



## Summary Of Rental Conditions

This summary is provided for your convenience only. It does not purport to constitute legal advice or to provide a comprehensive restatement of the terms of our Vehicle Rental Agreement, a copy of which is available upon request. Please note that the full terms of our Vehicle Rental Agreement will apply to the hire of any of our vehicles, and will prevail to the extent of any inconsistency with this summary.

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### 1. Vehicle Pick-up & Drop-off

Vehicles are available for pick-up at a designated time on the first day of the hire period and must be returned on the agreed date at the nominated depot before 3pm (12pm Saturday). All depots close 12pm Saturdays and are not open Sundays.

**1.1 Early & Late Returns:** Early pick-ups can be organised in advance, subject to availability. Late returns will be charged for additional days. If no extension has been authorised, we have the right to report the car stolen and press charges. Administration fees may also apply.

**1.2 Change of Drop off Location:** Campervan Village may at its discretion allow a change of drop off location once a booking has been made. A fee of US\$500 will be charged to any booking where the drop off location is changed.

**1.3 Remote Location Drop Off:** Remote location drop off conditions apply in all our depots except Gaborone depot. These depots are operated by third parties and have limited facilities. Campers dropped off at these locations must be cleaned internally and externally, have all crockery cleaned and ensure oil and water levels are correct. Cleaning and service fees of US\$200 will apply for campers not left in the required condition.

**1.4 Gaborone Depot Drop Off:** The campervan is to be returned in a clean condition or else a cleaning fee of US\$200 may apply.

**1.5 Depot Closures:** In the event of a Depot Closure we may be unable to satisfy bookings. You agree not to hold Campervan Village responsible for costs incurred as a result of a Depot Closure. We will however refund your booking deposit IN FULL. Campervan Village will endeavour to give as much notice as possible in the event of a depot closure.

### 2. Rental Period

**2.1 Rental Duration & Extensions:** We calculate the rental period by the number of calendar days the campervan has been on the road, regardless of the pick-up time. Extensions may be organised through the sales office, subject to availability, and at the current rental rate. The extension fee must be paid immediately via credit card (the one used for to confirm the booking). No refunds will be given for rentals shortened on day of pick up. There is no refund for late pick up or early return.

**2.2 Cancellations:** Before collecting the vehicle - If cancelled anytime after booking, the booking deposit will be forfeited. All other cancellations after collection of the vehicle cannot receive a refund. There is no refund for late pick up or early return. This policy is subject to any rights you have under any law to the contrary to the extent stated in our Vehicle Rental Agreement.

### 3. Fees

Campervan Village accepts payment via Visa and Mastercard. Any other cards will not be accepted.

### 4. Licence & Age of Hirer

We need to view and record details of your driving licence on collection of your camper. For international licence holders, the licence needs to have

been valid for 6 months and you must be at least 21 years of age. A valid overseas or international driving licence is permitted.

### 5. Free Kilometres per day

We offer 200km free per day which, when multiplied by the rental period adds up to a sum kilometre allowance, hereby referred to as KM Allowance. If the sum of kilometres travelled during your trip exceeds your KM, you will be charged for the excess at a rate of US\$0.20 per KM.

### 6. Fuel Consumption

Fuel consumption varies according to vehicle type, driving conditions and the how the vehicle is driven. Our campervans run approx 6-12km/ L (subject to wind conditions and speed). All vehicles are serviced and mechanically fit at the beginning of every hire and as such our vehicles are fuel efficient. Campervan Village does not refund any hire costs related to excess fuel consumption.

### 7. Unforeseen Events

Sometimes due to unforeseen circumstances (crash, vehicle theft, etc.) we are unable to supply the vehicle requested. Campervan Village will take no responsibility if the booked vehicle is not physically present in the depot and therefore not available due to external conditions beyond our control. We will always endeavour to supply a vehicle of similar quality and characteristics.

Campervan Village is not responsible for any insect infestation such as but not limited to ants, flies, cockroaches, fleas, bedbugs and mosquitoes. No refunds will be provided for any infestations mentioned above or that could have happened during the rental time.

