

## **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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