



head office:

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01 April 2010

Dear Valued Customer

With the 2010 World Cup almost on our doorstep, we need to advise you of the Terms & Conditions that we have introduced specific to rentals 15 May-31 July 2010:

- **Credit Card rentals:**
 - Full upfront online payment will be required for all credit card bookings to secure the reservation
 - Should payment be unsuccessful, we reserve the right to cancel the reservation
- Should a vehicle be returned prior to the reserved rental days, the reserved days will be invoiced with no credits passed (i.e. vehicle reserved for 7 days and returned within 5 days, 7 days will be invoiced)
- **One way rentals:**
 - should a one way not be requested at the time of processing a reservation but the renter returns the vehicle to a different rental location, the renter will be penalized
- **Cancellation fees:**
 - Cancellations 01 Apr – 30 Apr 2010 = 70%
 - Cancellations after 01 May = 100%
- **No Show fees:**
 - All reservations resulting in a no show (reservation which has not been cancelled) will be subjected to the full cost of the rental
 - Reserved vehicles will not be kept – should a customer be delayed, the relevant branch needs to be informed timeously
- **Rental Extensions:**
 - Rental extensions will need to be requested and will depend upon availability
 - We reserve the right to decline extension requests
 - Should the vehicle not be returned and/or the renter does not have an authorised extension, we reserve the right to charge a R500 penalty over and above the relevant rates

Please do not hesitate to contact your sales contact regarding any of the above. We will continue to keep you updated with any amendments or developments to the above.

Thank you for your continued loyal support!