### 8. Rental Refusal

Campervan Village reserves the right to refuse any rental, or the continuation of any rental at its discretion.

### 9. Exchange Rate/Currency Fluctuation

All credit card transactions are conducted in US Dollars (\$US). Due to exchange rate fluctuations there could be some variation in the amount initially debited against the credit card and the amount refunded when the vehicle is returned. Campervan Village accepts no liability for these variations, up or down.

### 10. Deposit & Payment Term

When making a booking (online or through the sales centre), a 50% non-refundable deposit is required. The booking is confirmed once this has been received. The balance of the total rental is to be paid 7 days prior to pick-up. An email will be sent with a payment gateway.

### 11. Currency Variations

All rental transactions are in US Dollars (\$US). If the need should arise for a refund, it will be applied in US Dollars (\$US). Campervan Village accepts no responsibility for exchange rate fluctuations, positive or negative.

### 12. Number of People

Campervan Village can carry up to 5 people depending on the number of seatbelts fitted in the van. The vehicle is not suitable or licensed to carry passengers in the rear whilst moving without a fitted seatbelt. People registered with signatures on the rental agreement are the only permitted drivers. No animals or pets are permitted in Campervan Village vehicles.

### 13. Damage Cover

Damage cover is available subject to the terms of our Vehicle Rental Agreement. This means that we indemnify renters against loss and damage that renters sustain as a result of an incident whilst a permitted driver is driving the rented Campervan Village vehicle. However, we will only do this if you have complied with the terms of our Vehicle Rental Agreement and the EXCLUSIONS listed in this document and you have paid the applicable amounts set out in the table below within the timeframes set out in our Vehicle Rental Agreement. All prices shown are in US Dollars (US\$) & subject to 3.5% Booking Fee.

Should you choose to take 'Zero Cover', your credit card will be charged for the total amount of the Bond. All hirers must select one of the options listed in the table below. Campervan Village Damage Cover Options are NOT a substitute for Travel Insurance. Campervan Village recommends all travellers to Africa purchase the highest level of Travel Insurance available from a reputable supplier. Full Payment of Rental Balance (including Bonds) are required prior to collection of the vehicle.

Cover	Price	Bond	Liability	Information & Inclusions
<b>Zero Cover</b>	<b>US\$75 Fixed</b>	US\$3,500	Single & Multiple Vehicle Incident Liability US\$3,500	Bond required US\$3,500. This amount is held for the entire length of hire. It will be refunded within 30 business days after vehicle has been returned in satisfactory condition.
<b>Cover One</b>	<b>US\$28 Per Day</b>	Credit Card Imprint <sup>^</sup>	Single Vehicle Incident Liability US\$2,000 Multiple Vehicle Incident Liability US\$10*	95% of Hirers select this option. Reduce your Bond amount from US\$3,500 to US\$0*. •Front Windscreen •4 x Tyres •Roadside Assistance* •Up to 4 Additional Drivers Inc. •No Charge for Foreign Licenses

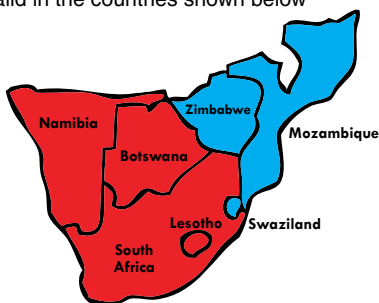
#### 13.1 Liability Reduction Cover and Areas of Coverage

Liability Reduction Cover is only valid in the countries shown below

- Coverage Applies
- No Coverage

Hirer is permitted to traverse these countries, however Damage Cover will not be valid.

Use of the vehicle outside of all countries shown is recognised as a Breach of Agreement.



#### 13.2 Cover One entitlements:

By purchasing Cover One, the hirer is entitled to the following:

- (a) 4 x Extra Drivers
- (b) 4 x Tyres
- (c) 1 x Front Windscreen

#### 13.3 Terms & Conditions of Damage Cover:

Campervan Village Damage Cover Options are subject to the Terms & Conditions of Rental Agreement and will become null and void as cover in the event the Agreement is breached.

