

Gateway Travel & Tours & Europcar Car Rental Customer Information Sheet

Trouble-Free Rental

We hope that you enjoy the freedom experienced by hiring a car to 'See South Africa'. In order to ensure that you enjoy your experience and have a trouble-free rental, Gateway has put together some pointers for you.

Pick-Up & Drop-Off

Pick-up and Drop-off times are extremely important. Daily rates are calculated strictly in cycles of 24 hours (twenty-four) from the time of pick up to the time of drop off. For example, when a vehicle is collected at 08h00 on day one and returned the next day at 08h00 this constitutes as a one (1) day rental and no grace period will be allowed at return of vehicle. Should the vehicle be returned at 08h30, an extra day charge will be billed directly on your credit card. Remember to always give yourself enough time to ensure that you drop the car off in time.

Rental Conditions & Additional Charges

Upon collection of the rental car, the driver /renter must be in possession of a valid unendorsed driver's license (in country of residence) and a valid credit card. The credit card must be in the name of the renter. Only credit cards / Hybrid cheque cards are accepted. The card must display a Mastercard or Visa logo, the numbers must be raised on the card as on a credit card with the words "Cheque Card" reflected on the back or front of the card. No cash or debit cards are accepted. There is a difference between the deposit amount between the cheque card and credit card process.

- Visa, MasterCard and American Express credit cards are accepted.
- African Bank credit/debit/cheque cards are not accepted.
- International debit cards are not accepted as a form of payment.
- An additional fee will be charged for a young driver under the age of 23, provided that they are in possession of a valid, unendorsed driver's licence for a minimum of (3) three years.
- Irrespective of what is stated elsewhere in the Rental Agreement, the Vehicle may not be driven during the rental period or any extension thereof by any person who has not been in possession of a valid unendorsed driver's licence (in respect of the specific vehicle/code of vehicle rented) for at least 3 years.
- Should the renter choose to extend his/her rental beyond the original return date Europcar must be informed. Failure to inform Europcar may result in the vehicle being reported as stolen and all waiver cover is negated. Should the rental vehicle not be returned by the agreed date and no prior arrangements have been made to extend the rental, the vehicle will be collected by Europcar and an overdue rental administration fee will be levied.
- Should the renter, extend his/her rental, and extension documentation is not produced from the operator, Europcar will bill the renter for additional days at the extension rates.
- Should the rental exceed 30 days, then an additional rental agreement will apply for each period of 30 days. Additional documentation to cover the additional periods is required.
- The Client warrants that the vehicle will never be driven by any person whose blood alcohol concentration exceeds the limit permitted by any law or regulation or whilst under the influence of intoxicating liquor or of a narcotic drug or similar substance. The client further warrants that every driver of the vehicle will have a valid unendorsed driver's license for at least 3 years to drive the specific vehicle code/type and will comply with all applicable laws and will comply with all of the provisions of the rental agreement.
- If the vehicle is driven by anyone other than the driver and / or additional driver (irrespective of which other rights or remedies Europcar may have), the client shall remain liable for all of his liabilities and obligations in terms of the rental agreement as if he has been driving the vehicle. In the event the vehicle is driven by anyone other than the driver and /or additional driver at any time during the rental period, any waiver option the client may have taken out shall become null and void.
- The client also warrants that he is entitled and authorised to enter into the rental agreement and that all particulars given to Europcar and/or recorded on the rental agreement are true and correct.
- Auto billing/ authorisation will be obtained on your credit card/cheque/debit card for the following additional charges over and above the rental deposit and excess liability hold:

–	R572 per additional driver per rental	–	R46 refuelling service fee charge per rental agreement
–	R132 Europcar Document Administration Fee	–	R43 per day Minor Damage Waiver
–	Delivery & Collection Fees if applicable	–	Claims handling fee below R1000 - R400 per claim
–	R157 GPS Navigation Unit Per day where required, subject to Availability (R1500 Security deposit)	–	R378 Assessors fee at downtown branches in the event of damage and below R5 000
–	R572 Child Safety Seat (per rental and seat) subject to availability	–	Traffic Fine Administration Fee - R432
–	R70 Windscreen & Tyre Cover per day where required (This provides cover in the event of windscreen and tyre damages)	–	Young Driver Surcharge (Under 23 but in possession of a driver's licence for 3 years - R173 per driver per day)
–	R572 per additional driver per rental (including weekend rentals)	–	Mobile Wi-Fi / Broadband Router R157 per day - R1500 security deposit
–	R60 per day applicable to Code 10 Driver's Licence holders	–	Valet - R346 half and R734 full
		–	R8586 per vehicle skipped service Penalty Fee
Additional charges are subject to change without notice			

- A one way drop off fee will apply when a vehicle is not returned to the same branch that it was collected from. This fee is payable directly to Europcar. One-way fees are available on request.
- Credit Card authorisation will be taken at the time of rental in accordance with the below schedule:
 - Refundable rental deposit of approximately R1 860 to cover any additional items not included. (Amount varies according to vehicle group and rental duration)
 - R360 toll fee deposit
 - Standard Waiver Product (E1) - the authorisation is equal to 40% of the excess liability plus a rental deposit of ZAR1 860.
 - Super Waiver Product (E2) - the authorisation is equal to 40% of the excess liability plus a rental deposit of ZAR1 860.

