

TERMS & CONDITIONS OF RENTAL 4x4 EQUIPPED VEHICLE RENTALS (SOUTH AFRICA, LESOTHO, ESWATINI(SWAZILAND), BOTSWANA, NAMIBIA, ZIMBABWE, ZAMBIA & MOZAMBIQUE)

01 NOVEMBER 2020 - 31 OCTOBER 2021 (Issue date 20/01/2020)

Standard Rates include:

- Unlimited kilometres
- Airport (Within 25kms from primary depots)
- 2 x Drivers (third, fourth and fifth driver charged separately)
- Living, kitchen & sleeping equipment
- Full water tank and gas bottle
- Standard Excess Insurance Cover R/N\$50 000/US\$5000 excess
- 15% VAT (Value Added Tax) in South Africa, 12% in Botswana and 15% in Namibia
- Credit Card Fees
- Emergency assistance (07h00 – 19h00)

Standard Rates Exclude:

- CER1 and Super Cover/CER2

Minimum Rental Duration and Costings

Minimum rental period: 7 days for collection from Johannesburg, Cape Town, Windhoek and Maun and 15 days for collection from Durban, Port Elizabeth, Nelspruit, East London, George, Swakopmund, Walvis Bay, Gabarone, Kasane, Vic Falls, Harare and 20 days for collection from Maputo, Vilanculous and Livingstone pick up and return locations. Vehicle rentals are calculated on a per calendar day basis, i.e. day of pick-up or drop off is always counted as a full day irrespective of what time it is collected or dropped off. A Rental day is not calculated on a 24hr cycle.

Pick up and return locations

Primary:

South Africa: Johannesburg, Cape Town

Namibia: Windhoek

Botswana: Maun

Minimum rental 7 Days.

Secondary:

South Africa: Durban, Port Elizabeth, Nelspruit, East London George

Namibia: Swakopmund, Walvis Bay

Botswana: Gabarone, Kasane

Zimbabwe: Harare, Vic Falls

Minimum rental of 15 days

Mozambique: Maputo, Vilanculous

Zambia: Livingstone

Minimum rental of 20 days

As per the attached schedule – charges apply

Office Hours: Rental Locations

Monday to Friday: 07h30 – 17h30 (last handover at 16h00, last return at 16h00)
Saturday: 08h00 – 14h00 (last handover at 12h00, last return at 12h00)

After Hour surcharge applies at a cost of N\$/R550/US\$55 per collection or return outside of the normal Office hours. After hour operations are as follows:

Saturday: 13h00 – 16h00
Sundays & Public Holidays 08h00 – 16h00

(Late returns will be charged on a per day basis)
All branches are closed 25 December (Christmas Day)

1. Collection

Vehicle handover can take approx. 2-3 hours, depending on the questions asked and client feedback. This involves a thorough explanation and demonstration of the vehicle and its equipment. Kindly note that signing the vehicle condition report is an acceptance of the condition of the vehicle. THRSA must be notified within the first 24 hours of collection (clutch damage within the first 5 days of collection) should the renter experience any glitches, problems, malfunctions or discomfort. No consideration will be given to claims against such experiences, and no compensation or liability for lost time will be given, if issues are only reported on return of the vehicle. Rental days lost due to a vehicle that has been collected after the agreed date will not be credited.

2. Return

When returning the vehicle, please set aside one hour for the vehicle and equipment to be checked. Although we request that the vehicle be returned with a full fuel tank, as a courtesy to the next renter our representatives will take the vehicle to our refuelling station to ensure that the vehicle is full. Should top-ups be required, the fuel amount will be deducted from the renter's nominated credit card. Vehicles must be returned clean, in order for the vehicle check in to be done. Vehicles returned excessively dirty will be charged a cleaning fee of R/N\$1500,00. Any vehicles returned later than the agreed return date, or outside of normal office hours (without prior arrangement), will be charged at a full day's rental per calendar day.

