

Frequently Asked Questions

1. What will I need when collecting the car?
A valid Drivers License
2. Where do I pick up the car?
Any closest rental outlet in your area that will be designated for collection
3. Can I request an upgrade from a designated car group before collection?
Yes, by paying the difference on the upgraded group
4. Can I extend after the burial?
Yes, a payment for the daily rates will be applicable
5. What do I do if my rental car breaks down?
Contact the car rental outlet using the contact details provided for the car replacement
6. Will there be fuel in my car when I collect it?
Yes, the car comes with a full tank and you are expected to return it with the full tank
7. Can we have an additional driver and what are the requirements?
Yes, 1 additional driver is allowed chosen by you and s/he must be registered at the branch system in person when collecting the car with valid drivers licence
8. What happens when I return the car?
A final inspection with the branch personnel will be done in your presence and You will be required to sign off.
9. What happens if I get a traffic fine while utilizing the car?
You will be responsible for the payment of the fine and it will be redirected to You

NB: all clients are encouraged to take photographs of the car during inspection on collection and on return (all angles).

Should you still be unclear on certain aspects of your rental, please contact our offices

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