A Breach of Agreement can include, but is not exclusive to the scenarios described in 13.3.1:

##### 13.3.1 Incidents involving Dangerous Driving:

Incidents involving Dangerous Driving are recognised as a Breach of the Terms and Conditions of Rental Agreement. Damage as identified below is specifically excluded from any Liability Reduction Cover (unless otherwise stated below) and the customer remains fully liable for all repair and recovery costs incurred:

- (a) Speeding
- (b) Driving while intoxicated
- (c) Driving Highways or any rural areas after sunset/before sunrise
- (d) Falling asleep at the wheel or fatigue
- (e) Single-vehicle incident
- (f) Single-vehicle rollover
- (g) Incidents involving animals

All recovery fees and repair costs are to be borne by the hirer if any of the abovementioned factors are involved in an incident.

##### 13.3.2 Incidents and Breakdowns

Recovery fees for breakdowns and incidents on sealed and unsealed roads are not covered under the terms and conditions of Cover One. NOTE: 2WD vehicles are not permitted on unsealed roads at any time. Use of 2WD Vehicles on unsealed roads represents a Breach of Agreement.

##### 13.3.3 Exclusions under Campervan Village Damage Cover

Cover One DOES NOT protect the hirer from all liability. The hirer acknowledges that they are responsible for all repair and recovery costs for the following damage irrespective of the Liability option that may have been taken:

- (a) **Stationery Incidents:** Any damage sustained while the vehicle is stationary, unless there is another vehicle involved that has been identified and reported to the police. The hirer has a duty to park the vehicle in safe areas when not in use.

- (b) **Reversing vehicles:** Any damage incurred while reversing.

- (c) **Animals:** The hirer will be solely responsible for the payment of any damage and or recovery costs resultant from incidents involving animals.

- (d) **Night Time Driving:** Any damage sustained AFTER SUNSET and BEFORE SUNRISE outside of major cities and towns.

- (e) **Roof/Underbody Coverage:** Any damage to roof/underbody of our vehicles. This includes damage sustained to Rooftop Tents.

- (f) **Tyres/Windows:** All damage sustained to windows & tyres is not covered unless Cover One is purchased (Cover One offers coverage of 4 x Tyres and 1 x Front Windscreen ONLY).

- (g) **Theft, Fire and Break-In:** Any damage/loss resultant from theft, fire or Break-in. Campervan Village does not offer compensation for loss of any personal items.

- (h) **Water Damage:** Any damage sustained from river crossings, flooding, beach driving or contact with salt water.

- (i) **Outside Agreed Area of Use:** Damage sustained outside the agreed upon Area of Use as stipulated on the hirers Rental Agreement.

- (j) **Keys:** Costs associated with the retrieval of keys which have been locked in the vehicle and/or recovery of lost or stolen keys are to be borne by the hirer.

- (k) **Incorrect Fuel:** Damage sustained as a result of incorrect use of fuel.

- (l) **Drivers:** Any drivers not identified on the Rental Agreement or in possession of a suspended/cancelled license will not qualify for any Liability Coverage.

##### 13.3.4 Cover One and Incidents involving other vehicle/s:

Incidents involving other vehicle/s must be reported immediately. If other vehicle/s are involved and details of these vehicles (and their drivers) are not identified and reported, Liability Reduction Option B will be voided and the hirer will be liable for the full cost of repairs and recovery.

##### 13.3.5 Compensation for Unused Fuel

If the hirer is permitted to swap vehicles after a breakdown or incident, there will be no compensation offered for unused fuel.

##### 13.3.6 Security Bond

A bond as per table above and total balance owing for the hire is required 7 Days prior to collection of the vehicle. Our Pickup & Dropoff points have no facilities to accept payments and as such full payment is required at least 7 days prior to time of collection.