- ◆ The company reserves the right to charge for fuel on vehicles that are not returned full, a 3 litre allowance for vehicle movement will be given.
- ◆ The company reserves the right to charge a cleaning fee of R/N\$1500, 00 in the event that the rental vehicle is returned in an extremely dirty condition. The company at its sole discretion reserves the right to determine whether a vehicle is extremely dirty in a true and fair manner. An extremely dirty rental vehicle will include but not limited to when the rental vehicle/s possible damages cannot be assessed properly
- ◆ The renter knows and understands that no smoking in the rental vehicles are allowed, and that a fee of R/N\$3500, 00 will be charged to remove any fumes or smells and/or burn marks on the interior of vehicle caused by smoking in the rental vehicle
- ◆ The renter shall return any camper toilet cassette in a clean condition if applicable, failing of which the company reserves the right to charge a cleaning fee of R/N\$2500.00

3. Licence

A valid E/EB or code 08 national or an ENGLISH international driver's licence for vehicles less than 3500kg, is required.

4. Minimum Age

The minimum age permitted to rent is 25 years.

A surcharge of ZAR500/US\$50 for any persons under the age of 25 years old with a minimum age of 23 that has had a license for a minimum of 3 years.

5. SA Road Tax

For all rentals departing and/or returning within South Africa will be charged a fee of ZAR/N\$250/USD\$25 per rental agreement. This fee will be included in your quotation when applicable. (This includes secondary depots deliveries and/or returns)

6. **Liability Options:**

THRSA offers 3 liability cover options, namely, Standard, CER1 and Super Cover/CER2. These options are NOT a personal liability cover, but cover for damage to Britz vehicles and/or 3rd party property. Details below: (This cover does not cover equipment, fridge, rooftop tents or awnings)

Option 1:

Standard Cover

This cover carries an excess of R/N\$50,000.00 / US\$5000.00 which is applicable in the event of any accident or damage to either our vehicle or third party property. This excess of R/N\$50,000.00 / US\$5000.00 is pre-authorized on the renter's Visa or MasterCard credit card at the time of collection. Funds will only be deducted from this amount, should the renter return the vehicle and/or equipment in a damaged condition or for any 3rd party damage. If no claims exist, this excess is released within 21-30 working days from date of return, by the renter's financial institution. Standard liability cover does not include repair to or replacement of tyres, rims and windscreens/glass.

Option 2:

CER1

A daily rate is charged per day as per your quotation/rental agreement detailed as CER1 waiver. This waiver REDUCES YOUR EXCESS to R/N\$ 25 000 and is applicable to the vehicle and third party property damage and includes the cost of replacing or repairing of 1 x windscreen/glass, 1x rim and 1 x tyres, **refer to clause 8. Accidents for exclusions**. A security deposit of R/N\$25 000/US\$2500 is pre-authorized on the renter's Visa or MasterCard credit card at the time of collection. Funds will only be deducted from this amount, should the renter return the vehicle and/or equipment in a damaged condition or for any 3rd party damage. If no claims exist, this excess is released within 21-30 working days from date of return, by the renter's financial institution. The vehicle is to be returned to the agreed location, on the agreed date, in a clean condition and no items or equipment are lost or damaged. This waivers option excess is fully refunded within 21-30 working days, after date of return, should all the terms and conditions be adhered to. (This cover excludes loose equipment, fridge, rooftop tents and awning)

Option 3:

Super Cover/CER2

A daily rate is charged per day as per your quotation/rental agreement detailed as Super Cover/CER2. This cover is a NO EXCESS cover and is applicable to the vehicle and third party property damage and includes the cost of replacing or repairing of windscreens, rims & tyres, radio theft and recovery costs, **refer to clause 8. Accidents for exclusions**. A security deposit of R/N\$5,000/US\$500 is pre-authorized on the renter's Visa or MasterCard credit card at the time of collection to ensure that the vehicle is returned to the agreed location, on the agreed date, in a clean condition and no items or equipment are lost or damaged. This security deposit is fully refunded within 21-30 working days, after date of return, should all the terms and conditions be adhered to. (This cover excludes loose equipment, fridge, rooftop tents and awning)

7. **Claims Handling Fee**

A handling fee of R/N\$750/US\$75 is charged on all claims submitted irrespective of the liability cover option taken.

