



TERMS AND CONDITIONS FOR MOTORHOMES

DIRECTS - MOTORHOME RENTALS (SOUTH AFRICA & NAMIBIA)

ISSUED BY: TOURISM HOLDINGS RENTAL SOUTH AFRICA (PTY) LTD referred herein as: "THRSA"
EFFECTIVE 01 NOVEMBER 2015 - 31 OCTOBER 2016

DAILY RENTAL Rates include:

- 14% VAT (Value Added Tax) in South Africa and 15% in Namibia
- Standard Excess Insurance Cover R/N\$45 000 excess
- Credit Card Fees
- Unlimited kilometres
- Living, kitchen & sleeping equipment
- Full water tank and gas bottle(s)
- Emergency Support
- Fold Out Maps on request
- Airport / Hotel Transfers (Within 25kms from depots)
- 2 Drivers
- Fitted Refrigerator/gas burner/Microwave + other appliance applicable on the equipment sheet
- Spare wheel & tyre

DAILY RENTAL Rates exclude:

- Excess Reduction Options – options are listed further in this document
- Fuel costs
- Camping site and any other park fees or tariffs
- Other fees levied including but not limited to (these are all outlined in this document):
 - One-way fees
 - Relocation fees
 - Contract fees
 - Over-border fees
 - Levies and other fees such as visas and the like
 - Optional Extras
 - Shuttles / Transport more than 25km radius from our Depots
 - Deposits / Excesses / Damages
 - Traffic fines
 - Toll Fees
 - Etc...

Minimum Rental Duration and Costings

Minimum rental period: 7 days. Vehicle rentals are calculated on a per calendar day basis, i.e. day of collection or return is always counted as a full day irrespective of what time it is collected or returned. A Rental day is not calculated on a 24hr cycle.

Rental Locations (Vehicle collection & return)

Locations: South Africa: Johannesburg, Cape Town
Namibia: Windhoek

*Alternatives: South Africa: Durban, East London, Port Elizabeth, George
Namibia: Swakopmund, Walvisbay

*These destinations are the norm, but others are considered on request. These destinations also attract a collection/return fee.

Long-term Rental discounts:

Rentals over 50-74 days 5% Discount on 28-49 Day Rate.
 Rentals over 75-99 days 10% Discount on 28-49 Day Rate.
 Rentals over 100+ days 15% Discount on 28-49 Day Rate.

Office Hours:**(At our Johannesburg, Cape Town & Windhoek Depots)**

Monday to Friday:	08:00 – 16:30
Saturday:	08:00 – 13:00
Christmas Day:	CLOSED

Charged Hours:

Saturday 13:00 – 16:00, Sunday and Public Holidays 08:00 – 16:00

R500 Surcharge per collection or return
 (Late returns will be charged on a per day basis)

Vehicle Collection

Vehicle collection 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.

Please note: Should there be any problems with the vehicle whilst in your care, please advise THR SA within 24 hours, we will not be held liable for or compensate for any time lost if the problem is only reported to us on drop off.

Vehicle Return

When returning the vehicle, an hour should be set aside in order for vehicle / equipment to be checked. All vehicles must be returned with a full fuel tank. Refuelling at our depot will be charged at R2,00 on top of the current fuel rate. Vehicles should be returned clean, in order for the vehicle check in to be done. An excessively dirty vehicle will be charged a cleaning fee of R1000.00 for settlement by the renter. Toilet Cassette in the motorhomes should be emptied and returned clean, or a R1000.00 cleaning fee shall be payable.

One Way Rental Fee

SOUTH AFRICA	JHB	DBN	EL	PLZ	CPT	GEORGE	WDH
SOUTH AFRICA							
Johannesburg		3500	3500	3500	3500	3500	4500
Durban	3500	3500	3500	3500	3500	3500	4500
East London	3500	3500	3500	3500	3500	3500	4500
Port Elizabeth	3500	3500	3500	3500	3500	3500	4500
Cape Town	3500	3500	3500	3500		3500	4500
George	3500	3500	3500	3500	3500	3500	4500
NAMIBIA							
Windhoek	4500	4500	4500	4500	4500	4500	
Swakopmund							3500
Walvis Bay							3500

*All fees are once off, i.e. Pick Up and drop off Port Elizabeth R3500.00 once off.

