



Renter / Additional Driver Requirements

- Unendorsed driver's licence valid for a minimum of one year.
- A minimum age of 18 years applies
- International driver's licence is advisable.
- Valid passport.
- Additional driver must be present at check out of vehicle.

Applicable to South Africa, Lesotho, Swaziland, Namibia and Botswana.

Additional Charges

All additional charges are applicable to South Africa, Namibia, Swaziland, Lesotho and Botswana.

- Additional charges must be paid at time of rental at the counter with the renter's **Credit Card**.
- Refer to the additional charges table with the rate sheet.

Additional driver fee

This charge is applicable to each additional driver, per rental. All additional drivers must be listed on the applicable rental agreement and will be required to produce their driver's licence at the rental counter. The additional driver must meet the minimum requirements. If an unlisted driver damages a vehicle, is involved in an accident, or theft of the vehicle, the renter will be liable for full damage / replacement costs.

Note: No more than 2 additional drivers per rental will be allowed.

After-hours fee

An after-hours fee will be charged to renters wishing to collect or return their Avis vehicle before or after official trading hours.

Grace period

A rental day is calculated on a 24 hour cycle which starts from the time of pick up. A grace period of twenty-nine (29) minutes will be allowed at return of vehicle. Should a vehicle be returned late, the renter will be charged for an additional day.

Non cancellation Fee

Should a renter/operator fail to cancel their booking prior to the date and time of reservation, a charge for non-cancellation will be applied to the method of payment presented at time of booking.

VAT

As of 1 April 2018, the South African VAT rate of 15% took effect and will be levied on all transactions where applicable. Subject to change without prior notice.



Early returns fee

Full cancellation fee will apply should the customer return the vehicle earlier than the original drop off date. There will be no refunds on unused rental days. The full rental value amount will be charged.

Claim administration fee

As the liability amount on the waivers only contributes towards the repair costs of the vehicle, an administration fee per accident will be levied to cover the costs of processing the claim. Items included in the fee are insurance assessor fees, quote gathering and legal services. This fee is charged in case of damage / theft, unless included in the rate.

Delivery / collection charges

An applicable fee will be charged for delivery and collection within a 25km radius of the closest rental location office. If greater than 25kms, a charge per kilometre will apply. This service is also offered after hours, on public holidays and weekends at an additional charge.

Fuel

If the vehicle is not returned with a full tank, the customer will be charged the applicable amount to refill the tank, this cost will be deducted from the rental deposit at normal standardised fuel rates.

The renter can prepay for a full tank of fuel at checkout. This will eliminate finding a petrol station and guarantee a stressfree return of vehicle - No refunds will be done on prepaid tank of fuel.

Refuelling

Avis Budget has implemented a Refuelling charge as from 01 April 2018.

The Branches where the Refuelling Service Fee will not be charged are:

Gauteng/Northern Region

- OR Tambo Airport
- Pretoria Downtown
- Zambesi

Free State

- Bloemfontein Airport
- Kimberley Airport
- Uppington Airport

Eastern Cape

- Port Elizabeth Airport
- George Airport
- East London

Western Cape

- Cape Town Airport
- Cape Town Downtown

Kwazulu-Natal

- King Shaka Airport

A charge will be incurred per rental where renters will automatically be charged the refuelling service fee if there is a refuelling amount added and the customer has driven in excess of 40 KMs. This does not apply to most Airport locations.

One-way and inner city charges

A one-way fee will apply when a vehicle is picked up and dropped off in different locations within a city.

Special equipment, one-way fee

When a vehicle one way fee is being charged, an additional special equipment one way fee will be charged, to return the special equipment unit back to the original rental station, applicable to all special equipment including baby seats, bicycle racks, GPS and wifi.

Rental contract fee

This amount is charged per rental contract for administering the legal requirement of storing them for a period of five years.



Refundable rental deposit

This deposit is collected at time of rental to cover fuel and any additional charges. Authorisation for the applicable amount will be obtained on the credit card at time of pick-up. When the customer returns the vehicle and no charges are applicable, Avis Budget will cancel the applicable authorisation, which can take up to 5-7 working days to reflect on the credit card.

Sandblasting

Should customers be travelling in the vicinity of the coastal areas, special care must be taken with regards to weather conditions, as sandstorms do occur. Damage as a result of this is not covered by the acceptance of waivers, unless included in the rate.

Traffic fine administration fee (In the event of contravention of traffic regulation)

All camera fines and unpaid parking tickets are sent to us in the name of our proxy. The responsibility is on Avis to provide the details to the relevant traffic authority, who will then re-issue the fine to the name and address of the renter on the Rental Agreement.

