

## 4 STL - 4 Berth Mercedes 2.2 L Motorhome



### M4BL Product Description

This top of the range Mercedes campervan is equipped with everything a family of 4 will need to set off your journey.

#### Features:

	Mercedes 4.Berth Motorhome
Your Booking Code	M4BL
Make / Model	Mercedes Sprinter
Diesel/Petrol	Diesel
Engine	315i CDI – 2.2L
Fuel Capacity	80 Litres
Fuel Consumption	10 L / 100 KM
Seat Belts	4
Gears	5 Speed Manual
ABS	Yes
Dual Air Bags	Yes
A/C Driver Cabin	Yes
Central Locking	Yes
Spare Tyres	1
Power Steering	Yes
AM/FM Radio & CD Player	Yes

CAMPER SPECIFICATIONS	
Length	6.9 M
Width	2.3 M
Height	3.5 M
Interior Height	2.0 M
Entrance to Main Cabin	Front/Side
Power supply 12V/220V	12V/220V
Solar Panels	No
House Batteries (Deep Cycle)	2 x 12 V
Gas Supply (LPG)	2 x 4.5 KG
Jerry Cans	No
Fresh Water Tank	80 L
Water Filtration System	Yes
Hot Water Supply	240 V / Gas
Fridge/Freezer Capacity	80 L
A/C Living Area (220 V)	Yes
Cassette Flush Toilet	Yes
Shower	Yes
Cooking	2 Burner Gas Hob
Microwave	Yes
Fly Screen Tent	No
220V Battery Charger	Yes
Master Bed	2.2 M x 1.27 M*
2 <sup>nd</sup> Bed	1.8 M x 1.27 M*

\*Measurements may vary with different models

OTHER EQUIPMENT	QTY	KITCHENWARE	QTY
Camping Chairs	4	Bread Board	1
Camping Table	1	Bread Knife	1
Fire Extinguisher	1	Can Opener	1
Interior Table	2	Cereal Bowls	4
Power Cable 220v	1	Cups	4
Power Cable Adapter	1	Cork Screw	1
Vehicle Jack	1	Dinner Plates	4
Warning Triangle	2	Dishing Up Spoon	1
Water Hose	1	Dustpan & Brush	1
Wheel Spanner	1	Egg Lifter	1
BEDROOM	QTY	Electric Kettle	1
Double Duvets	2	Electric Toaster	1
Double Sheets	2	Forks	4
Pillow Cases	4	Frying Pan	1
Pillow Protector	4	Glasses	4
Pillows	4	Knives	4
BATHROOM		Knife - Meat	1
Towels	4	Knife - Vegetable	1
Toilet Chemicals	1	Microwave	1
COOLING	QTY	Plasticware	1 Set (3)
Fridge	1 80lt	Pots	2
		Side Plates	4
		Table Spoons	4
		Tea Spoons	4
		Vegetable Peeler	1
		Wine Glasses	4
		Wooden Spoon	1

Standard Rates Include:

- Airport / Hotel Transfers (Within 25 kilometres from primary depots)
- 2 x Drivers (third, fourth and fifth driver charged separately)
- Standard Cover R 45,000
- Unlimited Kilometres
- Living, kitchen & sleeping equipment
- Full water tank and gas bottle(s)
- Emergency assistance (08:00 – 22:00)
- Fold out maps
- 15% VAT (Value Added Tax) in South Africa
- Credit Card Fees

Standard Rates Exclude:

- Super Cover with a Security Deposit of R 3,000\*  
\*01 November 2016 – 16 March 2017, 29 March - 21 April 2017 and 03 May - 31 October 2017  
\*01 November 2017/18 – 11 March 2018/19, 01 - 17 April 2018/19 and 06 May - 31 October 2018/19
- Super Cover with a Security Deposit of R 5,000\*\*  
\*\*17 – 28 March 2018/19 & 22 April – 02 May 2017  
\*\*12 – 31 March 2018/19 & 18 April – 05 May 2018/19

EVENT CHARGES

- Premium event rates apply for collection and return between 17 March 2017 – 28 March 2017 and 22 April 2017 - 02 May 2017 and 12 – 31 March 2018/19 & 18 April – 05 May 2018/19.
- An event surcharge of R 4,200.00 applies when collecting and returning in Cape Town. This surcharge will not apply if collection and return is in Johannesburg.

MINIMUM RENTAL DURATION & COSTINGS

Minimum rental period: 7 days. Vehicle rentals are calculated on a per calendar day basis, i.e. day of collection or return is always counted as a full day irrespective of what time it is collected or returned. A rental day is not calculated on a 24 hour cycle.

