



Cost Cutter Car Rental (Pvt) Ltd Terms & Conditions

1. Who do these terms and conditions apply to?

- a. They apply to the hirer of the vehicle, to anyone who drives the vehicle. When we refer to "you" we mean the hirer, anyone named as an additional driver.

2. What must I do before I drive away?

- a. Before you leave the location from which you have rented your vehicle, you should inspect the vehicle and make sure it is in the condition shown in the Vehicle Inspection Report. You should report any differences immediately to the staff at the pick-up location. You should also make sure you have any equipment you have requested. If you have any queries, you should contact cost cutter car hire.

3. What are the Estimated Rental Charges?

- a. The rental charges that we know about when you collect your vehicle are set out on the second page of the client details form. The total charges that you will need to pay at the end of your rental may be different from the Estimated Rental Charges if, for example, circumstances change or if you need to pay for any damage to the vehicle or any property.
- b. In addition to the daily rate, which is the rate we charge for each consecutive 24-hour period from the time you hire the vehicle, the Estimated Rental Charges may include any of the following:
 - i. the cost of hiring any equipment such as child seats, GPS (satellite navigation) units, trolleys, boxes;
 - ii. a fee for returning a vehicle at a location other than where you picked it up.
 - iii. any other charge or fee which we apply from time to time.

4. What charges might I incur in addition to the Estimated Rental Charges?

- a. You may have to pay for any of the following:
- b. an excess kilometers' charge, which we will charge for each kilometer over the kilometer limit outlined on the front page of the Rental Agreement. We will use the vehicle's odometer to calculate the number of excess kilometers.
- c. traffic and parking fines incurred during the period of your rental;
- d. toll road fees and fines incurred during the period of your rental;
- e. an administration fee in relation to traffic, parking and toll road fees and fines;
- f. the cost of repair to or replacement of the vehicle or any items supplied with it such as keys, tyre change equipment or other property you damage, and any costs associated with repair or replacement of the vehicle, items or property.
- g. the cost of repair to or replacement of damaged or lost equipment, and any costs associated with repair or replacement;
- h. a charge for professional cleaning of the vehicle where the condition of the vehicle requires a special clean (e.g. as a result of food, drink and other stains and marks, animal fur, mud and dirt and smoke damage (including damage caused by tobacco products));
- i. towing costs if the vehicle needs to be towed from a remote or sparsely populated area;
- j. additional Rental Charges if you do not return the vehicle on time. We will allow you a grace period of 59 minutes and after that we will charge you as follows:
 - i. if you are one hour late or more, but less than three hours late, we will charge you for each hour (including the first) at the additional hourly rate specified on our price list.
 - ii. if you are three hours or more late, we will charge you for an additional day (or days if relevant) at the daily rate specified in our price list.
 - iii. in relation to any equipment you have hired, we will charge you for an additional day (or days if relevant) if you are one hour late or more.
- k. additional Rental Charges if you return the vehicle and equipment to a location, or at a time and date, different from the drop-off details specified on the client details and or booking form.
- l. interest on Rental Charges and other costs not paid within 14 days of the date they are due; and
- m. legal and other costs which we incur in recovering any Rental Charges and other costs you do not pay when we require you to do so.

5. What are my responsibilities?

- a. You must use the vehicle and any items or equipment supplied with it, only for the purpose for which they are designed and ensure that any equipment (such as a child seat or GPS units) is fitted correctly and safely.

- b. You must take proper care of the vehicle and any items or equipment supplied with it, during the period of your rental, and return them to us in the same condition as when you collected them.
- c. You must obey all relevant road rules. If you don't, we may require you to pay the full cost of any damage. Please note that all our vehicles are tracked and in case of breach of traffic rules, harsh breaking and harsh acceleration we may call and remind you to behave accordingly.
- d. You must be at least 21 years old and hold an unrestricted driver's license which allows you to operate the vehicle.
- e. You must observe any warning indicators that may appear in the vehicle. If you are not sure what an indicator is telling you to do, you must contact the location from which you rented the vehicle as soon as possible for advice.
- f. You must operate the vehicle in the manner in which it is designed to be used and ensure you use the right type of fuel. We encourage you to read the operating manual, which can be found in the glove box of the vehicle.
- g. Neither you nor your passengers may smoke in the vehicle.
- h. You must return the vehicle by the return date and time set out on the front page of the Rental Agreement at the location from which you rented it unless we agree to you returning it to another location. Otherwise you may be liable for additional Rental Charges and, if you return the vehicle to a different location, a One Way Rental Fee.
- i. You must not allow anyone other than the hirer or any other driver set out on the front page of the Rental Agreement to drive the vehicle and you must not hire the vehicle to anyone or use it for commercial gain.
- j. You must not use the vehicle on an unsealed road unless it is a four wheel drive (4WD) vehicle.
- k. You must not use the vehicle "off road" (e.g. on a fire trail, beach, dirt track, grassed area or to cross streams, rivers or any other body of water), unless your Rental Agreement specifically authorizes you to do so.
- l. You must not, unless we authorize you to do so, use or drive the vehicle:
 - i. in any prohibited areas
 - ii. Outside Zimbabwe
- m. You must not use the vehicle to transport any animal other than a guide dog.
- n. You must not allow the vehicle to be towed without our permission.

