

All vehicles are hired subject to the terms of conditions set out in the Bundu Travel Connection Standard Rental Agreement, copies of which are available at all rental branches and on the internet under terms and conditions of rental. Terms and conditions are applicable to Namibia.

GENERAL INFORMATION PERTINENT TO FLEET, LOCATIONS AND RENTER REQUIREMENTS.

The Bundu Travel Connection Rental fleet offers compact, SUV and specialty vehicles. World class marques form an integral part of the fleet mix, with vehicles offering the latest safety features always at competitive prices.

FLEET

- The fleet schedule details a model /similar per car group.
- Bundu Travel reserves the right to change vehicle models per vehicle category with similar specifications without notice.
- As our fleet is constantly being updated to meet the changing needs of our customers, **vehicle groups, and not vehicle models** can be confirmed at time of reservation.

RENTAL PERIOD AND EXTENSIONS OF RENTAL

- The daily rates are calculated strictly on a 24-hour cycle, which starts from time of pick up. Bundu Travel allows a grace period of 29 (twenty-nine) minutes.
- Should the renter choose to extend his/her rental beyond the original return date Bundu Travel must be informed. Failure to inform Bundu Travel may result in reporting the vehicle as stolen and all waiver cover is negated. Should the extended rental not be authorised by Bundu Travel the vehicle will not be covered by any form of waiver and the vehicle will be held at the sole risk of the renter.
- Should the renter extend his/her rental, and an extension voucher is not produced from the operator then Bundu Travel will bill the renter for additional days at the extension rates.
- Should the rental exceed 45 days, then an additional rental agreement will apply for each period of 45 days. Additional vouchers to cover the additional periods are required.
- Should ancillary charges be prepaid by the renter and Bundu Travel is to bill this to the operator it is imperative that these details are communicated at time of reservation and are clearly displayed on the voucher.

WHEN THE VEHICLE IS RETURNED EARLIER THAN STIPULATED ON THE VOUCHER

The voucher is valid only for the dates and value specified. In the event of the vehicle being returned earlier than stipulated on the voucher, there is no refund on any unused days.

CANCELLATION POLICY

Namibia:

If booking is cancelled within 48 hours of the date of pick up Bundu Travel will invoice the client 2 rental days as per vehicle category booked.

RATES AND ANCILLARY CHARGES

The minimum rate charged will be for a period of 24 Hours.

Rates quoted per 24-hour period from time of rental until return of rental.

Rates are quoted in the currency of rental origin.

Namibian Dollar: N\$

**** Subject to Change without Prior Notice**

- **VAT:** All rates are inclusive of VAT, where applicable. (Namibia a 15%)
- **FUEL:** rates quoted include Maintenance and oil but exclude petrol /fuel. Fuel is for the renter's own account.
- **REFUELLING FEE:** All Bundu Travel Connection vehicles are rented with a full tank of fuel. Each vehicle is refuelled on termination of the vehicle as per the standard government legislated fuel tariff regardless whether the fuel gauge indicates that the vehicle is full. Vehicles that are refuelled at independent stations are not guaranteed to be filled to Bundu Travel Connection standards. A standard refuelling fee will be charged. Fuel is charged to and from the branch where the vehicle is delivered and it is for the renters own account
- **AIRPORT SURCHARGE:** Rentals from Airports are subject to an additional surcharge.
- **CONTRACT FEE:** This is a document storing fee applicable per rental agreement. As Bundu Travel has a legal requirement to store documents for a period of 5 years. The fee is for the cost of administering, storing and retrieving rental contracts.
- **ADDITIONAL DRIVER:** An additional driver fee will be charged in the event of a co-driver being added to the rental agreement. All drivers must be listed on the rental agreement to ensure valid liability waiver cover at all times
- **YOUNG DRIVER SURCHARGE:** The minimum age for drivers is 21 years. In the event of the driver being between 18 and 20 years a young driver surcharge will apply.
- **TRAFFIC FINE HANDLING FEE:** Should the renter receive a traffic fine whilst renting the Bundu Travel vehicle, a traffic fine Administration fee will be levied per fine to cover the cost of redirecting the fine to the renter.
- **CLAIM ADMINISTRATION HANDLING FEE:** An administration Fee will be charged on all vehicles liability claims. An administration fee is levied to cover the costs of processing the claim. This includes items such as quote gathering and legal services.
- **ASSESSOR'S FEE:** All damage sustained to the rental vehicle in excess of N\$5000 vat incl is appraised by an independent assessor The evaluation has a cost element but provides assurance to the renter and /or them insure that the damage costing is legitimate, not inflated and consistent with acceptable industry standards.
- **LOST / STOLEN KEYS:** Lost Key Call out fee excludes the cost of replacing the keys. This charge is levied separately.
- **GPS: Handheld navigation systems** are available by prior arrangement. GPS rentals can also be arranged with vehicle deliveries and collections, provided prior arrangement has been made.
- **CAR SEATS FOR CHILDREN: Booster seat** - 3 years +. A charge per rental applies and the child/baby seat must be reserved in advance. Full charge to Replace.
- **OVERDUE RENTAL ADMINISTRATION FEE:** Should the rental vehicle not be returned by the agreed date and no prior arrangement has been made to extend the rental, the vehicle will be collected by Bundu Travel and an overdue Rental Admin Fee will be charged.
- **A CLEANING /VALET SERVICE:** May be charged at the sole discretion of Bundu Travel.
- **SKIPPED SERVICE FEE:** A Bundu Travel representative will be in contact with the renter to advise of the service due on the vehicle. Should the vehicle then exceed the prescribed manufacturer service interval whilst on rent, the skipped service charge will be applicable
- **TOWING CHARGES:** The **renter will** be liable for the full cost of the service rendered whether mechanical or Accident.
- **DELIVERY AND COLLECTION:** This charge applies to deliveries and collections within 15 KM of the Bundu Travel rental office. Delivery and collection outside city limits exceeding 25 KM will be charged the applicable fee plus an additional kilometre charge.
- **NO SHOW FEE** Will be charged if the renter does not show up to collect their rental vehicle on the date /time as specified on the booking. A 3-hour grace period will apply from the collection time on the booking.