LONG TERM RENTALS

Rentals over 50-74 days 5% Discount on 24-49 Day Rate  
Rentals over 75-99 days 10% Discount on 24-49 Day Rate  
Rentals over 100+ days 15% Discount on 24-49 Day Rate

DEPOTS (VEHICLE COLLECTION & RETURN)

Primary

South Africa: Johannesburg & Cape Town

Secondary:

Charges apply – please check with Rental Agent

#### OFFICE HOURS: RENTAL LOCATIONS

Monday to Friday                    08:00 – 16:30 (last handover at 15:00, last return at 16:00)  
Saturday                                08:00 – 13:00 (last handover at 11:00, last return at 12:00)

After Hour surcharge applies at a cost of R500 per collection or return outside of the normal Office hours.  
After hour operations are as follows:

Saturday:                                13:00 – 16:00  
Sundays & Public Holidays        08:00 – 16:00

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

#### COLLECTION

Vehicle handover will take approximately 2-3 hours (during event periods, expect delays of 3-4 hours due to high volumes), 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. The supplier must be notified within 24 hours (clutch damage within the first 3 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 the renter collecting the vehicle after the agreed date of rental, will not be refunded.

#### RETURN

When returning the vehicle, please set aside an hour (during event periods, expect delays up to 2 hours due to high volumes), for the vehicle and equipment to be checked. Although it is requested that the vehicle be returned with a full fuel tank, as a courtesy to the next renter representatives will take the vehicle to the 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 1,000.00. Toilet cassette in the motorhomes must be emptied and cleaned or a cleaning fee of R 1,000.00 will be charged. Any vehicles returned later than the agreed return date, or outside normal office hours (without prior arrangement), will be charged a full day's rental per calendar day. Rental days lost due to the vehicle being returned before the agreed return date will not be credited.

#### LICENCE

A valid EB or code 08 national or an ENGLISH International Driver's Licence for vehicles less than 3500kg, is required.

#### MINIMUM AGE

The minimum age is 21 years and the maximum is 85 years.

#### eTOLL POLICY

For all rentals despatched from, departing and/or returning to the Johannesburg depot will be charged a fee of R500 per rental agreement. eToll tags are installed in all vehicles. These tags are debited with gantry levies in Gauteng, and also open gates on debit at toll gates on the major roads in South Africa that bear the eToll logo.

#### LIABILITY OPTIONS

Two Liability Cover Options are offered, namely Standard Cover & Super Cover. This cover is NOT a personal liability cover, but cover for damage to vehicles and/or 3<sup>rd</sup> party property. Details below:

##### Standard Cover:

This cover carries an excess of R 45,000.00 which is applicable in the event of any accident or damage to either our vehicle or third party property. This excess of R 45,000.00 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 3<sup>rd</sup> party damage. If no claims exist, this excess is released with 21-30 working days from date of return, by the renter's financial institution. Standard Cover does not include repair to or replacement of tyres and windscreens.

##### Super Cover

A daily rate is charged per day as per your quotation/rental agreement detailed as SUP. 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 and tyres (in South Africa, Lesotho and Swaziland), radio theft and recovery costs. A security deposit of R 3,000.00 (R 5,000.00 during event periods) 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 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.

#### ROAD RESTRICTIONS

Motorhomes can only be driven on sealed/tarred, bitumen roads in SOUTH AFRICA, SWAZILAND and LESOTHO. A once-off cross border fee of R650.00 applies to cross border documentation into Lesotho and Swaziland. The supplier does not allow any motorhomes to enter the following countries under any circumstances: Kenya, Angola, Mozambique, Malawi, Namibia, Zimbabwe, Zambia or Tanzania. It is highly recommended to avoid driving before or after sunset.

#### CLAIMS HANDLING FEE

A handling fee of R500.00 is charged on all damage/accident claims is irrespective of the liability cover option taken.

## 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 the supplier, 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 you to take as many photographs of the accident scene and also obtain the third party details. These can be recorded on the reverse side of the rental pack envelope supplied to you on collection. We also insist that 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 the supplier 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. The supplier reserves the right to withhold a replacement vehicle; this does not entitle the client to any claims against the supplier.

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 to take a replacement vehicle, no refunds for early termination of the contract will be made.

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 45,000.00 pre-authorisation on the nominated credit card. Super Cover is not available on a replacement vehicle.

Should the applicable excess be charged, and should the supplier be successful in the reimbursement of that amount by the 3<sup>rd</sup> party, this amount will be refunded to the renter. This process could take up to three years.

