

1. Client Rental Agreement – READ CAREFULLY

The person whose particulars appear on this form (the “Renter”) hereby rents from Zumi Rentals and Tours CC (the “Lessor”) the motor vehicle described herein (the “Vehicle”). The term “Vehicle” includes all wheels, tyres, tools, documents, camping equipment and any other items supplied with it. Any references to “NAD” will be understood to be equivalent to the Namibian Dollar. By signing, the Renter acknowledges having read and agreed to every clause of this Agreement, which together with the information on the face of the form constitutes a binding contract between the Renter and the Lessor.

IMPORTANT: *Under no circumstances shall the rental vehicle be driven beyond the borders of Namibia without the express prior written permission of Zumi Rentals and Tours CC as per section 1.6.*

1.1. General Terms of the Client Rental Agreement

- 1.1.1. The Vehicle is rented subject to the standard terms and conditions of the Client Rental Agreement.
- 1.1.2. In the event that a booked vehicle is unavailable, the Lessor reserves the right to provide a replacement vehicle of equivalent value. The Lessor also reserves the right to adjust rental rates at any time without prior notice.
- 1.1.3. Full payment is required upon delivery or collection of the vehicle.
- 1.1.4. Our rates are quoted in Namibian Dollars and include the following:
 - Unlimited kilometers.
 - 15% Value Added Tax (VAT)
 - Full third-party insurance and/or comprehensive insurance with an excess of NAD _____ as agreed upon by the Renter in section X.
 - All standard vehicle accessories.
 - Daily rates, calculated on a 24-hour basis from time of pickup to drop-off.
- 1.1.5. The minimum age of the Renter shall be 23 years.
- 1.1.6. All drivers and Renters must hold a valid, unendorsed driver’s license. Acceptable licenses include an international driving permit, a European Union driver’s license, or any national license issued in English. Licenses issued in a language other than English must be accompanied by an officially certified English translation.
- 1.1.7. Requests to extend the rental period must be submitted to the Lessor in writing at least 48 hours before the original return date. Extensions are subject to the Vehicle availability and are not guaranteed. The Lessor reserves the right to decline any extension request at their sole discretion.
- 1.1.8. Upon the expiry of the rental period, the Vehicle must be cleaned at the Renter’s expense before it is returned. This is to ensure a proper inspection for any potential damage.
- 1.1.9. Ownership of the Vehicle(s) shall at all times remain with the Lessor.
- 1.1.10. The Renter consents to the Lessor instituting legal proceedings in the Magistrate’s Court, should the Lessor choose to do so, regardless of whether the amount in dispute exceeds the Court’s jurisdiction. The Renter further agrees to pay all legal costs on an attorney-and-client scale, including collection commission and tracing fees. This Agreement, and any dispute or claim arising from or related to it, shall be governed exclusively by the laws of the Republic of Namibia.
- 1.1.11. The Lessor shall not, under any circumstances, be liable for any loss of profit, direct or indirect damages, consequential losses, or any other claims allegedly incurred by the Renter. Furthermore, the Lessor accepts no

INITIALS: _____



responsibility for labour charges or related expenses. The Lessor's liability is strictly limited to the coverage and conditions set out in their applicable insurance policy.

1.1.12. The Lessor shall not be held liable for any failure or delay in fulfilling its obligations under this agreement if such failure or delay is caused by circumstances beyond its reasonable control, including but not limited to acts of God, natural disasters, extreme weather conditions, war, terrorism, civil unrest, government restrictions, epidemics, pandemics, labour strikes, or any other event that renders performance impracticable. In such cases, the Lessor reserves the right to cancel or modify the rental agreement without liability or obligation for any resulting loss or inconvenience to the Renter.

1.1.13. Any breach of these terms and conditions shall result in the termination of the rental agreement, and the Driver(s) shall be held fully liable for all resulting costs and damages.

1.2. Credit Card Authorization and Liability Acknowledgment

1.2.1. The Renter confirms that the credit card provided is valid, issued in their name, and was physically present at the time of signing this agreement. The Renter acknowledges and accepts full responsibility for all costs associated with any damage for which they are liable, as outlined in the terms and conditions of this agreement.

