



(22.09.2016)

ADDITIONAL INFORMATION ABOUT THE CAR RENTAL

REQUIREMENTS FOR THE CAR HIRE

- The minimum rental period is 3 days and for all Special Campers is 6 days. Mileage for rentals between 3 to 7 days are limited to 250km/day. All exceeded kilometres will be charged at N\$4.50 per kilometre.
- The minimum age is 19 years for the rental of a 4x4 vehicle. All drivers must be in possession of a valid driving license for at least 1 (one) year for a 4x4 vehicle. The minimum age for all Special Campers is 24 years.
- **Valid driver's licenses are: An international driving license, a European Community driving license (credit card format), any national driver's license in English or any non-English driving license with a certified translation in English.**

You will not be able to rent a vehicle if not in possession of a valid passport/ID and driving license as well as a Visa or Master CREDIT CARD.

PRICE DETAILS

Rental Prices include:

- * Third Party Insurance, Theft Insurance, Fire Insurance
- * Collision Damage Waiver (CDW)
- * Unlimited Mileage for rentals longer than 7 days
- * Value Added Tax (VAT)
- * Oil, Maintenance, Normal Cleaning
- * Free airport transfers are only valid between 7h00 – 16h30. One free airport transfer as from an 8(Eight) day rental period and 2 (Two) free airport transfers as from a 14 (Fourteen) day rental period.
- * 2 Spare-wheels for all rental vehicles is standard
- * Emergency Tools
- * Two Jacks (1x Hydraulic & 1x Mechanical)
- * Two Wooden Blocks
- * Electronic Air Compressor
- * Tow rope
- * Jumper Leads
- * First Aid kit
- * Second Driver

Rental Prices exclude:

- * One-Way Rental Fees (prices on request)
- * Reduced Excess Fees
- * Tow-In or Recovery charges in case the vehicle is immobilized
- * Baby/Booster Seats N\$150.00 per rental
- * Additional Drivers N\$25.00 per day
- * Cross Border Permits
- * Local Costs or Taxes in other countries
- * Standard Cleaning Fee N\$ 25.00
- * Contract Fee N\$25.00
- * Traffic Fines and the handling fee
- * Accident or Damage Claim handling fee
- * Late return surcharge (after 16:30h)
- * Cleaning fees
- * Any damaged rims
- * Polishing
- * Valet Services when extremely dirty – N\$950-00

CROSS BORDER

Any cross border rental must be arranged with Autovermietung Savanna prior to departure:
Cross-border permits for Botswana, South Africa, Lesotho, Swaziland and Zimbabwe:
N\$750.00 per vehicle, (Multiple entry)

Cross-border permits for access to Zambia & Malawi:
N\$2000.00 per vehicle, (Multiple entry)

Please take note: The cross border permit is a permission letter only. It does not include any local border crossing fees, road taxes, carbon taxes, etc.

It is the responsibility of the renter/client to inform themselves about all the necessities required to cross the border with the vehicle. AS (Autovermietung Savanna) does not take any responsibility if anything is not in the vehicle and will not refund the client/renter for any fines thereof.

ONE-WAY RENTALS

Prices for pick-ups and drop-offs of vehicles at locations other than Windhoek are available on request. Please take note, that pick-ups and drop-offs at other locations other than our office in Windhoek is a service, which is contracted out by an independent transport company. The explanation of the vehicle and the camping equipment at other locations will not be as detailed as the explanation on our own premises.

SATELLITE PHONE

Our cell phone network covers only 30% of Namibia. In case of an emergency a satellite phone offers you unlimited communications from even the remotest wilderness in Southern Africa. It comes with a 12V car charger. Call charges: N\$ 25.00/min or unit.

N\$85.00 per day (N \$12 500.00 liabilities for loss or damage)

Please book in advance otherwise availability upon pick up of the vehicle cannot be guaranteed.

GARMIN NUVI GPS NAVIGATION SYSTEM

The GPS Navigation System unit from Garmin guides you through all Southern African countries, off-road as well as on the tar road. Easy to use, with touch screen that shows distances and arrival time. Hand-held or fixed in the vehicle powered by the cigarette lighter power outlet. The Navigation System guides the user visually through turn-by-turn directions and verbally in 40 different languages.

N\$65.00 per day (N\$2,500.00 liability for loss or damage)

Please book in advance otherwise availability upon pick up of the vehicle cannot be guaranteed.

Use of the Four-Wheel Drive:

It is very important that the four wheel drive is de-activated before driving on a hard surface, as this will cause damage to the drive-train. This is considered excessive wear and tear and is not covered by any insurance, and the renter will be liable for any damages and cost that may occur.

BREAKDOWN SERVICE

All vehicles are backed up by a 24-hour breakdown and assistance service in Namibia. In case of a mechanical breakdown Autovermietung Savanna will assist you within a maximum time of 24 hours directly or through a local workshop.