8. **Accidents:**

Single vehicle accidents are included in all liability cover options, except in the case of roll-overs. In case of damage to the vehicle rented, the following will apply:

The incident:

All accidents must be reported to THRSA, and by law, to the Local Police within 24 hours. An AR (accident report) number from the police must be obtained at the time of reporting the incident. This proves that the accident has been registered. Failing to report accidents may void all liability cover and the Renter becomes fully liable for all costs. We advise that you take as many photographs of the accident scene and also obtain the third party details when applicable. These can be recorded on the reverse side of the rental pack envelope supplied to you on collection. We also suggest you take a photograph of the driver's licences of the persons involved. An accident report which is provided in the RENTAL PACK, must also be completed. These documents and records of evidence will be submitted to THRSA in order to process the incident.

The vehicle:

The renter is responsible for the recovery of the damaged vehicle to the original rental branch depending on the liability cover option taken. A replacement vehicle will only be dispatched once payment of all damages / recovery costs to the first vehicle is made. THRSA reserves the right to withhold a replacement vehicle; this does not entitle the client to any refund or claims against THRSA.

If the renter requires a replacement vehicle to be delivered, charges will be levied according to the liability cover option taken on the rental.

If the renter is not able/willing to take a replacement vehicle, no refunds for early termination of the contract will be considered.

Should the renter continue with a replacement vehicle, this vehicle will be noted under the current rental contract and standard cover will be applicable. This includes a new R/N\$ 50,000/US\$5000 pre-authorization on the nominated credit card. CER1 and Super/CER2 waiver cover is not available on a replacement vehicle. (Irrespective of which party is at fault)

Exceptions & Conditions: (refer to clause 6. Liability Options, Standard Cover, CER1 and Supercover/CER2)

THRSA is not responsible for any damage or theft to items of personal nature. Travel and personal insurance is highly recommended.

Exclusions of all cover options:

The renter is fully liable for any damage to the THRSA vehicle or third party property if:

- ◆ Any terms of the rental contract is breached;
- ◆ Damages are sustained whilst the renter/driver is in violation of any traffic laws or ordinances;
- ◆ Damage to the vehicle is caused by careless, wilful or reckless driving. This includes:
 - Driving under the influence of alcohol or drugs
 - Driving on restricted or unrecognised roads
 - Driving over the road ordinance speed limits
 - Not adhering to the vehicle height restrictions;
- ◆ Related to water submersion or salt water damage:
 - A vehicle may not go through water.
- ◆ The vehicle was driven in a country in which written approval was not obtained from THRSA;
- ◆ Damage is incurred due to incorrect use of the hand brake;
- ◆ The damage to the clutch after 5 days of commencement of the rental. The customer is then liable for:
 - The cost of the clutch kit which is R/N\$24,500/US\$2450,00 including VAT and installation;
- ◆ Roll-overs are not covered in any liability cover options. A roll over is defined as a vehicle sustaining all types of damage due to it not being on all 4 wheels at any given time (the vehicle being on its side is construed as a roll over);
- ◆ The incorrect fuel is pumped into the fuel tank and/or fuel in the water tank will incur a R/N\$ 20,000-00/ US\$2000 cost. THRSA advises that should this occur, the vehicle is to remain turned off and not started under any circumstances. This reduces the damage caused;
- ◆ Undercarriage damages by means of any and all damages including but not limited to the side sills, prop shaft, side shaft, front and rear diff and exhaust system.
- ◆ Loose equipment, fridge, steps, roof top tent and awning where applicable.

The renter is responsible for any damages or accidents that THRSA has not been made aware of on the return of the vehicle. Please note the applicable charges will be charged to the nominated credit card.

