

Welcome Letter



VEHICLE COLLECTION / RETURN

Monday to Sunday between 08:00 and 16:00. Collection of vehicle takes between 2-3 hours. This involves a thorough explanation and demonstration of the vehicle and its equipment. At return, please make allowance for 1 hour, in order for vehicle/equipment to be checked. Vehicle must be returned with a full fuel tank. Refuelling at our depot will be charged at ZAR/N\$1.50 per litre above the current price of fuel. Vehicles should be returned clean, an excessively dirty vehicle will be charged a cleaning fee of ZAR/N\$ 500.00.

TRANSFERS

Transfers to and from International Airports can be provided/arranged by S4x4H.

PERMITTED AREAS OF TRAVEL

4WD campers are allowed to be driven on public bitumen/tar roads as well as on public recognised 4x4 tracks in South Africa, Namibia, Botswana, Mozambique (up to Vilanculos), Lesotho, Swaziland, Zambia (up to Lusaka), Malawi (up to Lilongwe) and Zimbabwe. Special permission is required from S4x4H for full off road use and for use in other countries. A once-off cross border fee of ZAR/N\$ 500.00 may apply for cross border documentation into the above-mentioned.

ONE-WAY RENTALS

For all one-way hires a one-way fee is applicable (confirm these fees when booking your rental prior to departure). If you wish to change the drop-off destination after the rental has commenced, you must first obtain permission from S4x4H. Subject to the change being approved, an amendment fee of ZAR/N\$ 1 000.00 will be charged in addition to the applicable one-way fee.

RENTAL CALCULATION

The day of the pick-up will be the first day of rental calculated on a daily basis (irrespective of the time). Should the vehicle be brought back earlier, there is no refund due for days not used.

DRIVER'S LICENCE/MINIMUM AGE

Drivers will need a valid driver's licence from their country; we do however prefer an International Driver's Licence. The minimum age of the driver is 21. Only authorised/nominated drivers may drive the vehicle. A Handling Fee of R250.00 shall be charged on all traffic fines.

REPAIRS TO VEHICLES AND/OR EQUIPMENT

Although we run late models, it may happen that small repairs may be necessary whilst in your possession. Repairs up to ZAR/N\$ 1000.00 may be carried out without our authorisation. Receipt and invoices are to be submitted. Repairs exceeding ZAR/N\$ 1000.00 need our approval. In the event of a breakdown or equipment failure, please contact S4x4H as soon as possible. We will not be held liable for any time lost if the problem is only reported to S4x4H on drop-off.

CHANGE OF VEHICLE

We reserve the right to substitute a comparable or superior vehicle at no extra cost in some circumstances. Please note that this shall not entitle the customer to any refund.

TYRES

The renter is responsible for the repairing of flat or punctured tyres. Check tyre pressures regularly. Don't exceed a speed of 100km/h, as the tyres get too hot. Tyre replacement costs will only be reimbursed if the manufacturer accepts a warranty claim on the faulty tyre. 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 plugged tyres are NOT acceptable.

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ACCIDENTS

Please note that not all South Africa vehicles are insured and it is also not compulsory to be insured against 3rd party property. It is therefore at times impossible to recover money from these drivers, even through the South African legal system. **YOU MUST NOT ADMIT LIABILITY TO OTHER PARTIES OR MAKE ANY OFFER OF SETTLEMENT.** Most accidents occur for the following reasons: Driving too fast; and driving on the incorrect side of the road. Neither of these offences are covered by our waiver options. The waiver excess is applicable regardless of who is at fault, and will be charged for immediately. In the event of us recovering the cost of the damages from the 3rd party, this excess will be fully refunded to you. (Please note that this can take up to two years). Our damage costs are established by a quotation of repair from our Panel Beater, and substantiated by a report from a duly accredited Loss Assessor. Personal injury is covered by the Government 3rd Party Scheme. However, cover is limited and S4x4H strongly recommends that you take out your own personal insurance.

SAFETY

We strongly recommend that night driving is avoided as wandering animals often stray onto the roads. Utilise chauffeured day tours to visit inland cities. All personal items such as cameras, monies, passports etc., should not be left in the vehicle unattended. The Renter is responsible for personal insurance.

CREDIT CARD PAYMENTS

If a credit card is presented, the credit card holder will be jointly and severally liable as a customer. We may use the credit card details for payment of any amount due under the Rental Agreement. All credit card transactions are conducted in South African Rands (ZAR). Due to the exchange fluctuations, the amount refunded on return of the vehicle may vary from that initially debited against the credit card or travellers cheques. S4x4H accepts no liability for these variances and accepts no claims for payments of variances.

