

GO RENT 4X4 RENTALS AND TOURS CC

Reg. No: CC/2021/04371 | Windhoek, Namibia | WhatsApp: +264 81 858 1750 | gorent4x4.com

Vehicle Rental Agreement & Terms and Conditions

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1. PARTIES & VEHICLE DETAILS

1.1 RENTAL COMPANY

GO RENT 4X4 RENTALS AND TOURS CC ("Go Rent" / "GR") — registered Namibian closed corporation (CC/2021/04371).

1.2 CLIENT

The individual who signs this Agreement ("you" / "the Renter") is solely responsible for:

- Paying all rental fees, insurance waiver fees, penalties, and fines.
- Ensuring full compliance with this Agreement, including speed limits and restricted-area rules.
- Supervising all additional drivers and passengers — their actions are your liability.
- Additional charges apply for drivers under 25 or over 65 years old.
- Minimum driver age: 23 years. Licence held for a minimum of 1 year.
- Foreign renters: valid International Driving Permit (IDP) required — no copies accepted.

1.3 CLIENT INFORMATION

Full Name

Date of Birth

Nationality

Passport Number

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Driver's Licence #

Licence Expiry Date

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1.4 VEHICLE INFORMATION

Go Rent Fleet Number

Vehicle Registration

Total Rental Days

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Rental FROM Date

Time

Location

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Rental TO Date

Time

Location

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- The vehicle remains sole property of Go Rent at all times. GR may recover it immediately on material breach.

2. INSURANCE OPTIONS & SECURITY DEPOSITS

Select ONE option. Tick the applicable box at sign-off.

- ☐ Option 1 – Basic Cover | N\$230/day | Security deposit N\$45,000 — refunded 7 days after return if no damage.
- ☐ Option 2 – Extended Cover | N\$362/day | Security deposit N\$30,000 — refunded 7 days after return if no damage.
- ☐ Option 3 – Premium Cover (Zero Excess on Covered Claims) | N\$546/day | No excess payable on claims that fall within cover. Sections 3 and 5 exclusions still apply regardless of option chosen.
- ☐ Add-On – Windscreen & Tyre Cover | N\$184/day | Optional. Up to 1 tyre + 1 windscreen per rental. Rims always excluded.
- ☐ Add-On – Camping Equipment Damage/Loss Cover | N\$103.50/day | Optional. Covers provided camping gear against accidental damage or loss.
- ☐ Fuel & Admin Deposit (N\$7,500.00) received
- ☐ Remote Collection & Cross-Border Damage Deposit (N\$15,000.00) received (if applicable)
- ☐ Additional Deposits Required — if applicable:

IMPORTANT: Regardless of which insurance option is selected, certain damage events are NEVER covered. See Sections 3 and 5 for the full exclusion list. Signing confirms you have read and understood.

1.5 ADDITIONAL DRIVERS

Only persons listed below — plus the Renter — may drive the vehicle. Each must present a valid licence at pick-up. The Renter remains fully liable for any breach by an additional driver.

Go Rent charges N\$280.00 per additional driver (once-off fee per rental period), payable at vehicle collection.

INITIAL HERE

Additional Driver 1 — Full Name

Date of Birth / Nationality**Licence # / Expiry**

Additional Driver 2 — Full Name

Date of Birth / Nationality**Licence # / Expiry**

Additional Driver 3 — Full Name

Date of Birth / Nationality**Licence # / Expiry**

Additional Driver 4 — Full Name

Date of Birth / Nationality**Licence # / Expiry**

3. VEHICLE INSURANCE EXCLUSIONS — ALWAYS THE RENTER'S COST

The following damage is NEVER covered under any insurance option. The Renter pays all repair, replacement, and recovery costs in full:

- Windscreen — only covered with optional Tyre & Windscreen add-on
- Side windows — never covered
- Mirrors (side mirrors) — never covered
- Excessive scratches — trees, branches, bush, or vegetation
- Rims — ANY rim damage is ALWAYS the Renter's full cost
- Missing rims or missing tyres — full OEM replacement value
- Tyres — beyond the 1-tyre add-on limit
- Sandblast / sandstorm damage to paint or glass
- Single-vehicle accidents (rollovers, collisions with animals or objects)
- Stationary objects — walls, poles, gates, trees, rocks
- Lost or damaged camping gear — unless Camping Equipment Damage/Loss Cover is chosen
- Steering damage — potholes, rocks, kerbs, or off-road driving
- Tyre blowout vehicle damage — blowouts, loose lug nuts, or jack misuse
- Negligence or vehicle misuse (see Section 5)

See Section 5 for the comprehensive exclusion and void-insurance conditions.