1.2.2. In the event that payment is made via credit card, the Renter authorizes the Lessor to debit the nominated credit card for the total amount due, including any amounts related to damage or liability incurred during the rental period. The Renter's signature on this agreement serves as formal authorization for such charges.

1.2.3. In the event of an accident, the Renter authorizes the Lessor to debit their credit card (VISA or MasterCard) for the full excess amount, as well as for any additional charges arising from the incident, regardless of cause.

1.2.4. Additionally, should any damage occur due to negligent driving or misuse by the Renter or any additional drivers listed in this agreement, the Renter authorizes the Lessor to debit their credit card for all reasonable repair costs. Negligence shall be deemed proven by a written statement from a qualified mechanic appointed by the Lessor.

1.3. Additional Drivers

1.3.1. Only individuals listed as the driver or additional driver are permitted to operate the Vehicle. Under no circumstances shall the Renter, any driver, or any passenger be considered an agent, servant, or employee of the Lessor for any reason or purpose.

1.4. Terminal or Cancellation of Client Rental Agreement

1.4.1. Notwithstanding any provision to the contrary in this agreement, the Lessor reserves the right to terminate this agreement at any time by providing notice, whether verbal or in writing, to the Renter. Upon receipt of such notice, the Renter must immediately return the vehicle to the Lessor. The Renter's obligations and the Lessor's rights under this agreement shall remain in full effect until the vehicle is returned. All costs associated with the recovery of the vehicle shall be borne entirely by the Renter.

1.4.2. In the event that the Renter chooses to cancel the booking, the following charges will apply:

- 60 days or more before pickup: No cancellation charge.
- 31 to 59 days before pickup: 15% of the total rental amount.
- 15 to 30 days before pickup: 40% of the total rental amount.
- 8 to 14 days before pickup: 75% of the total rental amount.
- 7 days or fewer before pickup, or in the event of a no-show: 100% of the total rental amount.

INITIALS: _____

1.5. Renter's Responsibility for Vehicle Operation, Condition and Vehicle Operation Policies

- 1.5.1. The Vehicle is rented entirely at the Renter's own risk for the full duration of the rental period. The Renter, along with any individual whose signature appears on the Client Rental Agreement, shall be jointly and severally liable for all amounts owed to the Lessor under the terms of the agreement, including any damages incurred due to misuse or negligence by the renter and/or any authorized additional driver(s).
- 1.5.2. The Renter is liable for rims, clutch, under-carriage, roof-top tent damage or damage to any equipment provided with the vehicle – these are not covered by standard insurance.
- 1.5.3. Storing wood directly on any carpeted surface of the Vehicle, or inside the interior, is not permitted. Wood must be stored only in the designated storage box. A fine and deep cleaning fee of NAD 1000.00 will apply for any violations. Additionally, if the Vehicle is returned in an excessively dirty condition, a NAD 1000.00 deep cleaning fee will be charged.
- 1.5.4. Report every puncture, mechanical defect or incident immediately; unreported damage carries a NAD 600.00 surcharge.
- 1.5.5. Absolutely no towing or other vehicles or trailers is allowed, including towing with the intent of freeing or rescuing another vehicle.
- 1.5.6. No smoking or vaping inside the Vehicle (deep cleaning fee of NAD 2000 applies).
- 1.5.7. Maximum speed on gravel/dirt road: 80 km/h.
- 1.5.8. Maximum speed on tar/paved road: 120 km/h.
- 1.5.9. Maximum speed limit in towns and cities is 60 km/h.
- 1.5.10. Engage 4x4 promptly in sandy or muddy terrain; disengage once clear.
- 1.5.11. The Vehicle may only be driven on roads officially marked on the Namibia Roads Authority Map. Driving on unmarked roads is strictly prohibited. The following exceptions apply:
 - D3700, D3701, D3702, D3703, D3705, D3707, and D3710: Driving on these roads is not permitted without prior written approval.
 - Khaudom National Park: Entry is prohibited without the written consent of the vehicle owner.
 - Dune Tours, Dune Safaris, and Sandwich Harbour Tours: Participation with the Vehicle is not permitted unless prior written consent is obtained from the Lesser.

