



Frequently asked questions

Effective until 31 October 2019

- **How is the 24-hour period calculated?**

Rates are calculated on a 24-hour period from the time of rental until the return of the vehicle.

- **What is a rental Contract Fee?**

A rental contract fee of R85.00 (N\$85.00; P85.00) is applicable to all rentals. There is a legal requirement to store documents for a period of 5 years. The fee is for the cost of administrating, storing and retrieving all rental contracts.

- **What is an Airport Surcharge and why is it charged?**

This is an additional cost applicable to rentals at all airport locations. A surcharge was imposed by the Airports Company (ACSA) Ltd & private airport companies at airport locations and applies to all car rental companies. The current charge is 11% (Namibia 11%; Botswana 11%) on the time and kilometer rate.

- **Why do we charge a Remote Location Surcharge?**

A remote surcharge is levied due to higher logistic costs of operating at these locations.

- **What is Tourism Levy?**

Members of the South African Vehicle Rental and Leasing Association (SAVRALA) agreed to impose a 1% tourism levy, to be used to promote tourism in South Africa under the auspices of SATOUR and SATBC.

- **Why do we charge E-Toll in Gauteng?**

Bidvest Car Rental is legally obliged to comply with SANRAL requirements. Bidvest Car Rental will cap your e-toll charges in any month (or part thereof) to the SANRAL maximum of R276.00 for Class A2 – light vehicles excluding the additional 20% administration fee. E-TOLL charges will be detailed on the rental invoice. Any applicable E-TOLL charge received after finalisation of the rental agreement will be invoiced as a 'LATE CHARGE'. The late charge applies as a result of delays within the SANRAL network.

- **What is the additional driver fee for?**

This is for risk and administration related costs for multiple drivers. The fee of R375.00 (N\$375.00; P375.00) applies per driver per rental.

- **Why do we charge a claim administration fee?**

As the liability amount on the waivers only contributes towards the repair costs of the vehicle, an administration fee of R800.00 (N\$1100.00; P1100.00) per incident will be levied to cover the costs of processing the claim. This includes items such as quote gathering and legal services.

- **Why is there an assessor's fee when the damage is over R5000.00 (N\$5000.00; P5000.00)?**

All damages sustained in excess of R5000 (VAT Incl.) are appraised by an independent assessor. The evaluation has a cost element, but provides assurance to the customer and/or their insurer that the damage costing is legitimate, not inflated and consistent with acceptable industry standards. The fee is R800.00 (N\$1050.00; P1050.00) per incident.

- **Why do we charge a Minor Damage Waiver fee?**

Minor damage that costs less than R2500 to repair will be covered when purchasing this waiver. If the cost of damage exceeds R2500, the minor damage waiver will not be applicable. Minor Damage Waiver does not cover damage caused by water; damage to the undercarriage of the vehicle or damage to tyres and windscreen – a separate waiver can be purchased to cover tyres and windscreen. The fee is R32.00 per day. (South Africa only)

- **What is an overdue Rental Administration Fee?**

Should the rental vehicle not be returned by the agreed date and no prior arrangement has been made to extend the rental, the vehicle will be collected by Bidvest Car Rental and an Overdue Rental Administration Fee of R715.00 (N\$715.00; P715.00) will be charged.

- **Why is there an administration fee for traffic fines received?**

There is a traffic fine administration fee of R295.00 (N\$295.00; P295.00) in the event that the renter receives a traffic fine whilst renting the Bidvest Car Rental vehicle. This fee will be levied to cover the cost of redirecting the fine to the renter.

- **Re – fuelling policy**

Fuel is charged from the branch where the vehicle is delivered from and is for the renter's own account. In general fuel may not be purchased with a credit card at petrol stations. (There are some exceptions where a few petrol stations will accept a credit card for payment of fuel). Each Bidvest Car Rental vehicle is rented with a full tank of fuel and the renter will pay for refueling when returned. Each vehicle is refuelled by Bidvest Car Rental on termination of the vehicle at the standard government legislation fuel tariff regardless whether the fuel gage indicates that the vehicle is full, as vehicles that are refuelled at independent stations are not guaranteed to be filled to capacity. BCR charges a refuelling fee if the vehicle is not returned with a full tank of fuel. (Not applicable if tank takes less than R50 fuel)

- **What is a One Way Fee?**

A one-way fee is charged when a renter collects the vehicle from one BCR location and returns the vehicle to a different BCR location. The one-way fee will be quoted at time of reservation/quote. The one-way fee covers the cost of relocating the vehicle back to the original location/depot.

- **Method of payment :**

The driver must be in possession of a credit card. The credit card must be in the name of the driver of the vehicle.

- **Why do we place an authorisation hold on the credit card?**

We will place an authorisation hold on your American Express, Diner's Club, Visa or MasterCard credit cards;

BCR does not have the facility to allow the use of Debit or "Electronic use only" cards as a method of payment.

The authorisation will be held in our favour for the duration of the rental (but not paid over to us). Should the rental be extended, or an incident take place, a further hold will be placed on your card to ensure all costs are covered by the authorisation held. Once the rental has been finalised, the actual rental amount will be charged to the credit card and the authorisation hold will be released.

Should you require assistance with the release of authorisation, kindly contact our Customer Care team at customercare@bcr.co.za with your rental reference number/ID or passport number and they will assist with this process.

Due to the high risk associated with rentals over a weekend, an additional authorisation is required to ensure there are sufficient funds in the event of an incident.