



## ForS Product Description

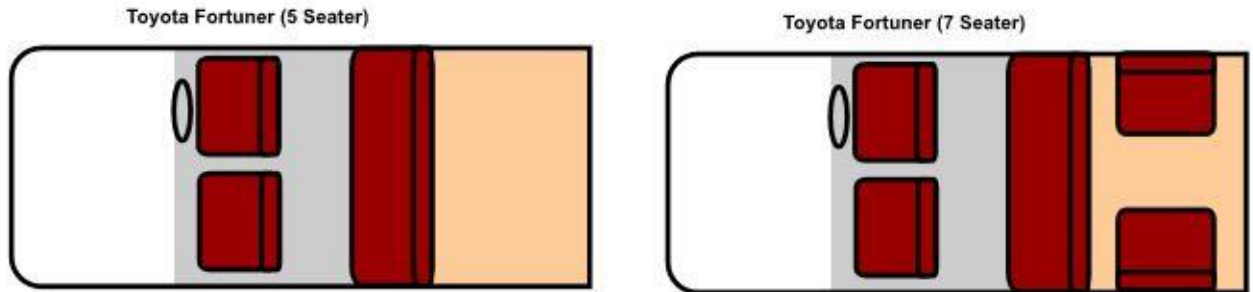
This comfortable station wagon is ideal for accessing lodges off the beaten track

### Prominent Features:

- Toyota – unbeatable reliability and by far the best dealer representation in Southern Africa
- Comfortable ride with good on and off-road performance
- Good ride height for game viewing
- Excellent fuel consumption
- Good performance
- Solid 4x4 capability
- Automatic Transmission
- Good tyres and two spare tyres
- Roof Rack
- Recovery Equipment provided

		Toyota Fortuner Std
Your Booking Code		ForS
Make / Model		Toyota Fortuner
Maximum Age		3 Years
Transmission		Automatic
Power Steering		Yes
Petrol/Diesel Engine		Diesel
Cylinders / Cubic Capacity		4/2400TDi
Engine Specifications		110KW/ 400/Nm
Fuel Capacity		125L
Fuel Consumption Approx		9.5L/100Km
Radio/CD/Bluetooth/AUX/USB		Yes
Powertrain		4x4
GPS (built-in)		Yes – No Tracks4Africa
Aircon/heating		Drivers/Main Cabin
Dimensions Approx		
	Length	4695 mm
	Width	1840 mm
	Height	1850 mm
Capacity		5 or 7 Adults (2 Jumps Seats in rear small)
Seatbelts		7
Power Supply		12V
Dual Battery System		Yes
Roofrack		Yes
Second Spare Tyre		Yes
Spade		Yes
Puncture Repair Kit		Yes
Tool Kit		Yes
Tow Strap		Yes
Ratchet Tie Downs		Yes
Triangles		Yes
Grass Seed Net		Yes
Air Compressor		Yes
First Aid Kit		Yes

## DAY



### STANDARD RENTAL RATES INCLUDE

- Unlimited Kilometres
- Standard Insurance Cover
- Full gas bottles where applicable
- Roadside Assistance
- Airport Transfers before and after the rental
- Travel pack including maps, books and relevant information
- All applicable taxes
- Introduction to the vehicle and equipment
- Complete self-contained camper where 'camp' option is selected

### REQUIREMENTS TO RENT A VEHICLE

- Bookings must be made in advance and are subject to availability, a booking is only secured after the deposit is received and booking form completed. We reserve the right to decline a booking where there may be excessive kilometres or risk put on the vehicle.
- The **Renter** is required to have a valid passport or identification, a valid driver's license and a credit card (in the same name) which should be provided for the insurance excess or deposit.
- Copies of these documents must be provided if collecting in remote locations or areas outside of standard locations
- The full rental is due 8 weeks prior to travel. Should rental payment not be made or proof of payment be available we reserve the right to delay the rental until payment is made in full.
- The **Renter** should disclose the general route or inform the **Supplier/Booking Agent** of any special areas or borders that may need to be crossed as this can influence vehicle preparation.
- The **Renter** must have a valid credit card in his/her name which will be used for the deposit/insurance excess. The insurance excess will be debited / authorized for the deposit when collecting the vehicle and the deposit will be refunded / released less any damages or loss within 10 days of your return.