RESERVING A VEHICLE WITH Bundu Travel

- Our Reservation team guarantees a response to a booking request within two hours during office hours.
- After hours will be responded to the next working day.
- **Reservations can be made via the following platforms**
- Email details - Online reservations at bundutrael@iway.na

AUTHORIZATION HOLDS TAKEN AT THE START OF THE RENTAL

An authorization hold is taken at the start of the rental to cover any additional charges incurred during the rental. As per the rental terms and conditions of Bundu Travel **NO CASH DEPOSITS** will be taken. The renter needs to produce a recognized bank credit card. No debit cards are accepted.

Bundu Travel will place an authorization hold on the renter's credit card.

Bundu Travel does not have the facility to allow the use of Debit or "Electronic use only" cards as a method of payment. The authorization will be held in our favour for the duration of the rental (but not paid over Bundu Travel). Should the rental be extended, or an incident takes place, a further hold will be placed on the renter's credit card to ensure all costs are covered by the authorization held. Once the rental has been finalised the actual rental amount will be charged accordingly and the authorization hold will be released.

Should you require assistance with the release of authorization kindly contact our Customer Care team at bundutrael@iway.na with your rental reference number/ID or passport number and they will assist with this process.

RETURN RENTAL PROCEDURE

- Any damages will be checked against a damage report form and if there are any new damages to the vehicle, a claim form must be completed by the renter with the assistance of the Bundu Travel employee.
- The renter must ensure the car-keys are given to the Bundu Travel employee.

DRIVING GUIDELINE INFORMATION

DRIVERS LICENCES

For security reasons, renters need to produce a valid form of identification and a valid unendorsed driver's licence at time of rental. To enable us to comply with the redirection of traffic violations, we require renters to have their driver's licence scanned every time they rent. International visitors are required to produce their passports when collecting their vehicle. Foreign Driving licences are acceptable provided the language used (printed thereon) is English and there is a photograph present. Should a licence be in any other language, other than English, we require an International Driving Licence to be produced at commencement of the rental or an official translation by a consulate / embassy.) *Expired driving licence will not be accepted*

GENERAL INFORMATION ON LIABILITY WAIVERS:

Despite the caution taken by the driver and Bundu Travel, theft and accidents do occur.

- Personal Property is not covered by waivers
- Waivers do not include any damage to the vehicle incurred as a result of potholes, dust storms and /or sand.

• SUPER COLLISION DAMAGE WAIVER (SCDW) AND SUPER THEFT LOSS WAIVER (STLW) – INCLUDED IN SUPER COVER RATES

In the event of an accident where the vehicle is damaged or written off, the liability of the renter is limited to the liability as set out in the rate sheets (under " Liability") irrespective of fault or cause. The super cover rate package for international renters has a zero liability amount. This is provided that the renter has not breached the terms and conditions of the rental

agreement. In the event of gross negligence, the renter will be liable for the full amount of damages to the vehicle or full replacement value of the vehicle.

