

**Is there a minimum age requirement in order to hire a car from Tempest Car Hire?**

No there isn't. A vehicle may be rented by any person who is in possession of a valid unendorsed Driver's license (in respect of the specific vehicle/code of vehicle rented) for at least 3 years. Refer to Clause 7 of the T&Cs for more information.

What do I need to bring along to the branch when I hire a car?

When you arrive at our branch, please bring along your reservation number and/or booking confirmation, driver's license, your credit card, cheque card or debit card as well as your ID/Passport. If you are paying with debit or cheque card, you will need to provide us with your bank account details in order for your refund to be processed. The form can be obtained from the branch or on our website www.tempestcarhire.co.za

Cross Border Residents and International Residents:

You will be required to produce an original passport as well as a valid International driver's permit.

Am I able to rent a car without a credit card?

Absolutely! We accept cheque cards and local debit cards issued by major participating South African banks. These include:

- ABSA
- Capitec
- First National Bank
- Investec
- Nedbank
- Standard Bank

Refer to Clause 10 of the T&Cs for more information.

If payment is made using a Company or private Debit card, kindly ensure that you have the bank account details (Bank, Account number, Account holder ID/Company Registration number) available at the point of collection of the vehicle so that we may process a refund directly into the account if applicable.

The Debit card refund form can be completed in advance and taken to the branch when collecting your vehicle. Kindly ensure that you have enough funds available in your account to cover the full rental cost. Regrettably, we do not accept International Debit cards, cash, cheques or bank transfers.

Is a deposit required when renting a vehicle and how long does it take to be refunded?

Yes, a deposit amount is required in order to finalise the rental. The deposit amount is dependent on the method of payment. The deposit, or the remaining balance (after deducting all applicable additional charges), will be refunded as soon as possible, or alternatively no later than 21 days after return of the vehicle. Refer to Clause 9 of the T&Cs.

What is a "car rental day"?

Rentals are charged in 24 hour periods. Return of the vehicle later than the return time on the booking will result in an extra day's rental being charged. Refer to Clause 1.1.7 of the T&Cs.

Does Tempest Car Hire offer special weekend rates?

Yes, we most definitely do. Weekend offers are available between Thursday 14h00pm and Monday till 12h00pm. Rentals must be a minimum of 2 days and a maximum of 4 days. The applicable daily rate will apply for extensions of rentals or late returns of the vehicle.

What is Maxirent?

Maxirent is Tempest Car Hire's long-term rental product and is a suitable alternative to leasing or purchasing a vehicle if you intend on using it for 30 days to 12 months.

What does Tyre & Windscreen Waiver cover?

The Waiver covers damage to the Tyres & Windscreen. It excludes any damage caused by water and any damage to areas other than tyres or windscreen. i.e. it does not cover side and back glass, sunroof or any other glass as well as rims or hubcaps. Refer to Clause 12 of the T&Cs.

What additional services does Tempest Car Hire offer?

- Baby Seats - available on request
- GPS device rentals - available at all major airport branches
- Tyre & Windscreen Cover
- Additional Driver option
- Delivery and Collection Services
- One way drop off rental option
- USB car chargers (Available at selected locations)
- Refer to www.tempestcarhire.co.za for more information.

What is an Airport surcharge?

A 13% airport surcharge is applicable for all rentals originating from ACSA airport locations.

What is a Tourism levy?

A 1% tourism levy is applicable to all rentals. This levy assists in supporting SA Tourism.

What is the Document administration fee?

A Document Administration Fee is a once-off charge per rental which is used to cover various expenses (including but not limited to storage fees of original documents reflected in the Rental Agreement). This fee is excluded from our rates and reflected as a separate charge on the Rental Agreement. Refer to Clause 8 of the T&Cs.

What Waiver (cover) options are available?

Besides the Tyre & Windscreen Waiver, Tempest Car Hire also offers a Standard Waiver or a Super Waiver option.

A waiver is an agreement between Tempest Car Hire and the Client in terms of which Tempest Car Hire agrees to abandon its right to claim the total amount of damages from the Client in exchange for an upfront fee. In the event of an accident/theft and/or loss of a Vehicle to which the Waiver applies, the Client's liability is reduced to the Limited Liability Amount (or to the total amount of Damages if that is less than the Limited Liability Amount).

The upfront cost of the Super Waiver is marginally higher than the Standard Waiver option; but the reduced liability amount (in the event of loss/damage) will be lower, relative to the Standard Waiver option. Refer to Clause 12 of the T&Cs.

What is a Limited liability amount?

Limited Liability Amount refers to the reduced amount payable by the Client in the event of loss or damage to a Vehicle to which a Waiver(s) apply. Refer to Clause 1 of the T&Cs.

Does the Reduced liability amount cover all damage?

No, it does not. The liability amount does not cover damage caused by water, repairs to tyres, windscreen, the under carriage, towing costs and applicable assessment fees. The costs for these repairs will be for the Renter's account. Refer to Clause 12 of the T&Cs.

What happens in the event of Third Party Claims and am I liable for any costs?

Third Party Damage refers to any claims made by a third party in respect of Damages or loss that the Client has actually or is alleged to have caused to the property and/or vehicle of a third party. In the event of a third party claim, the client (renter) is liable for the first R15 000 of the Third Party damage. Refer to Clause 14 of the T&Cs.

What countries am I allowed to take a Tempest Car Hire vehicle into?

No rental vehicles may cross any South African, Namibia, Botswana, Zimbabwe, Mozambique, Lesotho or Swaziland border without prior consent from Tempest Car Hire. A letter of authority must be obtained from the renting branch. This gives permission for the vehicle to cross the border. No vehicles are allowed into Angola, Malawi or Zambia. No vehicles are permitted to terminate in Mozambique & Zimbabwe. Refer to Clause 15 of the T&Cs.

Are cross border fees applicable when taking a rental car out of South Africa or a neighbouring country?

Yes they are. Please refer to the Rental Info & Charges document which is available on our website: www.tempestcarhire.co.za

What should I do if I am involved in an accident?

Please contact the closest Tempest Car Hire branch or call our call centre on +27 861 836 737 to advise us of the accident. Please also contact the local police department so that you can obtain a case number. This should be done within 24hrs of the accident. Remember to take down the vehicle and driver details of all third parties involved in the accident and add these details to the claim form to be submitted to your closest Tempest Car Hire branch. Refer to Clause 11 of the T&Cs.

What do I do if the vehicle breaks down?

Please contact the closest Tempest Car Hire branch or call our call centre on +27 861 836 737 and advise us of the breakdown. If the breakdown is caused due to mechanical failure, we will arrange for a replacement vehicle and for the damaged vehicle to be towed. Should the breakdown be caused by client negligence or an accident, the Renter will be responsible for all resultant costs, including towing. Refer to Clause 11 of the T&Cs.

What happens to traffic fines received during a rental?

The renter is liable for payment of all traffic fines which will be redirected to the Driver. A traffic fine administration fee will be charged. A Traffic Fine Administration Fee is an amount levied by Tempest Car Hire as determined by it to administer any traffic fine(s) incurred by the Client whilst Renting the Vehicle as set out in the note to the Rental Agreement. Refer to Clause 12 of the T&Cs.

What happens should my travel plans change?

You will have to notify the branch where the rental vehicle is to be collected. Alternatively, please contact us on +27 861 836 737 to advise us of the changes.

Should I return the car with a full tank of fuel?

It is advised that all vehicles are refuelled by the Renter on termination of the rental. If the vehicle is returned without a full tank of fuel, the vehicle will be refuelled and the renter will be charged for the refill as well as a refuelling service fee.