#### CHECKING THROUGH THE VEHICLE ON ARRIVAL

- On arrival the vehicle would have been checked by the **Supplier** and an inventory and various check sheets are completed. It is still advisable and to a point the responsibility of the Renter to check through the vehicle and ensure they are comfortable with the operation of the vehicle and that all necessary equipment is provided. The handover (which will take approximately 1 hour) is only complete when you are comfortable with the vehicle and use of the equipment. Tyre conditions, wheel changing tools, high lift jack operation (where applicable), dual battery system operation, four-wheel drive system operation, camp equipment and general maintenance guidelines must be checked for each and every rental.
- Please check all damages on the vehicles and that it is captured correctly on the diagrams with the **Supplier's** representative when collecting and dropping your vehicle. The **Renter** will be required to sign these documents which will be acknowledging their accuracy in determining if damages were pre-existing or new.

#### MINIMUM RENTAL DURATION & COSTINGS

- Minimum rental period is 3 days in South Africa and 7 days outside of South Africa and specified collection points. Minimum rental period for cross border travel from South Africa is 7 days. The Supplier reserves the right to change minimum rental periods in the case of high kilometre rentals but this will be confirmed prior to booking.
- In peak season and holiday periods we may institute longer minimum rentals.
- Each day is a 24-hour period.
- Where camp equipment is included, the day of pick up and drop off are counted as full days irrespective of the time collected or returned.
- No refunds are applicable for early returns.

#### OFFICE HOURS:

- Monday to Friday 08:00 – 16:30
- Saturday 08:30 – 13:00
- Deliveries and collections are included from Monday to Saturday during normal office hours. After hours, on Sundays or Public Holidays there will be a delivery fee of ZAR 500.00 per vehicle/airport transfer.
- All branches are closed 25 December (Christmas Day)
- Mobile contact numbers are available 24 hours 7 days a week but please send a text message if you fail to get through.

#### OFFICIAL DEPO'S AND RECOMMENDED RENTAL COLLECTION POINTS (VEHICLE COLLECTION & RETURN)

##### South Africa:

Johannesburg: 31 Gallagher Avenue, Midrand, Johannesburg (Coordinates: S 26 00 02.08; E 28 07 34.47)

Cape Town: 12 Concorde Crescent, Airport City, Cape Town (Coordinates: S 33 58 61.65 E 18 35 44.37)

##### Botswana:

Kasane: Plot 38 Kazungula Industrial site, Kazungula, Kasane, Botswana (Coordinates: S 17 48 42.85 E 25 14 84.19)

Maun: Thuso Reability Centre road, Thito Ward, Maun, Botswana (Coordinates: S 20 00.7299 E 023 24.6814)

##### Namibia:

Windhoek: 9 Dr Kuaima Riruako Street (previously Bach Street), Windhoek (Coordinates: S 22 34 21.74 E 17 04 22.98)

---

Please note: for all rentals starting outside South Africa the Namibian rates apply.

#### ONE WAY DROP OFF AND DELIVERY FEES

Vehicles can be collected and dropped off in most areas in Southern Africa for additional charge. It is recommended to use the official depots.

Risk of remote handovers – clients should be aware that there are very limited facilities in most smaller towns in Southern Africa and no option to replace or repair specialized equipment. This may affect the service delivery, albeit only on exceptions which is why we recommend using our standard depots where possible.