THRSA is not responsible for any damage or theft to items of a personal nature. Travel and personal insurance is highly recommended.

Rules in respect of replacement vehicles (whether due to an accident or vehicle damage)

- In the case of clutch or water damage the following is applicable:
 - ◆ The repairs and recovery (towing) costs of the vehicle is the responsibility of the renter. The following recovery / replacement rates will apply irrespective of your cover option taken:
 - Within South Africa:
 - ZAR/N\$ 8-00/US\$0,80 per kilometre
 - Outside of South Africa:
 - ZAR/N\$ 15-00 / US\$1,50 per kilometre
- Should a replacement vehicle be required, THRSA will replace the vehicle within 24 hours in South Africa and 48 hours in Namibia, Botswana Zambia, Zimbabwe, Mozambique, Lesotho, eSwatini (Swaziland).
 - A new pre-authorization for the standard cover excess of ZAR/N\$50000 / US\$5000, will be blocked on the nominated Visa or MasterCard credit card for the replacement vehicle.

9. ENTIRE AGREEMENT / NON-VARIATION

This document contains the entire agreement between the renter and the Company, and neither party shall be bound by any undertakings, representations, warranties, promises, or the like not recorded herein. No variation, alteration, or addition to, or omission from this agreement is valid/binding, unless reduced to writing and signed by the renter and an authorized employee of the company. Any clause which is declared unenforceable or invalid, for any reason whatsoever, by a competent Court, shall be severable from the remaining provisions of the agreement and shall not affect the validity of these provisions.

10. INDULGENCES

No extension, latitude or other indulgence will in any circumstance be taken to be understood as implied consent or an election by the party or will operate as a waiver of otherwise affect any party's rights in terms of this agreement. It shall further not stop or prevent any party from enforcing, strict and punctual compliance with each and every provision or term hereof at any time and without notice.

11. DOMICILUM CITANDI ET EXECUTANDI

The Renter chooses the address stated on the face of the agreement as registered/legal address. The Company chooses its registered address of 17 Sim Rd, Pomona, Kempton Park, Gauteng, South Africa

12. JURISDICTION

This agreement will be governed by and interpreted in accordance with the laws of the Republic of South Africa.

13. GOVERNING LAW

The company and the renter hereby agree and consent that this rental agreement will be governed and be enforced in terms of the applicable South African laws.

14. CONSENT TO JURISDICTION

The renter and the company both consent to the jurisdiction of the Magistrate's Court in terms of Section 45 of the Magistrate's Court Act 32 of 1944, notwithstanding the subject matter or cause of action involved, or irrespective whether the claim may exceed the jurisdiction of the Magistrate's court.

15. LEGAL COSTS AND/OR EXPENSES

In the event that the Company incurs expenses in recovering any monies due to it from the Renter or any other person arising from this agreement, the Renter will be liable for any costs and expenses incurred in doing so, on the attorney and own client scale, including but not limited to collection commission and tracing fees and necessary disbursements.

16. JOINT AND SEVERABLE LIABILITY OF AUTHORIZED DRIVERS

In terms of this agreement the renter and /or any authorized driver may be held jointly and severable liability towards the company towards all monies due and owing to it in terms of this agreement.

17. FORCE MAJEURE

If the Company is prevented or restricted in any way from carrying out all or any of its obligations under this agreement by reason of force majeure (an event or circumstance beyond the control of the parties, such as, but not limited to, war, strike, riot, pandemic, crime, fire, or an Act of God such as flooding, an earthquake, storm or adverse weather conditions, an act of Government or other authority ("Force Majeure Event") which prevents one or both parties from performing their obligations under this agreement then the Company will be relieved of its obligations in terms of this agreement during such period of force majeure, and the Company will not be liable for any loss, damage, action or claim which may be brought by the Renter or by any other party in consequence of such delay or inability to perform.

18. AUTHORIZATION TO CREDIT SEARCH AND CONFIRMATION

The Renter hereby consents and authorizes the Company or its nominated representative to undertake any enquiry the Company deems fit about the Renters credit and or criminal record with any credit bureau, credit agency and/ or other third party to confirm details of the Renter as and when the need arises.