WAIVER OPTIONS (CDW)

Standard Excess Policy: All S4x4H vehicles come with a standard excess of between ZAR/N\$ 15 000.00 and ZAR/N\$ 30 000.00 (depending the vehicle model and if equipped or not), this applies in the event of any damage to either our vehicle or 3rd party property. The Renter will also be fully liable for replacing or repairing damaged windscreens and tyres. A security bond of between ZAR/N\$ 15 000.00 and ZAR/N\$ 30 000.00 (depending the vehicle model and if equipped or not) will be taken on vehicle collection. The security bond is payable by credit card. S4x4H offer the following two (2) options to reduce or waive the above Standard Excess:

Excess Reduction 1/CDW1:

ZAR/N\$ 150.00 per day will reduce the excess for collision damage only to either vehicle or 3rd party property to (see CDW Schedule). The Renter, however, will be fully liable for replacing or repairing damaged windscreens, radio theft, recovery costs, replacement costs and tyres. The bond is paid by credit card.

Excess Reduction 2/CDW2:

ZAR/N\$ 250.00 per day will waive the excess for any vehicle and 3rd party property damage i.t.o. collision damage only to (see CDW Schedule). The Renter, however, will be fully liable for replacing or repairing damaged windscreens, radio theft, recovery costs, replacement costs and tyres. The bond is paid by credit card.

PLEASE NOTE:

- On all Waiver options, the security bond is payable by credit card and will be authorised with the bank, and will not be available until the return of the vehicle to the agreed location, on the agreed date, with no damage incurred to the S4x4H vehicle or 3rd party property and no items are lost or damaged;
- Single Vehicle Accident is included in all Waiver options, applicable excess shall apply;

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- A handling fee of ZAR 1 500.00 is charged on all accident damages irrespective of the insurance option taken.

IMPORTANT:

The Renter is fully liable for any damage to the S4x4H vehicle or 3rd 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;
- Damages to the vehicle which is caused by careless, wilful, abusive, negligent 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 S4x4H;
- Damage / Abuse to the clutch;
- Damage to undercarriage;
- Damaging the gearbox due to incorrect use of the clutch/handbrake;
- Incorrect use of diff locks and/or transfer cases, i.e. driving on tar roads with electronics diffs engaged.
- Dents, scratches, stains + other: see T&C's

I hereby certify that I have read and understood the information contained in this document.

RENTERS' Signature		On behalf of S4x4H	
Signed At		DATE	

A. SPEEDING - THE REGULATION OF SPEED LIMITS

Please consider the conditions of the road you drive on. It is much more difficult to control a vehicle on unsealed roads.

S4x4H strongly recommends that night driving is avoided as wandering animals often stray onto the roads.

The recommended speed limit is as follows:

- Sealed roads - 100km
- Unsealed/gravel - 60km

S4x4H recommends that the above speed limits are maintained by the customer; however S4x4H allows an allowance of 10% above the regulated speed limit. If the customer exceeds the designated allowance, this is deemed as negligence and all waivers become null and void. In the event of an accident and the vehicle is not driveable, the customer will be liable for the replacement value of the companies' vehicle, irrespective of fault.

The allowance of 10% above the speed limit is determined as per the following:

- Speed of 60km: allowance up to 66km
- Speed of 80km: allowance up to 88km
- Speed of 100km: allowance up to 110km
- Speed of 120km: allowance up to 133km

B. RULES OF UTILISATION OF THE CLUTCH

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On handover, the vehicle goes through a mechanical check, which includes a full inspection of the clutch. Whilst driving, should you detect the clutch plate is slipping, stop driving and report it to S4x4H immediately. To avoid damaging the vehicle any further, the customer should remain on-site and await assistance from S4x4H. At the discretion of an authorised service agent, it would be ascertained as to whether the failure is a result of normal wear or clutch abuse.

S4x4H allows an allowance of up to 24 Hours where the costs are the responsibility of S4x4H. After 24 Hours it is deemed as negligence and the customer is liable for the repairs of the damaged part and recovery of the vehicle.

In the event of abuse, the following rates would apply:

- The cost of the clutch kit is from ZAR/N\$ 7 500.00 (incl. of Vat) on a Diesel 4x4 (excl. of Vat);
- The cost for replacing the clutch (labour of min. 8 hours) if ZAR/N\$ 3 600.00 (excl. of Vat) on the 4x4 (diesel);

A replacement vehicle will only be dispatched once payment of all damages/recovery (towing) costs to the first vehicle is made. S4x4H reserves the right to withhold a replacement vehicle; this does not entitle the client to any claims against S4x4H. Replacement costs are for the Hirers' account. There will be no reimbursement to the Hirer for lost days or accommodation.

