



## RENTAL CONDITIONS KEA SOUTHERN AFRICA

### Camper rate includes:

14% VAT (Value Added Tax) in South Africa and 15% in Namibia, Standard Excess Insurance Cover R/N\$45 000 excess (KEA EZ 2 R/N\$22 500), Administration and Credit Card Fees, Unlimited kilometers, Extra driver fee, All living, kitchen & sleeping equipment, Full water tank and gas bottle(s), Vehicle cleaning & grooming fee, Nationwide 24/7 road side assistance & phone help-line, Fold Out Maps on applicable Southern Africa country visiting, with list of Caravan Parks in Southern Africa and free transfers between depot and Airport or City Hotel (within 25km radius to depot) at pick-up and drop-off.

### Camper rate is exclusive of:

Rates exclude one-way fees and all Liability Reduction Options and Extras.

### Deposit/Credit card

A security bond of R/N\$45,000 will be taken on vehicle collection. The security bond can be paid by traveller's cheque or credit card. Should the bond be paid by credit card the amount will be authorized 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 KEA Campers vehicle or third party property and the toilet cassette has been emptied and no items are lost or damaged.

### Cancellations

25 days before pick-up	No fee
24 days to 7 days before pick-up	25% costs
Less than 7 days prior to pick-up	50% costs
No Show	100% costs
If vehicle is returned early or collected late	No refund

### Standard Liability

All KEA Campers vehicles come with comprehensive insurance cover. 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 tires. A security bond of R/N\$45,000.00 will be taken on vehicle collection. The security bond can be paid by traveller's cheque or credit card. Should the bond be paid by credit card the amount will be authorized 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 KEA Campers vehicle or third party property and the toilet cassette has been emptied and no items are lost or damaged.

### Exchange Rate / Currency Variations

All credit card transactions are conducted in South African Rand. Due to exchange rate fluctuations there could be some variance in any amount refunded compared to the amount initially charged. No liability is accepted for any variance in this regard.

If a credit card is presented as payment not in the name of the hirer, the credit card holder will be jointly and severally liable as the hirer.

### **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.

### **Driver requirements**

A valid national driver license is required. Non-English language national driving licenses must be presented in conjunction with an official translation or valid international drivers license. The minimum age is 21 years - max. 85 years. A Handling Fee of R/N\$250.00 shall be charged on all traffic fines.

### **Minimum rental period**

Minimum rental period: 7 days. 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.

### **One-ways**

For all one-way hires within South Africa (JHB & CPT) a one-way fee of R/N\$ 3,500.00 is applicable. A one-way fee of R/N\$4,500.00 applies for all cross border one-way hires (to Namibia - Windhoek and reverse). A one-way fee of R/N\$ 5,000.00 applies for cross border one-way hires to Maun – Botswana and reverse.

### **Transfers**

Free transfers between depot and Airport or City Hotel (within 25km radius to depot) at pick up and drop off.

### **Picking up the vehicle**

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 KEA within 24 hours, we will not be held liable or compensate for any time lost if the problem is only reported to us on drop off.

### **Returning the vehicle**

When bringing the vehicle back, an hour should be set aside in order for vehicle / equipment to be checked. All vehicles must be returned with a full fuel tank. Refueling at our depot will be charged at ZAR/N\$ 2.00 per liter above the current price of fuel. 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 R/N\$1000.00. Toilet Cassette and Waste Water tank in the motor homes should be emptied and returned clean, or a R/N\$1000.00 cleaning fee shall be charged.

### **Vehicle Changes**

If, for reasons beyond our control, the reserved vehicle is not available, KEA reserves 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. A new contract with standard CDW will apply when a vehicle is replaced. (Except on a break down)

### **Additional Products:**

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

Umbrella = R/N\$ 200 per hire

Baby / Child Seat = R/N\$ 200 per hire

### Travel Restrictions

**Campers/Motorhomes** can only be driven on sealed, bitumen and gravel roads in SOUTH AFRICA only. In the case of group tours with Campervans & Motorhomes KEA will consider confirming the booking by pre approving the route in which these vehicles shall be driven. **4WD Campers** are allowed to be driven on public bitumen / tar roads as well as on public recognized 4x4 tracks in Botswana, Mozambique (Up to Vilanculous only), Namibia, South Africa, Zambia (Up to Livingstone only) and Zimbabwe (Up to Harare only). **Special permission is required from KEA Campers for traveling further than the areas mentioned and for use in other countries.** If permission is granted by KEA Campers, a disclaimer document needs to be signed by the client on pick-up of his vehicle. No Entry allowed into Malawi and Tanzania. A one off cross border fee of R500.00 applies for cross border documentation into Botswana, Lesotho, Mozambique, Namibia, Zambia, Zimbabwe and Swaziland.

### Repairs

Repairs of up to R/N\$ 1,000.00 may be affected without authorization and will be reimbursed. Amounts above R/N\$ 1,000.00 require approval from KEA on-road assistance.

### Accidents

By law all accidents must be reported to KEA Campers and the Local Police within 24 hours. Failing to report accidents may void all insurance cover and the Hirer becomes fully liable for all costs.

If the rental vehicle is involved in an accident or is not drivable due to mechanical breakdown, a replacement vehicle, may be collected from the closest branch.

- If the hirer requires a replacement vehicle to be delivered, then these charges will be for the hirers account.
- The hirer is responsible for the recovery of the damaged vehicle to the original rental branch.
- If the hirer is unable to take a replacement vehicle, no refunds for early termination of the contract will be considered.
- No refund of rental days lost will be considered during the period in which a replacement vehicle is being replaced.
- Should the hirer continue with a replacement vehicle then a new rental contract and insurance conditions will apply.
- Should a replacement be needed due to a fault on KEA'S side we will replace the vehicle within 24 hours in South Africa and 48 hrs outside of South Africa.

### Infringements

The hirer 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 ZAR/N\$250 for each infringement or penalty notice that has been redirected by KEA to the hirer.

The renter is fully liable for any damage to the KEA Campers 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, willful 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 KEA.
- Damage to undercarriage.
- Incorrect use of diff locks and/or transfer cases, i.e. driving on tar roads with diffs engaged.