

MFF Cars Rental Terms and Conditions

BOOKING CONDITIONS

Please read this document before you complete our booking as it provides important information about your booking and your rental, including what to bring with you when you pick up the vehicle and your responsibilities. Please also read the General Conditions of Rental (General Conditions), Location Specific Conditions (Location conditions) and your rental Agreement. Your Rental Agreement is based on the terms and conditions contained in the General Conditions and the Location Conditions and will be provided to you at the time you pick up the vehicle. You should carefully read the Rental Agreement provided at the time of pick-up as it might either contain additional location specific terms and conditions or may differ from the General conditions supplied during the booking process. We recommend you pay particular attention to the sections on Accidents, Thefts and Damages, and Waivers. It is important to us that you enjoy your rental experience and that you have all the information you need. It might take you a little time now but it could save you time later.

1. Making a booking

A booking allows you to reserve a vehicle and optional extras for 'pick-up' at a particular time, date and location and for the agreed rental period. You must meet our Rental Requirements. You must agree and signed the Rental Agreement, unless you are an Avis Preferred member and have opted in to the master rental agreement. Avis Preferred members who have opted in to the master rental agreement will have agreed to the rental terms and conditions at the time when you signed up to MFF Preferred. Nevertheless, even Avis Preferred members will be required to sign the Rental Agreement where legal requirements require that a local rental agreement is concluded, where you have not opted in to the master rental agreement or where your rental is at the location that does not offer the MFF Preferred service. The rental agreement is governed by the law of the country where you pick-up the vehicle and is formed between you and the vehicle rental provider at the time off pick-up, if you meet all the rental requirements. The vehicle rental provider will be a member of the Avis Rent-a-Car system. This booking is not a rental agreement. By making a booking you agree to be provided with a copy of these bookings terms, the General Conditions and the Location Conditions electronically using the email address you have provided.

2. 'Pay Now' and 'Pay at Location' bookings

With 'Pay Now bookings', you pay for the rental period and any optional extras when you book. Not all optional extras are capable of being pre-paid. Optional extra's that cannot be pre-paid at the time of booking is subject to Pay at Location terms. Any optional extra's that have been pre-booked but that cannot

be pre-paid will be designated as "Pay at Location" You must pay a cancellation fee if you cancel your booking. You must pay a cancellation fee if we can cancel your booking because you failed to meet the Rental Requirements. You must pay a fee if you don't cancel your booking and you fail to show-up. We Call this a non-cancellation fee. The non-cancellation fee could equal the full amount of your booking. Please see the 'Cancellations' section for details.

3. The Price

The vehicle rental price is calculated based on your requested start and end dates and times the rental locations the amount of time you rent for the type of vehicle stated you requested. 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. Rental Requirements Booking reference You must bring your reservation number or booking confirmation email with you. It will help the location find your details so you can get on your way as quickly as possible.

Driving licence

We may refuse to allow any driver to drive the vehicle who (i) does not hold a full driving licence valid for use in the country of rental for the entire rental period (ii) has not brought an international driving licence or official translation (if applicable), (iii) has not held their licence for the minimum period required by the rental location, (iv) has driving related conditions, or (v) who does not meet our security or credit checks.

Please read the location conditions – driving licence and ID requirements or call reservations for more information. Driver Age Restrictions The minimum age is 18 years and driver's licence must have been valid for a minimum of 1 year. There is no maximum age, however, super PAI is not available to persons over the age of 75 years. Unacceptable Behaviour The rental location may refuse to rent to you if you or anyone in your party behaves in an unacceptable way, e.g., if they believe that any driver is under the influence of alcohol or drugs or you, or anyone in your party, is abusive or threatening to their teams or the customers.

Vehicles

If there are no vehicles available in the group you booked, the rental location will try to find you a vehicle from a higher group at no extra cost. If they can only find a vehicle in a lower group and you agree to rent this vehicle, you will only be charged for the value of that vehicle. If you have already paid, you will be entitled to a refund of the difference. This rarely happens, but if no vehicles are available, you will of course be entitled to a full refund of any amount you have already paid. Reservations Customer Email: mffcarrental.co.za Telephone 035 798 2454 After hours 0734048020 Available: 6am to 7pm Monday to Friday and 8am – 5pm Saturday to Sunday and public holidays