

Terms and Conditions (Extract)

- »» [General information](#)
- »» [Added Important Information](#)
- »» [Additional Driver Information](#)
- »» [Age Requirements](#)
- »» [Drivers License and ID Requirements](#)
- »» [Method of Payment](#)
- »» [Collecting and Returning Your Vehicle](#)
- »» [After Hours Information](#)
- »» [Cancellations and No Show Charges](#)
- »» [Taking Your Vehicle Outside the Country](#)
- »» [Delivery and Collection](#)
- »» [One Way Rentals](#)
- »» [Waiver and Protection Options](#)
- »» [Special Equipment](#)
- »» [Fuel charges](#)
- »» [Fines](#)
- »» [Location Surcharge and Tourism Levy](#)
- »» [Accident Administration Fee](#)
- »» [Overdue Rental Administration Fee](#)
- »» [International Visitors](#)
- »» [Delivery/Collection Fees](#)
- »» [Gauteng E-Toll Charges](#)
- »» [Personal Accident Insurance](#)
- »» [Weekend Rentals](#)
- »» [Avis Prestige Terms and Conditions](#)

If you have selected to book an Avis Prestige vehicle please view the terms and conditions and additional charges specific to this product below.

General information

ZAR = South African Rands

15% VAT applicable.

All additional charges quoted include VAT unless otherwise stated



[Back to Top](#)

Added Important Information

A rental contract fee of ZAR 86.00 is applicable on all rentals.

As the responsibility amount on the waivers only contributes towards the repair costs of the vehicle, an administration fee of ZAR 415.00 for damages amounting to over ZAR 300.00 per accident or ZAR 90.00 for damages amounting to under ZAR 300.00 will be levied to cover the costs of processing the claim.

In the event that a customer receives a traffic fine, an administration fee of R350.00 will be charged over and above the traffic fine.

A Call Out Fee of ZAR 650.00 as a result of customer negligence will be charged within an 50 km radius for all

hours.

A ZAR 20.00 Refuelling Service Fee will apply to rentals that require refuelling by Avis.

A daily rate is charged per 24 hours with a 29 minute grace period. Should you return the vehicle late and the time exceeds the grace period an extra day's rental will be charged to you.

We reserve the right to make operational process changes whenever necessary.

 [Back to Top](#)

Additional Driver Information

Additional driver charge ZAR 415.00 per person, per rental

Additional drivers must be in possession of a valid driving licence which needs to be shown at an Avis location before they can be added to the rental

 [Back to Top](#)

No additional drivers are permitted over weekends except for direct family members

Age Requirements

Minimum Age 18 years. Renters must have held a valid driver's license for a minimum of 1 years. It is a legal requirement in RSA to be in possession of your driver's licence at all times whilst driving a vehicle.

A Young Driver surcharge of ZAR 35.00 per day will apply to drivers under the age of 25 up to a maximum of 10 days.

There is no maximum age, however, super PAI is not available to persons over the age of 75 years.

 [Back to Top](#)

Drivers License and ID Requirements

Renters and additional driver's must be in possession of a valid unendorsed driver's licence of country of residence. The driver's licence must be valid for a minimum of one year. If the driver's licence is in non-roman alphabet, an international driver's licence is required.

Please note that Foreigners must also produce a valid passport. To avoid possible complications when collecting a vehicle we advise foreign travellers to produce a driver's licence which has been issued in the same country as their passport.

Rule of the road - drive on the left hand side

 [Back to Top](#)

Method of Payment

Avis accept Avis honoured credit/charge cards, American Express, Diners, Mastercard and Visa. Please note: The credit card being used needs to be in the name of the renter. **Avis South Africa DO NOT accept Debit cards** , All numbers must be raised on card.

Avis accepts Hybrid Cheque cards as a method of payment for car rental.

What defines a Hybrid Cheque card?

- The card must display a Mastercard or Visa logo.
- The customer name must be embossed on the card.
- The numbers must be raised on the card as on a credit card with the words "Cheque Card" reflected on the back or front of the card.
- Avis will process Cheque card rentals in the same manner as Credit card rentals. The estimated authorisation amount will be held on the account for the duration of the rental and charged on termination.
- Pre-approval on certain Cheque cards may be required prior to releasing the vehicle.

