

AVIS COUNTRY CONDITIONS

SOUTH AFRICA

(Last updated on 01 November 2024)

Please read these Country Specific Conditions (“**Country Conditions**”) alongside the General Conditions of Rental (the “**General Conditions**”) before you sign the **Rental Agreement Form**. The Rental Agreement Form will include all of the important information about your specific rental. It is important to us that you enjoy your rental experience and that you have all the information you need. It might take you a little time now, but it could save you time later.

These Country Conditions are set out as follows:

<p><u>Part 1</u></p>	<p>Important (country specific) information about your rental.</p> <p>This includes information about costs you may be required to pay and details about your responsibilities.</p>
<p><u>Part 2</u></p>	<p>Important information about optional extras (including additional waiver and protection products) we (or our partners) offer.</p> <p>You can select these to form part of your rental, and you can add these to your original booking, or you can add them at the time of pick-up (or in some cases, they may be automatically included). All optional extras you select will be detailed as part of your Rental Agreement Form, including the price payable.</p>

PART 1 – IMPORTANT TERMS RELATING TO YOUR RENTAL AGREEMENT WITH US

1. RENTAL PROVIDER	
Who we are	<p>Unless otherwise stated on the Rental Agreement, in SOUTH AFRICA, the company that provides you with a rental vehicle is 2 Sysie Avenue, Isando, 1601, PO Box 221, Isando, 1600, South Africa (“us”, “we”, “our”).</p> <p>Please note that this company may not be the same company that you made your booking with.</p>
2. RENTAL REQUIREMENTS	
Booking information	You must bring your reservation number or booking confirmation email with you. Please see the General Conditions for further information.
Driving licenses	<p>Requirement to bring a valid driving licence with you.</p> <p>In South Africa, all drivers must bring their valid driving licence with them.</p> <ul style="list-style-type: none"> Where such licence details are not recorded in English, such licence must be accompanied by an English translation from the Embassy / Consulate / High Commission of the country concerned. An international driving licence / permit with an attached photo is also accepted. In the event that a photo is not present, the ID document or passport with a photo is required for the identification of the customer. The ID / passport number should match the number on the licence. <p>Minimum licence requirements</p> <p>All drivers must have held their licence for at least 1 year from the date of pick-up.</p> <p>If a licence does not show the driver has held it for the minimum period, then they must provide evidence, such as:</p> <ul style="list-style-type: none"> previous driving licences; or a letter from their driving licence authority stating that they have held it for this minimum period.

<p>Payment cards</p>	<p>You must bring the payment card used to make your booking. Please see the General Conditions for further information.</p>
<p>Pre-authorisations and Security Deposits</p>	<p>Unless confirmed otherwise, the amount of the pre-authorisation taken on pick-up of the rental vehicle is calculated as follows:</p> <p>(The vehicle rental price* + USD 170.00**) MINUS (Any sum you have already paid when making a “Pay Now” booking)</p> <p>Additional authorisation will apply between ZAR 1,150 and ZAR 31,750 depending on the car group and waiver selection.</p> <p><i>* The "vehicle rental price" includes the vehicle rental cost and all optional extras you've requested, calculated at the start of the rental based on the intended length of the rental. For the avoidance of any doubt, any "Pay at Location" amount you owe in relation to the vehicle rental (including any optional extras) will be included as part of the pre-authorisation and will be charged to you at the end of the rental (using the card provided for the purposes of the pre-authorisation, unless agreed otherwise). Country Conditions Page 3 of 11 ZA/EN-01/11/2024</i></p> <p><i>** If you buy our "Fuel Up Front" product, we will reduce the USD 170.00 by the amount we charge you for the "Fuel Up Front" product.</i></p> <p>The USD 170.00 is included as part of the pre-authorisation in case we have to charge you at the end of the rental for any of the following:</p> <ol style="list-style-type: none"> I. costs to refuel the vehicle (where relevant). II. additional rental charges in circumstances where you fail to return the vehicle or any optional extras at the end of the agreed rental period or to the agreed return location. III. any additional charges or fines you incur relating to your use of the vehicle (which we have been notified of prior to you returning the vehicle, which will include, for example, charges relating to traffic violations); and/or IV. costs incurred as a result of exceeding any relevant mileage restrictions. <p>Where the pre-authorisation we take does not cover the charges you incur, we will request you make a further payment for the additional amounts owed.</p>