AREAS WHERE NO TECHNICAL BACKUP CAN BE GUARANTEED WITHIN 24 HOURS

Namibia:

Kaokoland & Bushmanland (Driven at clients own risk. Backup including any damages will be on the clients own account)

Botswana: Complete (Driven at clients own risk. Backup including any damages will be on the clients own account)

Zambia: Complete (Driven at clients own risk. Backup including any damages will be on the clients own account)

Zimbabwe: Complete (Driven at clients own risk. Backup including any damages will be on the clients own account)

Malawi: Complete (Driven at clients own risk. Backup including any damages will be on the clients own account)

Dune Driving - (Naukluft NP 4x4 Trail, Namib Desert, Lüderitz-Walvis Bay, Skeleton Coast) is strictly not allowed.

No backup at all will be provided. The renter is liable for all costs resulting from damages, tow-ins, breakdowns, transfers, and repairs. Botswana National Parks and surrounding areas (e.g. Chobe NP, Moremi NP, Central Kalahari NP, Kgaligadi NP, Nxai Pan NP, Madgadikdagi NP, Khutse GR, etc) will be entered on complete own responsibility. Driving the Van Zyl's Pass is strictly prohibited.

Back up can be provided through third parties only. The Renter is liable for all costs resulting from damages, tow-ins, breakdowns, transfers, and repairs.

Battery Exchange:

In case the renter has to replace the battery of the rental vehicle, he/she MUST notify Autovermietung Savanna, and must bring back the old battery.

PAYMENT

A reservation will ONLY be confirmed and secured upon the receipt of a 25% deposit of the total booking amount together with the fully completed booking form and signed conditions.

Credit Card:

The renter will be provided with a credit card authorization form, which can be returned via E-mail or fax to +264 61 223292.

CANCELLATION POLICY

- 1) No cancellation fee will be charged should the booking be cancelled 90 days or more Prior to the day of arrival.
- 2) A 10% cancellation fee will be charged 90 - 60 days prior to the day of arrival.
- 3) The 25% deposit payment of the total booking amount will be charged against the booking, should it be cancelled 59 - 31 days prior to the day of arrival.
- 4) A 50% cancellation fee will be charged should the booking be cancelled less than 30 - 16 days prior to the day of arrival.
- 5) A 100% cancellation fee will be charged should the booking be cancelled 15 days or less prior to the day of arrival.

INSURANCE / EXCESS WAIVER

An excess deposit must be provided by credit card when arriving at Autovermietung Savanna. This excess deposit can be reduced according to the excess options on your quotation and on our website. The Excess amount chosen will be authorised!

Visa and MasterCard only.

(Please note that the provided credit card should be valid for at least 30 days from end of rental.)

We do not accept electron cards.

You should have sufficient funds/daily limits available on your credit card to cover the excess amount. No vehicle will be released without a successful deduction of the chosen excess amount.

Information regarding Collision Damage Waiver (CDW) and/or Theft Loss Waiver (TLW) can be obtained in our Terms and Conditions (on request).

Damages to tyres, glass and the undercarriage of the vehicle are not included in the Standard Excess and Reduced Excess Options 1; 2 and 3.

Reduced Excess Option 4 has an excess amount of N\$0.00

Additional to normal traffic accidents, third party insurance and theft of the vehicle, (which is included in the Standard Excess and Reduced Excess Options 1; 2 &3) it covers:

- *Sandblast damage**
- *Two damaged tyres**
- *Single vehicle accidents** (negligence excluded)
- *Glass damage**
- *Undercarriage damage**

Autovermietung Savanna recommends their clients to insure themselves against medical, personal expenses and loss of luggage, as these are not included in the excess waiver.

AIRPORT TRANSFERS

We offer a free airport shuttle service between 07h00 – 16h30, 7 days a week. Please inform us 7 days prior to your arrival the exact date and time of your arrival, including your flight number and the number of persons traveling, so that we can meet you at the airport upon arrival.

We will transfer you to our office in Windhoek to pick up your vehicle or take you to your accommodation in Windhoek. These transfers from and to the airport are free of charge. Please note that our free shuttle service operates on a fixed time schedule and route. This free service runs from 7h00, (earliest departure from Autovermietung Savanna office) till 16h30 (latest departure from Autovermietung Savanna office). Please note, that our driver will depart from the airport 90 minutes after the scheduled landing of your flight. In case you arrive in Windhoek after 16h15, you will only be able to pick up your vehicle the next day. For alternative transport outside the operating hours of the shuttle service, please contact our office.

The Airport Company legally forbids vehicle pick-ups and drop-offs at the International Airport.

It is only possible to pick up the vehicle the next day when arriving with a flight later than 14h20.

*The renter must contact Autovermietung Savanna should any flight be delayed or cancelled.
Contact: +264 81 129 9978*

Luggage: We recommend you travel with **soft** bags to store your luggage. Hard-shell cases may be difficult or even impossible to fit in some vehicles. The suitcases you don't need on your trip can be stored at our office at your own risk.

Autovermietung Savanna reserves the right to replace any vehicle with a similar one!

All special Groups cannot necessarily be replaced by a similar one.