4. SPEED LIMITS, TRAFFIC LAWS & GPS TRACKER

4.1 GR CONTRACT SPEED LIMITS

Go Rent contractual speed limits take precedence over posted road signs. Exceeding them immediately voids all insurance and triggers a N\$1,500 penalty per GPS-detected incident.

Road Type	GR Contract Limit
Town / Built-up area	60 km/h
Gravel road	80 km/h
National tarred highway	110 km/h
Safari / 8-seater	100 km/h
4x4 High Range (off-road)	60 km/h
4x4 Low Range (off-road)	10 km/h
National Parks	40 km/h

ZERO TOLERANCE — SPEEDING VOIDS ALL INSURANCE: There are no warnings. A single recorded speeding violation voids your entire insurance for the remainder of the rental. You become personally liable for ALL damage — including damage unrelated to the speeding. GR treats GPS data as primary evidence of any such violation.

4.2 GPS TRACKING & EVIDENCE

- Vehicle fitted with GPS recording speed, location, and route data at all times.
- By signing, you consent to this monitoring.

INITIAL HERE

- GR treats GPS data as primary evidence for any speeding fine, no-go area entry, or insurance void, subject to the Renter's right to dispute its accuracy.
- GR reserves the right to share GPS data with insurers, law enforcement, and courts.
- Our insurer has direct live GPS access. If speeding is detected, cover is refused immediately without prior notice.

4.3 NAMIBIAN TRAFFIC LAWS — MANDATORY COMPLIANCE

Failure to comply with any Namibian traffic law voids insurance and may result in additional penalties:

- Drive on the LEFT-hand side at all times.
- Seatbelts mandatory for all occupants.
- No mobile phone use while driving (hands-free excepted).
- Zero blood-alcohol tolerance under GR policy (stricter than Namibian law).
- Stop signs and red traffic lights must be obeyed — ignoring them voids insurance.
- Overtaking prohibited on blind rises, curves, or restricted visibility.
- Headlights on during low visibility and at night.

4.4 TRAFFIC FINES

Any official traffic fine is the Renter's sole responsibility. An additional N\$450 administration fee per fine is charged by GR for processing.

4.5 SOUTHERN AFRICA — INSURANCE NOTE

Southern Africa does not require comprehensive vehicle insurance by law. Many local vehicles carry no coverage at all.

IMPORTANT: Namibian insurance covers TWO-VEHICLE COLLISIONS ONLY — both vehicles identifiable. It is NOT fully comprehensive. It does NOT cover single-vehicle incidents, negligence, rollovers, hitting animals or objects, getting stuck, wrong gear/clutch use, or any event in Sections 3 and 5.1 — regardless of insurance option. All such events are entirely the Renter's cost and defined as negligence under Section 5.3.

5. DETAILED EXCLUSIONS & RENTER RESPONSIBILITIES

5.1 EVENTS NOT COVERED BY INSURANCE

Insurance does NOT cover the following. The Renter pays the full cost plus a 20% administration fee. "Replacement Value" means the full cost to Go Rent of replacing the vehicle with an equivalent new or equivalent-condition unit, as determined by an independent Namibian dealer at the time of the incident. A vehicle that has rolled or been written off is treated as a total loss with no residual or salvage value deducted:

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| • Vehicle overturned or written off — damage fee of 20% of Replacement Value (tow-in and admin fees additional) | • Tyre damage beyond add-on limits — 2nd tyre or more is the Renter's full cost |
| • Unauthorised areas — driving outside Namibia or prohibited zones without written GR approval | • Water crossing — any crossing above axle depth |
| • No driving after sunset — except within towns. Driving to lodges after sunset is prohibited. | • Sandstorm / sandblast damage to paint or glass |
| • Expired rental period — no coverage after the agreed return date unless formally extended | • Personal belongings — theft or loss |
| • Burn damage — cigarettes, open flame, or any heat source | • Interior damage beyond normal wear |
| • Roof, bonnet, or door misuse — standing on or placing excessive loads on panels | • Rooftop tent misuse — driving with tent open or partially open |
| • Rollovers — overturning the vehicle under any circumstances | • Camping equipment — loss or damage to any provided gear, unless Camping Equipment Damage/Loss Cover is chosen and paid for |
| • Side windows, side mirrors — never covered under any insurance option | • Mechanical misuse — clutch, gearbox, or engine damage from incorrect operation |
| • Rim damage — bent, cracked, or kerbed rims ALWAYS the Renter's full cost | • Undercarriage & body damage — from off-road collisions or driving over rocks |
| • Missing rims or missing tyres — full OEM replacement value per item | • Scratches & paint damage from vegetation — trees, branches, thorns, bush contact |
| | • Wrong fuel type — using incorrect fuel (e.g. petrol in diesel) voids all cover |
| | • Lost keys — N\$6,500 plus any travel or courier costs |

5.2 VOID INSURANCE CONDITIONS — INSURANCE CANCELLED IMMEDIATELY

CRITICAL — READ CAREFULLY: Any one of the following events immediately cancels ALL insurance cover, including Option 3 (Premium Cover). The Renter becomes personally liable for the full cost of ALL damage — even damage unrelated to the listed event.

INITIAL HERE

- Speeding — exceeding GR contract limits in Section 4.1
- Alcohol or drugs — driving under any level of influence
- Invalid licence — expired, suspended, or not recognised in Namibia
- Unmarked / prohibited roads — sand dunes, beaches, off-piste tracks
- Water crossing — driving into rivers, swamps, sea, or flood areas
- Ignoring traffic signals — red lights or stop signs
- Towing — towing any trailer or other vehicle
- No driving after sunset — any accident after sunset outside a town not covered
- 4x4 misuse — using 4x4 mode on tar or hard surfaces
- Unauthorised driver — anyone not listed in Section 1.5 operating the vehicle
- Driving in a No-Go area — see Section 6
- Commercial use — vehicle may NOT convey passengers or goods for payment
- Civil unrest / riot areas — strictly prohibited
- Customs law violations — vehicle may not transport goods in breach of customs laws

5.3 NEGLIGENCE & VEHICLE ABUSE

Negligence is any action a reasonable person would consider careless, improper, or contrary to manufacturer guidelines. All costs from negligence are the Renter's sole responsibility regardless of insurance cover selected.

- Burning out the clutch — incorrect gear use, riding the clutch, or spinning wheels excessively in sand.
- Driving with rooftop tent open or unsecured.
- Standing on, sitting on, or placing heavy loads on the bonnet, roof, doors, or tents.
- Overloading the vehicle beyond its rated capacity.
- Using the vehicle for commercial activity, racing, timed event, or off-road competition.
- Failing to check tyre pressures before driving on sand, gravel, or tar.
- Reversing into objects, trees, walls, or structures due to inattention.
- Driving through vegetation causing scratches, paint damage, or broken mirrors.
- Ignoring advice given at handover regarding 4x4 operation, tyre pressures, or road conditions.

5.4 TYRE & RIM — DAMAGE, LOSS & PROCEDURE

RIMS & MISSING ITEMS — ALWAYS THE CLIENT'S COST: Rim damage, missing rims, and missing tyres are NEVER covered by any insurance option including the Tyre & Windscreen add-on. Full OEM replacement value per item plus fitting and balancing costs.

- If tyre damaged: stop safely, fix puncture or replace with spare immediately.
- Purchase a matching branded replacement tyre if the spare is used. Notify GR immediately.
- Bent, cracked, scuffed, or kerbed rims — full OEM replacement value per rim.
- Any rim or tyre missing at vehicle return — full OEM replacement value per item.
- Fitting, balancing, and transport costs for rim/tyre replacement are the Renter's responsibility.

