

# **AVIS** total transport solution

Southern Africa Directory 2010/2011

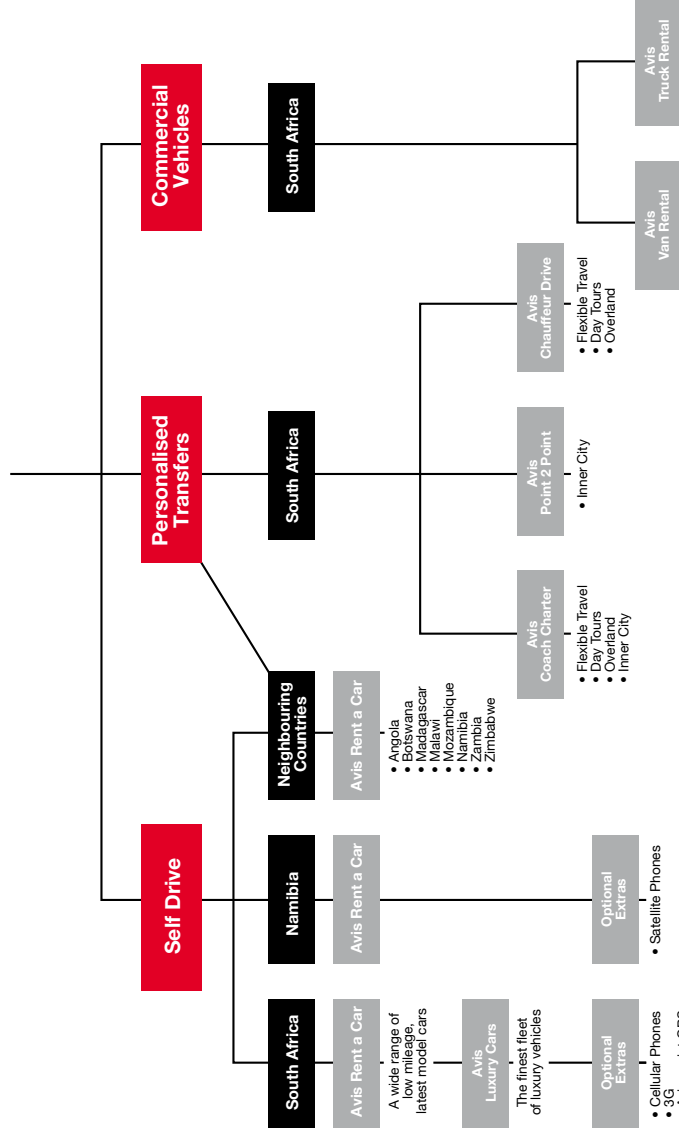


***www.avis.co.za***  
***or call 0861 021 111***

**AVIS**

**We try  
harder.**

# Southern Africa's total transport solution



# AVIS

We try harder.

[www.avis.co.za](http://www.avis.co.za) or call 0861 021 111

*Avis rents VW and other fine cars*

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# **AVIS** *Rent a Car*

**Avis Rent a Car is the leading car rental company in Southern Africa. Our success is underpinned by the personal commitment by each staff member to exceed your expectations at every interface.**

**We Try Harder, by providing you with:**

- A range of products and services to meet your travel needs.
- A wide selection of cars to suit your driving needs and budget.
- A nationwide footprint that extends across Southern Africa.
- Helpful and friendly Brand Ambassadors displaying the “We Try Harder” spirit.
- Advanced technology, which provides our customers with immediate reservation confirmation worldwide.
- Locations that deliver and collect vehicles on request.
- Emergency roadside service with the Avis Careline in the event of an accident or breakdown (refer to emergency numbers on inside back cover).
- Emergency medical assistance supported by Europ Assistance in South Africa and International S.O.S in Namibia.

# South Africa Fleet

## Economy

## Manual



- 5 Door
- Radio/CD

**A**

**Kia Picanto or similar**

4      35 unleaded  
 2      CO<sub>2</sub>: 173 GM/km

## Economy

## Manual



- 5 Door
- Airbags
- Power Steering
- Central Locking
- Radio/CD
- Air-Conditioning

**M**

**VW Polo Vivo or similar**

4      45 unleaded  
 2      1      CO<sub>2</sub>: 147 GM/km

## Compact

## Manual



**B**

**VW Polo Hatch or similar**

- 5 Door
- Radio/CD
- Air-Conditioning
- Airbags
- Power Steering
- Central Locking
- ABS

4      45 unleaded  
 2      1      CO<sub>2</sub>: 196 GM/km

## Intermediate

## Manual



- 4 Door
- Airbags
- ABS
- Power Steering
- Central Locking
- Radio/CD
- Air-Conditioning
- Electric Windows

**C**

**Toyota Corolla or similar**

4      55 unleaded  
 3      1      CO<sub>2</sub>: 196 GM/km

## Intermediate

## Automatic



- 4/5 Door
- Airbags
- ABS
- Air-Conditioning
- Power Steering
- Central Locking
- Electric Windows

**D**

**Honda Jazz CVT or similar**

4      42 unleaded  
 2      CO<sub>2</sub>: 162 GM/km

## Standard

## Automatic



**E**

**Toyota Corolla or similar**

- 4 Door
- Radio/CD
- Air-Conditioning
- Airbags
- Power Steering
- Central Locking
- ABS
- Electric Windows

4      45 unleaded  
 3      1      CO<sub>2</sub>: 238 GM/km

## Full Size

## Automatic



- 4 Door
- Radio/CD
- Air-Conditioning
- Airbags
- Power Steering
- Central Locking
- ABS
- Electric Windows

**F**

**Audi A4 or similar**

4      70 unleaded  
 3      1      CO<sub>2</sub>: 221 GM/km

## Full Size

## Manual



- 5 Door
- Radio/CD
- Air-Conditioning
- Airbags
- Power Steering
- Central Locking
- ABS
- Electric Windows