#### Please confirm all delivery and collection fees at time of enquiry

#### DEPOT SURCHARGES

Delivery/depot surcharges may apply to certain areas and/or collection depots. Please enquire with your rental agent

#### USAGE

- The **Renter** acknowledges that he/she is aware of the purpose for which the vehicle was designed, as well as all safety and maintenance procedures. The **Renter** is responsible to look after and maintain the vehicle during use and to return the vehicle in good order, fair wear and tear accepted.
- In the event of the vehicle or any of its belongings being lost or damaged during the rental period, the **Renter** shall be liable to cover the cost of replacement or repair and to make good on any shortages or damages to the vehicle. Standard Insurance Cover is included and will cover loss or damage due to theft and collision damages but not lost items or damages due to gross carelessness or negligence.
- Cross Border Travel – written authorization is required for any travel outside of South Africa.
- Checking the vehicle and signing the contract – it is recommended that the **Renter** should check the vehicle thoroughly on handover to ensure the vehicle meets with their requirements and it is always beneficial to recheck items like wheel changing tools and tyre condition. On signing the contract, the Renter signs acceptance of the vehicle and equipment.
- The **Renter** is in control of the vehicle and is responsible to report any problems or avoid any driving obstacles they are not comfortable to cross or which may put the vehicle at risk. Additional care should be taken in remote areas where recoveries and repair are more difficult to effect. These areas carry higher risk and the Renter assumes this risk when entering these areas. The **Renter** should be pro-active prior to entering these areas, do general checks on the vehicle and any noises, new rattles or possible fluid leaks investigated before heading into remote areas.

#### REPAIRS AND MECHANICAL FAILURES

- Any mechanical repair or replacement related to fair wear and tear is covered by the **Supplier**. Repairs of up to ZAR 3,000.00 can be affected without prior authorization. On higher amounts prior authorization is required from the **Supplier**. Due to the vastness of the area where vehicles are mobile the Renter is responsible to get the vehicle to the nearest workshop. Where not mobile, the vehicle should be towed to the nearest workshop for diagnosis.

- Wherever possible please contact the **Supplier's** Johannesburg Head Office if you pick up a technical issue. They must be aware of the problem in order to try and find a solution but you are able to take the vehicle to any workshop and the costs will be refunded. If there are more serious technical issues it is imperative to contact the **Supplier** before continuing.
- In most cases vehicles are still covered under the new vehicle manufacturers warranty and their warranty conditions will apply where mechanical failures occur. It is important to remember that the Supplier is not the manufacturer of the vehicle or equipment, but will do its utmost to select and offer the best and most recommended vehicles and equipment as well as ensure the vehicles are fully maintained and checked prior to departure.
- Where serious mechanical failures occur due to standard wear and tear and which cannot be repaired timeously, a replacement vehicle will be supplied within 24 hours of diagnosis. This relates to the countries of South Africa, Botswana, Namibia, Zimbabwe, Southern Mozambique and Southern Zambia. In countries further North replacement time is within 72 hours.
- Inconvenience and time loss is not covered for mechanical failures which cannot be anticipated and were not apparent at the start of the rental.
- Towing is covered for the countries of South Africa, Botswana, Namibia, Zimbabwe, Southern Mozambique and Southern Zambia. Further North towing is covered by the Renter.
- Roadside assistance: the **Supplier** offers contact numbers which are available at most times and will assist with any problem telephonically. Due to vastness of the Southern African region and the unknown logistics the **Supplier** may not be able to provide immediate recoveries or technicians to all areas but will also use local resources and will do their best to ensure speedy repair or recovery.

#### VEHICLE MAINTENANCE REQUIREMENTS

- The vehicles are fully serviced and maintained as per manufacturers requirements and the **Supplier** has introduced additional maintenance which is completed on vehicles.
- The **Renter** is responsible to maintain the vehicle during the rental period. This would include the standard check of tyre pressures, wheel alignment, if necessary, oil and coolant levels and to be aware of any symptoms which may arise during the rental period. In addition, should the vehicle reach 10 000km during the rental period the **Renter** is required to service the vehicle at their expense (if not under maintenance plan) at a suitable workshop preferably associated to the vehicle manufacturer.
- All Toyota Hilux vehicles are under maintenance plan and can be serviced by the dealer network in the countries of South Africa, Botswana and Namibia. The renter will benefit by using Toyota service centers in these countries as all service costs are covered. The 10,000 km service charges outside of these countries are for the hirer's account and any other repairs related to standard wear and tear on the vehicle will be covered by the supplier but must be authorized in advance if the exceed R 3,000.00.
- Should the **Renter** become aware of a potential problem with the vehicle it is their responsibility to make contact with the Supplier or have it checked at the nearest workshop before proceeding further or into remote areas.

