



tra:mag

rent-a-car user guide

General information on renting a car

You need a valid international driving licence.

You need a valid credit card. The card holder must be the renter.

The rental company is placing a so-called "authorization hold" on your credit card, which allows them to charge your card with the possible applicable excess amount.

The driver must have the minimum age of (most of the times) 23 years of age. Some companies take a "young drivers surcharge", which allows under-23s to rent a car.

What do the rental rates include?

The rental rates normally include:

- Personal accident insurance
- Theft insurance
- Collision damage waiver
- Tourism levy
- Airport surcharge
- Value Added Tax (VAT)

What do the rental rates not include?

The rental rates normally not include:

- Delivery and collection fees
- Additional driver fee / "young driver surcharge"
- After (office) hour surcharges
- Cross border fees

Insurance, excesses, extra costs, breach of contract

The personal accident insurance covers the driver and all passengers in vehicle.

Personal belongings stolen from the car are not covered.

Towing due to mechanical failure is covered by the rental company - towing due to an accident must be covered by the hirer.

In the event of an accident you are bound to pay a certain excess amount.

Most insurances do not include:

- Acts of negligence
- Tyres
- Windscreens
- Torn upholstery
- Theft (if the car was parked in an unsuitable place)
- Accidents on non-suitable roads

Some examples for a breach of contract are:

- Accident occurring after the vehicle is due to be back at one of the rental company's offices
- Driving under the influence of any illegal drug
- Negligence
- Unauthorized drivers

Cross Border Travelling

Cross border travelling is not generally allowed. To cross borders with a rented car you need a "letter of authorization", which must be requested at the time of reservation. Some companies charge "cross border fees". These fees can go up to ZAR 1000 or even more.

Online Internet Discounts

Many companies are currently offering discounts when you are booking on the internet. When booking online, print out the confirmation information and take this with you to the company's office.

The "24 Hour clock"

Most companies use the "24 hour clock rate". This means that they charge you an extra day when you are not returning the car within the 24 hours.

Unlimited mileage?

Check if your contract with the rental company includes unlimited mileage, or not. If not, make sure that you stay within the limited mileage.

Check out the condition of your car!

Before you take off it is a good idea to check your car for scratches and or other damage. Any damage, scratches etc. should be noted on the contract.

Petrol charges

Fill your car with petrol before you deliver it back to the rental company's office. Otherwise they will charge you with a premium rate for the "refill".