**O**

**Toyota Verso or similar**

5      60 unleaded  
 3      2      CO<sub>2</sub>: 215 GM/km

## Premium

Automatic



- 4 Door
- Airbags
- ABS

- Radio/CD
- Power Steering
- Electric Windows

- Air-Conditioning
- Central Locking

G

**Mercedes-Benz C Class**  
or similar

4  
 3  
 1  
 66 unleaded  
 CO<sub>2</sub>: 191 GM/km

## Speciality/SUV

Manual



- 5 Door
- Airbags
- ABS

- Radio/CD
- Power Steering
- Electric Windows

- Air-Conditioning
- Central Locking

K

**Hyundai Tucson**  
or similar

4  
 3  
 2  
 58 unleaded  
 CO<sub>2</sub>: 233 GM/km

## Speciality/People Carrier

Manual



- 4 Door
- Power Steering
- ABS

- Air-Conditioning
- Airbags
- Electric Windows

- Radio/CD
- Central Locking

N

**VW T5 Caravelle**  
or similar

8  
 5  
 60 diesel  
 CO<sub>2</sub>: 241 GM/km

## Speciality/Leisure 4x4

Manual



- 4 Door
- Airbags
- ABS

- Radio/CD
- Power Steering
- Electric Windows

- Air-Conditioning
- Central Locking
- Canopy

L

**Toyota Hilux Double Cab**  
or similar

4  
 7  
 80 diesel  
 CO<sub>2</sub>: 322 GM/km

## Luxury

Automatic



- 4 Door
- Power Steering
- ABS

- Air-Conditioning
- Airbags
- Leather Upholstery

- Radio/CD
- Central Locking
- Electric Windows

J

**Mercedes-Benz E Class**  
or similar

4  
 4  
 2  
 80 unleaded  
 CO<sub>2</sub>: 254 GM/km

### Note:

All vehicles are right hand drive and are subject to change without notice. The vehicle features referring to the number of passengers and bags are estimates only.

### The key to the Avis Fleet:


Passengers

Medium bags

Small bags

Tank Capacity





**Economy** **Manual**



**A**

**VW Polo Vivo or similar**

- 5 Door
- Airbags
- Power Steering
- Radio/CD

 4      45 unleaded  
 2      1     CO<sub>2</sub>: 147 GM/km

**Compact** **Manual**




**B**

**VW Polo Vivo or similar**

- 5 Door
- Airbags
- ABS
- Power Steering
- Central Locking
- Radio/CD
- Air-Conditioning
- Electric Windows

 4      45 unleaded  
 2      1     CO<sub>2</sub>: 156 GM/km





**Intermediate** **Manual**



- 4 Door
- Radio/CD
- Electric Windows
- ABS
- Central Locking
- Airbags
- Power Steering


**C**

**Toyota Corolla or similar**

 4      3      1      55 unleaded     CO<sub>2</sub>: 196 GM/km

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**Automatic**




- 4 Door
- Radio/CD
- Electric Windows
- ABS
- Central Locking
- Air-Conditioning
- Power Steering

**D**

**Toyota Yaris or similar**

 4      2      2      42 unleaded     CO<sub>2</sub>: 196 GM/km





**Standard** **Automatic**



- 4 Door
- Air-Conditioning
- Central Locking
- ABS
- Electric Windows
- Airbags
- Power Steering
- Radio/CD

**E**

**Toyota Corolla or similar**

 4      3      1      55 unleaded     CO<sub>2</sub>: 238 GM/km

## Premium

Automatic



- 4 Door
- Radio/CD
- Central Locking

- ABS
- Power Steering
- Leather Upholstery

- Air-Conditioning
- Airbags

G

Mercedes-Benz C Class

4  
 3  
 1  
 66 unleaded  
 CO<sub>2</sub>: 191 GM/km

## Speciality/People Carrier

Manual



- 4 Door
- Power Steering

- Air-conditioning
- Airbags

- Radio/CD
- Central Locking

H

VW T5 Caravelle  
or similar

8  
 5  
 80 diesel  
 CO<sub>2</sub>: 241 GM/km

## Speciality/SUV

Manual



- 5 Door
- Radio/CD
- Central Locking

- ABS
- Power Steering

- Air-Conditioning
- Airbags

K

Honda CR-V or  
similar

4  
 3  
 58 unleaded  
 CO<sub>2</sub>: 266 GM/km

## Speciality/Leisure 4x4

Manual



- 4 Door
- Power Steering
- 20l Jerrycan for Fuel

- Air-conditioning
- Driver Airbag

- Radio/CD
- Canopy

N

Toyota Hilux 4x4  
Double cab or similar

4  
 7  
 80 diesel  
 CO<sub>2</sub>: 322 GM/km

## Speciality/Leisure 4x4

Manual



- 2 Door
- Power Steering
- 20l Jerrycan for Fuel

- Air-conditioning
- Driver Airbag

- Radio/CD
- Canopy

J

Toyota Hilux 4x4  
Single cab or similar

2  
 4  
 2  
 80 diesel  
 CO<sub>2</sub>: 219 GM/km

### Note:

All vehicles are right hand drive and are subject to change without notice. The vehicle features referring to the number of passengers and bags are estimates only.

### The key to the Avis Fleet:

Passengers

Medium bags


Small bags

Tank Capacity



# Botswana Fleet





**Economy** Manual



**A**

**VW Polo Vivo or similar**

- 5 Door
- Airbags
- Power Steering
- Radio/CD

 4      45 unleaded  
 2    1   CO<sub>2</sub>: 147 GM/km




**Compact** Manual




**B**

**VW Polo Vivo or similar**

- 5 Door
- Airbags
- ABS
- Radio/CD
- Central Locking
- Air-Conditioning
- Electric Windows
- Power Steering

 4      45 unleaded  
 2    1   CO<sub>2</sub>: 156 GM/km





**Intermediate** Manual




**C**

**Toyota Corolla or similar**

- 4 Door
- Airbags
- ABS
- Electric Windows
- Central Locking
- Radio/CD
- Air-Conditioning
- Power Steering

 4      55 unleaded  
 3    1   CO<sub>2</sub>: 196 GM/km





**Standard** Automatic




**E**

**Volvo S40 or similar**

- 4 Door
- ABS
- Air-Conditioning
- Power Steering
- Airbags
- Central Locking
- Electric Windows
- Radio/CD

 4      62 unleaded  
 3    1   CO<sub>2</sub>: 221 GM/km





**Premium** Automatic




**G**

**Mercedes-Benz C Class**

- 4 Door
- Airbags
- ABS
- Leather Upholstery
- Air-Conditioning
- Power Steering
- Central Locking

 4      66 unleaded  
 3    1   CO<sub>2</sub>: 208 GM/km



**Speciality/ People Carrier** Manual



**L**

**VW T5 Caravelle**

- 4 Door
- Radio/CD
- Airbags
- ABS
- Air-Conditioning
- Power Steering
- Central Locking
- Electric Windows

 8      60 diesel  
 5     CO<sub>2</sub>: 241 GM/km

**Speciality/ Leisure 4x4** Manual




**N**

**Toyota Hilux Double Cab**

- 4 Door
- Radio/CD
- ABS
- Canopy
- Electric Windows
- Air-Conditioning
- Airbags
- Power Steering
- Central Locking

 4      80 diesel  
 7     CO<sub>2</sub>: 322 GM/km

**Speciality/ Leisure 4x4** Manual



**J**


**Toyota Hilux**

- Radio/Tape
- 4 x 2 Single cab

 2      80 diesel  
 8     CO<sub>2</sub>: 249 GM/km

**Note:**  
All vehicles are right hand drive and are subject to change without notice. The vehicle features referring to the number of passengers and bags are estimates only.