Violation of any of the above conditions will result in a NAD 5000.00 fine charged to the Renter's credit card. Additionally, the Renter will be fully liable for any damage incurred to the Vehicle.

- 1.5.12. Cruise control may only be used on tarred (paved) roads. The use of cruise control on gravel or unpaved roads is strictly prohibited.
- 1.5.13. Driving at night outside of towns and cities is strictly prohibited. Any violation of this condition will result in a NAD 5000.00 fine charged to the Renter's credit card, and the Renter will be held fully liable for any damage to the Vehicle.

1.6. Travel Outside of Namibia

- 1.6.1. Vehicles may not be taken outside the borders of Namibia without prior written approval from the Lessor. Approved 4x4 vehicles may travel through Botswana, Zambia, Zimbabwe, Mozambique, and South Africa (RSA). An excess of NAD 60000.00 applies to all vehicles traveling to Zambia, Zimbabwe, or Mozambique, regardless of

INITIALS: _____

the insurance excess option selected for the rental. The Renter is solely responsible for all cross-border charges and fees payable at border posts.

- 1.6.2. The Lessor shall not be held liable for any missed or delayed flights under any circumstances. No refunds will be issued for late arrivals, early returns, or changes in travel plans resulting from flight delays or cancellations.

1.7. Insurances

- 1.7.1. The vehicle is covered by comprehensive insurance. However, in the event of an insurance claim, the Renter shall be responsible for an excess amount. This excess amount varies based on the insurance package purchased for the trip. Section 2 of this document outlines all insurance coverage options available. Insurance coverage can be upgraded at any point during the trip by contacting Zumi Rentals and Tours CC. Additionally, The Renter shall allow The Lessor to secure a deposit on the rented vehicle prior to handover via credit card or cash only ('Security Deposit'). This deposit shall be returned within 5 business days upon the satisfactory return of the vehicle to the Lessor. The following items are not covered by the insurance:

- Loss of, or damage to, personal belongings.
- Damage to tyres, unless optional Tyre & Windscreen Insurance has been purchased. Note: Damage to vehicle rims is not covered under any insurance option.
- Damage to the vehicle's undercarriage, except where caused by a traffic accident.
- Damage to the windscreen, unless optional Tyre & Windscreen Insurance has been purchased. Note: Damage to the side windows or rear window is not covered under any insurance option.
- Personal injury or death.
- Damage caused by sandblasting, water, or to any camping equipment provided, including rooftop tents. Windscreen and sandblasting damage are only covered if Tyre & Windscreen Insurance has been purchased.

- 1.7.2. The Renter shall be fully responsible for any loss or damage to the camping equipment. The Renter is required to pay the full replacement value for any items that are lost or damaged. In the event of any such damage or loss, the Renter must provide notice at least three (3) working days before the end of the rental period to allow sufficient time for a repair or replacement quotation to be prepared.

- 1.7.3. In the event of a traffic accident, the Renter and/or any additional driver shall be liable only up to the specified insurance excess amount, except in cases where any of the following conditions apply. If any of these conditions are met, the Renter and/or additional driver shall be held fully liable for the total cost of all damages and repairs:

- Failure to comply with applicable traffic regulations.
- Operation of the vehicle by an unauthorized driver.
- Failure to report the accident or loss to both the police and the Lessor within 24 hours.
- Driving under the influence of alcohol or illegal substances.
- Driving through water or fire damage
- Gross or criminal negligence, including but not limited to: negligent or reckless driving, excessive speeding, vehicle rollovers, blatant disregard for road or vehicle safety, or failure to follow the Lessor's instructions regarding the proper use of 4x4 functions and other vehicle features.
- Any vehicle damage relating to towing of other vehicles or trailers.
- Driving on roads deemed unsuitable for the vehicle or those explicitly prohibited, as outlined in section 1.5.11.

- 1.7.4. The insurance policy does not cover water-related damage, including but not limited to damage resulting from driving through rivers or deep water that causes harm to the engine, electrical systems, gearbox, or other mechanical components. Additionally, the following are not covered: standing on the bonnet or roof of the

INITIALS: _____

vehicle; improper use of differential locks, transfer cases, or clutches; damage to the vehicle's interior; or collisions with stationary objects such as trees or walls. The Renter shall be fully liable for all costs associated with such damages.