Rentals on certain vehicles (e.g. Group I – Toyota Fortuner or similar) will require an additional, valid Credit Card to be presented at time of rental. I.e. the credit card used to pay for the rental plus a second credit card.

The estimated authorisation amount including the rental charges, fuel deposit and weekend authorisation (if applicable) will be held on the account for the duration of the rental and charged/released on termination of the rental.

Debit cards and cash are not accepted for car rental transactions.

The following vehicle groups require 2 payment cards to be presented at the counter when collecting the vehicle. The second payment card must be a credit card:

Group I - Toyota Fortuner or similar

 [Back to Top](#)

Collecting and Returning Your Vehicle

Should the rental vehicle not be returned by the agreed date and no prior arrangements have been made to extend the rental the vehicle will be collected by Avis and an Overdue Rental Administration Fee of ZAR 800.00 will be charged.

 [Back to Top](#)

After Hours Information

Out of Office Hours - Collection

It may be possible to collect the vehicle out of office hours. A request reservation is required and expected time of arrival must be noted on the reservation.

Out of Office Hours - Return

If the vehicle is returned outside of office hours the driver is liable for damage or theft until the car has been inspected by a member of Avis staff.

You may return the vehicle out of hours if you request this at the time of booking. There is no charge for this service.

Instructions to return your vehicle outside of office hours: vehicle keys must be placed in the key returns box.

For afterhours assistance please contact Avis Roadside and Emergencies on 0800 001 669 / +27 11 387 8432.



[Back to Top](#)

Cancellations and No Show Charges

If you do not cancel your booking before the reservation date and time shown on your booking and fail to pick up your vehicle within 24 hours from that time, a non-cancellation fee will apply. For South African rentals a fee of R403 will apply. For rentals occurring outside of South Africa the fee will be £40.00, €50, 70 CHF or the equivalent amount in the local currency. This will be inclusive of VAT where applicable.



[Back to Top](#)

Taking Your Vehicle Outside the Country

No cross border rentals are allowed from South Africa to Angola, Malawi, Mozambique, Zambia or Zimbabwe even if returning to South Africa.

Renters wishing to enter Botswana, Swaziland, Lesotho or Namibia must be in possession of a letter of authority obtainable from an Avis location at time of rental,

An additional cross border fee will be charged as follows:

ZAR 1900 (incl tax) into Namibia and Botswana

ZAR 600 (incl tax) into Swaziland and Lesotho

Cross border to Namibia is permitted at an additional cost of NAD 180.00 road tax fee (to be paid at the Namibian border), if driving a non-Namibian vehicle.

When crossing the border into Swaziland, a road tax fee of ZAR 50.00 will be charged at the border for all cars with a foreign licence plate.

Additional One Way Cross Border Fee

ZAR 6700.00 (incl tax) into Namibia.

ZAR 3850.00 (incl tax) into Botswana.

ZAR 1600.00 (incl tax) into Swaziland.

ZAR 1600.00 (incl tax) into Lesotho.



[Back to Top](#)

Delivery and Collection

Charge within 25 km from the Avis rental office, ZAR 500.00 Mon - Fri 08h00 - 17h00 - on automatic confirmation. .
 Charge within 25 km from the Avis rental office on weekends, public holidays or out of office hours, ZAR 900.00 (On a request basis)

Deliveries and collections further than 25 km from the Avis rental office, an additional charge of ZAR 15.00 per km will apply.

 [Back to Top](#)

