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## TERMS & CONDITIONS – SELF DRIVE

### The rental rates exclude:

- Excess deposit and non-waverable excess
- Additional and young driver surcharge
- Delivery and collection fees
- Non-standard accessories and equipment
- Damages/loss excluded from the insurance (see insurance)
- Damage / loss claim and fines administration fee
- Cross border permits

### Cancellations & no-show

- No-show: 100% of the total rental amount will be charged.
- 1-7 days prior to arrival: 75% of the total rental amount will be charged.
- 8-15 days prior to arrival: 50% of the total rental amount will be charged.
- 16 – 30 days prior to arrival: 25% of the total rental amount will be charged.

### Drivers

- A valid and unendorsed license must be produced by all drivers.
- The minimum age for authorised drivers is 25 years.
- Maximum 2 drivers allowed per vehicle.

### Insurance

The following is not covered by the insurance:

- Personal Property

- Personal injury / death
- Sandstorm and water damage
- Under-carriage damage not caused by a collision

Five Stars Tours & Safaris strongly recommends that all clients have insurance for medical expenses, baggage loss, cancellation/curtailment, default and personal injury or death due to an accident. Medical Rescue and travel insurance can be arranged on your behalf. (Prices on request)

## **Factors that will negate all cover:**

- Gross or criminal negligence.
- Unauthorized drivers.
- Failing to obtain authorization to extend the rental.
- Not reporting an accident or loss to the Namibia Police immediately.
- Not reporting an accident or loss to Five Stars Tours & Safaris or Car Rental immediately.
- Not adhering to traffic, road and driving rules and regulations.
- Driving under the influence of alcohol or any illegal substance.
- Unsuitable or reckless driving.
- Road conditions not suitable for the type of vehicle used.
- Unauthorized cross border rentals.
- Not being able to produce keys in case of theft.
- Not reporting exact details of last known location of vehicle prior to theft.

## **Over Border Rental**

- No vehicle may be taken out of Namibia without prior authorization and a valid permit.
- Travel is allowed to Botswana, South Africa, Southern Zambia and Victoria Falls.

## **Breakdown & Roadside Assistance**

Assistance will be provided in the event of a breakdown or any roadside emergency by our representatives authorized to do so. Where a vehicle can't be repaired the Car Rental will arrange that a new vehicle be delivered to you. Recovery of the vehicle and/or roadside mechanical assistance will necessitate extra charges and be billed to the client.

Delivery & Collection Fees (subject to change with fuel price fluctuations)