- 1.7.5. Single-Vehicle accidents (e.g., roll-over or reversing into a pole/tree) are not insured; liability up to NAD 100000.00 plus recovery.
- 1.7.6. Recovery from neighboring countries or remote areas is for the Renter's account and is not covered by any insurance.

1.8. Accidents

- 1.8.1. All accidents must be reported to the Lessor immediately, as well as to the nearest police station. The Renter is required to provide the Lessor with the police case reference and accident number within 24 hours of the incident. Where applicable and possible, the Renter must also obtain the names and contact details of any witnesses. Under no circumstances should the Renter admit fault, accept liability, settle any claim, or sign any disclaimer of liability.
- 1.8.2. In the event of an accident—regardless of fault or cause—the Renter is responsible for all towing and related recovery costs incurred to return the vehicle to Windhoek.
- 1.8.3. If an accident occurs outside the borders of Namibia, the Renter is liable for transporting the damaged vehicle back to the Namibian border.
- 1.8.4. No refunds will be issued for lost rental days or time due to accidents or breakdowns. If a replacement vehicle is not available, no compensation will be provided. The Lessor must be notified immediately of any mechanical failure. Malfunctions of air-conditioners, fridges, or radios are not considered mechanical breakdowns and will not be eligible for refunds.

1.9. Vehicle Drop-off or Return

- 1.9.1. If the vehicle is returned more than two (2) hours later than the agreed return time, an additional full rental day will be charged to the Renter.
- 1.9.2. The vehicle must be returned in good, clean condition, free of any new damage to the paintwork, body, or interior upholstery.
- 1.9.3. Any damages not recorded and signed for by both parties on the Vehicle Information and Condition Report at the time of handover will be considered new, and the Renter will be held fully liable for the cost of repairs.
- 1.9.4. If the vehicle is returned in an excessively dirty condition, a cleaning/valet fee will be charged of NAD 1000.00
- 1.9.5. The Vehicle is provided with a full tank of fuel and must be returned with the fuel tank(s) full. In case of the Vehicle being provided with less fuel, the Vehicle must be returned with the equivalent amount of fuel.

1.10. Gps, Bluetooth, Wifi Tracking and Vehicle Monitoring/Immobilization Consent

- 1.10.1. By signing this Client Rental Agreement, the Renter expressly consents to the use of GPS, Bluetooth and Wifi tracking in the rented vehicle for the duration of the rental period.
- 1.10.2. The GPS system is installed for safety, operational oversight, and theft prevention, and actively transmits location and movement data to Zumi Rentals and Tours CC.
- 1.10.3. The vehicle is equipped with a remote immobilization system, which may be activated:
 - Manually by Zumi Rentals and Tours CC at any time for safety, legal, or security reasons.

INITIALS: _____



- Automatically if the GPS software detects:
 - That the vehicle has exited the territorial borders of Namibia without proper authorization.
 - Suspicious movement patterns consistent with theft, tampering, or unlawful use.
 - The Renter agrees that immobilization may occur without prior notice, and that Zumi Rentals and Tours CC will not be held liable for any resulting delays, costs, or inconveniences stemming from misuse or breach of contract.

1.10.4. GPS, Bluetooth or Wifi data and related information gathered during the rental will be stored securely on encrypted systems managed by Zumi Rentals and Tours CC.

1.10.5. Any GPS, Bluetooth or Wifi equipped fitted onto the vehicle will not, nor does it have the ability to, interfere with the Renter's personal electronic or telecommunication devices, or access any data stored on the aforementioned devices.

1.10.6. Any data collected by equipped GPS, Bluetooth or Wifi devices will not be shared with any third parties, except:

- In the event of legal proceedings.
- To assist in recovery of the vehicle.
- To provide roadside or emergency support where location data is necessary.