One Way Rentals

Within Country

OUT	IN	VICE VERSA	VALUE (incl VAT)
CAPE TOWN APT	CAPE TOWN DTOWN	X	R77.00
CAPE TOWN APT	PLZ APT		R1185.00
PLZ APT	CAPE TOWN DTOWN		R1185.00
SANDTON GAUTRAIN	OR TAMBO INTERNETIONAL APT	X	R200.00
OR TAMBO INTERNATIONAL APT	LANSERIA APT	X	R200.00
HERMANUS	CAPE TOWN APT	X	R77.00
CAPE TOWN APT	GEORGE APT	X	R1185.00
PLZ APT	EAST LONDON APT	X	R875.00
PIETERMARITZBURG	KING SHAKA INT AIRPORT	X	R242.00
OR TAMBO INTERNATIONAL APT	KING SHAKA INT AIRPORT		R1185.00
KING SHAKA INT AIRPORT	OR TAMBO INTERNATIONAL APT		R1185.00
CAPE TOWN AIRPORT	LANGEBAAN	X	R200.00
DURBAN DTOWN	KING SHAKA INT AIRPORT	X	R77.00
CAPE TOWN	OR TAMBO INTERNATIONAL APT	X	R1185.00
KING SHAKA INT AIRPORT	RICHARDS BAY APT	X	R242.00
PRETORIA DOWNTOWN	OR TAMBO INTERNATIONAL APT	X	R77.00
MENLYN	OR TAMBO INTERNATIONAL APT	X	R77.00
POTCHESTROOM	OR TAMBO INTERNATIONAL APT	X	-
KRUGER MPUMALANGA	OR TAMBO INTERNATIONAL APT	X	R875.00
OR TAMBO INTERNATIONAL APT	ISANDO	X	-
MARGATE	KING SHAKA INT AIRPORT	X	R473.00
GEORGE APT	PLZ APT	X	R875.00
EAST LONDON	UMTATA APT	X	R875.00
CENTURION	OR TAMBO INTERNATIONAL APT	X	R77.00
PARK HYATT HOTEL	OR TAMBO INTERNATIONAL APT	X	-
CAPE TOWN APT	WYNBERG	X	R77.00

BLMFontein APT	KIMBERLY APT	X	R473.00
HATFIELD	OR TAMBO INTERNATIONAL APT	X	R77.00
POLOKWANE APT	OR TAMBO INTERNATIONAL APT	X	R875.00
HOEDSPRUIT APT	OR TAMBO INTERNATIONAL APT	X	R875.00
PLETTENBRG BAY	GEORGE APT	X	R242.00
CAPE TOWN APT	STELLENBOSCH	X	-
PAARL	CAPE TOWN APT	X	R242.00
UMHLANGA	KING SHAKA APT	X	R242.00

All other one way rentals between districts are subject to a one way fee of up to ZAR 1700.00.

One way rentals are available between any city in South Africa and will be subject to a one way fee. Please contact Central Reservations on 0861 021 111 for any enquiries.

Outside Country

One way rentals are allowed outside South Africa to the following countries:

Botswana - ZAR 3850.00

Swaziland - ZAR 1700.00

Lesotho - ZAR 1700.00

Namibia - ZAR 6700.00

Renters wishing to enter Botswana, Swaziland, Lesotho or Namibia must be in possession of a letter of authority obtainable from the Avis rental office when collecting the vehicle.



[Back to Top](#)

Waiver and Protection Options

COLLISION DAMAGE WAIVER (CDW)

Avis offers you the choice of two optional Collision Damage Waivers.

Option 1 - Collision Damage Waiver (CDW) Limited Liability

Choosing this option, means that in the event of an accident, the renter is responsible for up to a specified amount as indicated on the Rates Table, for damage repair, whichever is the lower. (*This value is double for weekend rentals).

Option 2 - Super Cover Collision Damage Waiver (SCDW) Super Liability

This option means that the renter will be liable for a reduced, non-waivable liability, which lowers the responsibility of the renter for payment arising from collision damage caused to the vehicle or part thereof.

Note: In the event of an accident occurring when 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. The renter will also be responsible if the vehicle was driven on unsuitable roads, if the renter was driving negligently or if no other car, animal or object was involved.

Declining Option 1 and 2

The renter has the option to decline either CDW and SCDW, in which case the renter is liable for the full amount of damages incurred, or the full responsibility amount (as reflected in the Avis Rates Table) and Avis will require an additional deposit to cover current responsibility.

THEFT LOSS WAIVER (TLW)

Avis offers you the choice of two optional Theft Loss Waivers.

Option 1 - Theft Loss Waiver (TLW) Limited Liability

Choosing this option means that in the event of theft of a vehicle or part thereof, the renter is responsible for up to an amount as indicated on the Rates Table*, for the replacement of the applicable loss by theft, Personal property is not covered. (* This value is double for weekend rentals).

