



Cape Town's Trailer Hire

Fully equipped & affordable family trailers

072 497 17 58

Terms and Conditions

1. Used Item: Kindly notice that the trailer is a used item and therefore there is no warranty/guarantee on it or on the equipment. We work hard to ensure that the trailer is safe, secure, clean and all equipment is in good working condition. In the unexpected case that something does not work or is damaged, please call or sms us immediately, so we can try to help you. If you do not report damages immediately, you will be held liable for them.

2. Accident and damages: Any damages at essential parts of the trailer, e.g. frame, wheels, rims, jockey wheel, axle, brakes, stabilizer legs, load / saddle boxes as well as at the tent, no matter if they are self-inflicted or not, must be reported to us immediately, **latest during 24 hours**. Activate roaming and make sure that you are able to communicate with us when leaving South Africa. Car accidents with the trailer must be reported to the local police, copies of all issued documents must be brought to us. In case you do not report an accident or any damage at important parts of the trailer to us during 24 hours, we will charge you the **double daily** rate for every day, that the trailer can not be rented out because of your failure of reporting in time.

3. Caring for the trailer and equipment: We expect you to treat it like its your own. In the event that the trailer or equipment being returned to us in a **very** dirty condition, a cleaning fee of R 500 will be charged. Anyway we don't expect the trailer returned highly polished neither buffed.

The trailer cover must be rolled up and stored in the tent, to avoid any crawler in it. Please understand that the following is **NOT allowed**:

- Transport of items (i.e. wood, bicycles, other tents, gazebos) on the trailer cover, on the tent or on the sides, axle or back of the trailer. This rule applies as well for bicycles and a bike carrier on the towing vehicle.
- Transport of loose charcoal or wood in or on the trailer. - Animals in trailer or trailer tent.

Fridges must be returned clean and wiped out and the lid must be kept open to avoid bad smell due to melted ice.

4. Territorial limits: The trailer insurance from Outsurance covers the following countries: South Africa, Namibia, Botswana, Zimbabwe, Mozambique, Angola, Zambia, Malawi, Congo, Tanzania, Gabon, DRC, Kenya, Uganda, Ruanda, Burundi, Lesotho and Swaziland. We will issue a border letter, if you have indicated the countries you will travel. All insurance cover is void, if you are entering prohibited areas. We reserve the right to restrict the area due to weather conditions, political reasons, etc.

5. Roads and trails that are not allowed with the trailer are Van Zyls Pass, Kunene River trail, Venstervalle and similar trails and passes. **Water crossings, either sweet or salt water, are not allowed. YOU ARE ALSO NOT ALLOWED TO DRIVE SO CALLED 4X4 TRAILS *.**

You will lose insurance cover and you will be **FULLY** liable for ALL damages.

* **4X4 TRAILS:** Artificially created 4X4 trails to be driven for recreational purposes.

Trailers are **not allowed** to be taken to the **Africa Burn Event**, unless it is stated on your invoice.

If you take a trailer to the Africa Burn Event without permission, the cleaning fee will be minimum R 1000.

6. Rental rates: If the rental fee is equal or less than R 4000, the amount will be payable in 5 days or as stated on your invoice. If the rental fee is higher than R 4000, an amount of 50 % of the total rental amount will secure your booking, payable in 5 days. The other 50 % of the rental amount are than due 6 weeks before you leave.

If you don't pay within the indicated period, your booking is canceled by us without any refund of already paid amounts.

NO credit card facilities are available and we do not accept cash. Make sure you've paid upfront with EFT before collection.

Bookings are calculated by days, the **minimum booking time is 4 days**. During school holidays this period will be longer.

7. The rate includes a comprehensive insurance with Outsurance. The insurance excess is R 5000 or 10 % of the claim.

In case of a damage the excess is calculated as 10 % of the claim with a minimum of R 5000. You are fully liable for a damage/loss of the trailer, in the case the insurance company fails to compensate, or if it is caused by willful, reckless or negligent driving by you or if you are driving under the influence of drugs or alcohol, also for a damage caused by water submersion.

