



**Bushlore**  
Self-drive Safaris **AFRICA**

**Bushlore CC.**

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**TERMS AND CONDITIONS**

**STANDARD RENTAL RATES INCLUDE :**

1. Unlimited kilometers
2. Standard insurance cover
3. Full gas bottles
4. Roadside assistance
5. Airport transfers
6. Travel pack including maps, books and relevant information
7. All applicable taxes
8. Introduction to the vehicle and equipment
9. Complete self-contained camper where "camp" option is selected

**OPTIONAL ADDITIONAL SERVICES :**

1. Shopping service prior to arrival
2. Route planning and booking assistance
3. Additional insurance options (see below or rate chart)

**MINIMUM RENTAL DURATION AND COSTINGS :**

1. Minimum rental period is 3 days in South Africa and 6 days outside of South Africa at any of the collection points listed below.
2. Each day is a 24 hour period
3. 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.
4. On vehicles without camp equipment days are calculated on a 24-hour period from the collection time.
5. No refunds are applicable for early returns unless arranged in advance and agreed by Bushlore.

**BOOKING DEPOSITS AND PAYMENT TERMS**

1. A 15% booking deposit is required to confirm a rental, the balance of the full rental is payable prior to or at vehicle collection/handover.

**OFFICE HOURS :**

1. 08H00 TO 17H00 Monday to Friday, Saturday from 08h30 TO 13H30
2. 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 R350.00 per vehicle/airport transfer.
3. Mobile contact numbers are available 24 hours, 7 days a week.

**LOCATION :**

South Africa :

Johannesburg : Unit A5, Sanlam industrial park, Strijdom park, Randburg.

Cape Town : Montau gardens, Cape Town. Surcharge applicable.

Botswana : Kasane or Maun (depo only, delivery fees applicable)

Namibia : Windhoek. 7 Bell Str. Southern industrial area, Windhoek

Zambia : no full branch, handovers can be effected from Livingston and Lusaka

Recommended collection and delivery locations: Johannesburg, Cape Town, Windhoek and Maun/Kasane

**USAGE:**

1. The Hirer acknowledges that he is aware of the purpose for which the vehicle was designed, as well as all safety and maintenance procedures. The Hirer is responsible to look after and maintain the vehicle during use and to return the vehicle clean and in good order, fair wear and tear accepted.
2. In the event of the vehicle or any of its belongings being lost or damaged during the rental period, the Hirer shall be liable to cover the cost of replacement or repair and to make good on any shortages or damages to the vehicle. Insurance cover is included and will cover loss or damage due to theft and collision damages but not lost items or damages due to carelessness or negligence.

**REPAIRS AND MECHANICAL FAILURES :**

1. Repairs of up to R1000.00 can be effected without prior authorization. On higher amounts prior authorization is required from Bushlore.
2. 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 Bushlore 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.
3. Where serious mechanical failures occur due to standard wear and tear and which cannot be repaired timeously a replacement vehicle will be supplied.
4. Inconvenience and time loss is not covered.
5. Mechanical failures and repair expenses in countries outside of South Africa, Namibia, Botswana, Zimbabwe Southern Mozambique and Southern Zambia (Lusaka and south) are covered as long as in line with prices in South Africa however towing, consequential damages and recovery expenses will be the Hirers responsibility.

**COLLISION DAMAGES AND ACCIDENTS :**

1. All accidents must be reported to the local police within 24 hours.

2. Where collision damages render a vehicle unusable, a replacement vehicle can be supplied by Bushlore if available but all costs are for the expense of the Hirer.
3. The hirer is responsible for the return of the damaged vehicle to the original office if outside of the borders of South Africa.
4. No refund will be given for lost days due to collision damages.
5. Should the Hirer continue with a new replacement vehicle then a new rental contract and insurance conditions will apply.
6. The exact insurance conditions and area of liability will also depend on the level of insurance selected.

**INSURANCE :**

1. Standard Insurance cover, which covers 95% of the vehicle's value, is included on all vehicles and in all rates quoted. This is not full cover and an excess is applicable, the monetary value of which depends on the vehicle category.
2. Insurance cover is valid in the following countries; South Africa, Botswana, Namibia, Zambia Zimbabwe, Mozambique, Tanzania, Swaziland, Malawi. Special permission is required for any other countries in Sub Saharan Africa.
3. Third party cover : the standard insurance cover includes third party cover for RSA, Namibia, Botswana, Swaziland and Lesotho only. Third party cover for any other country must be purchased at the port of entry.
4. Additional insurance cover is available at additional cost which offers reduced excess for both collision and theft damages. The cost of the collision damage waiver (CDW) and theft loss waiver (TLW) will vary depending on the vehicle category.
5. Insurance exclusions;

Standard cover

- a. Towing costs outside of South Africa
- b. Insurance excess
- c. Tyre and windscreen damage
- d. A double excess applies for single vehicle accident
- e. Theft waiver not included, standard excess applicable

CDW 1

- a. Reduced excess applies
- b. Towing outside of Namibia, Botswana, South Africa
- c. Tyre and windscreen damages
- d. A double excess applies for single vehicle accident

CDW2

- a. Zero excess applies
  - b. Towing outside the countries of Namibia, Botswana and South Africa
6. Should the vehicle be damaged beyond use or stolen a replacement vehicle is not included in any of the insurance cover options.

7. Water damages are not covered by any insurance cover
8. Damages due to negligence or equipment losses are not covered by insurance.

#### **ROAD RESTRICTIONS :**

1. The Bushlore 4wd 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, Swaziland, Malawi. Special permission is required for any other countries in Sub Saharan Africa.

#### **CROSS BORDER SURCHARGES :**

1. 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. See the applicable fees below.
2. A R600.00 fee is applicable for the countries of Botswana, Namibia, Zimbabwe, Zambia, and Mozambique. If the vehicles are collected in a neighboring country and no borders are crossed then the cross border fee is not applicable but only the delivery surcharges as listed previously. As an example if the vehicle is collected and dropped off in Namibia and no borders are crossed then no cross border fee is applicable.
3. A R2000.00 fee is applicable for the countries of Malawi, Tanzania, Uganda and Kenya
4. No surcharge applicable for Swaziland and Lesotho

#### **MULTIPLE RENTALS :**

1. Multiple rentals can be combined to qualify for a longer rental rate.

#### **CHANGE OF VEHICLE :**

1. If for reasons beyond our control, the reserved vehicle is not available, Bushlore reserve 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 hirer to a refund.

#### **CANCELATIONS :**

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

A 15% deposit is required to secure a vehicle rental and the following cancellation fees apply;

60 days or more notice : deposit refunded less 20% handling fee

30 – 60 days : booking deposit is not refundable. If total rental has been paid the balance less the deposit will be refunded.

Less than 30 days notice : No refund on booking deposit or full rental. 100% cancellation fee

#### **GENERAL :**

1. The hirer is fully responsible for any damage or related costs to the Bushlore vehicle or third party if;

\* The terms of the rental contract are breached.

- Damage to the vehicle or equipment caused by careless or reckless driving.
- Driving under the influence of drugs or alcohol.

- Water submersion or salt-water damage.
- If the vehicle is abandoned and no contact is made by the Hirer to Bushlore.
- Driving on restricted or closed roads.

**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.