



## **ADVANCED CAR HIRE TERMS AND CONDITIONS**

Firstly, these are all our 24-hour emergency numbers:

Office: +264 61 246 832

Rental Agents: +264 81 287 6932 (available on WhatsApp)

Rental Agents 2: +264 81 122 9844 (available on WhatsApp)

Michael (Owner): +264 81 124 2008 (available on WhatsApp only)

They are all 24hour numbers so you can phone them anytime of the day and we will be available. If you phone the office number you will reach a rental agent.

If you phone from an international number, the dialling code for Namibia is "+264" and the zero falls away in front of the number. We suggest that you buy a local number just in case you do not have reception on your international number. The company you should buy it from is MTC. They have coverage for over 90% of the country.

**Once you have this local number please send a text to us so that we have your number on file if something has to be communicated to you.**

Your car is a **diesel engine** and it is not full at the time of rental. You will have to go fill it up before you leave and bring it back to us as empty as possible. *Due to the 2<sup>nd</sup> diesel tank that we have added, the fuel gauge only reflects the diesel level in the original tank, thus neither you or us can check if the 2<sup>nd</sup> tank is handed over full, therefore we deliver the vehicles empty.*

The two tanks together are 145 Litres, this amounts to about N\$ 1600.00 to fill up and you will be able drive for about 1200km with both tanks full.

The two tanks are automatic, they are filled through one opening and you do not have to press any buttons to switch between the two tanks.

The fuel gauge will stay on full until you have used the additional fuel tank (60 litters) and will only start moving towards empty when you start using the original tank (85 litters).

### **Our speed limits:**

- In any town: 60km/h
- On any main road or high way: 120km/h (unless otherwise stated by a road sign)
- On any gravel road: 60km/h (grace up till 70km/h – own discretion is advised)
- On Salt Roads (along the coast): 60km/h (grace up till 70k/h – own discretion is advised)
- When 4x4 is engaged (High or Low Range): 30km/h – **PLEASE MAKE SURE THAT YOU DISENGAGE 4X4 AFTER USING IT AND THAT YOU DO NOT DRIVE FOR LONG DISTANCES WITH THE 4X4 ENGAGED. THIS WILL DAMAGE THE UNDERBODY OF THE VEHICLE AND WILL BE BILLED BACK TO YOU.**

Your vehicle is fitted with a tracking device. Should you have an accident and this device shows that you were over the indicated speed limits your excess waiver will not cover the damages on the vehicle.

**Should an accident occur where you were within the indicated speed limits, but were too fast for the road you were traveling on – your excess option will NOT cover any damages.**

**PLEASE NOTE THAT THE TRACKING DEVICE WILL MAKE A NOISE AS A WARNING TO YOU IN CASE OF THE FOLLOWING:**

- **WHEN 70KM/H IS EXCEEDED ON A GRAVEL ROAD**
- **WHEN 70KM/H IS EXCEEDED ON A SALT ROAD**
- **WHEN 120KM/H IS EXCEEDED ON A MAIN ROAD / HIGH WAY**
- **WHEN 30KM/H IS EXCEEDED IF 4X4 IS ENGAGED**
- **WHEN 60KM/H IS EXCEEDED IN ANY TOWN**
- **WHEN BATTERY VOLTAGE IS TOO LOW**

PLEASE DO NOT BE ALARMED WHEN THIS HAPPENS, IT IS IN PLACE FOR YOUR SAFETY AS MOST OF OUR ACCIDENTS OCCUR DUE TO SPEEDING.

SIGNATURE: \_\_\_\_\_

**IF THE TRACKING DEVICE IS DISCONNECTED OR TAMPERED WITH IN ANY WAY THEN CONTRACT WILL BE VOID AND THE CHOSEN EXCESS WAIVER WILL NOT COVER ANY DAMAGES THAT MIGHT OCCURE.  
MAKE SURE THAT THE RENTAL AGENT SHOWS YOU HOW THIS BUZZER SOUNDS BEFORE LEAVING THE OFFICE.**

**PLEASE NOTE: THE TRACKING DEVICE IS ONLY THERE TO NOTIFY YOU WHEN YOU ARE OVERSPEEDING AND IS NOT THERE TO GOVERN YOUR SPEED.  
THE BUZZER CAN GET FAULTY DUE TO THE VIBRATION OF THE GRAVEL ROADS THUS YOU SHOULD STILL WATCH YOUR SPEED WHILE DRIVING EVEN IF THE BUZZER IS NOT SIGNALING YOU TO SLOW DOWN.**

The two roads we do not allow our vehicles to travel on at all, is the D3700 and D3701 along the Kunene River.