19. AIR-COOLING SYSTEM

The air-cooling system supplied in the cabin of the vehicle, is designed to be used in regions where the temperatures do not reach in excess of 28 degrees celsius, the unit may not work as effectively in temperatures exceeding 28 degrees celsius. This is normal and does not constitute grounds to request a replacement vehicle. Whenever the vehicle is stationary, or idling for prolonged periods, the cabin air-cooling system must be switched off to prevent damage.

20. DUST INGRESS

Namibia and Botswana are predominantly arid desert regions and the majority of secondary routes travelled, are on dust or gravel roads. It is not possible to make vehicles dust-proof and therefore refunds or claims for any dust ingress of any nature, will not be considered.

21. PAYMENT

THRSA does not accept CASH, CHEQUE or DEBIT CARDS as payment in any way.
Valid Visa/MasterCard credit cards, EFT or bank transfer payments are accepted for rentals.
Pre-authorisation: THRSA only accepts valid Visa and MasterCard credit cards that are embossed, in order to place the pre-authorisation for liability cover / security deposits and excesses. **(THRSA does not accept Dinners or American Express credit cards)**
The holder of the credit cards needs to be present at vehicle collection in order for the transaction to be processed.
THRSA is not responsible for any currency fluctuations that may occur in any transactions.
FULL PAYMENT must be received 14 days prior to date of collection.

22. EQUIPMENT

All vehicles are supplied with equipment (unless otherwise agreed upon). Our liability cover options does not cover any equipment supplied with the vehicle. Any loss or damage to the equipment including items such as GPS, fridges, compressors, tents, awnings and steps etc. will be charged to your credit card. Should any of your equipment malfunction during the rental period, THRSA is not liable to provide a replacement vehicle. Repairs can be made according to clause 25 named Vehicle Repairs.

23. ROAD RESTRICTIONS

4x4 Equipped vehicles are allowed to be driven on public bitumen/tar roads or gravel roads as well as on public recognized 4x4 tracks in Botswana, Mozambique (Up to Vilanculous only), Namibia (THRSA does not allow dune driving with their vehicles), South Africa, Zambia (up to Livingstone only) and Zimbabwe (up to Harare). THRSA does not allow our vehicles to enter the following countries under any circumstances: Kenya, Angola, Malawi or Tanzania. Any locations north of the permitted locations are not allowed. For your own safety - It is highly recommended to avoid driving before sunrise and after sunset

24. CROSS BORDER DOCUMENTATION

A once off cross border fee per vehicle per rental of NAM\$/ZAR1000/US\$100 applies for cross border documentation into Botswana, Lesotho, Mozambique, Namibia, Zambia, Zimbabwe and eSwatini (Swaziland). The vehicle documentation is for the vehicle cross border requirements ONLY. THRSA is not liable for the arrangement or payment of visas, permits, third party insurances or road taxes applicable to the countries of entry. These are for the renter's account and can be arranged prior to travel or at the borders of the applicable countries. All cross border applications are to be accompanied by a clear copy of the renter's passport & driver's license to be received seven days prior to collection. (Please note THRSA cannot be held liable for any time delays regarding border documentation, costs and crossings)

25. VEHICLE REPAIRS

It is possible that during your rental, small repairs may be required due to the nature of the terrain. Repairs of up to R/N\$ 1,500.00 may be affected without prior authorisation from THRSA and such repairs will be reimbursed, on the submission of a claim with original receipts attached. Amounts above R/N\$ 1,500.00 will require verbal/telephonic approval from THRSA on-road assistance, where a ticket will be logged on our ticketing system for reference when submitting your claim. (The numbers are provided in your rental pack). Should approval not be obtained the claim may be disputed.

