

All You Wanted To Know About Car Rental In South Africa



CEDARBERG AFRICA



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CEDARBERG AFRICA

Insider's Guide to Car Rentals

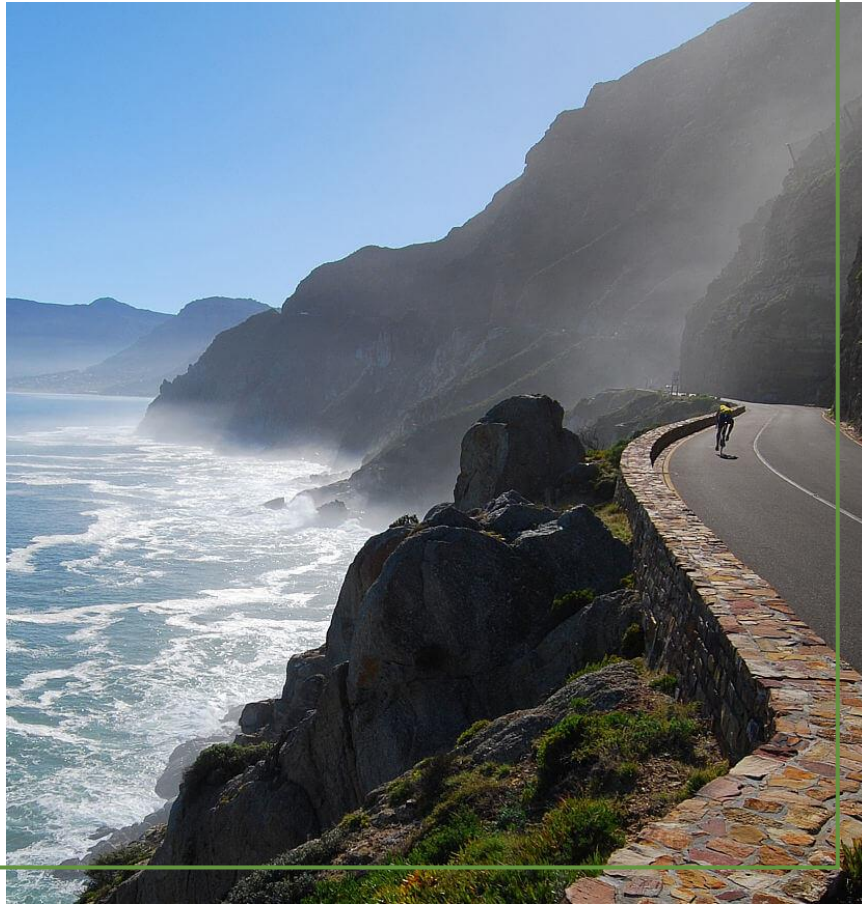


As a tour operator, we are obliged to attach the T&Cs of car rental to our final itinerary documents. But these are written in '*legalise*' and - let's face it - somewhat off-putting to read. How many of our clients really read through 6 pages of tightly-written small print when they are in the excitement, hustle, and dare I say stress, of preparing to go away on holiday?

So, this document tells you the KEY things you need to know about car rental in South Africa.



1 - On Arrival



When collecting your rental car, you will be asked to submit the credit card details of the lead driver. It is **CRITICAL** that you have a credit card. (If the lead driver doesn't have a credit card, then a passenger with a credit card needs to be the lead driver?)

The car rental company will add a small deposit to the card. Though the car has Super-Cover insurance, there is a small excess. This varies by car group but ranges from R4500 to R6630 for various car groups.

If you are taking a GPS or Wifi Route (which we always include as standard in our quotes), there is a R1500 deposit as well.

So the deposit is likely to be in the region of £280 to £390; or Euro325 to R440 or \$350 to \$475)

A photograph of a person's hands holding a large, unfolded paper map inside a car. The person is wearing a white knitted sweater. The map shows a network of roads and geographical features. In the background, the car's dashboard and steering wheel are visible. A semi-transparent olive-green rectangular box is overlaid on the center of the image, containing the text '2 - GPS/Wifi & Directions'.