The following recovery/replacement rates would apply:

- Within South Africa R8.00 per km;
- Outside South Africa R15.00 per km;

Should a replacement be needed due to a fault on S4x4H's side, we will replace the vehicle within 48 hrs in South Africa and 72 hours outside of South Africa (as far as Windhoek, Maun/Kasane, Victoria Falls, Livingstone and Harare). Expect more time if the client is as far as Swakopmund, Outjo, Lusaka, Vilanculos, Lilongwe and/or further north).

C. RULES IN RESPECT OF WATER DAMAGE

Water damage to the vehicle and its equipment is deemed as negligence on part of the Hirer and repair/damages and recovery of the vehicle will be for the Hirer's account. A replacement vehicle will only be dispatched once payment of all damages/recovery costs (towing) to the first vehicle is made. S4x4H reserves the right to withhold a replacement vehicle; this does not entitle the client to any claims against S4x4H. Replacement costs are for the Hirer's account. There will be no reimbursement to the Hirer for lost days or accommodation.

The following recovery/replacement rates would apply:

- Within South Africa R8.00 per km
- Outside South Africa R15.00 per km

Water damage includes damage to the following:

- Engine and Electrical system
- Interior of vehicle
- Transmission and Undercarriage
- Drawer system
- Camping equipment

If a replacement vehicle has been agreed to be given to the customer by S4x4H, it will be replaced within 48 hours in South Africa and 72 hours outside of South Africa (as far as Windhoek, Maun/Kasane, Victoria Falls, Livingstone and Harare). Expect more time if the client is as far as Swakopmund, Outjo, Lusaka, Vilanculos, Lilongwe and/or further north).

D. RULES IN RESPECT OF UNDERCARRIAGE DAMAGE

Undercarriage damage to the vehicle is deemed as negligence on part of the Hirer and repair/damages and recovery of the vehicle will be for the Hirer's account.

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Under carriage damage includes damage to the following:

- Side Sills
- Engine and transmission including clutch & gearbox
- Prop shaft
- Side shaft
- CV Joints
- Diff (front and rear)
- ABS system incl. the ABS sensors and Traction Control
- ECU
- Exhaust system
- Torsion bars
- Leaf springs
- Stone guards
- Bottom spare tyre/hanger

A replacement vehicle will only be dispatched once payment of all damages/recovery costs (towing) to the first vehicle is made. S4x4H reserves the right to withhold a replacement vehicle; this does not entitle the client to any claims against S4x4H. Replacement costs are for the Hirer's account. There will be no reimbursement to the Hirer for lost days or accommodation.

The following recovery/replacement rates would apply:

- Within South Africa R8.00 per km
- Outside South Africa R15.00 per km

If a replacement vehicle has been agreed to be given to the customer by S4x4H, it will be replaced with 48 hours in South Africa and 72 hours outside of South Africa (as far as Windhoek, Maun/Kasane, Victoria Falls, Livingstone and Harare). Expect more time if the client is as far as Swakopmund, Outjo, Lusaka, Vilanculos, Lilongwe and/or further north).

E. RULES IN RESPECT OF MINOR FAULTS/BREAKAGES/MALFUNCTIONS/QUALITY OF EQUIPMENT

Although our equipment is well maintained, it may happen that malfunctions occur and that repairs/services/replacements may be necessary whilst in your possession. Repairs/services/replacements/additions up to ZAR/N\$ 1 000.00 may be carried out without our authorisation. Receipts and invoices are to be submitted. Repairs/replacements exceeding ZAR/N\$ 1 000.00 need our approval. In the event of equipment failure/non-satisfaction with the quality, please contact S4x4H as soon as possible. We will not be held liable for any time lost/dissatisfaction if the problem is only reported to S4x4H on drop-off/return. The above will also not constitute a cancellation of the rental and/or early return of the vehicle. Abandonment of the vehicle constitutes a breach of contract and the client will be fully liable for all the costs involved to recover the vehicle.

I hereby certify that I have read and understood the information contained in this document and I am fully aware, should the above-mentioned transgressions occur, I am fully liable for all damages and recovery (towing)/replacement costs involved.

RENTERS Signature	On Behalf of S4x4H	Signed At	DATE