

Terms and Conditions to be read and understood before you pay for your travel. Phinduvuke Travel (Pty) Ltd (Reg. Number 2015/099546/07) is a travel agency, our job is to arrange travel at your request. The delivery of travel arrangements is through third party suppliers being but not limited to airlines, hotels, cruising, car rental companies, visa suppliers, transfer companies and tour operators who are responsible for providing your travel service or product. Please read the below terms and conditions carefully. You must not make any booking unless you understand and agree with the following terms and conditions.

To make it easier, we have taken our frequently asked questions (FAQ) and answered them for you.

- **What is your cancellation or amendment policy?**

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Phinduvuke Travel does not charge any amendment fee up to 48 hours prior to rental start date however should a reservation be amended the client may have to pay the rate available at the time of change and may mean an additional payment having to be made to us prior to an amended voucher being issued.

Should you cancel 2 days or longer before the reservation, we will charge a R300.00 administration fee. Please note that we refund on the 15<sup>th</sup> of the next month.

Should you cancel up to, and with less than, 24 hours prior to the rental start, a cancellation fee equal to first two (2) days of the rental will be charged as well as a R300.00 admin fee

For cancellations up to 48 hours prior to the reserved rental start date and time, a cancellation fee equal to the first one (1) day of the rental will be charged as well as a R300.00 admin fee

Only in the case of a cancellation due to officially acknowledged Force Majeure, Phinduvuke Travel will charge an administration fee of R300.00

Phinduvuke Travel does not refund any money, if on the day of the rental:

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- the customer does not collect the vehicle for whatever reason on the date reserved
  - the customer does not meet the car rental company T&Cs to rent a vehicle
  - the customer arrives later than the reservation and voucher and the car hire is unable to assist
  - the customer collects or returns the vehicle earlier than the reservation and voucher
  - if the credit card is not in the name and surname of the renter
  - if the credit card holder does not have a valid driver's license
  - if the renter or any of the additional drivers have been blacklisted with the car hire company
  - if you do not have sufficient funds on your credit card
  - if the credit card is not EMBOSSED and is a debit card
  - if Phinduvuke Travel has not issued them with a voucher due to non-payment
  - if you cancel the reservation because the vehicle supplied is not the make or model you want
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If we do agree to refund, we refund on the 15<sup>th</sup> of the next month unless this has been arranged with the Managing Director only, in writing.

- **Do I need to keep my paperwork pertaining to my rental?**

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We ask that you keep any paperwork you receive, including the rental agreement, fuel receipts and final invoice. This will allow us to help you answer any questions or queries you may have.

- **Do I need to read my rental voucher?**

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Please ensure you give us the correct information for your reservation when you complete the *Client Reservation Form* we email you, as we use this information when we reserve the vehicle. We ask that you read your Phinduvuke Travel voucher and Terms & Conditions to check for any issues and to contact us if you have any questions prior to your picking up the vehicle

- **What should I expect when I pick up my rental?**

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When you arrive at your destination, you will be requested to sign a rental agreement outlining the inclusions and exclusions pertaining to your rental. You will then be able to accept what you need and decline any additional items that you don't need or want. We also send you a generic car hire terms and conditions letter with your voucher that we recommend you read.

Please note that each supplier has their own set of T&Cs which they should explain to you at time of checkout. The name on the voucher is the person who collects the vehicle and pays the security deposit on their EMBOSSSED credit card. The car rental will not release the vehicle if this differs.

The car hire company will not release the vehicle:

- if the credit card is not in the name and surname of the renter
- if the credit card holder does not have a valid driver's license
- if the renter or any of the additional drivers have been blacklisted with the car hire company
- if you do not have sufficient funds on your credit card
- if the credit card is not EMBOSSSED and is a debit card
- if Phinduvuke Travel has not issued them with a voucher due to non-payment

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You will also, once the paperwork is complete, need to inspect the vehicle and ensure that all damages, nicks, cracks, dents etc. are noted on the car rental companies check sheet, and signed off by one of their staff before you even leave the car park. The same applies if they deliver the vehicle.

- **Can my airline miles be used towards my car rental?**

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Phinduvuke Travel does not accept credit card points or airline miles, however you can ask about using them at the local rental company when picking up your vehicle.

- **Is the car on the voucher guaranteed to be the car I am going to pick up?**

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No car rental company, including Phinduvuke Travel, can guarantee a specific make or model. However, we do guarantee the car category. You can always request the make and/or model, however because of availability it cannot be guaranteed.

- **What are your contact details?**

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Your confirmation voucher does have details on it but Andile is available on 0610854647 and Zibya on 0810591844. Our email addresses are:

Managing partner, Michelle: [admin@phinduvukettravel.com](mailto:admin@phinduvukettravel.com)

Sales, Andile: [andile@phinduvukettravel.com](mailto:andile@phinduvukettravel.com)

Admin & Sales, Zibya: [zibya@phinduvukettravel.com](mailto:zibya@phinduvukettravel.com)

Admin & Sales, Malusi: [query@phinduvukettravel.com](mailto:query@phinduvukettravel.com)

- **What forms of payment do you accept?**

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Phinduvuke Travel accepts at this stage only EFT or direct bank deposits into our account. We will always email you an official Phinduvuke Travel receipt once payment is reflected.