#### EQUIPMENT AND ACCESSORIES

- The **Supplier** do not manufacture the equipment and accessories but will make every effort to ensure equipment or accessories fitted or provided are of good quality. The **Supplier** cannot warrant or guarantee their performance or reliability.

- In the case of equipment issues or failures the hirer can repair or replace equipment at the cost of the **Supplier**. Where the amount exceeds ZAR 2,000.00 prior authorization should be obtained. In the case of larger and more specialized items like the fridges and roof tents where these are not usable and are not able to be replaced the relevant item will be refunded from when it is reported faulty. So long as the failure is due to fair wear and tear and not usage related or due to impact, so long as it is due to fair wear and tear and not usage related or due to impact.
- No tent is completely Mosquito proof so other precautions should be taken in Malaria areas. Zips which fail during the rental will not deem a tent unusable or validate the swop out of a tent unless otherwise agreed by the **Supplier**.
- Specialized equipment and equipment requests not within the standard vehicle configurations cannot be guaranteed in the offices outside of Windhoek and Johannesburg. In the case the Supplier cannot provide certain equipment it is not deemed a breach of contract. The specific item the **Supplier** is unable to supply will be refunded.

#### COLLISION DAMAGES & ACCIDENTS

- All accidents must be reported to the local police within 24 hours. This is essential wherever there is a 3<sup>rd</sup> party involved or where there is more significant damage.
- Where collision damages render a vehicle unusable, a replacement vehicle can be supplied if available but all costs are for the expense of the **Renter**.
- The **Renter** is responsible for the return of the damaged vehicle to the closest office.
- No refund will be given for lost days due to collision damages. This is limited to a maximum of 21 days from date of incident.
- Should the **Renter** continue with a new replacement vehicle, then a new rental contract and insurance conditions will apply.
  
- An administration fee of ZAR 550.00 is levied for the processing of any accident claims.
- The exact insurance conditions and area of liability will also depend on the level of insurance selected.

#### INSURANCE AND COLLISION DAMAGE WAIVERS

- Standard Insurance cover, which is comprehensive insurance is included on all vehicles and in all rates quoted. This is not a full insurance cover and an excess is applicable. The value of the excess is R 30,000.00 (thirty thousand rands only). The excess is payable for any damage irrespective of the cause of damages.
- Insurance cover is valid in the following countries; South Africa, Botswana, Namibia, Zambia, Zimbabwe, Mozambique, Tanzania, Swaziland, Lesotho and Malawi. Special permission is required for any other countries in Sub Saharan Africa.
- Third Party Cover: the standard excess also applies to damages to a third - party vehicle or property. Third party cover for must be purchased at the port of entry.
- Additional insurance cover is available at additional cost which offers reduced excess options for both collision and theft damages. The cost of the collision damage waiver (CDW1 and CDW2) will vary depending on the vehicle category and time period.
- Insurance conditions and exclusions;

If Standard cover is selected, the following conditions apply:

- Towing costs outside of South Africa are not covered
- Tyre & Windscreen Damages are not covered
- Under carriage damages are not covered (up to the full insurance excess)

- 
- Theft loss waiver is not included
  - The insurance excess is payable for any damages or loss to the vehicles
  - Water damages from submerging vehicles by exceeding wading depth is not covered
  - A double insurance excess, of ZAR 60,000.00 applies for single vehicle rollover and single vehicle accidents with animals at night

If CDW 1 (collision damage waiver 1) / MEDIUM INSURANCE COVER is selected and paid, the following conditions apply:

- A reduced excess applies (50% reduction in collision damage excess)
- Theft loss waiver included. Zero excess for theft incidents.
- Towing outside of Namibia, Botswana, South Africa is not covered
- Tyre & Windscreen Damages are not covered
- A double insurance excess, minimum ZAR 30,000.00 applies for single vehicle rollover and single vehicle accidents with animals at night.
- Water damages from exceeding wading depth is not covered
- Undercarriage damages are not included if below the excess amount