## The key to the Avis Fleet:

	Passengers		Medium bags
	Small bags		Tank Capacity

# Reservation Procedure

- Call Centre
- GDS
- Avis SA inbound website – [www.avissainbound.co.za](http://www.avissainbound.co.za)

## Avis Account

Account applications may be done in country of origin and will be billed in the applicable currency. Alternatively, a Rand based account can be opened with Avis South Africa.

Once the account is opened, Avis vouchers will be issued. Alternatively, a tour operator may use their own vouchers provided the required information is given.

- Nett and Gross Rates can be booked on the Avis Account.
- When booked on Nett Rates, a customer is required to produce his/her Credit Card for any additional charges.

Billing is done via the Avis Wizard system and invoices are generated according to the information provided on the reservation and voucher. It is essential that all information is correct, especially the rate and car group code which determines the amount invoiced.

Statement and Invoices are posted, couriered or available electronically by means of e-invoicing.

Payment to Avis is due within 30 days of receipt of the invoice.

## Credit Card

A customer booked on Gross Rates can pay Avis directly by Credit Card. The tour operator should provide their Avis Assigned Number on reservation in order to earn the applicable commission on the rental.

# Renter / Additional Driver Requirements

- Unendorsed driver's licence valid for a minimum of one year.
- International driver's licence is advisable.
- A minimum age of 18 years applies and renters must have an unendorsed licence for a minimum of 1 year.

**Applicable to South Africa, Lesotho, Swaziland and Namibia**

# Pick-up & Drop-off Process

## Pick-up process – customer collecting vehicle

The customer is required to provide a valid:

- Voucher issued by Tour Operator (if applicable)
- Confirmation from micro-site booking
- Driver's licence
- Passport
- Credit Card

The customer is advised to check the vehicle thoroughly before leaving the Avis location or on the delivery of the vehicle. In case of any damage, the customer should notify the Rental Sales Agent, so that it can be noted before departure.

### **Drop-off process – customer returning vehicle**

- Customers are advised to return the vehicle with a full tank of fuel. If the tank is not full on return, an estimated fuel charge will apply.
- The customer must allow enough time for the vehicle to be thoroughly inspected for any damages to the body, tyres, rims and hubcaps. If this is not complied with, any damages noted will be charged as per the terms and conditions of the rental agreement.
- Keys should be returned to Avis employees in uniform or dropped in the Avis-marked drop safe at selected locations which have this facility.
- The customer can obtain a copy of the invoice.

**Applicable to South Africa, Lesotho, Swaziland and Namibia**

## **Cancellations / No-shows / Penalties**

- The number of rental days reflected on any specific voucher will be billed to the Tour Operator, irrespective of whether the renter curtails the rental before the termination date.
- A cancellation fee of R300 (three hundred Rands) / N\$300 (three hundred Namibian Dollars) will be levied on all refund applications.
- A no show fee of R900 (nine hundred Rands) / N\$900 (nine hundred Namibian Dollars) will apply to the tour operator for rentals where the reserved vehicle is not collected by the customer. In Namibian outlying stations where a delivery fee would have been applicable, double the delivery fee will be charged.

**Applicable to South Africa, Lesotho, Swaziland and Namibia**

## **Additional Charges**

- Additional charges must be paid at time of rental at the counter on the customer's Credit Card.
- Debit Cards are not accepted.
- Refer to the additional charges table with the rate sheet.

### **Additional driver fee**

This charge is applicable to each additional driver, per rental. All additional drivers must be listed on the applicable rental agreement and will be required to produce their driver's licence at the rental counter. The additional driver must meet the minimum requirements. If an unlisted driver damages a vehicle, is involved in an accident, or theft of the vehicle, the renter will be liable for full damage / replacement costs.

### **After-hours fee**

An after-hours fee will be charged for those clients wishing to collect or return their Avis vehicle before or after official trading hours.

### **Child safety seats**

This is available from most locations for children up to the age of five years. It must be requested at time of reservation and the age of the child specified, so that the correct seat can be allocated. Fitment of these will be the responsibility of the renter. (72-hour advance reservation is essential for this service)

### **Claim-administration fee**

This is charged in the case of damage and / or theft / loss of the vehicle or part thereof. An administration fee is charged for any loss incurred by Avis, in terms of additional work and time taken to process the claim. Items included in the fee are insurance-assessor fees, quote gathering and legal services. This fee is charged for damage / theft when standard waiver rates have been taken.

### **Delivery / collection charges**

An applicable fee will be charged for delivery and collection within a 25km radius of the closest Avis office. If greater than 25kms, a charge per kilometre will apply. This service is also offered after hours, on public holidays and weekends at an additional charge.

### **Fuel**

The customer receives the vehicle with a full tank of fuel. If the vehicle is returned with a full tank of fuel no charge is applicable. If the vehicle is not returned with a full tank, the customer will be charged the applicable amount to refill the tank.

### **One-way charges**

A one-way fee will apply when a vehicle is picked up and dropped off at a different location in Southern Africa.

### **Rental contract fee**

This amount is charged per rental contract for administering the legal requirement of storing them for a period of five years.

### **Sandblasting**

- Refer to Waiver section for South Africa and Namibia
- Should customers be travelling in the vicinity of the coastal areas, special care must be taken with regard to weather conditions, as sandstorms do occur.
- Damage as a result of this is not covered by the acceptance of waivers, unless Premium cover is booked in Namibia and Maximum cover in South Africa.

### **Spare tyres for Namibia only**

Second-spare tyres are available and should be requested 72 hours in advance

- Refundable deposit per tyre will apply.
- Rental amount per day (non refundable) will be charged regardless if the customer has used the tyre or not.

**The above applies to all car groups, except for Groups J and N.**

- Group J/N are fitted with a second-spare tyre (no deposit and no additional charge per day).

### **Traffic fine admin fee**

All camera fines and unpaid parking tickets are sent to us in the name of our proxy. The onus is on Avis to provide the details to the relevant traffic authority, who then re-issues the fine to the name and address on the Rental Agreement.