5.5 SANDSTORM PROCEDURE

- Slow down or pull over safely. Sandblasting damage to paint or glass is always excluded from insurance.

5.6 THEFT OF VEHICLE

Theft covered ONLY if ALL four conditions are met: (1) Vehicle parked securely in a safe location. (2) All doors, windows, and canopy were locked. (3) Original GR keys retained by Renter. (4) Police report obtained within 24 hours. If any condition is not met, the Renter is liable for the full replacement value of the vehicle.

5.7 POLICE REPORTS — MANDATORY (24-HOUR RULE)

A police report must be obtained within 24 hours of any accident, theft, or incident. Without a valid police report, no insurance claim can be processed and the Renter bears all costs.

5.8 VEHICLE HANDOVER & RETURN PROCEDURE

- A vehicle condition report is signed by both parties at handover. Damage not recorded is the Renter's liability.
- The vehicle and all associated risk remain the Renter's responsibility until Go Rent formally records the return.
- After-hours returns: keys must be secured. Risk continues with the Renter until next-business-day GR inspection.

6. NO-GO AREAS — STRICTLY PROHIBITED

THESE AREAS ARE ABSOLUTELY PROHIBITED. Entry — whether accidental or intentional — constitutes a serious breach and results in: a fine of N\$30,000; immediate and permanent cancellation of ALL insurance cover; the Renter becomes personally liable for all damage, in addition to the fine. GR treats GPS data as primary evidence of entry into a No-Go area. No exceptions.

INITIAL HERE

NAMIBIA — PROHIBITED NO-GO AREAS

- Van Zyl's Pass
- Khaudum National Park
- Sandwich Harbour
- Sperrgebiet (Diamond Area 1 & 2)
- Skeleton Coast north of Möwe Bay
- Remote Damaraland backcountry (unmarked tracks)
- Diamond Coast / Bogenfels area
- Off-piste dunes near Walvis Bay and Swakopmund
- Any unmarked road not gazetted / maintained by the Namibia Roads Authority (NRA)

BOTSWANA & OTHER COUNTRIES

- Central Kalahari Game Reserve (CKGR)
- Moremi Game Reserve / Okavango Delta (additional deposit required)
- Savuti
- Makgadikgadi Pans
- Nxai Pans
- Cut lines and hunting areas with no maintained roads
- OTHER COUNTRIES: South Africa — written itinerary submitted and approved before departure.
- Zimbabwe — Victoria Falls area only, with prior written approval.
- Angola, Zambia, or any other country not explicitly authorised in writing — PROHIBITED.
- ■ A damage deposit is required when visiting these countries.
- Road conditions note: These areas involve deep sand, heavy mud (wet season), corrugated gravel, severe potholes, and water crossings. High-clearance 4x4 and an experienced driver are essential. A guided convoy is strongly recommended.

VEHICLE RECOVERY OUTSIDE NAMIBIA

If the vehicle becomes undrivable outside Namibia, the Renter bears ALL costs to return it to Namibia: all towing and recovery fees, cross-border transport, import/export documentation, customs duties, and third-party charges. Go Rent accepts no liability for any cross-border recovery. GR roadside assistance is limited strictly to within Namibia.

7. RENTAL PERIOD, RETURN & ADDITIONAL FEES

Minimum rental: 24 hours (or part thereof). Mileage: unlimited unless stated otherwise in the quotation. Payment: Visa and Mastercard accepted. Security deposit is blocked (not banked) on the Renter's credit card — released within 48 hours of a clean return. Rates include VAT.

7.1 LATE RETURN

If returned after the agreed date and time, the Renter pays the daily rate PLUS N\$3,500 per extra day or part thereof. Rental extensions must be requested at least 2 days before the agreed return date.

7.2 EARLY RETURN

No refund or credit for early return under any circumstances.

7.3 FUEL

Vehicle must be returned with a full tank of fuel. Failure results in a N\$250 fee plus shortfall fuel cost. Wrong fuel (e.g. petrol in diesel) = negligence — Renter bears all repair and recovery costs.