2 - GPS/Wifi & Directions

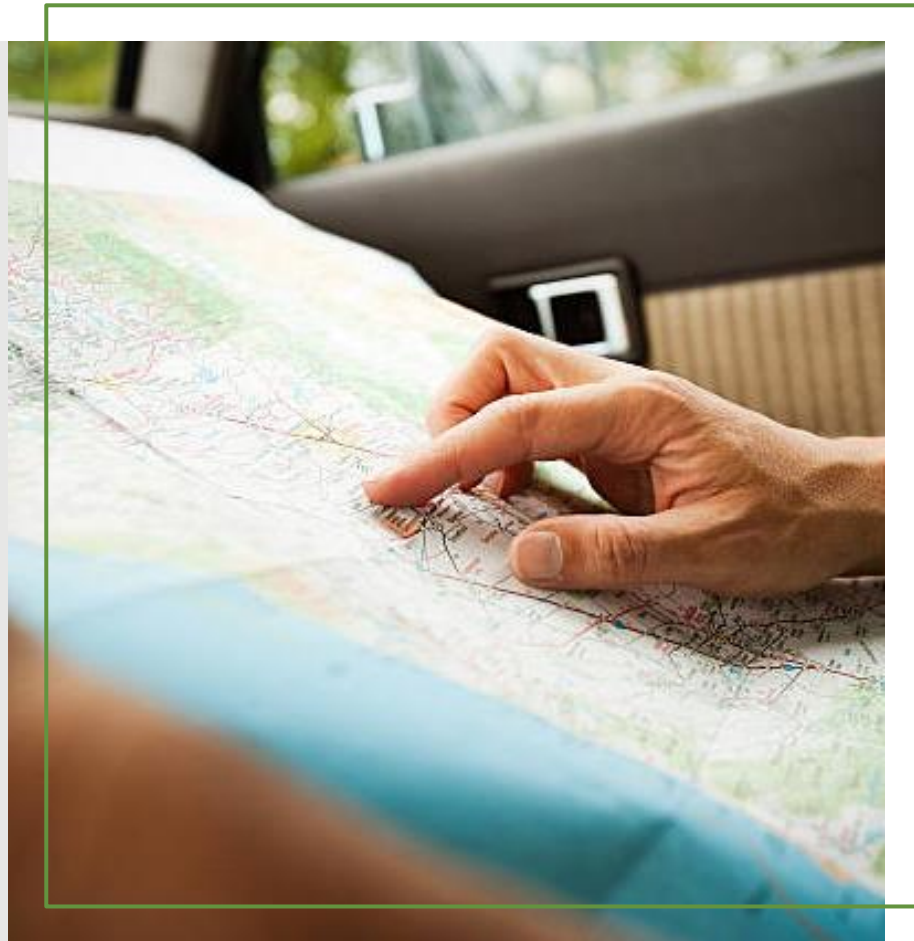
Virtually all rental cars we book have either GPS or Wi-Fi router (to use with your phone). We are increasingly moving to Wi-Fi router as then you don't need to use your own data whilst on the road.

GPS or Google Maps is great in cities and towns. And here we recommend it.

BUT in rural areas, especially in game reserves, it is NOT reliable at all. In these cases, please use the written directions that we have provided for you in your itinerary.

We provide directions from the nearest main road to all our country properties. You can use Google Maps to navigate to the area e.g. the Garden Route, and then use our directions to navigate to the specific hotel or lodge.

Why using GPS in South Africa Rural areas is not always a great idea





3 - E-Tolling

Parts of the country, mainly in the north and north-east, have an e-tolling system.

But only on their major highways (N2, N4 etc.)

All rental cars are equipped with an e-toll tag system. This means that you **do not need to pay in cash** for any tolls and can choose the e-toll gate.

(The gate will automatically open as your car approaches, once it has registered the tag.) Any toll fees incurred are deducted from your credit card after your trip.



4 – Speeding Messages





Road accident numbers are too high in South Africa. One of the root causes is speeding. Your rental car is equipped with a Telematics system which is able to note the speed that the car is travelling & its location.