Option 2 - Super Theft Loss Waiver (STLW) Super Liability

Choosing this option means that the renter will be liable for a reduced, non-waivable liability, which lowers the responsibility of the renter for payment arising from the theft of a vehicle or part thereof (unless breach of contract or negligence occurs). Personal property is not covered.

Declining Option 1 and 2

In the event that the renter declines TLW, the renter will be responsible for the full amount of damages incurred or the full responsibility amount reflected in the Avis Rates Table. If TLW is declined, Avis will require an additional deposit to cover current responsibility.

Note: In the case of CDW and TLW for rentals originating in South Africa, and driven into Namibia or Botswana the conditions for CDW and TLW of these countries will apply. Please consult your Avis Rental Sales Agent.

For rates of Collision Damage Waiver and Theft Loss Waiver please refer to your car rental confirmation or enquire at your nearest Avis office.

WINDSCREEN AND TYRE DAMAGE WAIVER (WTDW)

Due to the increased risk associated with today's driving environment Avis has initiated a product to protect the renter from additional costs, the Windscreen Tyre Damage Waiver. A nominal fee of ZAR 45.00 (incl Vat) per rental day will absolve the renter of any liability or cost related to either repairing or replacing the windscreen / tyre or the other windows on the vehicle should they be damaged by circumstances that are often beyond the renters control. If WTDW is declined, the maximum liability amount will be ZAR 10,000.00.

This product is available at the point of reservation or rental check-out, please ask your reservation agent for more information about this product.



[Back to Top](#)

Special Equipment (Counter Products)

The following counter products are available and can be added to your rental at time of booking:

Child Seats

Automatic confirmation with 24 hours advance booking

ZAR 440.00 per seat, per rental

In the event of total loss/damage to the child seat, a liability of ZAR 2000.00 will apply

Paraplegic Hand Controls

On request with 72 hours advance reservation. Available on a Group E - Toyota Corolla or similar.

No charge.

GPS Navigation

Automatic confirmation with 24 hours advance booking

ZAR 99.00 per day and has a maximum value for 21 days.

In the event of total loss/damage to the GPS unit, a liability of ZAR 2120.00 will apply

Bike Rack

Automatic confirmation with 24 hours advance booking. Please note that bicycle racks may only be rented with an Avis rental car. An existing Avis reservation number will need to be supplied in order for us to complete your request.

ZAR 115.00 per day

In the event of total loss/damage to the bike rack, a liability of ZAR 2750.00 will apply

Wi-Fi

Automatic confirmation with 24 hours advance booking. Wi-Fi units are currently only available at King Shaka Int. Apt., Durban Downtown, Cape Town Int. Apt., Cape Town Downtown, East London Ap.t, Port Elizabeth Apt., George Apt., OR Tambo Int. Apt., Lanseria Apt., Sandton Gautrain, Pretoria Downtown and Kruger Mpumalanga Apt.

ZAR 99.00 per day, including 1GB of data per day.

In the event of total loss/damage to the Wi-Fi unit, a liability of ZAR 1200.00 will apply

Avis Extended Roadside Assistance

Automatic confirmation

ZAR 30.00 per day

Includes: Tyre assistance, flat battery assistance, lock out service, lost keys assistance (replacement keys will be charged for) and fuel delivery (fuel charges will apply)

Please Note: If you are completing a one-way rental a One-Way Fee of R390.00 per counter product will apply.



[Back to Top](#)

Fuel charges

Petrol is not included in our rates. Cars are delivered full and the customer is charged for full refill upon termination of rental. Fuel consumption is gauged from customer service centre to customer service centre.

A ZAR 20.00 Refuelling Service Fee will apply to rentals that require refuelling by Avis.



[Back to Top](#)

Fines

In the event that a customer receives a traffic fine, an administration fee of ZAR 350.00 will be charged over and above the traffic fine.