*Excludes any border documentation that client needs to purchase at applicable border of entry.

*Excludes vehicle Cross Border documentation - Fee of R500.00 per rental contract. Please note that cross border documentation needs to be requested from THR 7 days BEFORE date of collection. Please ensure that all travel documentation is received by THR SA with this request (Copies of passport and driver's licenses of the two drivers, as well as passports of the passengers).

*Vehicles that are delivered to locations other than a THR SA depot will not be handed over with a full tank.

Licence and Minimum Age

A valid national or International driver licence is required. The minimum age is 21 years-max. 85 years. A Handling Fee of R250.00 shall be charged on all traffic fines issued during the rental period.

eToll Policy

A mandatory R150 is applicable for all vehicle collections and returns in Johannesburg, in order to cover eToll fees levied.

WAIVER COVER OPTIONS

PLEASE NOTE THAT SINGLE VEHICLE ACCIDENTS ARE INCLUDED IN ALL WAIVER OPTIONS (EXCEPT ROLL OVERS). APPLICABLE EXCESSES SHALL APPLY.

Standard Excess Policy

A standard excess of R/N\$45,000.00 applies in the event of any damage to either our vehicle or third party property. The renter will also be fully liable for replacing or repairing damaged windscreens and tyres. A security bond of R/N\$45,000.00 will be taken on vehicle collection. The security bond can be paid by credit card. Should the bond be paid by credit card the amount will be blocked/placed on hold and will be returned subject to the return of the vehicle to the agreed location, on the agreed date, with no damage incurred to the THR SA vehicle or third party property and the toilet cassette has been emptied and no equipment or items are lost or damaged. THR SA is not responsible for any currency fluctuations that may occur in the above transaction.

THR SA offers the following option to reduce or waive the Standard Excess:

Excess Reduction 2

A daily rate is charged per day as per your quotation/rental agreement detailed as CER2. This cover is a NO EXCESS cover and is applicable to the vehicle and third party property damage and includes the cost of replacing or repairing of windscreens and tyres (in South Africa, Lesotho and Swaziland), radio theft and recovery costs. Super cover does not include repair to or replacement of tyres and windscreens for vehicles travelling to or through Namibia. A security deposit of R/N\$ 2,500.00 is pre-authorized 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 are lost or damaged. This security deposit is fully refunded within 21-30 working days, after date of return, should all the terms and conditions be adhered to.

HANDLING FEE

A handling fee of R500.00 is charged on all claims irrespective of the waiver option taken.

EQUIPMENT

All vehicles are supplied with equipment (unless otherwise agreed upon). Our waiver options do not cover any equipment supplied to you. Any loss or damage to the equipment including items such as fridges, air conditioners, compressors, tents etc. will be charged to your credit card.

IMPORTANT:

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

- ◆ The terms of the rental contract are breached;
- ◆ Damages sustained whilst the renter/driver is in breach of any traffic laws or ordinances;
- ◆ Damage to the vehicle which is caused by careless, wilful or reckless driving;
- ◆ Driving under the influence of alcohol or drugs;
- ◆ Driving on restricted roads;
- ◆ Water submersion or salt water damage;

- ◆ The vehicle was driven in a country in which written approval was not obtained from THR;
- ◆ Incorrect use of diff locks and/or transfer cases, i.e. driving on tar roads with diffs engaged;
- ◆ A vehicle may not go through water higher than 30cm in depth.

Please Note: A replacement vehicle will only be dispatched once payment of all damages / recovery costs to the first vehicle, is made and received by THR. THR SA reserves the right to withhold a replacement vehicle; this does not entitle the client to any claims against THR SA.

Accidents

By law all accidents must be reported to the Local Police as well as the title holder of the vehicle – being THRSA, within 24 hours. Failing to report accidents may void all excess reduction and the Renter becomes fully liable for all costs.