Only a valid credit card will be accepted for Security Imprints. If a valid credit card is not available for an imprint, a bond of US\$500 is required (PLEASE NOTE: Debit Cards and Travel Cards will not be accepted for the imprint). An administration fee equal to the merchant service fee will apply.

If Vehicle and extra equipment are in an acceptable condition upon return to the contracted dropoff point, bonds will be returned via our accounts department, unless the vehicle has been in or reported to have been in an accident. PLEASE NOTE: Bond refunds can take up to 30 Working Days to process.

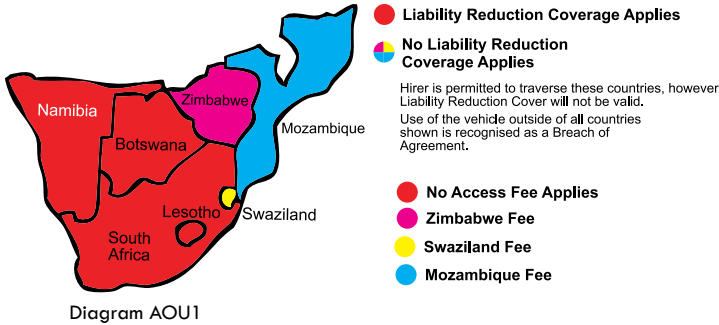
Our depots do not keep cash overnight and are unable to refund bonds as cash. Any bonds from a bank account (ie not credit) due for return will be transferred to a bank account nominated by the hirer. Any bank fees associated with this are to be borne by the hirer.

## 14. Areas of Use

Campervan Village may be taken into Botswana's neighbouring states where permission has been given in writing by Campervan Village. All damage cover is void if vehicles enter prohibited areas.

### 2WD Vehicles:

2WD Vehicles are only allowed to travel on any properly tarred surface. Unsealed roads are not permitted unless in an AWD or 4WD Vehicle. There are also areas that are strictly prohibited for driving in a 2WD campervan including: the Swartberg Pass (SA), the Sani Pass (SA), Kalahari Gemsbok Park (KgalagadiTransfrontier Park), the road to the Sentech Towers in Marakele Park (SA), Baviaanskloof Pass (SA), 4x4 trails, the Skeleton Coast Park (Namibia), the short road from Hobas to the Viewpoint (Fish River Canyon), Van Zyl's Pass (Namibia), Sandwich Harbour (Namibia), Kaokoland (Namibia), narrow and steep single lane mountain passes and any road in Botswana, South Africa, Swaziland, Lesotho, Zimbabwe, Mozambique and Namibia that do not adhere to the condition of roads as mentioned above. We also do not take responsibility from damage arising out of fast speeds and long distance driving on the washboard roads (especially D-roads) in Namibia.



Any costs for repair and relocation for all incidents outside of the Area Shown in Diagram AOU1 are to be borne by the Hirer. Also Note: Any hirer wishing to travel outside of Liability Reduction coverage areas do so at their own risk and will need to pay associated Permission fees as demonstrated in Diagram AOU1.

### 4WD & AWD Vehicles:

4WD & AWD Rental Vehicles are permitted on unsealed tracks, including but not limited to Etosha National Park & Namibia Skeleton Coast. Due caution is required when travelling on unsealed or untarred tracks as conditions vary. Hirer is responsible for repair or recovery costs for incidents which take place on Unsealed Roads. Beach & Sand Driving is strictly prohibited in 2WD, AWD & 4WD Vehicles.

## 15. Minimum Hire Fees

Minimum Hire Periods apply as per the below diagram and are subject to confirmation at time of booking. Other charges may apply and will be advised at the time of booking. All fees and charges are subject to change without notice at any time.

<b>Gaberone</b>			
3	<b>Johannesburg</b>		
10	10	<b>Cape Town</b>	
14	14	14	<b>Windhoek</b>

15.1 Short Hire Fees: Any approved hires less than minimum requirement will attract a short hire fee, and is subject to the diagram above.