	<p>In relation to certain high value vehicles, we may require you to provide us with two payment cards for the purposes of the pre-authorisation. Where this is the case, this will be confirmed when making a booking.</p> <p>If you'd like more details, please call our customer support team or ask a member of our team.</p>
<p>Valid form of identification</p>	<p>As well as your driving licence, you must bring:</p> <ul style="list-style-type: none"> • the payment card that was used to make your booking. For some vehicles, two payment cards in your name will be required and one of these must be a credit card, in addition to the payment card used to make your booking; and • photo ID featuring a recognisable photo taken in the last 10 years. We will accept your passport or driving licence if it contains a photo, a national identity card or any other form of government-issued identification. • If you do not pass our identification checks and you are a South African resident, you may also be required to provide proof of where you live – this could include a recent utility bill or bank statement. In these circumstances, your driving licence will not be accepted as proof of your address.
<p>Driver age restrictions</p>	<p>Minimum driver age restrictions</p> <p>When you book, you'll be told if there are any minimum age restrictions for the vehicle you request. If you're not sure, please check your booking confirmation email – or call our customer support team.</p> <p>You need to be at least 18 years old to hire and drive most of our vehicles. In Northern Ireland, the people carrier and premium/executive cars have a minimum age of 30.</p>

	<p>Young driver surcharge</p> <p>If you – or any of your drivers – are under 25 when you pick up the vehicle, you will each have to pay a young driver surcharge. The cost of a young driver surcharge will be built into the price confirmed at booking stage. If you add an additional driver onto the rental at pick up, you may be charged a young driver surcharge (you will be asked to agree to this and is likely to be ZAR 165.00 per day).</p> <p>Maximum driver age restrictions</p> <p>When you book, you'll be told if there are any maximum age restrictions for the vehicle you request. If you're not sure, please check your booking confirmation email – or call the reservations team.</p> <p>In most cases there is no maximum driver age restriction, however, PAI is not available to persons over the age of 75 years. If you are renting with one of our affiliates listed in 1. (Rental Provider) there may be a maximum driver age set at either 75 or 80 years of age for insurance reasons.</p>
<p>Driving related convictions</p>	<p>If any driver has any unspent driving convictions for:</p> <ul style="list-style-type: none"> • careless, reckless, or dangerous driving, • driving or attempting to drive whilst under the influence of drink or drugs, • using a vehicle uninsured against third party risks or insurance offences, • theft or unauthorised taking of a vehicle, • license offences, • accident offences, • failure to provide information offences, • racing offences, • been disqualified – or • if they have two or more unspent convictions for offences not listed above, they will not be able to drive our vehicles.
<p>Security/credit checks</p>	<p>Save for identity checks (carried out by reviewing your identification and payment card), no other security or credit checks are carried out in South Africa.</p>

3. ACCEPTED PAYMENT METHODS	
Payment methods	<p>We accept:</p> <ul style="list-style-type: none"> • American Express (excluding American Express Traveller's Cheque cards) • Diners cards • Visa credit cards • Visa debit cards • Mastercard credit cards • Mastercard debit cards • Avis-issued charge cards • Hybrid Cheque card • Selected debit cards <p>We don't accept Maestro cards, Visa Electron Cards, Cirrus cards, JCB cards, any pre-paid cards – even if they carry the Visa or MasterCard logo – or any other cards not listed above.</p> <p>We also do not accept cash.</p>
Late payment interest	<p>If you are late in paying us, we reserve the right to charge interest and compensation to the maximum extent permitted by law.</p>
4. DURING THE RENTAL	
Taking your vehicle outside the country	<p>Unless we agree otherwise, you are only allowed to use the vehicle in:</p> <ul style="list-style-type: none"> • Botswana • Namibia • Eswatini • Lesotho <p>You are <u>not</u> permitted to enter the below countries:</p> <ul style="list-style-type: none"> • Malawi • Angola • Zambia even if returning to South Africa. <p>One-way cross border rentals into Zimbabwe and Mozambique are not permitted. Entry into Zimbabwe & Mozambique by approval only.</p>