If you speed, (over 20km/hr than the speed limit), then you'll receive an SMS from the rental car alerting you of this event. They will send you three SMSes with an increasingly concerned message.

The final one will say: *"Should you continue contravening the legal speed limits you will be held liable for the full value of any damages caused. Kindly comply with all traffic laws and regulations."*

5 - Refuelling



Unlike in Europe, the car rental companies are NOT allowed by law to charge more than normal petrol prices. They just charge an admin fee (R40). So, we recommend that you DON'T try to fill up your car at the end of your rental.

Why? Because car rental companies fill to the brim and if there is more than R50 worth of petrol added, they charge this and the above admin fee.

But the client *thinks* that they have filled up and dispute this amount and it's a quibble over R110 which is basically just over the price of a coffee in Europe.
Its simply not worth it!



A wide-angle photograph of a long, straight dirt road stretching into the distance. The road is flanked by dry, reddish-brown soil and sparse, low-lying green shrubs. In the background, rolling hills are visible under a bright blue sky filled with large, white, fluffy clouds. A semi-transparent rectangular box is overlaid in the center of the image, containing the text "6 - In Case of Accidents".

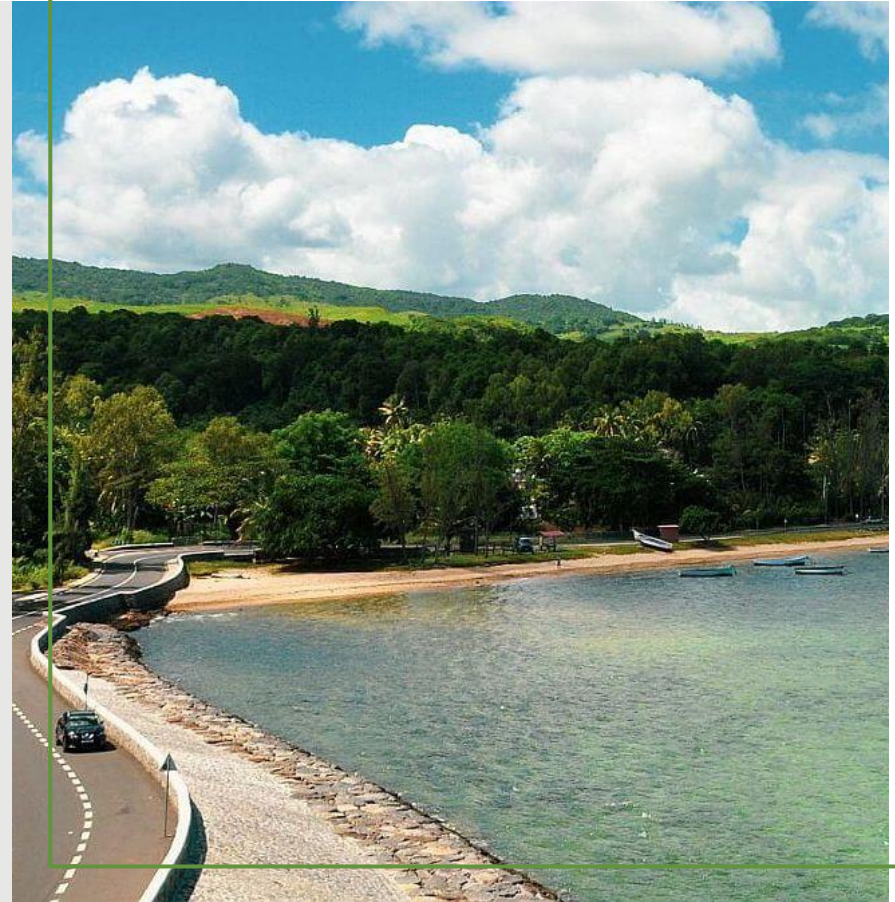
6 - In Case of Accidents

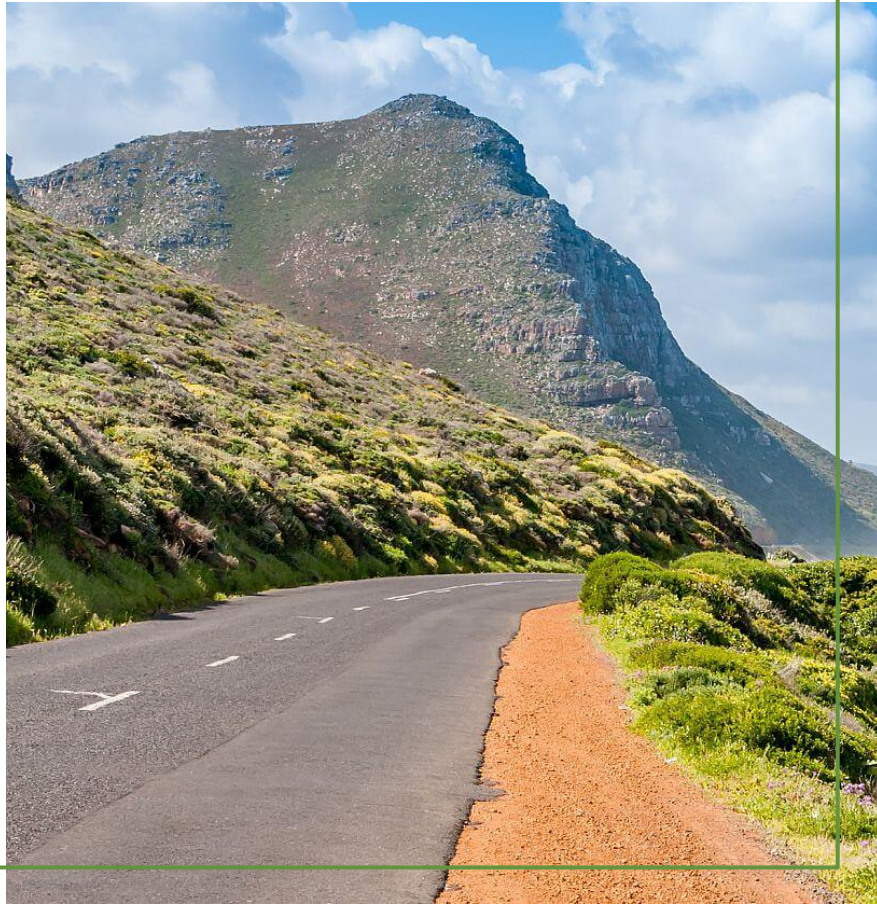
If you have a road accident, you **MUST** contact the car rental company first. There are clear instructions of who to contact in the vehicle when you pick it up.

If you can continue to drive the car, they will direct you to the nearest AA-approved garage. Or they will collect it from your next accommodation place.

If you cannot drive the car, they will arrange for an AA-approved & authorised towing company to collect the car and they will arrange for a replacement car to be delivered to you.

(For the purposes of this article, I am assuming that no-one is injured.)





When you return home, you may find that the Excess has been charged to your credit card (if the damage was extensive), a Claim handling Fee, a towing fee and an Assessors Fee, both only if applicable. These amounts are outlined in their T&Cs

