and 60km/h on gravel/sealed or corrugated roads, and 40km/h in National Parks. Tyres get hot and pressures increase at higher speeds. Tyres are then susceptible to damage especially on uneven surfaces. When replacing a tyre, please ensure that it is a new tyre of the same brand, size and that it has a ply rating of 4mm or more. Reconditioned, second hand or re-treaded tyres are NOT acceptable. The renter is required to check the tyre pressure when the tyres are cold (i.e. not after travelling for more than 10km), at regular intervals. All tyres should be checked, including spares. The company's minimum tread requirement is 4mm which is within the South African Road Ordinance limits of 4mm.

### Travel restrictions

**Motorhomes** can only be driven on sealed/tarred, bitumen and gravel roads in SOUTH AFRICA, ESWATINI (SWAZILAND) and LESOTHO. THRSA will allow **Motorhomes** to travel into Namibia with a once-off surcharge fee of ZAR5000.00. **Motorhomes** can only be driven on sealed/tarred roads in Namibia (**Motorhomes** can only be driven on gravel roads in order to reach your campsites). **Tyres, rims, windscreens and glass will not be covered on Motorhomes in Namibia, irrespective of waiver option taken.** **4x4 Equipped vehicles** are allowed to be driven on public bitumen/tar roads or gravel roads as well as on public recognized 4x4 tracks in Botswana, Mozambique (Up to Vilanculos only), Namibia (THRSA does not allow dune driving with their vehicles), South Africa, Zambia (up to Livingstone only) and Zimbabwe (up to Harare). THRSA does not allow our vehicles to enter the following countries under any circumstances: Kenya, Angola, Malawi or Tanzania. Any locations north of the permitted locations are not allowed. For your own safety - It is highly recommended to avoid driving before sunrise and after sunset

### Parking/Traffic Violations

The renter is liable for all fines and penalties incurred during the rental period plus an administration fee of ZAR1500.00 for each infringement or penalty notice that has been redirected by THRSA to the renter. **Fire Extinguishers** – A fire extinguisher may only be used in the event of a fire within the vehicle, fire extinguishers used for any other purpose/where the seal is broken a ZAR1500.00 will be levied.

### Pets and animals



Pets are not allowed inside the Maui vehicles

Smoking

Smoking is not allowed inside the Maui vehicles