Should a call-out fee be charged by a supplier to replace a tyre, approval must be obtained from THRSA road side assist. Should permission be granted by THRSA for an overnight stay in a lodge, due to repairs, a maximum allowance of R/N\$1500/US\$150 per night per vehicle is granted for a maximum of one night in South Africa, and two nights outside of South Africa – (Botswana, Mozambique, Namibia, Zambia and Zimbabwe)

The original receipts must be submitted to your return branch when claiming against your CER1 or super cover/CER2, where a once off admin fee of ZAR/N\$750 / US\$75 will be levied for this claim.

Should a replacement vehicle be required due to a mechanical fault not due to negligence, THRSA will replace the vehicle within 24 hours in South Africa and 48hrs outside of South Africa, at no extra cost to the renter.

26. KEYS

THRSA Call Assist must be informed of keys lost or locked inside a vehicle. The replacement or recovery of keys is for the renter's account. THRSA cannot be held liable for any accommodation, time/days and/or personal items lost or any other costs incurred, due to the replacement or recovery of keys. **(It is the renter's responsibility to safe guard the vehicle while the keys are being replaced)**

27. TYRES

The renter is responsible for the repairing of flat or punctured tyres. The driver should not exceed the road traffic ordinance. For your safety, THRSA recommends a **maximum** speed of 120km/h on tarred roads and 60km/h on gravel/sealed or corrugated roads, and 40km/h in National Parks where applicable (do not exceed the recommended speed limits on your route where applicable signs are shown). Tyres get hot and pressures increase at higher speeds. Tyres are then susceptible to damage especially on uneven surfaces. When replacing a tyre, please ensure that it is a new tyre of the same brand, size. Reconditioned, second hand or re-treaded tyres are NOT acceptable. The renter is required to check

the tyre pressure when the tyres are cold (i.e. not after travelling for more than 10km), at regular intervals. All tyres should be checked, including spares. THRSA policy is, we will not supply tyres with tread less than 4mm in South Africa and 5mm within Namibia/Botswana.

28. TRACKING

All THRSA vehicles are fitted with tracking devices. Tracking is monitored in all Southern Africa destinations as allowed by THRSA. THRSA reserves the right to repossess the rental vehicle at any time if it is found illegally parked, being used to violate the law or appears to be abandoned and/or continuously exceeds the **maximum** speed limit of 120km per hour. If the renter is in breach of any terms or conditions of the rental agreement.

Please note - The tracking devices fitted into our vehicles are not used for emergency or safety purposes.

29. INFRINGEMENTS

The renter is liable for all fines and penalties in relation to the driver's use of the vehicle or the vehicle itself incurred during the rental period plus an administration fee of ZAR/N\$300/US\$30 for each infringement or penalty notice that has been redirected by THRSA to the renter.

Fire Extinguishers – A fire extinguisher may only be used in the event of a fire within the vehicle, fire extinguishers used for any other purpose/where the seal is broken a R/N\$500 or US\$50 will be levied.

30. CANCELLATION / NO-SHOW PENALTIES

Cancellations are charged according to the below. Fees in percentage of total rental amount. Late collections and/or early returns do not qualify for rental refunds.

25 days before collection	:	0%
24 – 7 days before collection	:	25%
7 – 1 day before collection	:	50%
No show or cancellation on day of collection	:	100%

The Renter acknowledges and agrees that the Company's standard cancellation and/or no show penalties shall apply in the event of a Force Majeure Event.

31. FEES – MANDATORY CONTRACT; EQUIPMENT; EXTRAS; ONE-WAY & DELIVERY/COLLECTION:

Extra equipment and fees per the below, are to be booked at time of reservation or can be requested on collection if required and subject to availability.