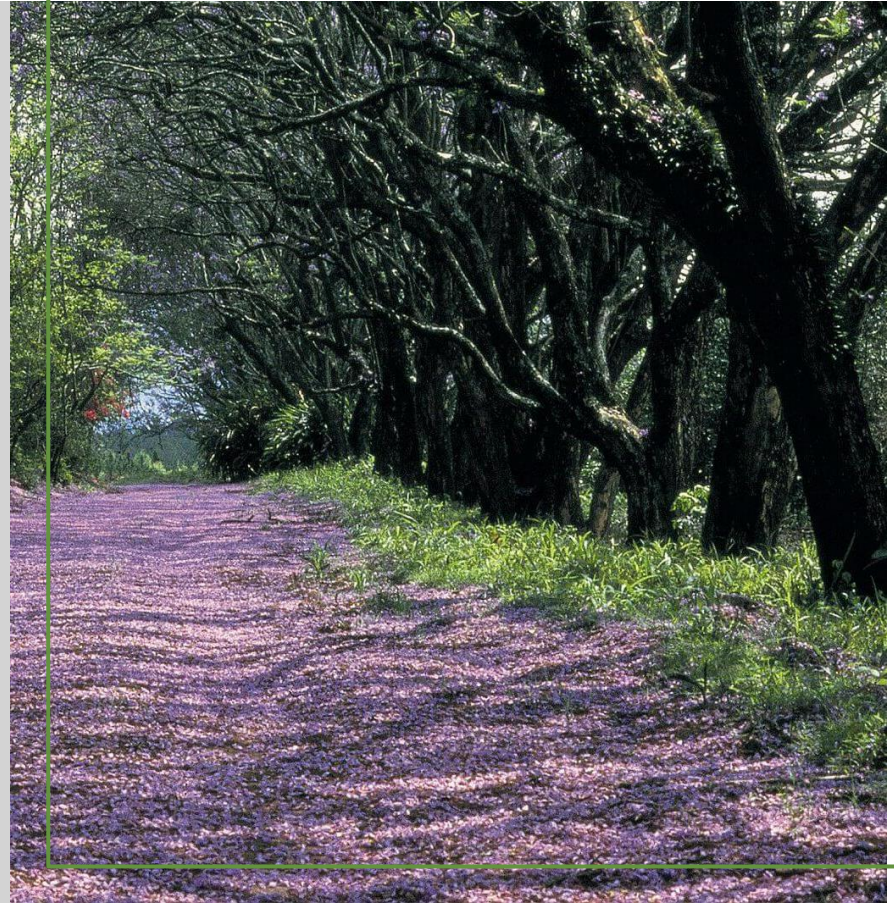
Important: Do not contact a breakdown company and assume that the car rental company will pay the ensuing bill. That's not how the system works. They have authorized garages that they work with around the country. So, if you pay for a towing company to get you to a nearby garage (in the interests of speed), then **this cost will be for your own account.**

Note: If you have been driving recklessly, then their T&Cs say that your Super Cover insurance may be null and void. So, if you have recklessly exceeded the speed limit or tried to drive the car through a river. (I know ... but it happens!), then you may find the repair bill exceeds the value of the contracted Excess.