## 16. Maintenance & Responsibility

It is the hirers responsibility to maintain oil and water levels, by checking and maintaining. It is advisable to do this at every fuel top-up. Failure to maintain appropriate fluid levels may result in engine damage, and will constitute a breach of your obligations under the Vehicle Rental Agreement.

**16.1 Minor Accessory Malfunctions:** Malfunctions of stereo systems, interior lights, air-conditioning, sink water pumps etc., are not considered mechanical breakdowns and downtime will not be paid.

**16.2 Towing and retrieval of damaged vehicles:** Unless indemnified by the Terms & Conditions of Cover One, all recovery and towing costs are to be borne by the hirer.

## 17. Repairs & Breakdowns

**17.1 Payment of Repairs:** All repairs to vehicles MUST be authorised by Campervan Village. Costs are to be at the customers' expense. Campervan Village may reimburse these costs after the completion of the hire if:

- The repairs are authorised by Campervan Village Management in writing
- The repairs are the result of vehicle fault through fair wear and tear and not the result of hirer misuse or negligence
- If appropriate receipts are obtained from repairer and emailed
- Campervan Village will not reimburse repair costs for malfunctioning accessories (this includes items such as gas cookers, interior lights, A/C, Stereo systems, 12V Chargers, Sink Water Pumps etc).

## 18. Breach of Duty Fees

Under the Terms and Conditions of every hire, the hire is responsible for the welfare of the vehicle. As such, Campervan Village reserves the right to charge Breach of Duty Fees if it deems these Terms and Conditions have been breached:

**18.1 Late Dropoff Fee:** A US\$20 per Hour Late Fee (this applies to hirers who fail to return their van by the time on their contract).

**18.2 Cleaning Fee:** US\$200 Cleaning Fee (this will apply to hirers who return their vehicle untidy).

**18.3 Unsealed Road Fee & Recovery Costs:** A US\$500 Unsealed Road Fee + Any Damage and Recovery Charges. Campervan Village reserves the right to charge hirers a breach of Duty fee of US\$500 if it discovers evidence that the vehicle has been driven on unsealed roads without prior authorisation.

**18.4 Unauthorised Roads Fee:** All hirers traversing roads other than those specified on the hirers contract will be subject to a US\$1,000 Fee.

## 19. Smoking

Not permitted in Campervan Village vehicles.

## 20. Limit of Liability

Subject to the terms of the Vehicle Rental Agreement, we will refund all moneys renters have paid if we are unable to supply a Campervan Village vehicle at the commencement of the hire period. This is the full extent of our liability to you, and you agree to release and indemnify us in respect of any and all claims or causes of action you might otherwise have against us.

**20.1 Important:** The renter is fully and personally liable for any loss or damage caused to a Campervan Village vehicle or to third-party property (including consequential loss or damage) if the terms of the Vehicle Rental Agreement and any of the aforementioned policies and articles are breached in anyway. You should read the Vehicle Rental Agreement for full details of what constitutes a breach. Without limiting the terms of the Vehicle Rental Agreement, a breach will arise if:

- Damage to the vehicle is caused by careless, wilful or reckless driving as per Article 13;
- You drive under the influence of alcohol or drugs as per Article 13;
- You drive on restricted roads OR outside of Coverage Areas as per Articles 13 & 14;
- The vehicle is immersed in water or damaged by saltwater;
- The vehicle sustains overhead or underbody damage.

All bookings are accepted subject to availability and subject to our right to refuse any rental in our sole and unfettered discretion.

## 21. Damage &/or Loss to Personal Belongings

Campervan Village accepts no liability or responsibility for damage to or loss of personal belongings left in the vehicle.

## 22. Unforeseen Events

If your vehicle is unavailable overnight due to being held in a mechanical repair shop, you will be refunded for that nights hire. For all out of pocket expenses, we recommend you take the highest level of travel insurance.

## 23. Night time driving

Night time driving is not permitted.

## 24. Do not swerve for animals

If an animal runs out in front of you, apply the brakes, but do not swerve. If you hit the animal you may sustain damage. If you swerve, you will roll and definitely cause damage. You may even sustain serious personal injury.