7.4 CLEANLINESS & FEES

Excessively dirty vehicle: N\$1,750 valet fee. Heavy scratches requiring paint correction: N\$3,500 polishing fee. No smoking or vaping inside the vehicle. Burn marks or ash damage: full interior repair cost. Unauthorised stickers, decals or signage: N\$400 removal fee per item.

7.5 CLAIMS HANDLING FEE

A N\$5,000 claims handling fee (insurer's administrative fee) applies for each insurance claim submitted, regardless of fault.

8. BREAKDOWNS, TOWING & ROADSIDE ASSISTANCE

All GR vehicles are meticulously maintained prior to each rental. Mechanical breakdowns are not common but can happen, particularly in remote and off-road environments where response times may be significantly delayed. Go Rent shall not be held liable for any loss, inconvenience, additional expenses, missed connections, altered travel plans, accommodation costs, or any other direct or indirect damages arising from a vehicle breakdown. The Renter acknowledges and accepts this risk by signing this Agreement.

- The Renter must NOT tow or pull any vehicle or object with the rental vehicle.
- In the event of a breakdown, call GR immediately. Do not arrange your own towing or repairs.
- Only GR-approved recovery companies may be used. Unapproved towing or repairs invalidate all cover.
- If the breakdown is excluded from insurance, the Renter pays all recovery, towing, and repair costs.

9. LIABILITY, INDEMNITY & GOVERNING LAW**9.1 ASSUMPTION OF RISK**

Driving in Namibia and neighbouring countries involves inherent risks — remote areas, wildlife, extreme road and weather conditions. By signing, you voluntarily accept these risks.

9.2 INDEMNITY & HOLD HARMLESS

You agree to fully indemnify and hold harmless GO RENT 4X4 RENTALS AND TOURS CC from all claims, losses, damages, and legal actions arising from your use or an additional driver's use of the vehicle; any breach of this Agreement or violation of Namibian law; death, injury, or property damage caused by your negligence or misconduct.

9.3 RELEASE OF LIABILITY

INITIAL HERE

You release GR from liability for personal injury (including death) or property damage, except where caused by GR's own gross negligence as determined by a competent Namibian court.

9.4 NO CONSEQUENTIAL DAMAGES

GR is not liable for indirect or consequential losses — including missed flights, accommodation costs, lost income, or tour bookings — under any circumstances.

9.5 LOSS OF USE

If the Renter declines insurance and the vehicle is out of service for repairs, the Renter also pays GR's lost rental income at the daily rate for up to 60 days.

9.6 CREDIT CHECKS & DEFAULT

The Renter consents to GR conducting a credit check and, in the event of default, recording and disclosing payment information to credit bureaux and third parties for debt recovery purposes.

9.7 GOVERNING LAW

This Agreement is governed by the laws of the Republic of Namibia. Disputes shall be heard in the Magistrate's Court or High Court of Namibia, Windhoek. If any provision is found invalid, all remaining provisions continue in full force.

9.8 ENTIRE AGREEMENT

This document (and any signed addenda) constitutes the entire agreement between GR and the Renter. No verbal representations, promises, or prior agreements are binding. Variations are valid only in writing, signed by an authorised GR representative.

9.9 PERSONAL INFORMATION & DATA PROTECTION (POPIA)

The Renter consents to Go Rent processing personal information in compliance with Namibian data-protection legislation. Data is used solely for: rental administration, credit assessment, GPS monitoring, insurer communication, and debt recovery. Go Rent will not sell or disclose personal information to third parties except as required by law or this Agreement.

10. DECLARATION & SIGNATURES

By signing below, the Renter confirms that they have read, understood, and agree to all terms and conditions set out in this Agreement, including all insurance exclusions, speed limits, no-go area restrictions, and negligence provisions.

Renter Full Name

Date

Place Signed

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Renter Signature

For and on behalf of GO RENT 4X4 RENTALS AND TOURS CC

<i>Sign here</i>	<i>Sign here</i>
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Authorised Representative Name

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