

TERMS & CONDITIONS / CANCELLATION POLICY

- 1) To secure your 4x4 booking, a 20% non-refundable deposit is required
- 2) On collection of vehicle, the security deposit is guaranteed by way of a blank signed credit card voucher, held on file until the return of the vehicles
- 3) We require a credit card in order to complete your vehicle hire booking and hold a reserve of P15, 000.00, until the vehicle is returned. If all is in order the full amount is refunded back into the same credit card used.
- 4) If any damage is done to the vehicle, or it is not refuelled completely or any Equipment is damaged & lost or the Satellite phone was used for personal calls – the same credit card will be charged accordingly.
- 5) The Excess on our Insurance is P15, 000.00.
- 6) The balance to be paid in full on collection of vehicle in Maun, however any vehicle starting in alternative location need to be paid in full a week before collection
- 7) Master and Visa cards are acceptable
- 8) Unlimited mileage
- 9) Your vehicle is handed over to you with a full tank of fuel. It should be returned with a full tank of fuel.
- 10) When calculating the number of days, the day of collection is counted as day one regardless of collection time. The day of return is counted as the final day regardless of time of day.
- 11) A valid non-endorsed driver's license is required, an international license is preferred.
- 12) If vehicle is returned early, (early termination) for any reason, no refund will be considered for the rental
- 13) We reserve the right, if for reasons beyond our control, the reserved vehicle is not available, to substitute the vehicle with another vehicle in the same category or in a higher category. This shall not constitute a breach or entitle the hirer to a refund
- 14) Hirers are liable for the full period of their reservations, notwithstanding the vehicle being rendered unusable as a result of an accident or mechanical breakdown.
- 15) In the event of a breakdown the rental company will not be responsible for any alternative accommodation charges
- 16) Should the vehicle become unusable due to mechanical failure, an accident, theft, or for any reason whatsoever, the rental company will not be liable for any cost incurred by the hirer.
- 17) The hirer is responsible for the maintenance of the vehicle during the rental period and must check water, battery and oil levels and tyre pressure. If repairs to the vehicle are necessary, consent to do so must first be obtained from the rental company, and the rental

company will reimburse the hirer on receipt of proper documentation.

- 18) All equipment in the vehicle is checked before handing over and the rental company does not accept any responsibility for any malfunctioning during the rental period.
- 19) The vehicle shall be returned to the Rental Company, together with all its accessories, equipment and document, all in the same condition as received, fair wear and tear accepted, at the same location as where collected, unless another location has been pre-arranged.
- 20) Minimum age for the authorized driver is 23 + years of age & the maximum age are 70 years. The hirer must have a valid, unendorsed driver's license. Only the persons who have signed the agreement may drive the vehicle. The hirer is liable for any cost incurred as a result of any person driving the vehicle in breach of this clause
- 21) Do not exceed more than 100km/hour on tarred roads 40km/hour on gravel roads and in national parks.
- 22) Full water tanks (on certain vehicles) and gas bottles supplied
- 23) Relocation fee for start / finish in another town on request
- 24) Vehicles may be taken into neighbouring states, but are NOT insured or allowed in Angola and Malawi.
- 25) No night driving allowed
- 26) Introduction and full demonstration of the vehicle and equipment on collection (+- one and a half hours)
- 27) Minimum rental is 5 days in season

INSURANCE

- 28) Whilst our vehicles are covered by a comprehensive and 3rd party insurance, it is advisable to take out personal travel insurance for Theft and/or accident cover
- 29) Excess is BWP15 000-00
- 30) By law all accidents must be reported to MCKENZIE4X4 and the Local Police within 24hrs. Failing to report accidents voids all insurance cover and the client becomes fully liable for all costs
- 31) **The above insurance does NOT cover:**
- 32) Any loose equipment supplied with the vehicles
- 33) Damage to the interior of the vehicle other than by means of a collision
- 34) Tyre damage or punctures
- 35) Windscreen- damaged or broken
- 36) Water or undercarriage damage

The hirer is fully responsible for:

- 37) Damage to the vehicle or equipment caused by careless or reckless driving,
- 38) Driver under the influence of drugs and alcohol
- 39) Water submersion
- 40) If the vehicle is abandoned and no contact is made to this office
- 41) Driving on restricted or closed roads
- 42) Damage to gearbox
- 43) Damage to clutch
- 44) Damage to diff lock. Driving on tarred roads with diff lock engaged
- 45) No charge is made for cleaning, but the vehicle should be returned internally clean. A charge of BWP150-00 will be levied if the Vehicle is dirty inside.
- 46) Check tyre pressure regularly and ensure the correct pressure is applied.
- 47) If a replacement tyre is necessary, make sure it's fitted with the correct size tyre and rim
- 48) Non-waiver able excess of BWP10 000-00 applies for theft or recovery of vehicles.

CANCELLATION POLICY

- 49) Cancellation – 29-90 days prior to departure = 70%
- 50) Cancellation – 15-28 days prior to departure = 50%
- 51) Cancellation – less than 14days – 0%
- 52) In some cases it may not be possible to offer any refunds for certain services once a booking has been made. Specifically campsite bookings and entry fees to the national parks

INFRINGEMENTS

- 53) **McKenzie 4x4** reserves the right to charge the hirer after the return of the rental for:
- 54) **After hours fee of BWP500.00 for collection of vehicles after hours. Public holidays and Sundays**
- 55) Any traffic or parking fines. An additional amount of BWP400-00 for administration purposes will be added to the amount of the fine.
- 56) Any damages and accidents that we have not been made aware of on the return of the vehicle.

VALUABLES

- 57) The hirer is responsible for insurance of personal property. To avoid possible theft, valuables should not be left in the vehicle.

ADDITIONAL SERVICE

- 58) Route planning and campsite bookings
- 59) Vehicle recovery
- 60) Workshop assistance