



Sam Nujoma Drive 139
P.O.BOX 1837
WINDHOEK
NAMIBIA

E-mail: info@africa-on-wheels.com • Tel.: +264 61 232871 • A/H 081-129 3355

NOTES REGARDING YOUR RENTAL

Transfer and Office Hours:

Max 2 Transfers: Transfers will be provided for the guests from and to the International Airport.

Transfers after the return of the Vehicle are subject to specified times and schedules.

Charges of N\$ 350.00 per person will apply for all additional transfers pre-booked. This includes transfers that fall outside of schedules or in case of delays or alterations in the transfer times and destinations.

Office Hours: Mo.-Fri 07h30 to 13h00, 14h00 to 17h00

Saturday, Sundays and Public Holidays only by appointment.

Fuel Level:

Please note that vehicles are handed over with a full fuel tank. Before returning the vehicle, please fill up the fuel completely and provide proof thereof to the rental agent. In case the vehicle was not refueled or no proof was provided, Africa on Wheels will refuel the vehicle and costs +5% surcharge will be charged to your credit card.

Use of the 4x4 mode:

The following maximum speed limits are not allowed to be exceeded when using the 4x4 mode:

H4 (High range) 60 km/h

L4 (Low range) 30 km/h

Switch to the four-wheel drives, H4 or L4, only when the vehicle has come to a full stop and only when the clutch is pressed in! In an automatic vehicle the gear lever must be in neutral.

It is not allowed to use the 4x4 mode (H4 or L4) on tar roads or good gravel roads!

The L4 is only allowed for short-term use in areas with deep sand, steep inclines/declines!

By using the 4x4 mode incorrectly/permanently, the renter will be held liable for the full amount in damages.

Speed limits:

The general speed limits in Namibia may differ to those prescribed by Africa on Wheels. It is the renter's responsibility to adhere to the speed limits prescribed by Africa on Wheels unless lower speeds are prescribed by law.

The Client (including any and all additional drivers) must keep to the prescribed speed limitations:

Tar Roads: Maximum 120km per hour (for all Vehicle Types)

Not Tarred Roads: Maximum 80km per hour (for all vehicle types)

By not adhering to the Speed Limit as set out above, the Insurance cover will expire and will be invalid.

Tracking (Black Box)

Negligence, for example exceeding the maximum speed set out in the contract (which may differ from the generally accepted limits in Namibia), will lead to an immediate suspension of the insurance cover. In case of speeding in accordance with our contractual rules the renter will receive a notification via e-Mail from the GPS Tracker installed in the Vehicle. By continued defiance of the set out speed limits an audible warning signal will be activated in the vehicle. By repeatedly ignoring the warning signal (max 3 times) the contract is breached, resulting in termination of the insurance cover. **Should the client temper with the tracking device, a penalty fee of N\$ 500.00 will be charged.**

Tyre Pressure

The following Tyre Pressure is recommended for all types of Terrain:

Pressure FRONT: 1.8 Bar

Pressure BACK: 2.0 Bar

Exclusions from Straight excess and Insurance Options:

1. Tow in cost for a damaged Vehicle will be charged to the renter directly, regardless of what insurance option has been taken.

2. When driving off-road, damage due to burnt out clutches will be charged to the renter's account.

3. In case of negligent driving (e.g. drunk driving; failure to comply with Traffic Rules and Regulations, speeding; night driving outside towns; driving through deep water or mud, sandblasting etc.) the full costs of the damage will be charged to the renter of the vehicle. When negligence is established, all insurances (full excess, REW or SEC) will be null and void and the renter will be held liable for the total damage amount.

4. **Do not drive through water or mud!** Driving in remote areas (e.g Botswana) through water and mud often result in the vehicle getting stuck. Assistance is far away and it might take several days for somebody to reach you. AoW cannot assist in these cases and recovery companies will charge you horrendous amounts. Broken brake pads or similar due to mud are the renter's responsibility and will be charged accordingly.