MANDATORY ITEMS	CHARGE
Contract Fee	R/N\$250 / US\$25 per rental
SA Road Tax (charged on all departures or returns in/from Johannesburg, Durban and Cape Town)	R/N\$250 / US\$25 per rental
All claims admin fee (payable on claim submission)	R/N\$750 / US\$75
Traffic fine admin fee (Payable if a fine is levied)	R/N\$300
Fire Extinguisher fee (in the event a fire extinguisher was used for incorrect purposes)	ZAR/N\$500 / US\$50
After Hours Surcharge (for all departures/returns outside normal office hours and on request) – refer to office hours	R/N\$550 / US\$55
OPTIONAL ITEMS	CHARGE
Change of destination fee	R/N\$ 1000 *after commencement of rental plus the applicable one way fee
Surcharge for renter under 25 years of age and a minimum of 23 years with a license for more than 3 years	ZAR/N\$500 / US\$50
Baby / Child Seat	R/N\$500 / US\$50 per rental
Border Documentation	R/N\$1000 / US\$100 per rental
Additional Driver	R/N\$250 / US\$25 per additional driver
GPS	R/N\$1000 / US\$100 per rental
Additional Living Equipment: (for one person) Crockery Cutlery Bedding Towel Chair	R/N\$1000 / US\$100 per person, per rental

ONE WAY / DELIVERY OR COLLECTION:	
<p>A fee is charged for any rentals that require a one way drop off or collection between primary depots.</p> <p>A fee is charged for any rentals that require a delivery or collection between a primary & secondary depots or a secondary and secondary depot.</p> <p>Please refer to the ONE WAY, DELIVERY/COLLECTION FEES schedule.</p> <p>Please also note that vehicles that are delivered to a secondary location, may not be handed over with a full fuel tank.</p>	

32. SUBSTITUTIONS

If, for reasons beyond our control, the reserved vehicle is not available, THRSA reserve the right to substitute a comparable or superior vehicle at no extra cost to the renter. This shall not constitute a breach of contract and does not entitle the renter to any form of refund or claim against THRSA.

33. TAXES & CURRENCY FLUCTUATIONS

All charges include 15% VAT in South Africa, 12% VAT in Botswana and 15% VAT in Namibia. All rates are quoted in ZAR, N\$ and US\$. THRSA is not responsible for any currency fluctuations that may occur in any transaction.

Terms and conditions are subject to change in accordance with changes in government taxes.

34. PAYGATE PAYCOLLECT IMR:

Delivery policy:

Subject to availability and receipt of payment, requests will be processed within 48 Hours and delivery confirmed by way confirmed reservation receipt.

Return and Refunds policy:

The provision of goods and services by THRSA is subject to availability. In cases of unavailability, THRSA reserves the right to substitute a comparable or superior vehicle as no extra cost to the renter. Cancellation of orders by the client will attract a penalty fee as per point 20 of the terms and conditions.

Customer Privacy policy:

THRSA shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: http://www.polity.org.za/attachment.php?aa_id=3569 .

Payment options accepted:

Payment may be made via Visa and MasterCard.

Card acquiring and security:

Card transactions will be acquired for THRSA via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy.

Customer details separate from card details:

Customer details will be stored by THRSA separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to www.paygate.co.za.

Merchant Outlet country and transaction currency:

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

Responsibility:

THRSA takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

Country of domicile:

This website is governed by the laws of South Africa and THRSA chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

Variation:

THRSA may, in its sole discretion, change this agreement or any part thereof at any time without notice.

35. GENERAL

Any claims or legal action in connection with the provision of our services to the client will be governed by the laws of South Africa/Namibia or Botswana. Any claim or legal action against the suppliers is likely to be subject to the terms and conditions of our contract with them.

- Locations within South Africa daily rates are charged in ZAR.
- Locations in Zambia, Zimbabwe, Mozambique, Lesotho, eSwatini (Swaziland) daily rates are charged in ZAR.
- Locations in Botswana daily rates are charged in US\$.
- Locations in Namibia daily rates are charged in N\$.
- Whilst including the same facilities, some 4x4 equipped vehicles may have different layouts and or equipment types to those shown. All measurements and volumes shown are approximate. The information provided is subject to change without notice.
- Towing is not permitted under any circumstances.
- The information provided is subject to change without notice.

36. ALL RIGHTS RESERVED

Rates and terms and conditions of rental are subject to change.