### **Tyres, rims and hubcaps**

- Customers are required to replace any damaged tyres with an exact / similar tyre at their own cost. If the customer does not replace a damaged tyre, Avis will replace the tyre and charge the customer. No repaired tyres are accepted.
- **In Namibia there will be a charge per kilometer from the nearest Avis office for delivery of replacement tyres.**

## **Under-carriage and water damage**

Any under-carriage or water damage caused to the vehicle during the rental is not covered in Standard Cover waivers.

## **Valet**

Vehicles need to be returned in the same condition in which the customer received the vehicle. If this is not the case it will be up to Management's discretion to charge a full valet.

## **Windscreen Damage Waiver (WDW)**

- No liability charges apply when WDW is included in the rate.
- This is not new to the car rental industry but new to Avis, a nominal fee per Rental day will absolve the renter of any liability or cost related to either repairing or replacing the windscreen or the other windows on the vehicle should they be damaged by circumstances that are often beyond the renters control.  
This product is available at the point of reservation or rental check-out.

**Costs subject to change without prior notice.**

**All above charges are applicable in South Africa, Namibia, Swaziland and Lesotho.**

## **Personal Accident Insurance (PAI)**

This applies in the event of specific injuries sustained as a result of an accident in a rented vehicle, within the agreed rental period. Personal Accident Insurance (PAI) is a reimbursement policy subject to policy rules and conditions (i.e. the renter must pay the expenses, provide proof and will then be refunded in terms of the policy rules). Purchase of PAI as indicated on the rental agreement, constitutes an acceptance of the benefits of the PAI policy and other accompanying arrangements if any, procured by the company for the renters benefit - but subject to all the terms and conditions of that policy and the other accompanying arrangements, if any.

The renter who accepts PAI, as well as all other passengers in the vehicle, will be covered for accidental bodily injury while driving, riding in, getting into our out of the Avis vehicle. Coverage is in effect up to "return date" indicated on the rental agreement or any Avis approved extension. The insurance will apply to persons up to the age of 75. The death benefit in respect of person under 15 years of age shall be limited to R10,000 (South Africa) or N\$10,000 (Namibia). The benefit will be divided equally among all occupants of the insured vehicle.

Avis shall not under any circumstance have any liability to the renter for any of the benefits under that policy. Details of the extent of cover and the policy are available from Avis's head office and the renter shall in any event, be deemed to be aware of and accept all the terms and conditions of the policy.

For any further information, contact the Claims Department. In terms of FAIS, Avis is not allowed to give advice to the customer when selling PAI. Avis may only highlight the facts included in the brochure.

### **What are the benefits of PAI?**

- Death benefit
- Medical expenses
- Transport / Accommodation
- Repatriation
- Accident support

### **What is not covered by PAI?**

- Any claim if you are over 75 years of age.
- Accidents that happen outside the Republic of South Africa, Namibia, Zimbabwe, Lesotho, Swaziland or Mozambique.
- If you or any other driver of the rental vehicle is driving under the influence of alcohol or drugs at the time of the accident.

- If the claim arises from war or similar hostility or if you or your passengers are participating in a riot.
- If the rental vehicle is carrying more passengers than the number of seatbelts fitted at the time of the accident.
- An injury or illness which arises more than 24 months after the accident.
- Any claim unless every person injured submits to a medical examination and is prepared to undergo treatment when reasonably required to do so.
- Any claim arising from suicide, attempted suicide, intentional self-injury or which is caused directly from an existing physical defect or other infirmity.
- Any claim that is under dispute if you have not instituted legal action within 6 months of having your claim rejected.

## Waivers and Liabilities

Avis car rental SA rates include standard coverage of passenger liability and 3rd party motor liability. This cover is subject to the terms & conditions of the Avis policy & waivers as is customary in this country. Cover for loss by fire is also included together with cover for damage to the Avis car but may not include loss or damage through civil unrest.

### Collision Damage Waiver

For the customer's peace of mind, Avis offers a choice of 2 optional coverages for their protection in the event of accidental damage to the vehicle.

- Standard Collision Damage Waiver: In the event of an accident, the renter is responsible for the specified amount as indicated on the rate sheet for repair to or replacement of or part thereof (or the cost of damage repair, whichever is the lower).
- Maximum (SA)/Premium (Namibia) Collision Damage Waiver: By choosing this option the renter will not be responsible for any liability amount.

Declining either of these options means that the renter will be liable for the full amount of damages incurred or the specified responsibility as reflected on the Rental Agreement. Authorisation will be gained to secure the liability amount from the renters credit card for the duration of the rental.

**NOTE:** In the event of an accident or damage occurring while the vehicle was not driven by the renter, or other authorised driver as nominated on the rental agreement, the renter will be responsible for the full damage to or loss of the vehicle, if the vehicle was driven on unsuitable roads, the renter was driving negligently or if no other car, animal or object was involved.

### Theft Loss Waiver

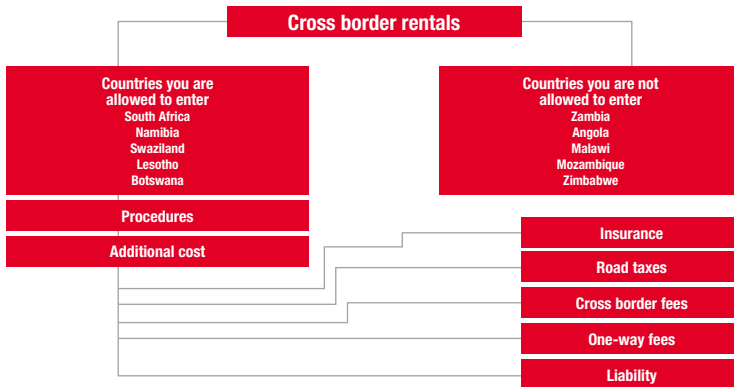
Avis offers 2 optional coverages:

- Standard Theft Loss Waiver: If the vehicle or part of it is stolen while in possession of the renter, he/she will be responsible for the specified amount indicated on the rate sheet for repairs to or replacement of or part thereof.
- Maximum (SA)/Premium (Namibia) cover: By choosing this option the renter will not be responsible for any liability amount (unless breach of contract or negligence occurs).

Declining these options means that the renter is liable for the full amount of the damages of the total responsibility as reflected on the Rental Agreement. Authorisation will be gained to secure the amount of the liability for the duration of the rental from the renters credit card. Personal belongings in the car are not covered.

**Costs subject to change without prior notice.**

# Cross border procedures



## Cross border rentals from South Africa

### Point 1: Cross border procedures

- **From South Africa to: Namibia, Swaziland, Lesotho, Botswana**  
A letter of authority for cross-border rentals must be requested and obtained by the customer at the time of collection of the vehicle. If this is not obtained, Avis cannot be held responsible if the customer is refused entry.
- **From South Africa to: Zimbabwe and Mozambique**  
No vehicles are permitted to enter Zimbabwe or Mozambique.