If CDW 2 (collision damage waiver 2) / SUPER COVER is selected and paid for, the following conditions apply:

- A zero excess applies for all normal accidents and theft loss or damage. A security deposit of ZAR 5,000.00 is payable at handover. This is in the case of traffic fines or other losses which may be excluded.
- Towing outside the countries of Namibia, Botswana, Southern Mozambique, Zimbabwe, Southern Zambia (Livingstone district) and South Africa is not covered
- Single vehicle accident - the deposit/excess of ZAR 5,000.00 will be lost for single vehicle accidents or where no case number is received. This only when the damages exceed the value of the CDW2 premium paid by the renter.
- The standard excess of ZAR 30,000.00 applies for the specific incidents of single vehicle rollover and single vehicle accidents with animals at night.
- Water damages from submerging vehicles or exceeding wading depth is not covered
- Undercarriage damages are covered

Should the vehicle be damaged beyond use or stolen, a replacement vehicle is not included in any of the insurance cover options. A replacement can be supplied depending on availability but a new contract applies and all costs are for the **Renters** account.

- Water damages due to exceeding the vehicle wading depth is not covered by any insurance cover.
- Damages due to gross negligence or equipment losses are not covered by insurance.
- Insurance covers recognized public roads and tracks but does not cover complete off-road use where there is no recognized road or track.
- A case number of police report is required by insurance for any incidents related to collision or theft loss or damage.
- Insurance covers the direct cost of replacement of vehicle or equipment only. In the case of tyres and windscreen it covers the cost of the equal replacement of tyre or windscreen but no delivery costs, loss of time or any other consequential expenses are covered.



- Any insurance related costs to be claimed exceeding ZAR 4,000.00 must be authorised by the **Supplier** in advance.
- Tyre damages are limited to two new tyres per 30 days rental unless otherwise agreed by the supplier.

#### ADDITIONAL CLEANING FEE:

- The standard cleaning fee charged will cover any normal exterior and interior wash along with cleaning equipment which is not excessively dirty. For vehicles coated in mud and where radiators or other components need to be cleaned or deep cleaning is required to return a vehicle to the condition as received a charge of ZAR 2,500.00 will be levied. If permanent damages are done it would fall to insurance. The additional ZAR 2,500.00 may also be charged when vehicle's return with foul smelling interiors that cannot be cleaned through the normal procedures. This would typically apply where fish oils, animal or dairy products have contaminated upholstery.
- Toilets must be returned as received or a cleaning charge of ZAR 1,000.00 will be levied.
- Abnormally dirty kitchen equipment or bedding will be charged at ZAR 500.00 additional. If an item is damaged or contaminated beyond recovery the replacement value will be charged.

#### ROAD RESTRICTIONS

- The 4 Wheel Drive vehicles are allowed on all bitumen/tar and gravel roads as well as all recognized public 4x4 tracks in South Africa, Botswana, Namibia, Lesotho, Zimbabwe, Zambia, Mozambique, Tanzania, Kenya, Swaziland and Malawi. Special permission is required for any other countries in Sub Saharan Africa.
- The **Renter** assumes all risk when travelling on very bad roads or in extremely remote areas. This may cause further delays in recovering the vehicle or offering a replacement vehicle. Roads like Van Zyl's pass in Namibia or Death Acre in Angola should be avoided and if the **Supplier** is not able to recover the vehicle due to inaccessibility, the Renter will be responsible for the delays. Cautious driving is essential in any remote area and on any poor roads.
- If the **Supplier** does not have access to an area, for instance on the desert tours in Namibia, then the Renter is responsible for the salvaging of the vehicle to an area where the **Supplier** does have access.
- Insurance cover on vehicles only applies where there is a recognized track shown on a detailed map.

#### DESERT TOURS IN NAMIBIA

The **Supplier** does allow the vehicles to partake in these tours but under the following conditions:

- The tours must be professionally guided.
- Driving up dunes and where there is no recognized 4WD track is at your own risk. Insurance do not cover any damages where the vehicle is used "off-road" or where there is no recognized track or road.
- These are areas with restricted access and it is the **Renters** responsibility to recover the vehicle to an area where the **Supplier** is able to access the vehicle. This applies to any mechanical or collision related incident. Any costs or delays to recover vehicles from these areas are for the **Renters** account.