In the event of theft, hijacking or loss of the vehicle and/or any accessories, the liability of the renter is limited to the car group liability as set out in the rate sheets (under Liability") irrespective of fault or cause. The super cover rate package has a zero-liability amount. This is provided that the renter is not in breach of any provision of the rental agreement and there is no gross negligence on the part of the renter. Should the renter decline to take waivers, the renter will be liable for all damages suffered by Bundu Travel, resulting from theft, hijacking or loss of the vehicle and/or any accessories.

In the event of theft, hijacking or loss of the vehicle and/or any accessories, the liability of the renter is limited to the car group liability as set out in the rate sheets (under "Excess Liability") irrespective of fault or cause. This is provided that the renter is not in breach of any provision of the rental agreement. Should the renter decline to take waivers, the renter will be liable for all damages suffered by Bundu Travel, resulting from theft, hijacking or loss of the vehicle and/or any accessories.

- **MINOR DAMAGE WAIVER**

Minor damage that costs less than N\$2500 to repair will be covered when purchasing this waiver. If the cost of damage exceeds N\$2500, the minor damage waiver will not be applicable. Super Cover rates include minor damage waiver.

Minor Damage Waiver does not cover damage caused by water, damage to the undercarriage of the vehicle or damage to tyres and windscreen – a separate waiver can be purchased to cover tyres and windscreen if not included in the rate.

- **TYRE & WINDSCREEN WAIVER (COMBINED PRODUCTS)**

- **Damage to Tyres and Glass (is excluded from the liability waiver if no theft or collision has occurred).**

If included in the rate or purchased at the counter, the following will be covered:

- **Windscreen waiver:** Only the Windscreen is covered.

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- **TYRE WAIVER:** Only the Tyre is covered.

If this waiver is declined and any tyres, rims and hubcaps are damaged or lost, the customer will be liable for the full replacement costs. The customer is to contact Bundu Travel who will arrange to replace the damaged or lost item. No repaired tires will be accepted.

Please note that only 2 tyres are covered in Namibia per rental when tyre waiver is included or purchased.

Replacement/Repair of Tyres – Applicable to NAMIBIA

In the event that a client requires assistance with the replacement of a tyre in a remote location, a call out fee and fuel will be charged to the renters account.

Bundu Travel Connection have entered into an agreement with Best Drive, an approved tyre supplier which has GPS coordinates and all the locations are approved tyre suppliers

The following procedures needs to be followed:

- Customers must contact the Bundu Travel office or after hour numbers immediately to report any punctures or damaged tyres.
- Bundu Travel will advise the clients on a way forward, advising them where they should go to have the tyres attended to or have a supplier come out and attend to the puncture/damaged tyres only should the spare tyre already have been used.
- Should BunduTravel not have the resources available then BunduTravel will advise the client to procure a suitable repairer.
- If the tyre cannot be repaired only then a new tyre must be purchased. Note the correct sizes and makes of the tyre must be fitted in order for a refund to be honoured.
- If no new tyres are available at the supplier only then may the client procure a good second hand tyre with a minimum tread of 5mm and the correct size. Only then will the refund be honoured.
- All tyre receipts must be presented when requesting a refund.
- No side wall damaged tyres bought will be accepted for a claim.
- Repairs carried out to the sidewall on tyres is prohibited and illegal, as this may have serious risk implications.
- A call out fee and fuel recovery costs will apply

- **Undercarriage, Water and Sand:**
- Any undercarriage damages, whatsoever, and/or any water damages when the vehicle is driven through or in water, and/or any damages howsoever caused to the vehicle in a collision or otherwise, while same is utilised/driven on a sand or gravel road, and /or any damage caused by dust storms, are all, specifically excluded. The renter is liable for full repair to / replacement costs of the vehicle.
- When this is an inclusive product offering as detailed on the rate sheet, Bundu Travel reserves the right to evaluate the damage. Should Bundu Travel determine that the damage is due to negligence then the waivers become null and void and the renter is responsible and liable for full costs thereof. All vehicles are fitted with a tracking device so Bundu Travel is able to assess the renter's driving habits and if a vehicle suitable for the terrain was rented and will determine if there was negligence or breach by the renter.

- **Hail Damage**

Hail damage is excluded from the waivers and is available to purchase at time of rental. The renter is fully liable for any such damage caused to the vehicle

ANY LIABILITY WAIVERS WILL BE CONSIDERED NULL AND VOID IF:

- Negligent, malicious or criminal actions of renter / passenger as detailed in rental agreement
- When the renter or co renter as stated on rental agreement does not drive the vehicle
- Driving under the influence of alcohol or any illegal substance
- Tampering with odometer
- Failure to report an accident to Bundu Travel personnel within 24 hours
- Crossing the border without acquiring a letter of authorization from Bundu Travel

- **Roadside Assistance in Namibia:** +264 81 222 3336

The 24-hour Bundu Travel Assist call centre has access to a national network of motor vehicle service operators for mechanical breakdown and/or vehicle accidents.