### Point 2: Additional over-border insurance charges

- **From South Africa to: Botswana, Swaziland, Lesotho, Namibia**  
No additional insurance charges apply
- **From South Africa to: Zimbabwe and Mozambique**  
No vehicles are permitted to enter Zimbabwe or Mozambique from South Africa.
- **From Namibia to: South Africa, Swaziland, Lesotho, Botswana**  
No additional insurance charges apply.
- **From Namibia to: Zimbabwe**  
No vehicles are permitted to enter Zimbabwe from Namibia.
- **From Namibia to: Botswana**  
Visa Fees as applicable  
In addition to the Theft Loss Waiver (TLW) and Collision Damage Waiver (CDW) a further vehicle insurance charge per day will apply for a minimum of five days.

### Point 3: Cross-border road tax toll fees

The below road tax toll fees are paid by the customer directly at the appropriate border:

- **From South Africa to: Namibia**  
All vehicles entering Namibia are subject to a N\$160 road levy. This is payable in CASH in Namibia Dollars or Rands to Namibian officials when crossing the border. The road-levy receipt must be kept and upon termination of contract be submitted at the Avis counter. Should the customer not submit this cross-border road-levy receipt at the Avis counter their rental agreement will be charged with the applicable amount. Road levy is subject to change without prior notice. Permit – allowed up to 3 months – if staying in Namibia for longer and are on a work permit, then a provisional payment of duties valued at 16.5% value of car has to be paid to customs. The work permit must be shown on the passport and a letter from the company in Namibia showing that you will be working for them.  
ZA Sticker- will be supplied by Avis

- **From South Africa to: Lesotho and Swaziland**  
No additional road tax charges apply.
- **From South Africa/Namibia to: Botswana**  
Valid passport  
Vehicle registration papers **Border charge:** Vehicle registered in the SACU - SA, Namibia, Botswana, Lesotho & Swaziland are charged the following fees:  
P50 – RTP Road Permit (P90 charged if a return trip – P50 is for a single entry)  
P20 – NRF Road Fund - Safety Token (valid for 1 year - The P20 tax is paid yearly & expires on the 31st December each year  
3rd Party Insurance P50 – Motor Vehicle Insurance (valid for 90 days)  
ZA Sticker will be supplied by Avis  
International Drivers License (recommended)
- **From South Africa/Namibia to: Zimbabwe**  
No vehicles are permitted to cross the border into Zimbabwe from South Africa or Namibia.
- **From Namibia to: South Africa, Swaziland, Lesotho**  
No additional road tax charges apply.

#### Point 4: Cross-border fees

- **From South Africa, Lesotho and Swaziland**  
A once-off fee will be applicable to cross-border rentals into Namibia and Botswana. In the event that a customer takes the vehicle across the border during the rental and returns it to South Africa, then this fee will apply. If the customer takes the vehicle across the border and drops it off in a neighbouring country, thereby incurring one-way fees, the cross-border fee is not charged.
- **From Namibia**  
A charge will be applicable to cross border rentals into South Africa, Swaziland, Lesotho and Botswana. In the event that a customer takes the vehicle across the border and returns it to Namibia then this fee will apply. However, if the customer takes the vehicle across the border and drops it off in a neighbouring country, therefore incurring one-way fees, the cross border fee is not charged.

#### Point 5: One-way cross-border fees

- **From South Africa, Lesotho, Swaziland and Namibia**  
One-way rentals are not allowed into Zimbabwe and Mozambique. In the event that the customer rents the vehicle in South Africa and returns to Namibia, Botswana, Swaziland or Lesotho, the one-way cross-border fee applies.

#### Point 6: Liability applicable to cross-border rentals

- **From South Africa, Lesotho and Swaziland**  
Driven into Namibia, Botswana, local Collision Damage Waiver (CDW) and Theft Loss Waiver (TLW) conditions of the country entered will apply.
- **From Namibia**  
Driven into South Africa, Botswana, Lesotho and Swaziland, local Collision Damage Waiver (CDW) and Theft Loss Waiver (TLW) conditions of the country entered will apply.

### Cross border rentals from Namibia

#### Point 1: Cross-border procedures

- **From Namibia to: South Africa, Swaziland, Lesotho and Botswana**  
A letter of authority for cross-border rentals must be requested and obtained by the customer at the time of collection of vehicle. If this is not obtained, Avis cannot be held responsible if the customer is refused entry.  
Every vehicle going into one of the above-mentioned countries must have a “NAM” sticker on the back of the vehicle. The customer is requested to verify this before leaving the Avis location.
- **From Namibia to: Zimbabwe**  
No rented vehicle from Avis is allowed to cross the border into Zimbabwe.



# Emergency Medical Assistance

## South Africa supported by:

- Emergency dispatch of response vehicle or ambulance
- Dispatch of emergency medicines or blood
- Medical-assisted repatriation to the patient's place of residence
- Emotional support and counselling
- Access to rape-crisis centre of excellence
- Travel advice through Europe Assist travel clinics
- HIV counselling
- Repatriation of mortal remains
- Air-ambulance transfers
- 24-hour medical advice service
- Assistance of stranded minors
- Inter-hospital basic and intensive-care ambulance transfers

## Namibia supported by:

- Emergency dispatch of response vehicle or ambulance
- Transport of emergency medicines or blood
- Emotional support and counselling
- Medical-assisted repatriation to the patient's place of residence
- Inter-hospital basic and intensive care ambulance transfers
- HIV counselling
- Air-ambulance transfers
- 24-hour medical advice service
- Assistance of stranded minors
- In-hospital medical monitoring

## Botswana supported by:

- MRI Botswana Limited offers Roadside Assist, a product where you, the motorist can experience worry-free travel with the peace of mind that help is only a phone call away.
- Our 24-hour, 7 days a week, 365(6) days a year emergency help line that is manned by qualified call centre agents will contact the nearest service provider and request them to come out and assist you.
- In an emergency, you can contact the help line at 3901 601 or 147 (MASCOP phones).

**Note:** The policy does not cover any loss from intentionally self inflicted injuries, suicide or any attempt thereof, sickness or disease, full-time active service in the armed services of any country or declared or undeclared war. Full details are contained in the Master Policy, which can be made available for inspection.

# Optional Extras

## GPS

- Available at OR Tambo, King Shaka and Cape Town International

### Rental Charges:

- R79 per day!
- Rates are inclusive of VAT and insurance.
- Insurance cover is subject to an excess of R1500 payable by the hirer should the unit be lost, stolen or damaged. In the event that such loss is not covered by insurance, the full replacement cost of R3,500 will be payable by the hirer. Insurance only covers the GPS unit and not the accessories. Accessories stolen, lost or damaged will be billed at standard retail prices.
- Please note a once off rental contract fee of R15.00 will apply.