You are also not allowed to travel on the Van Zyls Pass.

If you are alone (with no 2<sup>nd</sup> car accompanying you) then you are not allowed to enter the Khaudum Park – should you have a break down we would require 48hours at least to assist as no one enters this park.

We also suggest making 100% sure before entering the Moremi (Savute Area) on your own. These places are secluded and can cause you to be stranded for days with no help. Due to the very thick sand clutch and gearbox damage might also occur so please make sure you know how the roads look and that you are well prepared on how to use the 4x4 in this area – should you have a break down here we will also not be able to reach you before 48 hours due to the nature of the roads.

- At the moment, the Moremi is flooded, and WATER DAMAGE IS NOT COVERED, so please avoid this area (applicable during summer months).

All other roads are accessible only if the conditions are suitable for the Toyota Hilux 2.5 Turbo Diesel 4x4 that you have. If advised by a local or a guide of bad roads conditions, all expenses arising from that will not be refunded by Advanced Car Hire.

### **N\$ 45 000 EXCESS (TYRES AND GLASS EXCLUDED) – 2016 / 2017 MODELS**

Your tyres and glass is not included in the excess waiver option which you have taken. This means that if you damage a tyre or any glass part on the vehicle, you will be liable.

We do not accept repaired tyres as we cannot put this on a vehicle for the next client, thus the tyre would have to be replaced.

If you do have damage to the tyres or windscreen, let us know what the extend of the damage is so that we can send you to some to replace / repair it along the way if it is necessary.

We will not charge you for a brand new tyre if the one you have damaged is used. We will measure the thread left on it and charge you only for that.

The 45 000 excess means that in case of an accident where you were within the rules of the contract you will be held liable for the amount up to N\$ 45 000. The amount that exceeds this will be covered by Advanced Car Hire.

### **N\$ 30 000 EXCESS (TYRES AND GLASS EXCLUDED)**

Your tyres and glass is not included in the excess waiver option which you have taken. This means that if you damage a tyre or any glass part on the vehicle, you will be liable.

We do not accept repaired tyres as we cannot put this on a vehicle for the next client, thus the tyre would have to be replaced.

If you do have damage to the tyres or windscreen, let us know what the extend of the damage is so that we can send you to some to replace / repair it along the way if it is necessary.

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The 30 000 excess means that in case of an accident where you were within the rules of the contract you will be held liable for the amount up to N\$ 30 000. The amount that exceeds this will be covered by Advanced Car Hire.

SIGNATURE: \_\_\_\_\_

**N\$ 15 000 EXCESS (TYRES AND GLASS EXCLUDED)**

Your tyres and glass is not included in the excess waiver option which you have taken. This means that if you damage a tyre or any glass part on the vehicle, you will be liable.

We do not accept repaired tyres as we cannot put this on a vehicle for the next client, thus the tyre would have to be replaced.

If you do have damage to the tyres or windscreen, let us know what the extend of the damage is so that we can send you to some to replace / repair it along the way if it is necessary.

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The 15 000 excess means that in case of an accident where you were within the rules of the contract you will be held liable for the amount up to N\$ 15 000. The amount that exceeds this will be covered by Advanced Car Hire.

**N\$ 4500 EXCESS (TYRES AND GLASS EXCLUDED) – DOUBLE CABS**

Your tyres and glass is not included in the excess waiver option which you have taken. This means that if you damage a tyre or any glass part on the vehicle, you will be liable.

We do not accept repaired tyres as we cannot put this on a vehicle for the next client, thus the tyre would have to be replaced.

If you do have damage to the tyres or windscreen, let us know what the extend of the damage is so that we can send you to some to replace / repair it along the way if it is necessary.

We will not charge you for a brand new tyre if the one you have damaged is used. We will measure the thread left on it and charge you only for that.

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The 4 500 excess means that in case of an accident where you were within the rules of the contract you will be held liable for the amount up to N\$ 4 500. The amount that exceeds this will be covered by Advanced Car Hire.