**The Company's banking details are as follows:**

**Account Holder:** Phinduvuke Travel (Pty) LTD

**Bank:** First National Bank

**Account Number:** 62537470370

**Branch Code:** 250655

**Reference:** Always use the 7 digit reference number we provide on the quote

When we run specials via our website, payment can be made via PayFast using a specific link we will supply.

- **How is my rate guaranteed?**

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Our rates are guaranteed only once you have made payment to us. Our quotes are valid for up to 48 hours. Rates are subject to change after the 48 hour quotation period is up. Please note that rates are subject to change without notice though we will communicate that they may have changed. Rates are subject to vehicle and location availability.

- **How fast can I confirm my reservation?**

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We can have confirmation for most reservations within as little as 20 minutes of advance notice. For last minute reservations, please call us at **0810591844** or **0736605967**.

These phones are available:

Monday to Friday: 8am -4pm

Saturdays, Sundays & Public Holidays: CLOSED

Thereafter the numbers are on standby

**Only when payment is reflected in our bank account, will we issue a voucher.** The car hire will not release the vehicle if we have not provided them with a voucher.

- **How can I obtain a copy of my voucher if did not automatically receive one upon confirmation?**

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A Phinduvuke Travel voucher can be sent to you by email in PDF or HTML format. We also, as a service to you, email a copy of the voucher to the car hire company renting branch. We will also sms or WhatsApp you the voucher number so watch your inbox.

**Can I still rent a car if I do not have a credit card?**

If the supplier has a contract with us that allows debit card rentals, then it is possible. However, we would need to know this beforehand so that we can quote you correctly. At this stage, our debit card renters do not qualify for unlimited kilometer rates. You would be required to give a deposit for the rental + excess at time of checkout. Please note our cancellation policy, if we have not been made aware of the fact that you have a debit card and you have prepaid for the rental.

- **How can I confirm my car rental with payment if I do not feel safe sending my credit card information by email?**

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We do not require your EMBOSSSED credit card details when we make your reservation. Remember you will need your EMBOSSSED credit card with you for the car hire to imprint and debit, on the day you collect the vehicle.

- **As an International, do I need an International Driving Permit in South Africa?**

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It is not mandatory to possess an International Driving Permit (IDP) in South Africa as long it is written in English. However, it is highly recommended and could save you a lot of hassle if you were required to show your own license for any reason since the IDP will have all your info translated into the local dialect. These can be obtained easily through your local motoring club prior to your trip. Phinduvuke Travel does not issue these permits.

**As an international traveller, do I qualify for special rates?**

Please advise us of this fact as you do qualify for rates and excess liability that differ from local residents. The only difference here, to qualify for these rates, is you do need to present your passport, return flight tickets as well as your valid driver's licence and credit card at time of checkout

- **Do I need anything to pick-up my car rental?**

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Phinduvuke Travel requires that you provide your rental voucher at time of pickup. The voucher shows confirmation of your reservation as well as having specific information about your rental car, rate and other important details needed by affiliates. When you pay by EFT vouchers are emailed to you upon receipt of payment. As a service to you we also email a copy of the voucher to the car rental company, in case you are unable to print the voucher.

You will need your valid driver's license and your EMBOSSSED credit card. Any additional drivers need to be present at the time too with valid licenses. Please note that most car hires have a policy regarding temporary SA Driver's licences, so please inquire with us beforehand. .

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International renters must have their passport, airline ticket and driver's license. This is because you can qualify for a zero excess in the event of damage/theft. This is subject to T&Cs of the car rental company.

Please read our policy regarding refunds and cancellations.

#### **What if I find a better rate for a rental car?**

Phinduvuke Travel guarantees the best rates and service available. If you should find a lower rate with comparable service, terms, locations, surcharges etc. we'll do our best to match it! The reservation, with prices, can be emailed to us at [admin@phinduvuketravel.com](mailto:admin@phinduvuketravel.com)

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- **What kind of insurance can I get for my rental car?** Insurance coverage varies per rate we sell you. We clearly indicate what is included and excluded on the quotation and the voucher. Please ensure that you understand the T&Cs of the car rental company clearly before signing the rental agreement.
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#### **Where is the Phinduvuke Travel counter located?**

Phinduvuke Travel is independent and not an agent for any particular car rental company. The name of the car rental company is provided on the voucher along with the location information for the car rental supplier.

#### **What do the rates include and exclude?**

Rates always include VAT and collision & theft waivers. It varies per car rental, however when we do the quotation we do advise you what is included. The same is noted on the voucher. Our generic letter of T&Cs of car rental companies does further explain the various costs and at time of checkout the rental agent will explain the rental agreement and their T&Cs to you. Always remember if you are unclear about something, do not sign

#### **How does a day's rental work with the car rental companies?**

They operate on a 24-hour basis. If you take a vehicle today at 14h00, then it is one day tomorrow at 14h00. BUT if you take a car today at 14h00 and only return it at 18h00 tomorrow, then that is a 2 day rental.

#### **What do I need to do once I return the vehicle?**

The rental company will have explained at the time of checkout the best option for refuelling. If you do refuel we recommend you do it just before you return the vehicle, keep a copy of the slip and ensure the station is in a 5km radius of the rental office. Ensure one of their staff inspects the vehicle with you and if there is no new damages, signs to acknowledge this. We suggest you ask for a copy of this document.