## EXCEPTIONS & CONDITIONS:

### Exclusions of all cover options:

The renter is fully liable for any damage to the supplier 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 before sunrise or after sunset

- Driving over the recommended speed limits as outlined in this document
- Not adhering to the vehicle height restrictions
- Related to water submersion or salt water damage:
  - A vehicle may not go through water higher than 30cm in depth;
- The vehicle was driven in a country in which written approval was not obtained from the supplier;
- Damage is incurred due to incorrect use of the hand brake;
- The damage is to the clutch (An allowance of up to three days after collection is given, in which time a faulty clutch can be reported. Thereafter, it is deemed as the renter's responsibility). The customer is then liable for:
  - The cost of the clutch kit which is R24,500.00 including VAT and installation;
- There is undercarriage damage. This includes damage to the following:
  - Side Sills, prop-shaft, torsion bars, stone guards, all undercarriage parts.
  - Engine & transmission, including the gearbox, side shaft, exhaust system, leaf springs, bottom spare tyre/hanger and oil sump;
- 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;
- The incorrect fuel is pumped into the fuel tank and/or fuel in the water tank will incur a R20,000.00 cost. The supplier advises that should this occur, the vehicle is to remain turned off and not started under any circumstances. This reduces the damage caused;
- Any roof damage including the air-conditioning unit on the roof, is not covered. The renter is liable for all damages. Renters are reminded that the motorhomes are high. Caution needs to be taken when driving under branches, bridges, through archways or any overhead obstructions.

The renter is responsible for any damages or accidents that the supplier 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.

The supplier is not responsible for any damage or theft to items of a personal nature. Travel and personal insurance is strongly recommended.

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

- In the case of undercarriage, clutch or water damage to 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:
    - Within South Africa:
      - ZAR 6.00 per kilometre
    - Outside of South Africa:
      - ZAR 12.00 per kilometre
      - To & from Maun incurs and extra ZAR 9,500.00
- Should a replacement vehicle be required, the supplier will replace the vehicle within 24 hours in South Africa; and 48 hours outside the South African borders.



- A new pre-authorisation for the standard cover excess, will be blocked on the nominated Visa or MasterCard credit card for the replacement vehicle.

#### AIR-CONDITIONING

The air-conditioning in the cabin of the vehicle, is designed to be used in South African weather conditions. In regions where the temperatures reach in excess of 30 degrees Celsius, or the humidity is higher than 60%, the unit may not work as effectively. 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-conditioner must be switched off to prevent damage.

The air-conditioning in the living area of the motorhomes only works when it is plugged into a 220v power supply. This power supply can be found at the camp sites. The vehicle is supplied with an extension lead, which is plugged into the camp site power box, and then plugged into the motorhome in the socket labelled POWER INLET.

#### DUST INGRESS

It is not possible to make vehicles dust-proof and therefore refunds or claims or any dust ingress of any nature, will not be considered.

#### PAYMENT

Pre-authorisation: The supplier 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. No Cash or Cheque payments will be accepted. The holder of the credit card needs to be present at vehicle collection in order for the transaction to be processed. The supplier is not responsible for any currency fluctuations that may occur in any transactions.

#### EQUIPMENT

All vehicles are supplied with equipment (unless otherwise agreed upon). Liability cover options do not cover any equipment supplied with the vehicle. Any loss or damage to the equipment including items such as GPS, fridges, compressors, tents etc. will be charged to the renter's credit card. Should any of the equipment malfunction during the rental period, the supplier is not liable to provide a replacement vehicle. Repairs can be made according to clause Vehicle Repairs of this document.

#### CROSS BORDER DOCUMENTATION

A cross border fee per vehicle per rental of R650.00 applies for cross border documentation into Lesotho, Swaziland any other approved destination. The vehicle documentation is for the vehicle cross border requirements ONLY. The supplier 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 of the vehicle.



## 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 1,000.00 may be affected without prior authorisation from the supplier and such repairs will be reimbursed, on the submission of a claim with original receipts attached. Amounts above R 1,000.00 will require verbal/telephonic approval from the supplier on-road assistance – numbers provided in your rental pack.

Should a call-out fee be charged by a supplier to replace a tyre, approval must be obtained from your collection branch. Should permission be granted by the supplier for an overnight stay in a lodge, due to repairs, a maximum allowance of R800.00 per night per vehicle is granted for a maximum of one night in South Africa, and two nights outside of South Africa.

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

## KEYS

The supplier must be informed of keys lost or locked inside a vehicle. The replacement or recovery of keys is for the renter's account. The supplier cannot be held liable for any time/days lost and/or accommodation or any other costs incurred, due to the replacement or recovery of keys.

## TYRES

The renter is responsible for the repairing of flat or punctured tyres. The driver should not exceed the road traffic ordinance speed limits of 120km/h on tarred roads, and 80km/h on gravel/sealed or corrugated roads. For your safety, the Supplier recommends a speed of 100 km/h on tarred roads, and 60 km/h on gravel/sealed or corrugated roads, and 40km/h in National Parks. 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 of the same brand, size and ply rating as that of the damaged tyre. Reconditioned 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. The company's minimum thread requirement is 4mm which is within the South African Road Ordinance limits of 3mm.