5. Lost or damaged camping equipment will be charged to the renter in full, as they are not included in the insurance options, irrespective of the excess amount/ cover chosen. Be aware that the vehicle with the tent is higher, do not park in shopping centers and other parking areas with lower shade nets. You take full responsibility for any damage caused.

6. SEC options include damage to Tyres and Windscreen. It does not include damage to the rim, mirrors or other windows.

7. Africa on Wheels has the right to charge a handling fee for claims, traffic fines, parking fines or anything similar of nature from the renter's credit card. The renter will be notified of such deductions.



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Note: The excess amount is only blocked/secured on the renter's credit card. In case of damages these will be charge and deducted using the pre-authorization.

If no damages occur, no charge will be processed and the blocked amount will be released. The renter's bank will automatically release the authorized amount after a certain period. This depends on the banks processing time. Seeing that the amount is released you will not see a refund on your statement.

Crossing the Border:

Breakdown assistance in other countries is limited and driving outside Namibia or in remote areas is at your own risk. Africa on Wheels will always try to assist. However, quick help might not be possible in some countries and delays should be expected. It is important that you are aware of the risk and plan accordingly. It stays the renter's responsibility to return the vehicle to Africa on Wheels. Africa on Wheels does not take responsibility due to delays or changes in your itinerary.

Damages:

In case of any damages or defects to the vehicle or the equipment, it is the responsibility of the renter to notify Africa on Wheels within 24 hours, in writing (sms, whatsapp or e-mail). Should the renter fail to notify Africa on Wheels within 24 hours the renter will be liable for the entire damage without exception.

Please note no claims for loss of time can be made.

Refunds

In case of any defect the renter should notify Africa on Wheels immediately. Refunds for repairs, replacement tyres, parts or camping equipment will only be granted if permission was given by **Africa on Wheels**. Refunds are only possible if an invoice was issued to Africa on Wheels. Due to the road conditions the music system in the vehicle is not guaranteed and no refunds on the daily rental or repairs will be granted.

The renter is required to hand over all damaged, repaired or replaced items to Africa on Wheels. Failure to do so will result in no refund payment to the renter.

Accident:

A police report is mandatory to claim from the insurance.

In the event of an accident, the driver is required to submit an international drivers license or a certified official translation of a **non-English language driving license**. Without this, the insurance will not cover any damages and these will be charged to the renter in full.

In case of an accident (Total Loss) due to negligence or self-inflicted damage, the rental agreement of the vehicle is invalid.

A replacement vehicle may be provided, but this will solely be subject to the availability of a suitable vehicle. Where an accident occurred the rental agreement will be deemed to be invalid and a new rental agreement will be completed for the replaced vehicle.

Return the vehicle:

The vehicle needs to be returned at the time specified on the contract. Changes must be communicated. For any late returns not specified on the contract and not communicated 48 hour. before agreed time a penalty fee of N\$ 2,500.00 will be charged regardless of the daily rental amount paid. On the day the vehicle is return, the rental agent will do a quick check thereof.

Africa on Wheels reserves the right to only declare the vehicle being in order after complete cleaning, mechanical inspection as well as the complete inspection of the camping gear. The renter will be notified via E-mail within 3 working days after the vehicle was returned. Until such time Africa on Wheels reserves the right to withhold the excess amount blocked on the credit card.

Any damages which may be claimed from the renter, will be charged up to the agreed excess amount.

If the vehicle is returned badly scratched (for example: bush scratches), a polish fee of N\$ 800.00 will be charged.

A cleaning fee of N\$ 500.00 will be charged if the interior and/or exterior of the vehicle is/are heavily soiled.

I certify to have read and understood the additional information- terms and conditions page 1 and 2 listed above.

DATE

SIGNATURE

RENTER'S EMAIL ADDRESS

(For notification on damages, changes or important information)