### Rental Criteria:

- Renters must be at least 21 years of age and able to provide a valid passport or valid credit card on collection of the GPS unit
- The renter will complete a rental agreement at the time of rental

### Method of Payment:

- Renters credit card only
- Payment at counter on collection

### Reservations:

- Renters may reserve Avis Assist GPS units online or contact [avisassist@avis.co.za](mailto:avisassist@avis.co.za)
- The advance reservation procedure ensures that customers' rentals are processed quickly at the checkout point

## Mobile Phone and Sim card

### Rental Charges:

- Daily rental FREE of charge
- Daily Theft Damage Protection at R9.95
- Local calls from R2.40 per minute
- Rates excl 14% VAT



### Available at Reservation ([www.rentafone.net](http://www.rentafone.net)), all Vodashop outlets and all Major Airports

Email, fax or telephone bookings

Contact details

Tel: +27 (0) 21 401 1300 • Fax: +27 (0) 21 418 1309

Email: [mobilesolutions@avis.co.za](mailto:mobilesolutions@avis.co.za) or [reservations@cellucity.co.za](mailto:reservations@cellucity.co.za)

### Method of Payment:

- Renter's credit card only
- Deposit at counter
- Deposit of R1000.00 at counter and the final invoice will be issued within 7 days after return of the unit by mail and deducted from the renter's deposit paid and should there be an amount left then this will be refunded to the renter's credit card.

## Sim Card Only

### Rental Charges:

- Daily rental at R3.95
- No Theft Damage Protection Charge
- Local calls from R2.40
- Rates excl 14% VAT

### Available at Reservation ([www.rentafone.net](http://www.rentafone.net)), all Vodashop outlets and all Major Airports

Email, fax or telephone bookings

Contact details

Tel: +27 (0) 21 401 1300 • Fax: +27 (0) 21 418 1309

Email: [mobilesolutions@avis.co.za](mailto:mobilesolutions@avis.co.za) or [reservations@cellucity.co.za](mailto:reservations@cellucity.co.za)

**Method of Payment:**

- Renter's credit card only
- Deposit at counter
- Deposit of R1000.00 at counter and the final invoice will be issued within 7 days after return of the unit by mail and deducted from the renter's deposit paid and should there be an amount left then this will be refunded to the renter's credit card.

**3G Vodafone Card Rental****Rental Charges:**

- From only R20 per day
- Data usage charged at R2.50 per MB in South Africa
- VOIP usage charged at R12.50 per MB in South Africa
- Where 3G services is not available the card will operate on GPRS

Data bundles available in increments from 250Mb – 20 Gigs

**Available at Reservation ([www.rentafone.net](http://www.rentafone.net)), all Vodashop outlets and all Major Airports**

Email, fax or telephone bookings

Contact details

Tel: +27 (0) 21 401 1300 • Fax: +27 (0) 21 418 1309

Email: [mobilesolutions@avis.co.za](mailto:mobilesolutions@avis.co.za) or [reservations@cellucity.co.za](mailto:reservations@cellucity.co.za)

**Method of Payment:**

- Renter's credit card only
- Deposit at counter
- Deposit of R1000.00 at counter and the final invoice will be issued within 7 days after return of the unit by mail and deducted from the renter's deposit paid and should there be an amount left then this will be refunded to the renter's credit card.

**Satellite Phone****Rental Charges:**

- Free incoming calls
- Calls charged at US \$2.50 per minute to anywhere in the world. US \$ 10.00 per minute to other Satellite networks
- Rental of US \$9.50 per day, which includes 2 FREE minutes per day. This is on a "use or loose" basis
- US \$2.50 to retrieve voice message
- US\$ 2.50 per minute for SMS
- The phone comes with an aerial extension, car charger and wall charger and portable hands-free kit in a neat canvas bag
- Rates are charged in US\$, billed in ZAR and exclude 14% VAT



**Available at Reservation ([www.rentafone.co.za](http://www.rentafone.co.za)) in Namibia (Windhoek and Vodashop) only**

**Available at Reservation ([www.rentafone.net](http://www.rentafone.net)), all Vodashop**

**outlets and all Major Airports**

Email, fax or telephone bookings

Contact details

Tel: +27 (0) 21 401 1300 • Fax: +27 (0) 21 418 1309

Email: [mobilesolutions@avis.co.za](mailto:mobilesolutions@avis.co.za) or [reservations@cellucity.co.za](mailto:reservations@cellucity.co.za)

**Method of Payment:**

- Renter's credit card only
- Deposit at counter
- Deposit of R1000.00 at counter and the final invoice will be issued within 7 days after return of the unit by mail and deducted from the renter's deposit paid and should there be an amount left then this will be refunded to the renter's credit card.

**The choice is yours**



# **AVIS** *Luxury Cars*

Avis Luxury Cars is the final piece of the puzzle to complete that perfect picture.








Experience personalised service at its best no matter what your requirement...

## **Self drive in style?**

- Winelands - driving with the roof down through the Franschhoek winelands in one of our gorgeous convertibles.
- Safari - watching the African wildlife from the comfort of a Audi Q7.

## **About our Vehicles**

All our vehicles are less than 12 months old and have travelled no more than 60 000km. The vehicles are free of damage and regularly maintained to the manufacturer's standards. They are fitted with vehicle management systems, have roadworthy certificates and all come with a radio/CD player, air conditioning, power steering, airbags and central locking.

Choose from our fantastic range:			
			
E Class E Class (convertible) E Class (coupé) M Class (4x4) S Class	A3 (cabriolet) A5 (cabriolet) A5 (sportback)	Q5 (4x4) Q7 (4x4) TT (convertible)	125 (convertible) 530d GT 7 Series X5 (4x4) X6 (4x4)
			
Prado (4x4))	Cooper	Voyager	Pajero Sport

**Those Little Extras**

For your comfort and enjoyment, your vehicle will be equipped with a range of little luxuries to make your journey all the more memorable, these include:

- A cooler bag with bottled water
- Music CDs selected to suit your personal preference
- An umbrella

On request we can also provide special items such as flowers, champagne, chocolates and balloons. If you need anything else, we'll be glad to assist where we can.

**The check-out / collection procedure**

- Airport collections - the driver will wait at the arrivals terminal.
- Hotel collections are done in the hotel foyer after calling the concierge to advise passengers.