## TRACKING

All vehicles are fitted with SABS approved tracking devices. Tracking is monitored in all Southern Africa destinations as allowed by the supplier. The supplier reserves the right to repossess the rental vehicle at any time if it found illegally parked, being used to violate the law or appears to be abandoned and if the renter is in breach of any terms or conditions of the rental agreement.

## INFRINGEMENTS

The renter is liable for all fines and penalties incurred during the rental period plus an administration fee of ZAR250 for each infringement or penalty notice that has been redirected by the supplier to the renter.

## CANCELLATION / NO-SHOW PENALTIES

Cancellations are charged according to the below: Fees in percentage of total rental amount. Late collections or early returns are non-refundable.

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

## MANDATORY FEES

Mandatory fees are applicable to all rental contracts or as applicable. Extra equipment is to be booked at time of reservation or can be requested on collection if required and subject to availability. These requests incur a rental costs. Details as below:

MANDATORY ITEMS	CHARGE
Contract Fee	R 150.00 per rental
eToll / Admin Fee (charged on all departures or returns in/from Johannesburg. This includes secondary depots – deliveries and/or returns.	R 500.00 per rental
After Hours Surcharge (for all departures/returns outside normal office hours and on request) Refer to Office Hours.	R 500.00
Handling Fee (payable on claims due to damage / accident)	R 500.00
Traffic Fine Admin Fee (Payable if a fine is levied)	R 250.00
Change of destination fee – after commencement of rental plus the applicable one way fee	R 1,000.00
Transfers between 25km and 70km of the depot	R 400.00
EQUIPMENT & EXTRAS	CHARGE
Baby / Child Seat	R 250.00 per seat per rental
Border Documentation	R 650.00 per rental
Additional Driver (from driver #3)	R 200.00 per driver
GPS	R 50.00 per day to a max of R750.00
Living equipment for extra person	R 500.00 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. A fee is charged for any rentals that require a delivery or collection between a primary &amp; secondary depot or a secondary and secondary depot. Please note that vehicles delivered to a location outside of our primary depots, may not be handed over with a full fuel tank.</p>	

## SUBSTITUTIONS

If, for reasons beyond our control, the reserved vehicle is not available, the supplier reserves the right to substitute a comparable or superior vehicle at no extra cost to the renter to any form or refund.

## TAXES & CURRENCY FLUCTUATIONS

All charges include 15% VAT in South Africa. All rates are quoted in ZAR. Neither Drive South Africa nor the supplier is responsible for any currency fluctuations that may occur in any transaction. Terms & Conditions are subject to change in accordance with changes in government taxes.

## GENERAL

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

- Locations within South Africa are charged at South African vehicle daily rates.
- 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.

## ALL RIGHTS RESERVED;

Rates and terms and conditions of rental may be subject to change.

## TRAVELLING TO SOUTH AFRICA WITH CHILDREN – NEW VISA REGULATION

Effective 01 June 2015 *New regulations for children travelling to & from South Africa.*

Effective travel date from 01 June 2015, regardless of the time of booking, all minors under 18 years of age travelling to and from the Republic of South Africa, have to present additional documents which were not needed until now. These new regulations apply to all travellers, regardless of their nationality. They were promulgated (set out) in terms of the South African Immigration Amendment Act of 2010 and define children as persons under the age of 18.

It is the responsibility of passengers to ensure their children have the correct documentation or risk being denied boarding. The new law will be enforced by airlines and immigration officials across the board (land, sea and air).

## REQUIRED DOCUMENTATION:

- When both parents are travelling with a child, they need to produce an unabridged birth certificate that shows the names of both parents. In cases where the certificate is in a language other than English, it

must be accompanied by a sworn translation issued by a competent authority in the country concerned.

- When a child travels with only one parent, additional documents should include an affidavit in which the absent parent gives consent for the child to travel, a court order granting full parental responsibilities or legal guardianship of the child, or the death certificate of the absent parent. The affidavit should be no more than three months old, from date of travel.
- In the case of a child travelling with a person other than a parent, the unabridged birth certificate must be supplemented by affidavits from the parents or legal guardians confirming that the child may travel with that person, copies of the identity documents or passports of the parents or legal guardian, and the contact details of the parents or legal guardian.
- Similarly, a child travelling as an unaccompanied minor would have to produce the unabridged birth certificate, proof of consent from both parents, or legal guardian and contact details, plus documentation relating to the person receiving the child in the Republic. The latter documentation should include a letter stating the person's contact details and residential address and contact details where the child will be residing, plus a copy of his or her identity document, passport or residence permit.

All documents must either be original or certified as true copies of the original, by a competent authority. Documents not in English must be accompanied by a sworn translation. For more information

<http://www.dha.gov.za/files/Brochures/Immigrationleaflet.pdf>

<http://www.drivesouthafrica.co.za/child-visa-checklist/>