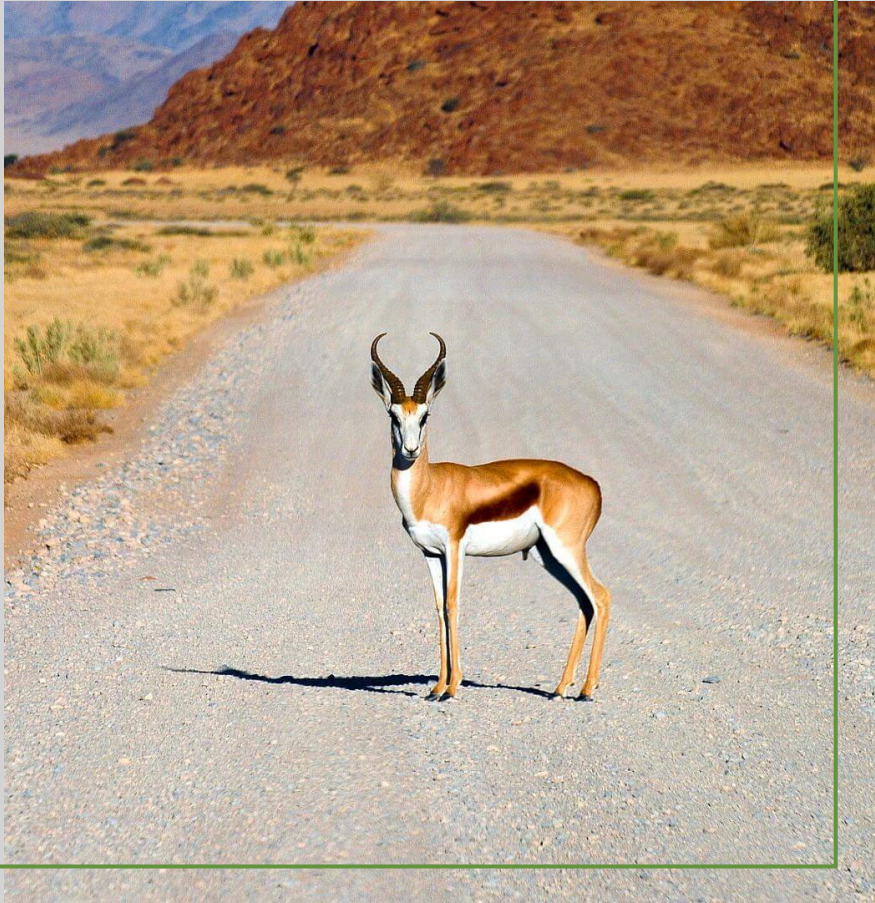
7 - One Way Fees

This is a very common additional charge. If you collect a car in Cape Town and drop it off somewhere else in the country, there is a one-way drop off fee. This is a set amount except for a couple of exceptions where the distance is very small e.g. Cape Town to the Winelands.



A cheetah is sitting on a light-colored dirt road, looking towards the camera. In the background, a white safari vehicle with a roof rack and a spare tire is parked. The vehicle has a license plate that reads "ON 23 LA 102". The surrounding landscape is dry and scrubby, with a clear blue sky.

8 - Cross Border Charges



If you take a rental car into another approved country, then they also charge a Cross Border Fee. If you rent a car in South Africa and want to drop it in Namibia, you are charged the One Way drop off fee for Namibia **AND** a Cross-border fee.

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But if you rented a car in Johannesburg and drove it into eSwatini (Swaziland) and then dropped it back in Johannesburg, you would only be charged the Cross-border fee.

Note that one-way drop off fees to another country are expensive. Example: It costs R7 950 to drop off in Namibia plus the cross-border charge of R1 330.

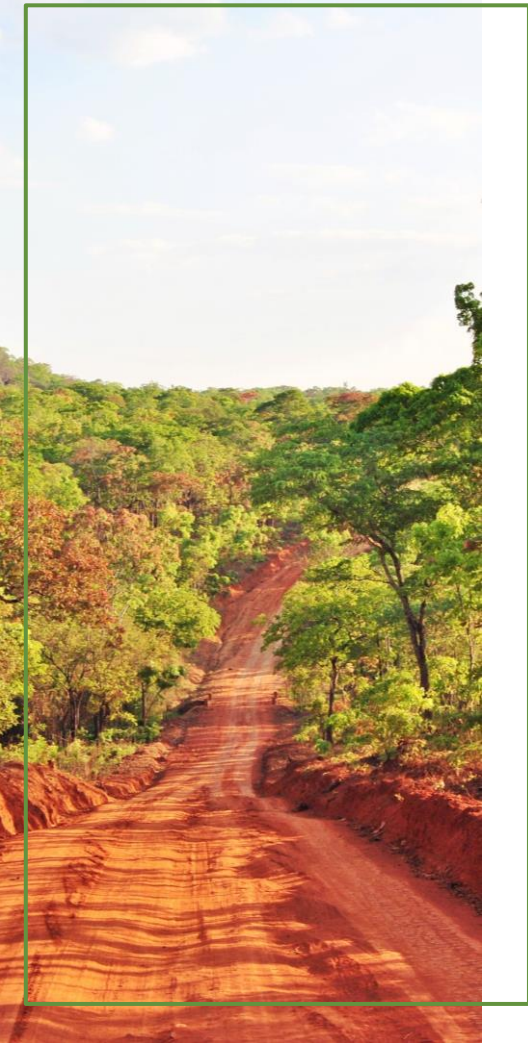


9 - Other Charges On Your Credit Card At The End of Your Stay



Our Inclusions & Exclusions outline some of the direct charges that you may see on your credit card. Here we remind you of the main ones:

- Delivery or collection fees – if you opted to have your rental car delivered or collected from your hotel, this charge goes onto your credit card. (It is more if it is after hours and increases per km beyond 25km from the nearest rental office.)
- One-way drop off fees – see earlier note
- Cross border fees – see earlier note
- E-Tolls – toll fees incurred on *some* highways (see earlier note)
- Refueling charge – cost of the petrol plus a R40 admin fee (see earlier note)
- Speeding admin fine – if you incur a speeding fine, this is charged along with an admin fee from the car rental company



Less common ones

These charges are occasionally billed.