This fee, if incurred by the renter, may only show on their credit card 2-3 months after the rental has taken place.

Tyres, rims and hubcaps

Customers are required to replace any damaged tyres with an exact / similar tyre at their own cost. If the customer does not replace a damaged tyre, the tyre will be replaced and charged to the customer. No repaired tyres are accepted. Damage and repair is only covered by the acceptance of windscreen tyre damage waiver (WTDW).

Delivery of replacement tyre in Namibia

In Namibia, in the case of tyre damages, kindly contact Avis via the Avis emergency numbers before purchasing a new tyre and replacing a damaged tyre. Avis would require the renter to use our Avis dedicated tyre suppliers to ensure the correct brand and specifications of tyre suitable for the vehicle is fitted. Avis Namibia will only refund costs if this instruction has been adhered to. Kindly note that this stipulation is for the renters own safety.

There will be a charge per kilometre from the nearest rental location for delivery of replacement tyres.

Spare tyres for Namibia only

Second-spare tyres are available and should be requested 7 days in advance

- Refundable deposit per tyre for all groups.
- Rental amount per day (non-refundable) will be charged regardless if the customer has used the tyre or not.
- **Only available on high clearance vehicles (Group K,I,N,M,H)**

Under-carriage and water damage

Any under-carriage or water damage caused to the vehicle during the rental is not covered by the acceptance of waivers, unless included in the rate.

Valet - Vehicle cleaning service

Vehicles need to be returned in the same condition in which the customer received the vehicle. If this is not the case it will be up to Management's discretion to charge a full valet.

Note: Dust and sea sand can only be removed by Avis Budget's valet service.



Waivers and Liabilities

Rates include limited coverage of passenger liability and third party motor liability. This cover is subject to the terms and conditions of the rental policy and waivers as is customary in this country. Limited coverage for passenger liability and third party motor liability subject to terms and conditions. Cover for loss by fire is normally included as well as damages to the rental car but this may not include loss or damage through civil unrest.

Collision Damage Waiver (CDW)

For the customer's peace of mind, Avis Budget offers a choice of waivers for their protection in the event of accidental damage to the vehicle:

- Standard Collision Damage Waiver: In the event of an accident or damage to the vehicle, the renter is responsible for the specified liability amount as indicated on the rate sheet and on the rental agreement for repair to or replacement of or part thereof (or the cost of damage repair, whichever is the lower).
- Super Collision Damage Waiver: A reduced liability amount will apply.
- Premium Collision Damage Waiver: By choosing this option the renter will not be responsible for any liability amount (Unless breach of contract applies or exclusion from the rate). Only international customers.

Declining CDW means that the renter will be liable for the full amount of damages incurred or the specified liability amount as reflected on the Rental Agreement. Authorisation will be gained to secure the liability amount from the renters credit card for the duration of the rental.

NOTE: In the event of an accident or damage occurring while the vehicle was not driven by the renter, or other authorised driver as nominated on the rental agreement, the renter will be responsible for the full damage to or loss of the vehicle. This also applies in case of a single vehicle accident where the vehicle was driven on unsuitable roads, the renter was driving negligently or if no other car, animal or object was involved. This is classified as a single vehicle accident.

Theft Loss Waiver (TLW)

- Standard Theft Loss Waiver: If the vehicle or part of it is stolen while in possession of the renter, he/she will be responsible for the specified liability amount indicated on the rate sheet and on the rental agreement for repairs to or replacement of or part thereof.
- Super Theft Loss Waiver: A reduced liability amount will apply.
- Premium Theft Loss Waiver: By choosing this option the renter will not be responsible for any liability amount (Unless breach of contract applies). International customers only.

Declining TLW means that the renter is liable for the full amount of loss or the total liability amount as reflected on the Rental Agreement. Authorisation will be gained to secure the amount of the liability for the duration of the rental from the renters credit card. Personal belongings in the car are not covered.

Windscreen, Tyre Damage Waiver (WTDW)

This is an additional waiver offered as an option to the customer at the time of reservation or at the rental location. Should the renter take up this option there will be no liability for any damage to the windscreen, and/ or tyres of the vehicle.

Costs subject to change without prior notice.



Cross border procedures

Cross Border Rentals

From South Africa to Namibia, Swaziland, Lesotho, Botswana and vice versa are allowed.

From South Africa to Zimbabwe and Mozambique is not permitted.

From Botswana and Namibia to Zimbabwe is on request. One way drop off's are not permitted.

From Namibia to South Africa, Swaziland, Lesotho and Botswana and vice versa are allowed.