[Back to Top](#)

Location Surcharge and Tourism Levy

An 11% Surcharge is applicable at the following major airports :

East London Airport, George Airport, Port Elizabeth Airport, Bloemfontein Airport, Kimberley Airport (& Kimberley Anglo Hanger), Upington Airport, OR Tambo International Airport, Durban Airport, Cape Town Airport

A 10% Surcharge is applicable at all other airport locations:

Mthatha Airport, Maseru Airport, Lanseria Airport, Pietermaritzburg Airport, Margate Airport, Richards Bay Airport, Kruger Mpumalanga Airport, Mbatho Airport, Phalaborwa Airport, Hoedspruit Airport, Polokwane Airport, Matsapa Airport, Wonderboom Airport

A 7% Surcharge is applicable at the following outlying areas:

King Williamstown, Queenstown, Plettenberg Bay, Mosselbay, Oudtshoorn, Knysna, Port Alfred, Grahamstown, Welkom, Bethlehem, Kathu, Potchefstroom, Witbank, Vereeniging, Harrismith, Kokstad, St Lucia, New Castle, Ladysmith, Skukuza, Malelane, Nelspruit Downtown, Mbatho Downtown, Rustenburg, Vryburg, Sun City, Tzaneen, Makhado, Musina, Bela Bela, Langebaan, Hermanus, Hartebeespoort Dam, Hazeyview

A 1% Tourism levy is applicable on all rentals, at all locations

 [Back to Top](#)

Accident Administration Fee

As the responsibility amount on the waivers only contributes towards the repair costs of the vehicle, an administration fee of ZAR 4150.00 for damages amounting to over ZAR 300.00 per accident or ZAR 90.00 for damages amounting to under ZAR 300.00 will be levied to cover the costs of processing the claim.

 [Back to Top](#)

Overdue Rental Administration Fee

Should the rental vehicle not be returned by the agreed date and no prior arrangements have been made to extend the rental the vehicle will be collected by Avis and an Overdue Rental Administration Fee of ZAR 800.00 will be charged.

 [Back to Top](#)

International Visitors

International visitors are required to produce their passports when collecting their vehicle.

 [Back to Top](#)

Delivery/Collection Fees

Charge within 25 km from the Avis rental office, ZAR 500.00 Mon - Fri 08h00 - 17h00 - on automatic confirmation
Charge within 25 km from the Avis rental office on weekends, public holidays or out of office hours, ZAR 900.00 (On a request basis)
Deliveries and collections further than 25 km from the Avis rental office, an additional charge of ZAR 15.00 per km will apply

 [Back to Top](#)

Gauteng E-Toll Charges

E-Toll charges are automatically charged to vehicles driven through gantries on highways in Gauteng. As per the recent Government Gazette (No. 38884), effective 2 July, the applicable Gauteng Freeway Improvement Project (GFIP) e-toll tariffs have now been amended. This and several other changes will primarily have the following impact;

1. Customers will now be charged the e-tag tariff.
2. In line with legislation, the following maximum e-toll tariff amounts will apply:

Class A2 R225 (typically car rental vehicles)

To cover the ongoing costs incurred to manage the e-tag compliance process, customers that incur e-toll charges (irrespective of the amount) will be charged a new flat E-toll Administration Fee of ZAR 20.00 per rental (Incl VAT), in addition to the relevant toll tariffs incurred, effective for rentals that check-out from 02 July 2015.

Actual e-toll charges will be charged to rental agreements after check-in. Invoices will include an additional line item which will reflect the total e-toll costs incurred during the rental. The details of each e-toll transaction will be available on the Avis website at www.avis.co.za/e-tolls.

ZAR 650 will be charged for lost E-Tags.



Personal Accident Insurance

The renter who accepts Personal Accident Insurance (PAI) as well as all other passengers in the vehicle will be covered for accidental bodily injury while driving, riding in, getting into or 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 years. The death benefit in respect of persons under 15 years of age shall be limited to ZAR 10 000. The benefit will be divided equally among all occupants of the insured vehicle.

NOTICE: The insured shall give immediate written or telegraphic notice to Avis of any claim and in any event within 90 days of injury. Avis acts as an agent for Accident and Miscellaneous Acceptances, who is the underwriter of the PAI Policy. All benefits in terms of the PAI Policy are subject to the terms and conditions of the policy. For further information regarding the cover ensured by PAI [click here](#).



Weekend Rentals

Due to the high risks of renting vehicles over the weekend, we take an additional authorisation to ensure that there are sufficient funds available should there be an incident with the vehicle.