**N\$ 3750 EXCESS (TYRES AND GLASS EXCLUDED) – SINGLE CABS**

Your tyres and glass is not included in the excess waiver option which you have taken. This means that if you damage a tyre or any glass part on the vehicle, you will be liable.

We do not accept repaired tyres as we cannot put this on a vehicle for the next client, thus the tyre would have to be replaced.

If you do have damage to the tyres or windscreen, let us know what the extend of the damage is so that we can send you to some to replace / repair it along the way if it is necessary.

We will not charge you for a brand new tyre if the one you have damaged is used. We will measure the thread left on it and charge you only for that.

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The 3 750 excess means that in case of an accident where you were within the rules of the contract you will be held liable for the amount up to N\$ 3 750. The amount that exceeds this will be covered by Advanced Car Hire.

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### **ZERO EXCESS (TYRES AND GLASS EXCLUDED)**

Your tyres and glass is not included in the excess waiver option which you have taken. This means that if you damage a tyre or any glass part on the vehicle, you will be liable.

We do not accept repaired tyres as we cannot put this on a vehicle for the next client, thus the tyre would have to be replaced.

If you do have damage to the tyres or windscreen, let us know what the extend of the damage is so that we can send you to some to replace / repair it along the way if it is necessary.

We will not charge you for a brand new tyre if the one you have damaged is used. We will measure the thread left on it and charge you only for that.

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The zero excess means that in case of an accident where you were within the rules of the contract Advanced Car Hire will cover the cost of the damage that occurred.

### **ADDITIONAL TYRE AND GLASS WAIVER**

You have 2 spare tyres with a rim and 1 spare tyre without a rim in your vehicle, which means this waiver covers you for those three tyres. If you damage a forth tyre you will be held liable for it.

We will not charge you for a brand new tyre if the one you have damaged is used. We will measure the thread left on it and charge you only for that.

This waiver covers all glass parts of the vehicle (all windows on the vehicle, all windows on the canopy, all lights inside and outside, all mirrors inside and outside). It however does NOT cover the radio screen inside the vehicle.

### **ADVANCED CAR HIRE WILL NOT REFUND ANY REPAIRS DONE TO TYRES AS THIS TYRE CANNOT BE USED AGAIN. WE ALSO DO NOT REFUND ANY NEW TYRES THAT WAS BOUGHT WITHOUT OUR CONSENT.**

Once the three spare tyres we have given you are all used, we will ensure you get replacement spare tyres sent to you from our office.

If any normal wear and tear on the vehicle must be repaired during the trip by an outside supplier that we do not have an account with you will have to pay the invoice and hand it in to us when the vehicle is returned. A refund will then be processed. This takes about 10 working days to reflect on your account – PLEASE TAKE NOTE THAT REFUNDS ARE DONE ON THE END OF EACH MONTH ONLY.

**If the vehicle is stolen and the renter can present Advanced Car Hire with the key then the excess option chosen will cover the vehicle. If no key can be presented by renter then he / she will be held liable for the full market value of the vehicle.**

**No damage to camping equipment is included in any of the Excess Options. Renter will be held liable for any loss / damage outside of expected wear and tear to camping equipment (this includes GPS, Satellite Phones and Mobile Phones as well) – YOU WILL BE CHARGED FOR THE REPLACEMENT COST OF THE EQUIPMENT, NOT FOR THE 2<sup>ND</sup> HAND VALUE.**

**No refund will be done by Advanced Car Hire for unplanned accommodation in case of any break down with the car, accident with the car or equipment failure during your trip.**

- **OUR TENTS ARE WATER RESISTANT AND NOT WATER PROOF. THUS, IF HEAVY RAINS ARE ENCOUNTERED YOU SHOULD PLAN AHEAD FOR PROPPER ACCOMMODATION.**

Advanced Car Hire is not liable for any personal loss in the case of any accident.

SIGNATURE: \_\_\_\_\_

**PLEASE NOTE THAT NONE OF OUR EXCESS OPTIONS COVERS UNDERBODY AND CLUTCH DAMAGE!**

If you have damage to the underbody and / or the clutch of the vehicle outside of expected normal wear and tear the full replacement / repair costs will be charged to you (the client).