Every vehicle going into one of the above mentioned countries from Namibia must have a "NAM" sticker on the back of the vehicle. The customer is requested to verify this before leaving the rental location. A letter of authority for cross border rentals must be requested and obtained by the customer at the time of collection of the vehicle. If this is not obtained, Avis Budget cannot be held responsible if the customer is refused entry.

Cross Border Fees

A once off fee will be applicable to cross border rentals in the event that a customer takes the vehicles across the border during a rental and returns it to the pick up country. If the customer takes the vehicle across the border and drops it off in a neighbouring country, thereby incurring one-way fees, the cross border fee is not charged.

One-Way Cross Border Fees

A one-way fee will be applicable when the customer returns the vehicle to a country different to the pick up country.

Cross Border Road Tax Toll Fees

The below road tax toll fees are paid by the customer directly at the appropriate border:

- **From South Africa to Namibia**
All vehicles entering Namibia are subject to a road tax levy of NAD 259 subject to change. This is payable in CASH in Namibian dollars or Rands to Namibian officials when crossing the border. The road levy receipt must be kept and upon termination of contract be submitted at the rental counter. Should the customer not submit this cross border road levy receipt at the rental counter, their rental agreement will be charged with the applicable amount. Road levy is subject to change without prior notice.
- **From South Africa and Namibia to Botswana**
Foreign vehicle border charge : Vehicles registered in the SACU- South Africa, Namibia, Botswana, Lesotho and Swaziland are charged - Road levy fees.
- **From Botswana into Namibia**
P6740 (subject to change)
- **From Botswana into Zimbabwe and Namibia**
On request basis only.
- **From South Africa into Swaziland.**
A road tax fee of ZAR 50 (subject to change) will be charged at the border for all vehicles with a foreign license plate.
- All of the above cross border road tax toll fees are subject to change.

Liability applicable to cross border rentals

When the customer takes the vehicle across the border, local Collision damage waiver (CDW) and Theft loss waiver (TLW) conditions of the country entered will apply.

- **Safari Rentals**
Safari Rental terms and conditions differ to Avis Rent a Car cross border terms. Please refer to Safari Rentals section on our website: avis.co.za



E-Tolls FAQ

What is GFIP?

GFIP is the abbreviation for the Gauteng Freeway Improvement Project. This comprises of just over 200 kilometres of highway around Johannesburg and Pretoria, and has Open Road Tolling (ORT) electronic gantries spanning across both sides of the highway, approximately every 10 kilometres in each direction.

What is an Open Road Tolling (ORT) electronic gantry?

An ORT gantry is a metal structure with two parallel frames a few metres apart that span the highway in one direction. Several cameras and e-tag readers hang from the gantries which are placed above the free flowing traffic. The cameras and readers are able to take pictures of the vehicle passing under the gantry and read any active e-tags in the vehicle. When a vehicle passes under a gantry, its details (eg: registration, vehicle model, e-tag number (if active) are sent to the Transaction Clearing House (TCH) for processing after which the e-toll payment due is either debited against an existing account or handed over for collection.

How much will e-tolls cost?

Our current policy is to bill our customers the e-toll "standard tariff" as published in the Government Gazette, per gantry they travel under.

How will I be charged for e-tolls?

Your rental invoice will now include an additional line item which will reflect the total e-toll costs incurred during the rental. The details of each e-toll transaction will be available on the Avis website at www.avis.co.za/e-tolls. The e-toll rental query page, will also host additional e-toll information. While we continue to encourage you to request a pro-forma invoice from our Rental

Sales Agents when you return your vehicle, your e-toll charges will only be available within 48hrs

Can I use my own personal e-tag?

Unfortunately, it is not possible to replace the Avis e-tag in the vehicle with your own personal e-tag as the tag is linked to a specific vehicle. Please remember, that the e-tag in the vehicle has NO VALUE when removed from the vehicle's windscreen and, when damaged or removed, will cause further punitive charges to be levied.

Why should I pay if I don't agree with e-tolls?

We are aware that many people oppose e-tolling, however, as the current law requires our vehicles to pay for use of the GFIP roads, we have chosen to e-tag our fleet to ensure that we both minimise the potential costs to our customers and ensure that they are not harassed by the authorities when they attempt to enforce compliance in the future.

Should you wish to express your opposition to e-tolls while using an Avis rental vehicle, we would suggest you travel on the alternative roads and thereby avoid paying any e-toll costs to SANRAL.

Are rental rates going to increase due to the implementation of e-tolls?

No. E-toll costs are like a tax that we must collect and pay to SANRAL. They will not influence our rental rates.