For weekend rentals we take a credit card authorisation for the estimated cost of the rental, a fuel deposit plus an additional weekend authorisation as follows:

Groups F - N	Groups A - E	All Car Groups	
		R 3,500	Coastal Branches
R10,000	R7,500		Inland Branches

The additional weekend authorisation will be waived for all Avis Preferred members or upon presentation of a valid airline boarding pass/e-ticket printout.

What is a valid boarding pass/e-ticket printout?

The rental must take place on the same day as the flight for the boarding pass/e-ticket to be considered valid. The name on the boarding pass must be the same as the name of the renter.

Additional Drivers on Weekends

Only one additional driver may be allowed for customers producing a valid boarding pass. The additional driver must be a direct family member, ie spouse, child, parent.



Avis Prestige Terms and Conditions

Please note that the additional charges and terms and conditions for Avis Prestige vehicles are different from our Rent a Car vehicles as per the below:

Additional Charges:

Additional Driver Fee - ZAR 420.00 per driver per rental
Young Driver Fee (21-25 years old) - ZAR 310.00 per rental day
Baby Seats - ZAR 455.00 per seat per rental
Accident Administration Fee - ZAR 965.00 per incident

One Way Fees

Johannesburg to:

Cape Town - ZAR 10360.00
Pretoria City - ZAR 445.00
Durban - ZAR 4140.00
Sun City - ZAR 3445.00
Bloemfontein - ZAR 3875.00
Kruger Park - ZAR 3875.00
Nelspruit - ZAR 3445.00
Messina - ZAR 3875.00
Kimberley - ZAR 3875.00

Cape Town to:

Johannesburg - ZAR 10360.00
Durban - ZAR 12 945.00
Port Elizabeth - ZAR 5825.00
East London - ZAR 8415.00
George - ZAR 3875.00
Plettenburg Bay - ZAR 3875.00
Knysna - ZAR 3875.00
Upington - ZAR 8415.00
Kimberley - ZAR 8415.00

Durban to:

Richards Bay - ZAR 830.00
Johannesburg - ZAR 4140.00
Wild Coast - ZAR 3445.00
Pietermaritzburg - ZAR 830.00
Umtata - ZAR 3875.00
Phinda - ZAR 3445.00
Drakensburg - ZAR 3445.00

Port Elizabeth to:

Durban - ZAR 8415.00
East London - ZAR 3445.00
George - ZAR 3445.00
Bloemfontein - ZAR 4140.00
Graaf-Reinet - ZAR 3445.00
Cape Town - ZAR 5825.00
Johannesburg - ZAR 8415.00

Important Information

- Credit card payment: Authorization for the estimated rental amount, the applicable excess and refueling will be obtained from the bank at least 24

hours prior to the check out date. The actual debit to the credit card will be done after the termination of the rental.

The credit card information must

be supplied on the customer information form in order to reserve the vehicle.

- Requirements at time of checkout:

- The Credit Card holder and credit card must be present at time of collection of the vehicle. An additional authorisation will be obtained to verify validity of the Credit Card.

- or the Voucher and the person who's name the voucher was issued in

- With his/ her valid passport or valid national identification

- And a valid unendorsed driver's license to enable Avis to comply with traffic legislation laws effective 1 November 2001.

- Please note that the rates are current at time of quotation and are subject to change without prior notice.
- Renters and additional drivers must be a minimum of 25 years old.
- Please note that kilometres are charged from Avis Luxury Cars Depot and back to Avis Luxury Cars depot.
- Please note that windscreen breakage is not covered and the renter will be liable for the replacement.
- The minimum rate charged is 24 hours. Rates are calculated from time of pick-up to time of drop-off.
- A copy of the full terms and conditions are available on request.
- A GPS is available on request at no additional cost, subject to availability. In the event of GPS being damaged or lost the full excess of R5000.00 will be charged to the customer.
- Cancellation fee applies due to a specific vehicle (and not group) being blocked at time of confirmation:

- Amendments to the check-out date and check-in date less than 7 days (18 days where 3 or more vehicles are confirmed) before the check-out

date will attract a cancellation fee of up to 50% of the confirmed rental.

- If your reservation is being confirmed within the cancellation period, the full charges will be applied if cancelled.

- Once a rental is in progress, the full number of days booked will be charged if the vehicle is returned earlier.

- The fleet and rates are subject to change without prior notice. Rates on confirmed bookings will be honoured.



[Back to Top](#)