

DETAILED EXPLANATION OF THE CAR INSURANCE & RENTAL CONDITIONS

Introduction

This document describes all details of car insurance as included in the car rental agreement and its terms and conditions.

With the signature below the client/renter legally binds himself/herself to the rental contract and the terms and conditions.

Background

It is important to be aware and understand that there are significant differences compared to Western countries regarding car insurances and responsibility in case of damages. For example, in most of the Southern African countries such as Namibia and Botswana, it is not compulsory to have any car insurance. In practice this means, that the majority of the cars do not have any insurance at all and that the owners and/or car users are personally responsible for any damages and compensation in case of an accident or damage.

Standard Excess

All rental cars have a standard third party insurance. The client/renter is responsible for the excess level of the remaining 10% during the agreed rental period. The exact excess level is different per vehicle class.

The chosen excess level will be authorised from the Credit Card (VISA or MasterCard) of the contract holder, which is required before the handover of the vehicle. This deduction will be refunded when the car is returned and there are no damages reported. Besides the general exclusions in the terms & conditions, with this type of insurance, glass and tyre damage are not covered and will be the responsibility of the client.

Please note that the client is always liable for the damages of the rented vehicle up to the chosen level of excess, independent of who caused the accident or who is guilty, meaning this is also applicable in case the damages or accident is caused by a third party.

Reduction of the Excess

In case the client prefers to rent a vehicle with a lower excess level than the standard excess, then an additional fee per day will be charged. It is possible to reduce the excess to Zero.

Reduced Excess 1 and 2 and 3

Reducing the level of excess helps to reduce the cost in case of an accident in which a third party is involved (only collision WITH a moving object). The damage to the rented vehicle as well as the third party damage (no excess applicable) is covered.

Important: Reduced Excess Options 1 and 2 and 3 exclude damages to tyres, windows and damages as a result of single vehicle accidents, vehicle overturning/role over or damages as a result of sandstorms or undercarriage damage.

Reduced Excess 4

Additionally included in the Reduced Excess Option 4 are:

- Damages to windows (limited to ONLY side windows and/or windscreen) (2) damaged tyres
- Sandblast damages
- Vehicle Overturning/Role over (negligence e.g. Speeding, under the influence of alcohol are excluded)
- Undercarriage damages

Important: Reduced Excess Option 4 cannot be compared with the European “Vollkasko” or “All Risk” insurance, where all damages are covered independent of the cause or the guilt.

Single Vehicle Accidents

Losing the control over the car and rolling the car, bumping a tree while reversing the car, accidents without involvement of a third party are single vehicle accidents. The Client will be held liable for an amount up to N\$140 000-00 and all recovery costs.

Coverage by the insurance company

In the above-mentioned policies the damages are covered in the following case:

- it concerns a traffic accident in line with the definition of the insurance (see below);
- There is no situation of negligence;
- It is not a situation mentioned in the exclusions.

In case the renter is in breach of the rental contract or any of Autovermietung Savanna's rental conditions, the renter will be liable for an amount of up to N\$140 000-00 and all recovery costs.

Traffic accident

The used definition of a traffic accident is an accident with a vehicle where another vehicle is involved, or where a pedestrian is involved, or where an animal is involved.

IMPORTANT: an accident without involvement of other parties (single vehicle accidents), like e.g. rolling the car is not covered with the Standard Excess or Reduced Excess Option 1; 2 and 3 (only with Reduced Excess Option 4). Also not when you try to avoid hitting an animal crossing the road or a burst tyre.

Negligence

This is the situation when the driver and/or the passengers are not behaving according to the law, the terms & conditions of the rental agreement or general regulations. Examples of negligence where the insurance does not cover the damages are:

- In case of drunk driving;
- In case of speeding;
- In case of crossing a red traffic light; or neglecting a STOP sign;
- In case of driving through water (rivers, swamps, sea), where the water level reaches higher than the axle of the car;
- In case of incorrect use of the clutch, gears and engine of the car;

Exclusions

Damages which are not covered by the insurance:

- (burning) damage caused by cigarettes, matches and/or lighters;
- Damage caused by walking or standing on the roof or bonnet;
- Damage caused by rolling the car, without the involvement of another party
- Damaged glass and windows (included in Reduced Excess Option 4)
- Damaged tyres (punctures, leaking, and/or extraordinary use) (included in Reduced Excess 4);
- Damage caused by driving through water;
- Damage caused by sandstorms (included in Reduced Excess 4);
- Damage of personal belongings;
- Damage caused by EXCESSIVE WEAR AND TEAR
- Damage to rims

Speed Limit

Within city limits and in National Parks: 60 km/hour, Gravel roads: 80 km/hour and Tarred Highways: 120 km/hour.

Autovermietung Savanna's speed regulations do overrule road signs indicating 100 km/hr. At 125 km/h the vehicle makes a "beeping" tone, indicating that the driver is driving over the maximum speed allowed on highways. Please be informed that all our vehicles are equipped with a GPS Tracking System (Black Box).

IMPORTANT: If you exceed this speed limit all insurances and Reduced Excesses lapse and become invalid.

Theft

Theft of the vehicle is covered if the client has acted responsibly, the vehicle was locked and the client can deliver the original car keys,

(Except in the case of carjacking).

Exchange vehicle:

In case the Rental Company decides to send an exchange vehicle due to whatever circumstance, The Renter will have to sign a new Rental Agreement with a new Rent for the

remaining period, and a new Excess, which is not reduceable. Autovermietung Savanna withholds the right to send any type of vehicle.

Tyre damage

The minimum profile of the tyres is 5mm (3mm for spare tyres) for all 4x4 vehicles.

Tyre damages are not covered (except for Reduced Excess Option 4). In case of a puncture or a damaged tyre, the renter can try to have it fixed or can choose to purchase a new tyre. When returning the car the renter will be charged for the damaged tyre as the damaged tyre has to be replaced by a new one. Repaired tyres are not accepted. The renter will only be charged for the existing mm of profile and not by definition for a whole new tyre.

In case the renter has purchased a new tyre, he will be refunded for the extra mm of profile.

Tyre and Windscreen insurance:

The Client is able to purchase an Insurance for Tyre and Windscreen Damage. This insurance covers 2x damaged tyres and 1x damaged windscreen. Please note that side windows and rims are not covered by this insurance.

Sandstorm

In case of a sandstorm, stop the car immediately and try to look for temporary shelter. If this is not possible, then continue driving with a very low speed. Damages caused by a sandstorm are not covered by the insurance (except for Reduced Excess Option 4). Sandstorms mostly occur at the coast when an eastern wind blows.

Police report is compulsory

It is demanded to have a full police report in case of damage or theft. When you are able to take pictures this is advisable at all times. (Failing to provide a full police report will void your insurance cover)

Towing cost

Towing costs in Namibia in case of a technical breakdown are covered by the rental company. The towing costs in case of an accident, negligence, excessive wear and tear are not covered by the rental company and are always for the clients account.

'Claim handling' fee

The administrative cost related to a damage (called 'claim handling') is for the account of the client.