**Where do we operate?**

- Cape Town
- Durban
- East London
- Johannesburg
- Bloemfontein
- Port Elizabeth
- George

**Reservations Procedure for Avis Luxury Cars**

**Information you need when making a reservation:**

- Customer's name
- Delivery and collection address, as well as date and time of delivery and collection
- The specific model of vehicle required

**Rates**

Consult with your Avis Accounts Manager

**Methods of payment**

Credit card or Avis account

**How do I book?**

Visit [www.avisluxurycollection.co.za](http://www.avisluxurycollection.co.za) or call our contact centre on **+27 (0) 861 600 414 / +27 (11) 923 3600** or E-mail: [luxurycollection@avis.co.za](mailto:luxurycollection@avis.co.za)



# AVIS *Chauffeur Drive*









A professional chauffeur, the luxury vehicle of your choice and a service tailored to your personal itinerary – Avis Chauffeur Drive will ensure that you arrive at your destination on time, relaxed and in style.

## Services

Transfers	Day Tours and Overlands
<p><b>Where?</b></p> <ul style="list-style-type: none"> <li>• <b>Gauteng</b> - e.g. Sandton, Pretoria, Sun City.</li> <li>• <b>KwaZulu-Natal</b> - e.g. Ballito, Drakensberg, San Lameer.</li> <li>• <b>Western Cape</b> - e.g. Cape Town, Blouberg, Arniston, Robertson</li> <li>• <b>Eastern Cape</b> - e.g.               <ul style="list-style-type: none"> <li>- Port Elizabeth, Shamwari, Graaff Reinet, Port Alfred</li> <li>- East London, Queenstown, Coffee Bay</li> <li>- George.</li> </ul> </li> <li>• <b>Free State</b> - e.g. Bloemfontein, Kimberley, Welkom</li> </ul>	<p><b>Options?</b></p> <ul style="list-style-type: none"> <li>• Half day</li> <li>• Full day</li> <li>• Overland</li> </ul> <p><b>Operating locations?</b></p> <ul style="list-style-type: none"> <li>• Johannesburg</li> <li>• Durban</li> <li>• Cape Town</li> <li>• East London</li> <li>• Port Elizabeth</li> <li>• Bloemfontein</li> <li>• George</li> </ul>

**NOTE:** These services are available with an English speaking chauffeur or foreign speaking guide.

## About our vehicles

Choose from our fantastic range:			
 Mercedes-Benz		 Audi	
C Class E Class E Class (convertible) E Class (coupé) M Class (4x4) S Class	T5	A3 (cabriolet) A5 (cabriolet) A5 (sportback) Q5 (4x4) Q7 (4x4)	125 (convertible) 530d GT 7 Series X5 (4x4) X6 (4x4)
 TOYOTA			
Verso Prado (4x4) Quantum - (customised for wheelchair travel)	Cooper	Voyager	Pajero Sport

### Those Little Extras

You will be met by a member of the Avis Luxury Car team at the destination of your choice. (Remember, our Luxury Car drivers are dressed in classic black outfits, not the traditional Avis red). For your comfort and enjoyment, your vehicle will be equipped with a range of little luxuries to make your journey all the more memorable, these include:

- A cooler bag with bottled water
- Music CDs selected to suit your personal preference
- An umbrella

On request we can also provide special items such as flowers, champagne, chocolates and balloons. If you need anything else, we'll be glad to assist where we can.

### Reservations Procedure for Avis Chauffeur Drive

#### Information you need when making a reservation:

- Client's name
- Delivery and collection address, as well as date and time of delivery and collection
- The specific model of vehicle required
- Individual type of service (transfer/overland)
- Chauffeur / tour guide required

### Rates

Consult with your Avis Accounts Manager

### Methods of payment

Credit card or Avis account

### How do I book?

Visit [www.avischauffeurdrive.co.za](http://www.avischauffeurdrive.co.za) or call our contact centre on **+27 (0) 861 600 414 / +27 (11) 923 3600** or E-mail: [luxurycollection@avis.co.za](mailto:luxurycollection@avis.co.za)





# **AVIS** *Point 2 Point*

Why drive when you can be driven? Let Avis take you from Point 2 Point – perfectly.

## **Convenience**

- Everywhere to anywhere... Any day of the week.
- All hours of the day eg. Airport to hotel... place of residence ... to a restaurant ... shopping.

## **Safety**

- All bookings are prebooked via our 24 hour reservations centre and therefore there are no cash transactions during transfers.
- The vehicles are linked to a satellite tracking system.
- All Chauffeurs have driver's licenses valid for a minimum of 5 years and is in possession of a valid Public Drivers Permit.

## **Service**




- All customers are personally met by their Chauffeur, dressed in **Avis red uniform**, holding a welcome board with the passengers name on it.
- Airport collections – the driver will wait at the arrivals terminal.
- Hotel collections are done in the hotel foyer after calling the concierge to advise passengers.



## Where do we operate?

- Gauteng
- Durban
- Cape Town

## About our Vehicles

 <b>TOYOTA</b>	 Mercedes-Benz	
Toyota Corolla or similar Max 3 passengers Economy sedan	Mercedes Benz C180 or similar Max 3 passengers Sedan	VW Caravelle T5 or similar Max 7 passengers Multi-purpose vehicle

All our vehicles are less than 12 months old and have travelled no more than 60 000km. The vehicles are regularly maintained as per the respective manufacturer's standards. Vehicles are free of damage and are fitted with vehicle management systems to ensure real-time geographical positioning, speed monitoring and routing. All our vehicles have valid road transportation permits for the provinces in which they operate. The vehicles also have valid roadworthy certificates.

## Reservations Procedure for Avis Point 2 Point

### Information you need when making a reservation:

- Customer's name
- Delivery and collection address, as well as date and time of delivery and collection
- The specific model of vehicle required

## Rates

Consult with your Avis Key Accounts Manager.

## Methods of payment

Credit card or Avis account

## How do I book?

Visit [www.avispoint2point.co.za](http://www.avispoint2point.co.za) or call our contact centre on **+27 (0) 861 22 00 11 / +27 (11) 923 3600** or E-mail: [luxurycollection@avis.co.za](mailto:luxurycollection@avis.co.za)



# **AVIS** *Coach Charter*

## **About us**

Avis Coach Charter is proud to have reached its second year of business. Currently we boast 28 vehicles in our fleet, including the ever-popular and super-versatile 15-seater Mercedes-Benz Sprinters as seen in the photo above. We introduced these red 'baby-billboards' recently and it's great to see that our customers love them! We are also pleased to report that we are adding brand new vehicles to our fleet, including fabulous 36- and 60-seaters. With our great fleet and by exceeding your expectations, our aim is to continue expanding the Avis Coach footprint and enhance our market position. This is demonstrated by our recent entry into two new regions, Nelspruit and Durban.