- ◆ If the renter requires a replacement vehicle to be delivered, then these charges will be for the renter's account.
- ◆ The renter is responsible for the recovery of the damaged vehicle to the original rental branch depending on the waiver option taken.
- ◆ If the renter is unable to take a replacement vehicle, no refunds for early termination of the contract will be considered.
- ◆ Should the renter continue with a replacement vehicle, then a new rental contract and waiver option will apply.
- ◆ Should a replacement be needed due to a fault of THR SA, we will replace the vehicle within 24 hours in South Africa and 48 hrs outside of South Africa.

Road Restrictions

Motorhomes can be driven on sealed, bitumen and gravel roads in SOUTH AFRICA, SWAZILAND, LESOTHO and NAMIBIA only. In the case of group Motorhome tours, THR SA will consider confirming the booking by pre-approving the route on which these vehicles shall be driven. **Special permission is required from THR SA for travelling further than the areas mentioned and for use in other countries.** If permission is granted by THR SA a disclaimer document needs to be signed by the client on collection of the vehicle. No Entry will be permitted or considered into Angola, Malawi or Tanzania. A once off cross border fee of R500.00 applies for cross border documentation into Lesotho, Namibia and Swaziland.

Repairs

Repairs of up to R 1,000.00 may be conducted without authorisation and will be reimbursed on return of the vehicle, provided that proof of payment and receipts are submitted. Amounts above R 1,000.00 require approval from THR SA on-road assistance. Should a call out fee be charged to replace a tyre, approval must be obtained from your collection branch before repairs commence.

Tyres

The renter is responsible for the repairing of flat or punctured tyres. The renter should not exceed a speed of 100km/h on public bitumen/tar roads; and 40km/h on public gravel roads. When replacing a tyre, please ensure that it is of the same brand, size and ply rating, as well as pattern, as that of the other tyre on the same axel. Retread or reconditioned tyres are NOT acceptable. The renter is required to check the tyre pressure, including the spare tyre at regular intervals, to be in line with the prescribed tyre pressures of the vehicle.

Tracking

All THR SA and NA vehicles have a tracking device installed in them. Tracking will be monitored in all Southern Africa destinations allowed by THR SA.

Infringements

The renter is liable for all fines and penalties in relation to the driver's use of the vehicle or the vehicle itself incurred during the rental period plus an administration fee of ZAR250 for each infringement or penalty notice that has been redirected by THR SA to the renter.

Cancellation Fees

Fees in Percentage of Gross Rates if:

25 days before pick-up	= No fee
24 days to 7 days before pick-up	= 25%
Less than 7 days	= 50%
No Show	No Refund
If vehicle is returned early or collected late	No Refund

Multiple Rentals - Minimum of 11 days per Country

Multiple rentals can be combined to qualify for a longer term rental rate. South African, Australian and New Zealand rentals can be combined to qualify if travel is within a 12 month period.

Additional Equipment and charges

To be booked at time of reservation and payable on vehicle collection.

ITEMS	CHARGE
Baby / Child Seat	R 200.00 per rental
Contract Fee	R 100.00 per rental
Border Documentation	R 500.00 per rental
Additional Driver	R 200.00 per rental after 2 drivers
Weekend Surcharge	R 500.00 per pick up
E Toll / Admin Fee	R 150.00 per rental
GPS	R 50.00 per day to a maximum of R750.00

Change of Vehicle

If, for reasons beyond our control, the reserved vehicle is not available, we reserve the right to substitute a comparable or superior vehicle at no extra cost to the client. This shall not constitute a breach of contract and does not entitle the renter to any form of refund.

Taxes

All charges include 14% VAT in South Africa and 15% in Namibia. All rates and conditions are subject to change in accordance with changes in government taxes.

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

Please Note:

Rates and conditions may be subject to change. Whilst including the same facilities, some motorhomes may have different layouts to those shown. All measurements and volumes shown are approximate. The information provided is subject to change without notice.

Johannesburg 19 October 2015