- In the event of NEGLIGENCE, all waivers are negated. The renter will be fully liable for all damage and associated costs.
- Liability is not limited to the value of the authorisation taken

Collision Damage/Theft Waivers – Refer Terms and Conditions of Rental

The Gateway contracted rates are based on two waiver options: Standard Waiver and Super Waiver for Collision Damage Waiver (CDW) and Theft Loss Waiver (TLW). Such cover is subject to the terms and conditions of Europcar.

Standard Waiver and Super Waivers are available for the reduction of liability in the event of loss, theft and/or damage to the vehicle excluding tyre and windscreen damage. Liability amounts are applicable to CDW and TLW. The renter will be financially responsible in the event of theft or damage to the Europcar vehicle, according to the terms and conditions of rental. The renter is therefore responsible, in the event of theft or damage to the Europcar vehicle as per the below schedule. Items of a personal nature are not covered under CDW or TLW.

All of the above is a guideline. All Europcar Terms and Conditions will apply to all rentals and are subject to change without notice. For further detail please refer to www.europcar.co.za.

Excess Liability and Credit Card Authorisation:

GROUP	SIPP	MODEL	DESCRIPTION	EXCESS LIABILITY STANDARD	EXCESS LIABILITY SUPER	DEPOSIT CALCULATION STANDARD EXCESS (INCLUDES RENTAL DEPOSIT)	DEPOSIT CALCULATION SUPER EXCESS (INCLUDES RENTAL DEPOSIT)
T	MDMR	KIA PICANTO	Mini Hatchback	17 600	3 850	8 900	3 400
A	MDAR	TOYOTA AGYA	Mini Hatchback	23 925	5 225	11 430	3 950
B	EDMR	VW POLO VIVO	Economy Hatchback	22 550	4 950	10 880	3 840
S	EXMR	VW POLO TSI	Economy Hatchback	25 300	5 500	11 980	4 060
C	HMMR	TOYOTA URBAN CRUISER	Standard Sedan	25 300	5 500	11 980	4 060
D	EDAR	TOYOTA STARLET	Economy Auto	26 400	6 050	12 420	4 280
F	CDAR	TOYOTA COROLLA QUEST	Standard Sedan Auto	30 800	6 600	14 180	4 500
I	IMMR	TOYOTA RUMION	Intermediate Passenger Van	27 500	6 600	12 860	4 500
Y	FPMR	TOYOTA HILUX SINGLE CAB	Single Cab Pick Up	32 200	11 500	14 740	6 460
H	IGAR	VW T-ROC	Compact Elite SUV	46 000	11 500	20 260	6 460
O	PDAR	MERCEDES BENZ C CLASS	Premium Sedan	57 500	13 800	24 860	7 380
M	EFAR	TOYOTA URBAN CRUISER	Standard SUV	30 800	7 150	14 180	4 720
R	JGAR	TOYOTA COROLLA CROSS	Intermediate SUV	46 000	10 350	20 260	6 000
N	FFAD	TOYOTA FORTUNER	Luxury Recreational	51 750	13 800	22 560	7 380
E	FMAD	HYUNDAI STARIA 2.2	Passenger Van	57 500	13 800	24 860	7 380
W	FQND	TOYOTA HILUX DOUBLE CAB 4X4	Double Cab Pick Up	51 750	13 800	22 560	7 380
K	GFAR	BMW X3	Elite SUV	83 625	15 400	14 740	6 460

Ready-2-Go

New customers can now pre-register with Europcar by entering their reservation number on www.ready-2-go.co.za any time before pick up of the vehicle. This means that on arrival at their kiosk, would simply require your driver's license and credit card and don't need to keep you there for the personal information.

Entering of information is a once off and does not need to be done for each and every rental, however, it can be used to update personal details. Ready-2-go can be used for any reservation, regardless of how it was made. Registrations can be made by the customer, the travel agents or the tour operators (on behalf of the customer).

Pre-register once-off at www.ready-2-go.co.za

For more information please call Europcar on **0861 131 000** or email info@europcar.co.za

Europcar Call Centre - South Africa 0861 131 0000

Europcar, a car rental company with a Call Centre that is operated and managed in-house 24 hours a day, 7 days a week, 365 days a year. Their fully trained operators are available to handle calls in a number of local languages and to assist you with reservations, accident and/or incident management, dispatching of tow-in services and roadside assistance, directions and more. For your convenience, their Call Centre number is displayed on all vehicle key tags and windscreens.

Europcar Rental terms and conditions are applicable and subject to change without prior notice. All information was correct at the time of going to print and should only be used as a guideline.