Avis Coach Charter offers a wide range of luxury coaches, which can accommodate from a small group consisting of 12 people right up to your largest group of people, Avis Coach Charter is ideal for your leisure, corporate, sport and any other group mobility needs.

Avis Coach Charter's fleet of vehicles include the latest safety features and fully complies to international standards. Every coach in our fleet is manufactured with passenger comfort standards in mind. Because your business is our pleasure, we pride ourselves on being on time, every time. Our focus on reliability ensures your peace of mind throughout the journey.

# Coach Fleet



A

**Mercedes-Benz Sprinter 315**

- Super soft reclining seats
- DVD\* / Audio / PA *optional*
- Air Conditioning
- Fridge



B

**Mercedes-Benz Sprinter 518**

- Super soft reclining seats
- DVD\* / Audio / PA *optional*
- Air Conditioning
- Fridge



C

**Volare A9**

- Super soft reclining seats
- DVD\* / Audio / PA *optional*
- Air Conditioning
- Fridge



D

**Volkswagen 18.310 OD Marcopolo Andare 850**

- Super soft reclining seats
- DVD / Audio / PA
- Air Conditioning
- Fridge
- Toilet



E

**Volkswagen 18.310 OD Marcopolo Andare 850**

- Super soft reclining seats
- DVD / Audio / PA
- Air Conditioning
- Fridge
- Toilet



F

**Mercedes-Benz 2436 Marcopolo Paradiso 1200**

- Super soft reclining seats
- DVD / Audio / PA
- Air Conditioning
- Fridge
- Toilet



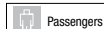
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**Mercedes-Benz 2436 Marcopolo Andare 1000**

- Super soft reclining seats
- DVD / Audio / PA
- Air Conditioning
- Fridge



The key to the Avis fleet



Passengers

## Reservations Procedure

### Information you need when making a reservation:

- Delivery and collection address
- Date and time of delivery and collection
- What specific make of vehicle the customer is looking for
- Avis account number / IATA / Avis assigned number
- Rate code that will be used for the booking
- Itinerary requested
- Type of service needed
- Type of chauffeur / tour guide needed.

### Methods of payment:

Credit card or Avis Account

### How do I book?

Contact our Reservations Call Centre in South Africa:

E-mail: [coachcharter@avis.co.za](mailto:coachcharter@avis.co.za)

Phone: +27 (0) 861 114 107

Fax: +27 (0) 865 536 943

Hours: 24 Hours





# AVIS Cares

“Our Avis Cares philosophy is underpinned by three pillars; upliftment in Communities, conserving our Environment, and development of our People.” Avis’ Sustainability programme ensures that it plays the part of a responsible, involved and pioneering citizen within South Africa and the global space.

## Our Communities

In line with our promise that “People are more important than cars”, we invest in communities and various empowerment programs, that aim to promote growth, development and upliftment throughout Southern Africa. Women and youth empowerment forms an important part of Avis’ contribution to community upliftment. To help address this, we support Women and Men Against Child Abuse, supplying the transport that enables this organisation to make all-important home visits to at-risk children. Avis supports the Clarins Most Dynamic Woman of the Year, which acknowledges the philanthropic work that individual women carry out in needy communities and for many years, we have worked with the President’s Award for Youth Empowerment. We support the Pretoria School for the Disabled and have since added to our vehicles that can be fitted with paraplegic hand controls, specially adapted vehicles with assisted access for our customers with special mobility needs. Avis also supports the Soweto Equestrian centre and are sponsoring a young, talented black show jumper, Oscar Ncube, to realize his dream of representing SA at the Olympics in the near future.





## Our Environment

Avis' long term relationship with WWF and ongoing support for wildlife and ecological conservation bodies has been extended to include the WWF Southern African Wildlife College, Peace Parks Foundation, SANParks and the Wilderness Leadership School Trust. Avis also supports Food and Trees for Africa (FTFA), who establishes sustainable natural resources that provide food security for poverty-stricken people and contribute to the greening of marginalised communities.

On 01 September 2009, Avis was proud to announce that it was the first car rental company in Africa to receive Carbon Neutral accreditation for the offset of its internal fuel and energy usage CO2 emissions. All Avis Rent A Car invoices display the actual carbon emissions per rental and we are able to provide total carbon emission reports to our corporate customers on a monthly basis. Another project is currently underway, whereby we will give our customers the opportunity to offset their carbon emissions through internationally certified carbon offsetting projects. To enhance our environmental programme, Avis is also focusing on water management and conservation efforts. This is being accomplished via a water recycling programme at our three main depots in Cape Town, Durban and Johannesburg, which will save the environment just under 100 million litres of water per annum.



*Keep the world smiling.*



# Emergency Roadside Service

## Services and support offered to Avis customers in South Africa & Namibia

- Mechanical assistance
- Auto-electrician assistance
- Flat tyre and battery assistance
- 24-hour towing service
- Repatriation of vehicle
- Locksmith assistance

Call the Avis Careline 0800 001 669 / +27 (0)11 923 3750

The cost of some of these services will be for the renter's account

## Medical Assistance South Africa

<b>Avis Rent a Car</b>	+27 (0) 11 923 3750
<b>Avis Luxury Cars</b>	+27 (0) 11 923 3750
<b>Avis Point 2 Point</b>	+27 (0) 11 923 3750
<b>Avis Chauffeur Drive</b>	+27 (0) 11 923 3750



## Medical Assistance Namibia

<b>Avis Rent a Car</b>	+27 (0)11 923 3750
<b>International SOS</b>	707
<b>Landline</b>	+264 61 230505



## Medical Assistance Botswana

<b>Avis 24 hour Careline</b>	+267 71310725
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***Whatever your passion, you remain ours.***

# Avis 24hr Directory

## Rent A Car - Reservations:

<b>South Africa</b>	+27 (0) 11 923-3660 0861 021 111
<b>Namibia</b>	+264 (0) 61 233 166

## Value Added Products - Reservations

Point2Point:	0861 220 011
Chauffeur Drive:	0861 600 414
Luxury Cars:	0861 600 414
Coach Charter:	0861 114 107

## Rent A Car - Careline:

South Africa:	+27 (0) 80 0001669 +27 (0) 11 923 3750
Namibia – Inland:	+264 (0) 81 124 3100
– Coastal:	+264 (0) 81 128 1206

## Value Added Products - Careline:

+27 (0) 80 000 1669
+27 (0) 11 923 3750

# AVIS

We try  
harder.