- Valet – if you left the car in a very dirty state, you may be charged for a valet service
- Baby seats or any extra equipment asked for – bike rack,

Why don't we include them?

For two reasons:

- 1) Car rental billing starts to go pear-shaped when we try to include items that are usually billed directly on your credit card. This leads to double-charging and then to post-holiday wrangling and refunds. Nobody wants that!
- 2) If you pay directly, then you will pay a little less, as if its included, we add on an admin fee.

Note that our car rental includes several the additional charges mentioned below (e.g., Contract Fee, 2nd Driver surcharge, GPS/Wi-Fi Router.)



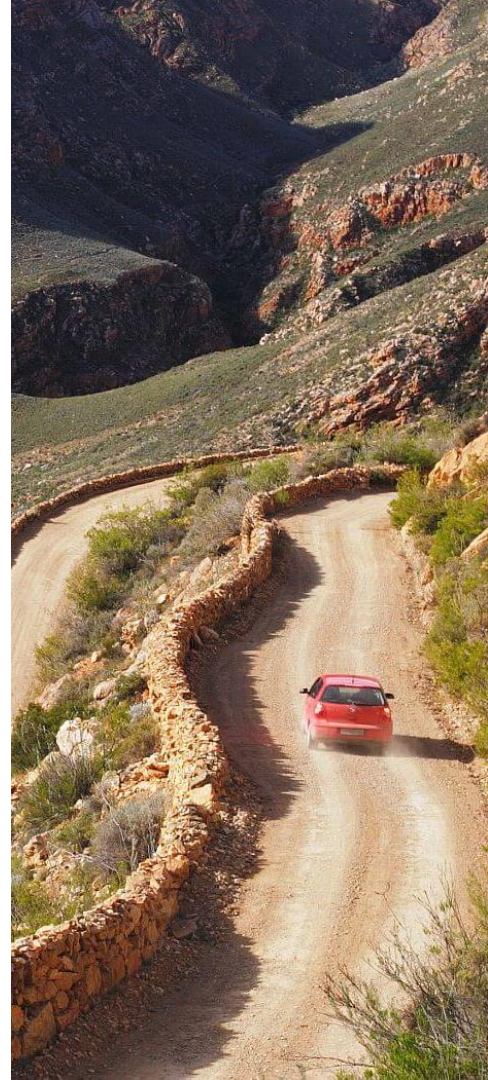
10 – Europcar Information

Additional Documents: Europcar

Find all the relevant information on Europcar here.

- 1 [Europcar Additional Charges](#)
- 2 [Europcar Terms & Conditions](#)
- 3 [Europcar Cross-border Charges](#)

[Interested in a Self-Drive Holiday? Contact us HERE!](#)



About The Author

Kate Bergh is South Africa Managing Director of Cedarberg Africa, a specialist safari company that she co-founded with her sister Ginny. We help people who are unsure where to turn to for friendly well-informed safari planning.

Kate has lived in South Africa since 1993. She's travelled extensively to the countries marketed by Cedarberg. She especially likes some of the more off-the-beaten track areas such as Coastal Maputaland, the Makgadikgadi pans and the Lower Zambezi.

Her home is in the Cedarberg mountains in the Cape (hence the name of the company) where she enjoys hiking and cycling.



Thank you!

Spectacular by Nature, Personal by Design

This Guide to Car Rental in South Africa was created by Cedarberg Africa, specialist safari operator

We'll design an individual safari just for you so that you get the family safari you've always dreamed of. But without wasting hours of precious time navigating the endless possibilities. If you're looking for an authentic and magical safari experience, Cedarberg Africa can help you.

Have questions? Schedule a time to chat or email us at:

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