1.10.7. If it comes to the attention of Zumi Rentals and Tours CC that any GPS, Bluetooth or Wifi equipment fitted onto the vehicle is modified or tampered with, or that any attempts have been made to tamper with the aforementioned equipment, the full cost to repair or replace the equipment shall fall fully on the Renter, plus any additional recovery fees or penalties.

By signing below, the Renter acknowledges and agrees that this Vehicle Rental Contract constitutes a legally binding agreement between the Renter and the Lessor, enforceable under the laws of the Republic of Namibia:

Renter Name: _____ Date: _____

Signature: _____

Lessor Name or Representative: _____ Date: _____

Signature: _____

INITIALS: _____

2. Insurance Options

2.1. Available Coverages and Excess

Coverage	Excess	Description
Zero Excess (Full Coverage) +Includes Tyre and Windscreen Insurance  MOST POPULAR	ZERO	✓ Ideal for those wanting maximum peace of mind during their travels. ✓ Tyre and Windscreen insurance is included at no extra cost. These items are commonly damaged due to Namibia's rough terrain and gravel roads. ✓ You pay nothing in the event of damage or theft.*
Reduced Excess	NAD 25,000	• Your liability is lowered. You may only be liable for half of the amount in case of damage, theft, or an accident.* • Offers greater peace of mind without the higher cost of Zero Excess Coverage. • Tyre and Windscreen Insurance not included.
Standard Excess	NAD 50,000	• You are liable for a fixed amount in case of damage, theft, or an accident.* • Minimum coverage that is included in all rentals by default. • Tyre and Windscreen Insurance not included.