**ANY AND ALL DAMAGE TO THE FRONT AND REAR BUMPERS OF THE VEHICLE IS NOT COVERED BY ANY OF OUR EXCESS OPTIONS. YOU WILL BE HELD LIABLE FOR THE FULL AMOUNT OF THE REPLACEMENT OF THE BUMPER (NO REPAIRS WILL BE DONE ON BUMPERS).**

If you have an accident where there is no third party involved or you were the guilty party in the accident and your car is complete write off or is no longer road worthy, then the contract you have signed will no longer be valid regardless if it's the first or last day of the rental. That means that if you then decide to take a new car for the rest of your trip, you must sign a new contract with us, pay for the amount of days you are hiring the replacement vehicle, and the amount you have paid for the damaged vehicle will not be refunded to you.

If you were within the rules of the contract the excess waiver option you have chosen will still cover the damages on the vehicle.

**PLEASE NOTE:**

- All costs that arise for the replacement car to be delivered and / or for the accident damage vehicle to be collected (except for the rental of a trailer) will be billed to the client (in Namibia) if it was an accident where no third party was involved or you were the guilty party in the accident.
- IF SUCH AN ACCIDENT OCCURS IN ONE OF OUR NEIGHBOURING COUNTRIES THE RENTER WILL BE LIABLE FOR THE TOW IN COSTS TO THE NAMIBIAN BORDER along with all the other costs that arise for the replacement car, except for the rental of a trailer.

If someone else drove into you and you need a replacement vehicle, we will deliver the replacement vehicle free of charge and again if you were within the rules of the contract your excess waiver option will cover you as well.

If such an accident occurs in any of our neighbouring countries, Advanced Car Hire will be liable to bring the car back to the Namibian border at our cost (except Angola).

If there is no medical emergency in the case of an accident, please do not leave our vehicle alone next to the road. Thieves tend to strip the cars if they are left abandoned. Should you decide to leave the vehicle and any loss is suffered by Advanced Car Hire, this will be billed to you the client.

Give us a call and we will send someone close by to get you and your vehicle safely off the road – this will not take longer than at least two hours (PLEASE KEEP IN MIND WE MAKE USE OF EXTERNAL SUPPLIERS FOR THIS AND ARE SUBJECT TO THEIR AVAILABILITY OF DRIVERS AND VEHICLES).

If someone is badly hurt, then please phone us as well – we do have an agreement with EMED – they will then in turn send a plane or helicopter to get the injured person to a hospital as quickly as possible.

In such a case, we value a human life more than the car and we will at our own risk allow you to leave the car unattended to be taken to hospital.

**PLEASE ALSO NOTE: All accidents must be reported to Advanced Car Hire – no matter how minor the damage.**

If accident is not reported to us immediately any excess option which you have with us will no longer apply to the damage caused to the vehicle. You will be held liable for the full amount of repairs plus the penalty as stated on the contract (N\$ 600.00).

Damages / defects to vehicle or equipment that was not reported to Advanced Car Hire in advance to give us a chance to correct the mistake on our costs will not be considered for a refund when vehicle is returned.

SIGNATURE: \_\_\_\_\_

Should damage be reported to us and there is no workshop available to assist in your area (this is for less serious problems where vehicle is still able to drive) we will let the problem be looked at, in the nearest town where they are able to help.

Replacement vehicles will only be sent if vehicle is no longer safe to drive and we are not able to find a mechanic to fix the problem within our 24hour period.

- From time of call received we have 24hours to get a proper diagnosis on the vehicle by a licenced mechanic of our choice.
  - If this mechanic is NOT able to sort out the problem there, then we have a further 24hours to get a replacement vehicle to you.
- ◆ We make use of external suppliers, thus please bear with us to get a hold of someone that is available to take care of your problem.
- ◆ Most workshops / business is closed from Friday @ 17:00 till Monday @ 8:00 – so it will be more of a struggle during a weekend, so please be patient so that we can find a workshop for you.

Lastly, you are not allowed to drive at night between towns. The sun sets around 6pm and rises around 6am – between these times you can drive within a town and do game drives and sunrise breakfasts etc. – you are just not allowed on a high way / gravel road between towns. The only reason for this is that we have a lot of animals on our roads at night and it's very difficult to see them, thus resulting in a lot of accidents.