- **When requested by the customer, Bundu Travel Assist will:**

Dispatch an approved towing vehicle to remove your rental vehicle to a specialist workshop.

Provide roadside assistance for common minor problems. For example: flat tyres, lost keys, lack of fuel, etc.

- **Relay Message Service**

Bundu Travel Assist will relay messages to family and colleagues in the event of a collision or breakdown if requested by renter.

- **Vehicle Lockout Service**

In the event of keys being locked in the vehicle, a locksmith will be appointed to unlock the vehicle, at the renter's expense. Lost keys - please see above.

- **Flat Tyre Assistance**

If the vehicle's spare tyre is inflated and serviceable, it will be installed to replace the flat tyre at the renter's expense. When a serviceable spare tyre is unavailable, towing will be provided, at the renter's expense.

- **Fuel Delivery**

If the vehicle runs out of petrol/fuel, a limited supply of petrol/fuel will be delivered to the renter to enable you to reach the nearest petrol/fuelling station. (Cost of the petrol/fuel and delivery fee for the renter's account).

- **Battery Jump Start**

If the vehicle's battery is dead due to non -mechanical failure , the Bundu Travel Assist team will jump-start the

vehicle or replace the battery (replacement charge for customers' account).

IN THE EVENT OF AN ACCIDENT:

All accidents must be reported to the nearest Bundu Travel location and all required documentation completed within 48 Hours. Non Compliance could result in the claim being repudiated.

ACCIDENT AND EMERGENCY PROCEDURES

- Secure emergency assistance: if the renter /occupants of the vehicle require medical attention. Bundu Travel Assist numbers are noted on the licence disk on the inside of the windscreen, on the key ring and on the inside of the driver's window.
- The Accident must be reported to the nearest Bundu Travel office within 24 hours.
- Information pack given to the renter at the start of the rental contains an accident form, which must be completed and handed in to Bundu Travel.
- The Renter needs to take the details of any parties involved such as Id / passport and registration, telephone number.

CROSS BORDER RENTALS

Any renter wishing to cross borders (South Africa/Swaziland/Lesotho/Botswana) must be in possession of a letter of authorisation from Bundu Travel, obtainable from Bundu Travel at the time of rental.

CONDITIONS OF USE OF RENTAL CAR IN A FOREIGN COUNTRY where BunduTravel do not have a footprint:

Cross-border rentals allowed to Botswana; Zimbabwe **subject to conditions detailed below:

**** Cross Border Rentals to Zimbabwe need to be authorised by senior management a minimum of 72 hours prior to the rental. NO ONE WAY CROSS BORDERS ALLOWED TO ZIMBABWE**

ONE WAY CROSS BORDER TO BOTSWANA: ONLY KASANE IS ALLOWED.

In pursuance of the fact that the Renter or authorised driver as the case may be has been authorised to take the rental vehicle into a foreign country, the Renter which is deemed hereinafter to refer to the authorised driver acknowledges that Bundu Travel Connection (PTY) Limited, shall not be held liable for any claims whatsoever including but not limited to damages of any nature whatsoever suffered by the Renter, whether consequential or otherwise arising out of the use of the vehicle in the foreign country.

Bundu Travel shall however use its best endeavours to provide the necessary support including the provision of a replacement vehicle. Due consideration must be noted that the foreign territories where Bundu Travel is not represented that such support will be provided by cross border assistance which could be delayed by territorial logistics that may be beyond our control.

Without limiting the above Bundu Travel will not be obligated to supply the Renter with a replacement vehicle, and shall not be liable for any towing costs, third party claims, and/or hotel expenses or any losses, costs or expenses incurred by the renter.

The Renter agrees that the terms and conditions contained herein will apply together with the terms and conditions of the rental agreement entered into between the Renter and Bundu Travel, including the rental rates applicable from time to time.

In the event that the terms and conditions contained in the agreement conflict with the terms of the rental agreement, then the applicable term and or condition of this agreement shall prevail.

The Renter shall be liable to pay all tolls, road fees, insurances, taxes and/or any other fees as may be requested by the foreign country.

IMPORTANT CONTACT DETAILS:

Naadiya – Area Manager Operations: +264 81 222 3336.

For all other contact details refer to the branch network addendum

Head Office: +264 81 222 3336

Central Reservations: +264 81 222 3336

Website: www.bunduttravel.com

E-Mail: bunduttravel@iway.na

Terms and conditions are subject to change without notice. For any further information, kindly contact:

Naadiya bunduttravel@iway.na