---

#### CROSS BORDER SURCHARGES

- A once off cross-border surcharge is applicable when leaving South African borders. This is a once off charge irrespective of how many borders are crossed.
- A ZAR 800.00 fee is applicable for the countries of Botswana, Namibia, Zimbabwe, Zambia and Southern Mozambique (south of Zambesi River). If the vehicles are collected in a neighbouring country and no borders are crossed then the Cross Border Fee is not applicable, but only the delivery surcharges. Example if the vehicle is collected and dropped off in Namibia and no borders are crossed then no cross-border fee is applicable.
- A ZAR 3,000.00 fee is applicable for the countries of Northern Mozambique (north of Beira/the Zambesi River), Malawi, Tanzania, Uganda, and Kenya.
- No surcharge applicable for Swaziland and Lesotho.

**The Cross Border Surcharge does NOT include any custom charges which are paid directly to customs at the relevant border or port of entry.**

#### EQUIPMENT EXTRA'S

- Additional equipment is available through the **Supplier** as a non-standard vehicle equipment and in addition to the vehicle rental. This includes electronic equipment like GPS, winch and satellite phones. The **Supplier** may use outside **Suppliers** for this equipment and cannot warrant the accuracy or reliability of this equipment. This equipment should be checked by the **Renter** on handover to ensure functional and should the equipment fail during the hire period it should be reported to the **Supplier** as soon as possible. They cannot guarantee replacement or repair and this will not constitute a breach of contract or affect the vehicle rental agreement. The **Supplier** will endeavour to refund the rental of such equipment from the date reported faulty or authorise replacement at the nearest town centre where this is feasible. Equipment will be tested by the **Supplier** or manufacturer to establish reason for failure and grounds for refund.

#### CHANGE OF VEHICLE OR CAMPER

- If for reasons beyond the **Supplier's** control, the reserved vehicle is not available, the **Supplier** reserves the right to substitute the vehicle with another vehicle in the same category or in a higher category. This shall not constitute a breach of contract or entitle the **Renter** to a refund.
- Variance in vehicle equipment: The Supplier cannot guarantee that all equipment will be the same as there are constant changes made by suppliers. We do however expect that the equipment provided will comply with the specifications. We will at times have no option but to change brands in the interest of reliability or for availability issues.

#### VEHICLE AGE

- The Supplier's standard policy is to keep vehicles for a maximum of 3 years of age.

#### CANCELLATIONS

In the event of a rental having to be cancelled, the following refund rates are applicable:

30-60 days before pick up	20% Cancellation Fee
Less than 30 days' notice	Full rental due. 100% cancellation fee

On rentals involving 5 or more vehicles different cancellation terms may apply.  
Rentals cancelled within 48 hours of booking will not be subject to cancellation fees.

If vehicle is returned early or collected late – No Refund Available

#### EXCHANGE RATE VARIANCES

In the case we are charging or refunding monies to international cards for the insurance excess or refunds, we have no control over exchange rate variances which are controlled by the card holders bank. We take no responsibility for any shortfalls due to changing exchange rates. All refunds will be calculated and processed in ZAR except in Botswana where charges and refunds are done in Pula at the prevailing exchange rate on the day.

#### GENERAL

The **Renter** is fully responsible for any damage or related costs to the **Supplier's** vehicle or 3<sup>rd</sup> party if:

- The terms of the rental contract are breached
- Damage to the vehicle or equipment caused by gross negligence or reckless driving
- Driving in excess of the speed limit
- Driving under the influence of drugs or alcohol or in any way that contravenes the prevailing law
- Water submersion or salt-water damage
- If the vehicle is abandoned and no contact is made by the Renter to the Supplier
- Driving on restricted or closed roads
- Driving on dunes or off-road where no track is obvious

PLEASE NOTE: Rates and conditions may be subject to change without notice. All information may be subject to change and all measurements and volumes shown are approximate