Please note that the insurance will NOT pay if any of the equipment (i.e. fridge, solar panel, ...) is lost, stolen or damaged, unless the entire trailer is stolen or damaged.

8. Breakage deposit: Although the insurance excess is R 5000, the refundable breakage deposit that you need to pay is only R 3000.

The deposit will only be retained in part or in whole to cover administration and/or repairs or other costs or the insurance excess, or if the trailer is returned late without prior arrangement or exceptionally dirty.

On return we will inspect the trailer and all equipment and refund you as soon as possible. (2 - 7 days).

9. You are liable for any traffic fines, administration or legal costs during the rental period, even if refunded earlier.

Traffic fines are payable **instantly to us**, we will pay the relevant municipality, to make sure, we have a proof of payment available.

If you have any reason to discuss a fine with the municipality, you will still need to pay the full amount immediately to us.

If your complaint is successful and your fine is reduced or remitted, we will refund you accordingly.



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10. Tires, wheels and stabilizer legs: Check tire pressure regularly. Deflate tires on Gravel/Sand. Take the Jockey wheel off as soon as you leave tar or when a tar road is in a bad condition. Make sure that the stabilizer legs are lifted up, before you move the trailer.

11. Do not smoke in the tent, no open fire or candles and strictly NO PETS are allowed in the tent or trailer loadbox.

12. Under NO circumstances we will give you a trailer, if you can not present us your ID. We will not accept any copy.

13. Drivers licence and vehicle requirements: You are responsible to be in possession of a valid driver license (Code B or EB).

The minimum weight of your vehicle must be **1.5 tons** to tow the **Echo 3 trailer** legally. **Echo 4 trailer** depending on model = **1.5 or 1.8 tons**.

If you are in doubt, please ask us and / or the manufacturer of your car about the towing rating of your vehicle.

14. Emergency repairs of up to R 2000 may be effected without authorisation and will be reimbursed upon presentation of receipts. When over R 2000 such repairs may be done only with our approval.

You are not allowed to do any repairs or alterations at the trailer yourself, particularly not at the gas and the electrical installations.

15. Collection and Return must be **prearranged** with us at our storage in Montague Gardens. **Please note that we don't have standard opening hours.**

16. Returns and late Returns: You have the obligation to inform us immediately, if you are not able to return the trailer at the agreed date and time. All late returns *without or with late notice* will incur a penalty at day rate plus 100 % per day for every day the trailer can not be rented out. If the trailer or equipment must be repaired/replaced, thus making the trailer/equipment non-rentable, and you did inform us in time, a penalty at day rate will incur for every day, that the trailer can not be rented out.

17. Cancellation Policy: Rental fees are refunded, if the cancellation is received **60 days prior** to the date of collection.

Any cancellation later will not be refunded. A credit is at our discretion and depends on availability.

You may propose alternative customers for your booking. Accepting of alternative customers is at our discretion.

18. We can not be held liable for any damage incurred to you or any other person, whilst you use the trailer, the trailer tent, all given equipment. Always make sure, that stabilizer legs and ladder are fastened before using the trailer. **Make sure, that children are supervised all the time.** Be aware, that there are hazards involved if you are driving into remote areas and under offroad conditions. Always inform a related person (**emergency contact**) about your planned route.

19. Acceptance:

By accepting the contract you confirm the acceptance of R 5000 as minimum or 10 % excess in case of a damage, accident etc.

By accepting the contract you agree that you are liable for all damage and missing items and that you agree to pay for such on presentation of an invoice of Cape Town 4x4 Trailer Hire.

By accepting the contract you confirm that you've recognised the necessity of returning the trailer in time.

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www.echo-trailer-hire.com

capetowntrailerrent@gmail.com