6. What happens if the vehicle is damaged, lost or stolen or other property is damaged?

- a. You must notify us as soon as possible, and no later than 2 hours after an accident (unless there are circumstances under which it is impractical or impossible for you to advise us within 2 hours, and you can produce documented evidence of those circumstances on our request), of any damage or loss that has occurred by contacting the location from which you rented your vehicle and giving us full details. If you don't, we may require you to pay the full cost of any damage.
- b. You must notify the police if required under the relevant road rules.
- c. You must not leave the vehicle unattended before the arrival of a tow truck or salvage operator except if your health or safety would otherwise be endangered.
- d. You must complete all police and insurer claims documents which we will supply to you or supplied by the relevant authorities.
- e. You may have to contribute to the cost of repair or replacement not covered by insurers.

7. What happens if there are legal proceedings resulting from an accident involving the vehicle?

- a. If legal proceedings are threatened or commenced, you must:
 - i. notify us immediately;
 - ii. co-operate fully with us, investigating officers and our legal advisers, as reasonably required.

8. Can Cost Cutter terminate my rental?

- a. We can terminate your hire if you do not comply with any of the key terms of your Rental Agreement and do not promptly rectify the breach after we notify you of it.

9. Can I terminate my rental?

- a. You can terminate your rental at any time, you will however be required to pay an Early Return Fee of USD70.

10. Can I extend my rental?

- a. You can request an extension by contacting our customer service officers. You must do so before the expiry of your Rental Agreement. If we are unable to agree to your request then you must return the



vehicle by the time initially agreed. If you do not do so, you will be required to pay additional rental charges. If we are able to agree to your request we will take payment at that time for the additional charges resulting from the extension of your rental.

- b. If you have not returned the vehicle within 2 hours of the end of the agreed rental period, and you have not contacted us to request an extension or to explain why you have not returned the vehicle, we reserve the right to report the vehicle as being stolen and additional charges may apply.

11. What do I have to do when I bring the vehicle back?

- a. You must make sure that the vehicle and any equipment is in the same condition as when you began your rental (except for fair wear and tear).

12. What happens after my rental has finished?

- a. We will inspect the vehicle as soon as possible after you return it to the location from which you rented it or to another location you have agreed with us. We will normally carry out that inspection on the day you return the vehicle or, when you return the vehicle after hours, on the day after you return it.
- b. We will notify you immediately after inspecting the vehicle if we have any concerns in relation to the condition of the vehicle or any equipment hired as part of your rental.
- c. We may charge amounts deduct them from your cash deposit.
- d. We will refund any deposits that we are holding in relation to your rental and that we no longer require.

13. How is my privacy protected?

- a. We will collect personal information as part of our rental process. Any information we collect will be handled in accordance with our Privacy Policy. However, if your vehicle incurs parking fees, used to commit crimes or breaches any traffic rules during your rental period, then we will also pass your personal information (which will include payment information such as credit card or debit card details) to the relevant authorities without seeking any permission from you.

14. What other things do I need to know about my rental?

- a. We are not obliged replace vehicles after an accident, we only guarantee replacement on mechanical faults that are as a result of normal vehicle wear and tear.
- b. You are responsible for tyre damages and puncture that happen during your rental period.

15. Advance bookings

- a. All advance bookings should be confirmed by reservation fee of USD100 which will form part of security fee on hire.
- b. Reservation fee or commitment fee is not refundable if the hire is cancelled.

16. Hire period

Hire From..... Expected return date

Number of days..... Initial charge rate.....

I/we.....on behalf of
agree to the above terms and conditions and will be binding.

Signature..... Date

Cost Cutter Representative..... Date.....