But we do understand that you can have a flat tyre or get held up somewhere, so if you see you are not going to get to your destination before sunset, please give us a call to inform us. If you do attempt to drive at night without phoning us first, your excess waiver option will not cover any damages sustained.

#### EVENTS THAT WILL BE VIEWED AS NEGLIGENCE:

- DRIVING UNDER THE INFLUENCE OF ALCOHOL / DRUGS
- DRIVING WHILE TALKING ON A CELLPHONE
- NOT WEARING YOUR SEATBELT WHILE DRIVING
- DRIVING ON A MAIN ROAD AFTER SUN SET / BEFORE SUN RISE (WITHOUT PERMISSION)
- DRIVING ON THE WRONG SIDE OF THE ROAD
- DRIVING ABOVE INDICATED SPEED LIMITS
- NOT REPORTING ACCIDENTS / DAMAGE TO VEHICLE
- DRIVING WITH 4X4 ENGAGED WHEN ITS NOT NEEDED (HIGH OR LOW RANGE)
- OVERSPEEDING WHILE 4X4 IS ENGAGED (HIGH OR LOW RANGE)
- DRIVING THROUGH A RUNNING RIVER (WATER DAMAGE IS NOT COVERED BY ANY EXCESS OPTION)
- DRIVING WITHOUT A DRIVERS LICENCE ON YOUR PERSON
- NOT USING INDICATORS WHEN NECESSARY
- NOT SWITCHING ON HEAD LIGHTS WHEN NECESSARY (WE WOULD SUGGEST ALWAYS KEEP THEM SWITCHED ON – PLEASE JUST MAKE SURE YOU SWITCH THEM OFF WHEN STOPPING THE VEHICLE AS THEY WILL DRAIN THE BATTERY)
- DRIVING ON UNMARKED ROADS
- DRIVING ON INDICATED FORBIDDEN ROADS (ABOVE)
- USING MECHANICAL DEALER THAT WAS NOT APPROVED BY ADVANCED CAR HIRE
- NOT BEING AT A SAFE FOLLOWING DISTANCE BEHIND A VEHICLE (4-5 SECONDS BEHIND VEHICLE)
- NOT ADHEREING TO THE ROAD LAWS OF NAMIBIA
- IF THE ROOF AND/OR BONNET IS DENTED (PLEASE DO NOT STEP OR SIT ON THEM).
- IF THERE IS ENGINE DAMAGE DUE TO OVERHEATING (REGARDLESS OF THE CAUSE). THUS, CHECK THE HEAT GAUGE WHILE YOU DRIVE AND MAKE SURE YOUR VEHICLE IS NOT OVERHEATING IN ANY WAY.
- YOU ARE NOT ALLOWED TO TOW ANYTHING (VEHICLE / TRAILER) WITH AN ADVANCED 4X4 CAR HIRE VEHICLE. ANY DAMAGE THAT ARRISE FROM DOING THIS IS NOT COVERED BY ANY OF THE EXCESS OPTIONS.

SIGNATURE: \_\_\_\_\_

**GENERAL SAFETY TIPS**

- PLEASE CHECK IF WHEEL NUTS ARE TIGHT ENOUGH BEFORE STARTING THE JOURNEY EVERY SINGLE DAY **(WHEN THE VEHICLE IS SHOWN TO YOU UPON COLLECTION, MAKE SURE THE DRIVER PROPERLY CHECKS THE WHEEL NUTS BEFORE LEAVING OUR OFFICE).**
- PLEASE CHECK TYRE PRESSURE, OIL AND WATER LEVELS EVERY DAY.
- PLEASE CHECK TENT BOLTS BEFORE STARTING EVERYDAY.
- CHECK IF ALL LIGHTS ARE WORKING EVERY DAY.
- CHECK THAT YOU HAVE LOADED UP ALL CAMPING EQUIPMENT BEFORE DRIVING.
- CHECK WATER AND OIL LEVELS EACH DAY TO MAKE SURE YOUR CAR IS NOT LEAKING ANY AS THIS CAN LEAD TO BIGGER DAMAGE TO THE ENGINE.
- PLEASE TREAT OUR CAR AND EQUIPMENT AS IF THEY ARE YOURS.

RENTAL AGREEMENT NR: \_\_\_\_\_

RENTER NAME: \_\_\_\_\_

VEHICLE REGISTRATION NR: \_\_\_\_\_

RENTER SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_