	<p>Renters wishing to enter Namibia, Botswana, Lesotho and Swaziland must be in possession of a letter of authority obtainable from an Avis agent at the time of rental.</p> <p>Please note that if you are permitted to take the vehicle outside of South Africa, it is your responsibility to make sure you comply with legal requirements applicable in the relevant country/countries you travel in.</p>
One-way rentals	<p>If you want to pick up the vehicle and return it to a different location, an additional fee will be payable.</p> <p>If you asked for a one-way rental when you booked, the fee will be included in your total rental price.</p> <p>If you didn't ask for a one-way rental when you booked and you want to return the vehicle to a different location in the same country, you can expect to pay an additional fee.</p> <p>Drop-offs at a different location must be agreed with us in advance. Please contact us if you would like to understand what additional fee will apply to a one-way rental in circumstances where it didn't form part of your original rental agreement.</p> <p>If you did not request a one-way rental but return the vehicle to a different location, you will be charged a one-way fee at the 'pay at location' prices available on the day you return the vehicle.</p>
Maximum mileage	<p>Many of our vehicles are provided with limited mileage allocation. If a mileage allowance does apply, it will be confirmed during the booking process, and be stated on your rental agreement and in your booking confirmation email.</p>
Mileage allowance	<p>If you go over the mileage allowance, the price depends on the vehicle and location – but you can expect it to cost between R3.00 and R12.00 for every mile you've driven over the allowance. Your excess mileage charge will be stated on your Rental Agreement Form and in your booking confirmation email.</p>
Returns	<p>The General Conditions provide more information about what happens if you want to extend your rental, or if you do not return the vehicle to us as agreed.</p> <p>The late return processing fee is ZAR 1,272.00.</p>

<p>In the event of a breakdown caused by customer fault (or where the breakdown takes place in an unpermitted country)</p>	<p>In these circumstances you will be charged a “call out” charge for our partners to come out and provide assistance “roadside”. This charge is ZAR 928.00</p>
<p>5. FUEL AND ELECTRICITY CHARGES</p>	
<p>Fuel charges - <u>traditional fuel (diesel or petrol) and hybrid vehicles</u></p>	<p>Returning the vehicle</p> <p>Unless you agreed a different refuelling option (see below), you must return the vehicle to us with the same amount of fuel it had in it when you picked it up – usually a full tank – as shown on the factory-installed fuel gauge or automatically logged in respect of connected cars. We recommend you fill up as close to the return location as you can on the return date and keep the receipt to show us. If you don’t return the vehicle with a full tank – and you can’t show us a receipt for fuel – we will charge you.</p> <p>Fuel Up Front – this is charged at the average fuel price for South Africa at the start of your rental period as stated on www.confused.com/petrol-prices. This is only available where you have added it as an option at booking stage or asked to add it to your rental prior to you collecting the vehicle. If you have added this option, the cost will be on your Rental Agreement Form. However, you don’t get a refund for any fuel you don’t use.</p> <p>Refuelling options</p> <p>There will be a refuelling admin fee of ZAR 48.00 for vehicles that are refuelled off site and ZAR 53.00 for vehicles refuelled on site.</p> <p>Please be aware that you cannot purchase fuel with a credit card at petrol stations.</p>

6. OTHER IMPORTANT INFORMATION	
Damage/Loss/Repair Processing Fee	<p>Please see the section titled “Damage, loss, injury or theft” in the General Conditions which provides information on how and when we charge costs if the vehicle, keys, any accessories, or any vehicle documents are lost, stolen or damaged.</p> <p>You can purchase additional waiver and protection products to reduce the amount you would otherwise owe – please see details in Part 2 below.</p> <p>As well as charging for any damage or loss suffered, we will also charge you a damage processing fee in accordance with our “Theft, Loss & Damages Policy” (see General Conditions). In South Africa, the Damage/Loss/Repair Processing Fee is ZAR 159.00 and ZAR 530.00</p> <p>Unless you’ve asked us to send you a receipt by post or email, you’ll be able to find details of the charges owed by you here: http://www.avis.co.za/your-avis/manage-booking/request-rental-invoice</p>
Fines and charges	<p>If a fine or charge is sent to us because you haven’t paid a charge or complied with the law, we will take payment for:</p> <ul style="list-style-type: none"> • Our administration fee of ZAR 430.00 for each fine or charge issued to cover our costs of dealing with the fine or charge; and • the actual amount of the fine or charge imposed – if we have to pay it.
Keeping the vehicle interior clean	<p>Please note the following:</p> <ul style="list-style-type: none"> • You are not permitted to smoke in your rental vehicle. If we believe anyone has smoked in the vehicle during the rental period, a specialist cleaning charge will apply. • If the interior of the vehicle is especially muddy, dirty, stained, or smelly, and our standard cleaning procedure will not fix it, you will be charged a specialist cleaning charge of up to ZAR 689.00
If you have an accident	<p>If you do not complete a required accident report form, or we find out the accident report form contains any significant missing or incorrect information, then you will be charged an accident processing fee which may vary.</p>

