

ADVANCED 4X4 CAR HIRE TERMS AND CONDITIONS

24-Hour Emergency Numbers:

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

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

1. Introduction & Agreement

These Terms and Conditions form part of the legally binding rental agreement between Advanced 4x4 Car Hire (“the Company”) and the hirer (“the Renter”).

By signing this agreement, the Renter confirms that they have read, understood, and accepted all terms. No changes are valid unless confirmed in writing by the Company. Each page of this agreement must be signed by the Renter.

2. The Vehicle

The rental vehicle (“the vehicle”) includes all tools, spares, and equipment listed in the agreement, and also applies to any replacement vehicle provided.

Costs relating to repairs, part replacements, assessor fees, legal expenses, or irreparable damage are referred to as “damages”.

Expenses for towing, transport, and storage are referred to as “recovery costs”.

The Renter agrees to:

- Inspect the vehicle and camping equipment thoroughly before departure.
- Maintain oil, water, and fuel levels at their own expense. Failure to do so makes the Renter fully liable for damages.
- Not lease, lend, or otherwise part with the vehicle.
- Not transport items that could damage the vehicle or upholstery.
- Park the vehicle securely at all times.
- Ensure only the named drivers on the rental agreement operate the vehicle.

Renters Signature _____

3. Safety Requirements

The Renter must:

- Conduct daily checks on wheel nuts, tyre pressure, oil, water, lights, tent bolts, and luggage security.
- Use headlights at all times.
- Open canopy vent on gravel roads to prevent dust build-up.
- Carefully check surroundings before reversing.

The Company is not liable for personal belongings left in the vehicle.

4. Vehicle Condition, Fuel & Equipment

- All vehicles are supplied with $\frac{1}{4}$ tank or less of fuel and must be returned with the same amount (no refunds on unused fuel).
- Vehicles must be returned in the same condition, except for normal wear and tear.
- Vehicles may not be taken outside Namibia without written permission.
- Late returns are charged at the daily rental rate plus 20% surcharge per day.
- Fines or penalties are the Renter's responsibility.
- Minimum rental period is 6 days. Extensions must be approved in writing with 3 days' notice.
- Tampering with the tracking system or carrying hitchhikers voids all insurance.

Fuel tank capacities:

- Hilux/Navara Double Cab (2021–2025): 145 litres (dual tanks, gauge reads only 80-litre tank)
- Fortuner 2025: 80 litres (single tank)
- Suzuki Jimny 2025: 42 litres (single tank, petrol only)
- Luxury Camper Toyota Land Cruiser 4x4: 160 litres

Renters Signature _____

5. Early Return Policy

- Medical emergencies (proof required): 60% refund for unused days.
- Other reasons (72+ hours' notice): 40% refund.
- Less than 72 hours' notice / no proof: No refund.

6. Cancellation Policy

The following cancellation penalties apply to all confirmed bookings:

- 14 to 8 days before arrival date: 50% of the total confirmed amount.
- 7 days or less before arrival date: 100% of the total confirmed amount.
- If booking is cancelled once the Renter has arrived at the Company's offices: 100% of the total confirmed amount.

Refunds, if applicable, will only be processed after written cancellation confirmation has been received by the Company.

7. Speed Limits & Tracking

- Towns: 60 km/h
- Tar roads: 120 km/h
- Gravel & salt roads: 80 km/h
- 4x4 engaged: 60 km/h

Excess cover is void if speed limits are exceeded within 5 minutes before an accident.

8. Night Driving

Driving between towns after sunset or before sunrise is strictly prohibited.
Damages from night driving are not covered under any insurance option.

9. Forbidden Roads & Restricted Areas

- Dune Driving and driving to Sandwich Harbour: This is strictly prohibited. If any damages, breakdowns, or repairs occur, you will be responsible for all associated costs.

Renters Signature _____

- Botswana National Parks and surrounding areas (such as Chobe NP, Moremi NP, Central Kalahari NP, Kgaligadi NP, Nxai Pan NP, Madgadikdagi NP, Khutse GR, etc) you may enter these areas at your own risk, as we can only provide backup support through third parties.
- Kunene River from Epupa Falls, riverbeds, or any area after dark. You will be responsible For all costs resulting from damages, breakdowns, transfers, or repairs.
- Kaokoland and Damaraland: Off- road tracks and Van Zyls pass, including official gravel Roads D3707 and D3703: The renter will be responsible for all costs (tow-in costs, repairs and vehicle exchange costs) resulting from all damages including undercarriage damage and breakdowns associated to driving in these areas, even when **Premium Cover is applicable**. Driving through water is strictly forbidden and never covered. The repair costs for “normal” mechanical breakdowns are however covered.

10. Reporting Damages & Breakdowns

- All damages and breakdowns must be reported within 24 hours.
- Tyre repairs are at the Renter’s expense.
- Replacement vehicles are only provided if the rented vehicle is unsafe and cannot be repaired locally.
- Accommodation costs due to breakdowns are not refundable.

11. Accidents & Liability

- Single vehicle accidents are not covered by any excess option (Renter liable up to N\$120,000 + recovery costs).
- Rollovers covered only under Premium Cover, excluding recovery costs.
- Third-party cover valid only if Renter is not negligent.
- Write-offs and vehicles which are unroadworthy terminate this agreement; a new agreement and payment are required.
- Damage to underbody (included in Premium Cover), engine, bonnet, roof, negligence-related, or water damage is always the Renter’s responsibility.

12. Theft or Loss

- Theft requires the original keys returned within 24 hours and a police report.
- Hijacking requires a police report and/or medical proof.
- Failure to provide documents makes the Renter liable for full costs.

Renters Signature_____

13. Exclusions (No Cover Provided)

Examples include:

- Rim (1x rim included in premium cover) or wheel stud damage
- Sandblasting or canopy loss
- Damage to camping gear, tools, fridge, or batteries
- Water damage (engine, interior, or tents)
- Alcohol or drug-related accidents
- Night driving or forbidden roads
- Recovery costs (except normal wear)
- Any negligence, overheating, or speeding
- Single Vehicle Accidents

14. Payment & Credit Card Authorization

- A valid credit card is required.
- The Company is authorized to charge all damages, exclusions, and unpaid costs directly to the card.
- A pre-authorization deposit (N\$15,000 in Namibia / N\$25,000 outside Namibia) is required before any replacement or repair.

15. Conditions of Hire

- Rates exclude fuel and accident handling fees.
- The Company may replace the vehicle with a similar one if necessary.
- The Renter is responsible for all fuel and any additional charges by authorities.

Renters Signature _____

Acknowledgement & Signature

RENTAL AGREEMENT NR: _____

I, the undersigned, acknowledge that I have read, understood, and agreed to the above terms and conditions. I authorize Advanced 4x4 Car Hire to charge my credit card for any damage, exclusions, or unpaid costs in accordance with this agreement.

Signed at _____ on this _____ day of _____ 20 ____.

Renters Signature _____

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