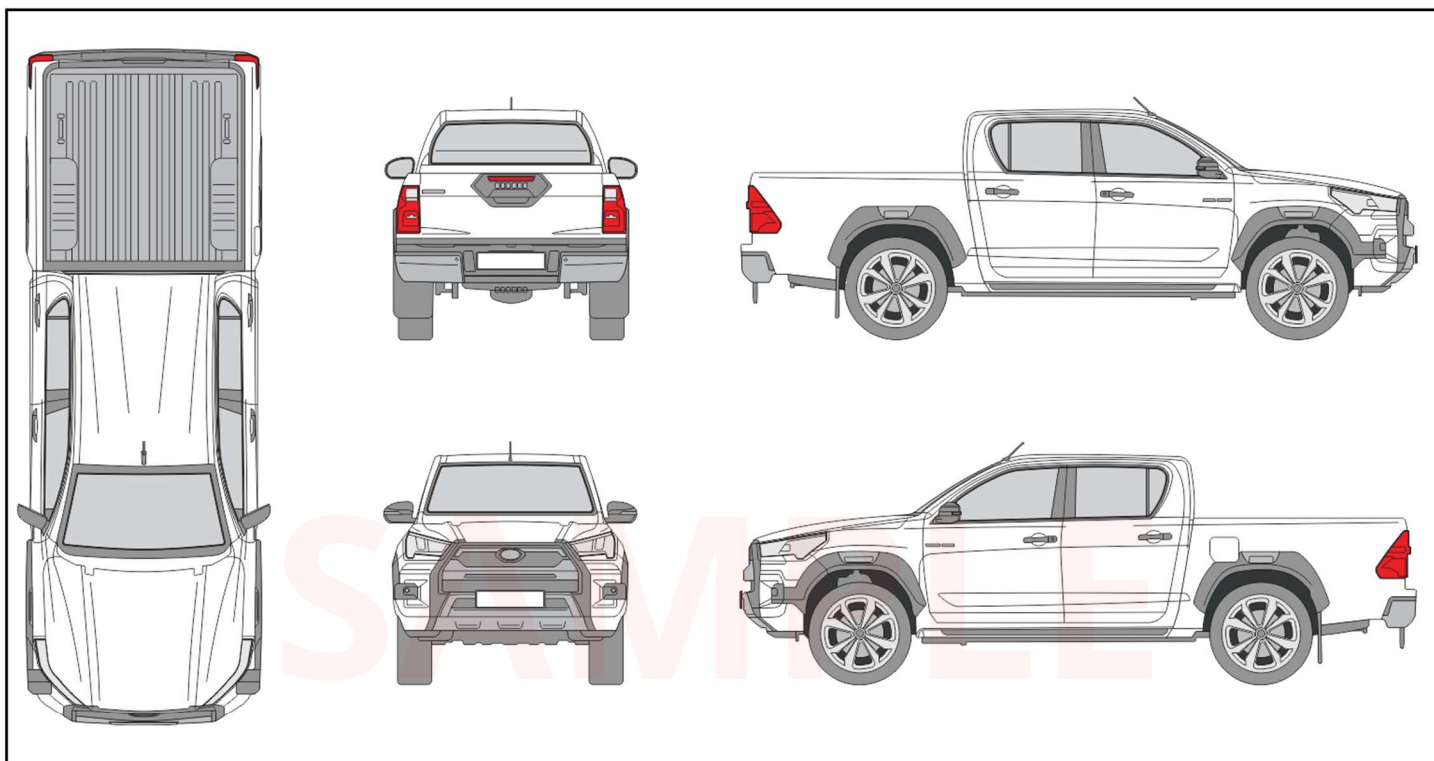
2.2. Supplemental Coverage Options

Option	Description
Tyre and Windscreen Insurance	• For an added daily rate, covers cost of windscreen repair or replacement and one flat tyre during your trip.* • Included in Zero Excess (Full Coverage) by default – available as a supplemental add-on when purchasing Reduced or Standard Excess.

* Coverage subject to terms and conditions outlined in *Section 1.7 – Insurances*. Insurance options can be added at any point during your trip by contacting Zumi Rentals and Tours CC

INITIALS: _____

3. Vehicle Information and Condition Report



B - Bent
FF - Foreign Fluid

G - Gouged
RU - Rust

BR - Broken
L - Loose
S - Scratched

C - Cut
M - Missing
SL - Soiled

CR - Cracked
P - Pitted
ST - Stained

D - Dented
PC - Paint Chip
SW - Swirl Marks

Notes:

Remark Color

Blue = Handover

Red = Drop-off/return

Vehicle Category: _____ Model: _____ Registration Number: _____

VIN: _____

INITIALS: _____

To be completed on handover:

Fuel on Departure: ☐ 4/4 ☐ 3/4 ☐ 2/4 ☐ 1/4 ☐ Empty

Collected on date: _____ Time: _____ Interior condition: _____

Odometer reading on collection: _____ KM

To be completed on drop-off/return:

Fuel on drop-off/return: ☐ 4/4 ☐ 3/4 ☐ 2/4 ☐ 1/4 ☐ Empty

Collected on date: _____ Time: _____ Interior condition: _____

Odometer reading on drop-off/return: _____ KM

4. Renter Information

Renter Name: _____ Passport /ID Type: _____ Document #: _____

Date of Birth: ____/____/____ Phone in Namibia: _____ Domestic Phone: _____

Home Address: _____

Next of Kin / Emergency Contact Information

Name and Surname: _____ Contact Number : _____

Name and Surname: _____ Contact Number : _____

Second Additional Driver Information

Name and Surname: _____ Date of Birth: ____/____/____

Passport /ID Type: _____ Document #: _____ Signature: _____

Third Additional Driver Information

Name and Surname: _____ Date of Birth: ____/____/____

Passport /ID Type: _____ Document #: _____ Signature: _____

INITIALS: _____

5. Rental Information

Rental days: _____ @ NAD _____ per day

Insurance Excess Type: ☐ Zero (Full) ☐ Reduced ☐ Standard @ NAD _____ per day

Tyre and Windscreen insurance: ☐ Yes @ NAD _____ per day ☐ No

Extras:

Type of Extra	Price (per day)	Days

Collection/Drop-off fee: NAD _____

Total: NAD _____ VAT (%15): _____ **Grand Total:** NAD _____

6. Credit Card Authorization and Payment

Security Deposit

Authorized amount (NAD): _____ Paid by: Cash ☐ Card ☐ Other ☐ _____

Payment and Credit Card Information

Cardholder: _____ Card No.: _____

Card Type: Visa ☐ MasterCard ☐ Other ☐

Signature Renter: _____ Date: _____

Amount Paid: NAD _____

INITIALS: _____