<p>Dispute Resolution</p>	<p>We are a member of the South Africa Rental and Leasing Association (SAVRALA). We conform to all regulations and if you make a complaint and are unhappy with our final response you can refer your dispute to Customer Services.</p> <p>CONTACT US: For information on Customer Services, please call on 0861 021 111.</p>
<p>Contact Us</p>	<ul style="list-style-type: none"> To tell us about an issue while you're renting, contact the rental station or the customer support team: <p>Email: reservations@avis.co.za Call on Local 0861 021 111 International +27 11 387 8431</p> <p>Reservations & Quotations: Monday – Friday 7am – 7pm Saturday – Sunday & Public Holidays (Email Only) -8am – 5pm</p> <p>You will find the contact details for the rental station on your rental agreement.</p> To tell us about an issue after you've returned the vehicle, please contact the customer service team: <p>Email: reservations@avis.co.za Call on Local 0861 021 111 International +27 11 387 8431 Lines are open 8am to 5pm Monday to Friday</p> <p>Lines are open from 9am to 4pm Monday to Friday.</p>

PART 2 – IMPORTANT TERMS RELATING TO OPTIONAL EXTRAS WE OFFER

If you have opted to buy any of these products (or they are otherwise included as part of your rental), they will be detailed on your Rental Agreement Form. You will be required to expressly agree to the costs of these optional extras before they form part of your rental.

You can find details on the excesses which apply, as well as the costs relating to additional waiver and protection products in respect of each car type, on our website (or please contact our customer support team).

1. OPTIONAL EXTRAS - ADDITIONAL WAIVER & PROTECTION PRODUCTS		
<u>Product</u>	<u>What it is</u>	<u>Indicative costs</u>
Damage Waiver	<p>In most cases, Damage Waiver is provided with the vehicle as standard. If it is included, it will be stated on your Rental Agreement Form (and in your booking confirmation).</p> <p>Damage Waiver reduces the amount you pay for each clearly separate incident of damage if the vehicle is damaged (or the amount you pay to replace any keys, accessories or vehicle documents that are lost, stolen or damaged).</p> <p>The amount you pay for each clearly separate incident of damage will be the lower of a) the applicable cost payable under the Theft, Loss, and Damages Policy; or b) the excess stated on your Rental Agreement Form.</p>	<p>Normally between ZAR 80.00 and ZAR 200 per day (if not included as standard)</p>

<p>Super Damage Waiver (SCDW)</p>	<p>An excess reduction product which reduces your damage waiver excess to zero (or, if higher, the amount shown on your Rental Agreement Form) on cars.</p>	<p>Normally between ZAR 150.00 and ZAR 410.00</p>
<p>Theft Protection waiver (TP)</p>	<p>In most cases, Theft Protection waiver is provided with the vehicle as standard. If it is included, it will be stated on your Rental Agreement Form (and in your booking confirmation).</p> <p>Theft Protection waiver reduces the amount you pay if the vehicle is stolen during the rental period.</p> <p>The amount you pay will be the lower of a) the applicable cost payable under the Theft, Loss, and Damages Policy; or b) the excess stated on your Rental Agreement Form.</p>	<p>Normally between ZAR 68.00 and ZAR 175.00 per day (if not included as standard)</p>
<p>Super Theft Protection waiver (STP)</p>	<p>An excess reduction product which reduces your theft protection excess to zero on cars.</p>	<p>Normally Between ZAR 153.00 and ZAR 445.00 per day.</p>
<p>Windscreen protection Tyre & Third Party Waiver</p>	<p>WTTDW includes damage to the windscreen and tyres of a vehicle and third party incidents. These three items can be defined as follows:</p> <p>Windscreen: Any window in the vehicle is covered under WDTTW. This includes door windows, rear window and windscreen.</p>	<p>Normally between ZAR 90.00 and ZAR 101.00 per day.</p>

	<p>Tyres: The vehicle's tyre, including the spare wheel. The metal rim, hubcaps and alloy mags wheels are also covered under WTTDW.</p> <p>Loss of tyres, rims or hubcaps are not covered under WTTDW but will fall under the Theft Loss Waiver.</p> <p>Third Party: Third Party: Renters are liable for the first R15,900.00 in the event of a third-party damage, by accepting WTTDW the liability is reduced to zero*.</p>	
Personal Accident Insurance (PAI)	<p>Covers the driver of the vehicle and personal items in the vehicle in the event of an accident.</p> <p>Refer Personal Accident Insurance which is underwritten by Guardrisk Insurance Company Limited. You will need to agree to their terms and conditions.</p>	Normally ZAR 55.00 per day (charged for a max 10 days to cover rental up to 28 days).
Minor Damage Waiver	<p>This product is available at the point of rental check-out. This cover includes any damage to the body of the vehicle up to the amount of R5 000 including but not limited to scratches, dents or minor collisions.</p> <p>Should MDW be accepted and the damage exceeds R5 000, the CDW liability will apply, depending on the waiver option chosen.</p>	Normally ZAR 52.00 per day.

<p>Hail Damage Waiver</p>	<p>This product is available at the point of rental check-out. This cover includes the cost of repairs for all hail-related damages to the vehicle's body or windscreen.</p> <p>No liability charges apply when HDW is taken. However, if this is declined the Collision Damage Waiver will apply and it will be charged double in the event of hail damage, depending on the waiver option chosen.</p>	<p>Normally ZAR 25.00 per day.</p>
<p>Roadside Assistance Plus</p>	<p>This product provides roadside assistance without any additional costs being charged if you break down as a result of vehicle failure you have caused (this includes lost keys).</p>	<p>Normally ZAR 53.00 per day (charged for a max 10 days to cover rental up to 28 days).</p>

2. OPTIONAL EXTRAS - SERVICES	
Additional drivers	<p>Additional drivers must be approved and specified on the Rental Agreement Form. You must not let anyone else drive the vehicle.</p> <p>All additional drivers must meet our age, driving licence and ID requirements (additional driver surcharges may also apply).</p> <p>If we agree to additional drivers, any fees and surcharges will be stated on your Rental Agreement Form.</p> <p>You will be responsible for all costs – whether they’re down to you or your additional drivers. It is your responsibility to make sure all additional drivers read the terms set out in the Rental Agreement carefully before they drive the vehicle.</p>
Meet and greet	<p>Some rental locations offer a “Meet and Greet” service.</p> <p>Please provide at least 24 hours’ notice, please contact the Reservations team to arrange.</p>

3. OPTIONAL EXTRAS – OTHER PRODUCTS	
Special equipment	<p><u>VSS (Avis Safe Drive)</u></p> <p>Avis SafeDrive is a smartphone app available on Android and IOS. The fee is not less than R20 a day.</p> <p>Through the app you will be able to access your trip data, see your driving scores, what you can do to improve them and redeem your daily rewards.</p> <p>The app will also use your phone and the Avis SafeDrive Sensor to alert us of any severe impacts, turn your phone into a panic button for in-vehicle emergencies and give you access to the 24 hour emergency centre, ensuring you're safe while driving.</p>

Adapted vehicles.

We offer the following adapted vehicles:

- hand controls which are suitable if you have good use of your upper body – including hands and fingers. Hand controls – include a hand-operated brake and accelerator controls and a steering ball. **To use hand controls, you must book an automatic vehicle;** and
- panoramic mirrors.

Hand controls are fitted by a third party. Usually, the fitter will be at the rental location when you pick up the vehicle. If you or any additional drivers are not familiar with the controls, they will show you how to use them. You can also go on a short test drive with the fitter.

If you need adapted vehicles, they're completely free of charge, but you **MUST** request them at least 48 hours' notice before you are due to collect your vehicle, otherwise we cannot guarantee they will be available for you. If you need them at shorter notice, please call the customer support team (although requesting them at shorter notice is not guaranteed).

Details of any adaptations you make will be specified in the Rental Agreement Form.

Car seats

We offer baby, infant and child seats. A baby seat is typically suitable for a child from birth to 12 months old and weighing no more than 13 kilos. An infant seat is typically suitable for a child aged 9 months to 4 years old and weighing between 9 and 18 kilos. A child seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos.

In some rental locations, we may arrange for a third party to fit the seat for you. But remember, it is always your responsibility to check the seat is fitted correctly before you drive away.

	<p><u>GPS Navigation</u></p> <p>For an additional fee. Accessories stolen, lost or damaged will be billed at actual cost. In the event of total loss/stolen/damage to the GPS unit, a liability of ZAR 3180.00 will apply.</p> <p><u>Bike Rack</u></p> <p>For an additional fee. In the event of total loss/stolen/damage to the bike rack, a liability of ZAR 3710.00 will apply. Accessories stolen, lost or damaged will be billed at a charge of ZAR 530.00 per part (incl tax).</p> <p><u>Wi-Fi</u></p> <p>For an additional fee. In the event of total loss/damage to the Wi-Fi unit, a liability of ZAR 1484.00 will apply. Please Note: If you are completing a one-way rental to another Province with a counter product, a One-Way Fee of R530.00 (incl tax) will apply.</p>
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