

## **GENERAL INFORMATION**

Please also read your info book provided to you during pick-up of your vehicle. Many tips and important info is contained therein. *Hirer, customer and client all refer to the same entity within this document.*

### **Why southern Africa**

When it comes to the sheer concentration of breath taking scenery, cultural and historic attractions, unique wildlife, mountain ranges, wide clean beaches, sunny skies, warm nights, modern cities and open spaces like nowhere else there is simply no other place on earth where so much is to see.

The magnificent Kruger National Park, lovely Swaziland, the beauty of our many game reserves, the warm waters of the Indian ocean, the majestic mountains of the Drakensberg and the stillness of our Namibian country roads. These are just a few of the myriad attractions awaiting you and all within a couple of days of travelling.

### **Who we are**

Tim Bouwers - Director and marketing.

Dedre Bouwers – Operations director.

Marcia Broodryk - Accounts.

Rickus de Jongh – Branch manager, Cape Town based.

Ilani Breytenbach - Bookings manager. Johannesburg based.

Willem Mostert – Fleet manager, Johannesburg based.

Wil Bouwers - General manager, Windhoek based.

Amount of personnel 35+.

### **What does Bobo Campers stand for?**

Optimal camper rental for Southern Africa.

Personal approach.

Good relations with customers and travel agent partners.

Practical, well maintained and comfortable rental units in the best possible condition.

Efficient service to achieve client satisfaction.

Competitive pricing.

Dynamic company policies and structures.

7-day, 24-hour standby.

Adapting to changes in customer preferences and demands.

### **Rental**

Camper models to choose from are the Iveco-based Discoverer 4 and 6 and the new Toyota Discoverer FunXA 4x4.

Rental vehicles are used for:

-Individual rentals.

-Individual tours (FIT).

-Guided group tours.

### **FIT tours** (organised individual self-drive tours)

Tailor-made tours for individual camper hire, including camp site reservations and tour book.

Tours range from 14 to 31 days, but can be adapted to suit individual needs.

Tour itineraries range from:

Johannesburg – Johannesburg, Johannesburg - Cape Town or vice-versa

Cape Town - Cape Town, Windhoek – Windhoek, Cape Town - Windhoek or vice-versa

Johannesburg – Windhoek or vice-versa

### **Locations**

Bobo Campers currently has three depots; in Kempton Park, Johannesburg. In Atlantis, Cape Town, where we also manufacture our own Discoverer range and also a branch in Windhoek, Namibia.

Campers can dropped-off and picked-up in any location throughout South Africa for a fee

Our depots have competent maintenance staff & equipment, as well as cleaning & supervisory personnel.

7-day 24-hour stand-by personnel are always available for mechanical or other problems should they arise.

### **Optional extras** (prior arrangement needed to ensure availability)

Baby seats for children 2 years or younger. Seats for older children not available.

Extra bedding

Extra towels

**Depot Hours for pick-up & drop-off**

Bobo Campers has branches in Windhoek, Johannesburg and Cape Town. Office hours are Mon-Fri from 7h30 to 16h30. The offices are closed on 25 Dec, 1 Jan and Easter Sundays.

If suitcases were left at the departing depot, return should be no later than 15:00.

**Transfers** (for pick-up only – transfers to the airport is free)

Johannesburg Airport or hotel within 10Km from airport: R140 per person

Johannesburg hotel more than 10Km from airport: On request

Cape Town Airport or hotel within Cape Town city: R250 per person

Windhoek Airport or hotel within Windhoek: R180 per person

Sunday and public holiday surcharge: R550 per contract

Children under 12 years free

Transfer back to the nearest airport free. Transfer back to location other than nearest airport on request.

**Contacting us:**

Bobo Campers

PO Box 4185

Kempton Park 1620

Rep. of South Africa

## Telephone:

+27 11 395 1020 Johannesburg

+27 21 577 3863 Cape Town

+264 61 229918 Windhoek, Namibia

Website: [www.bobocampers.com](http://www.bobocampers.com)

Reservations and bookings: [info@bobocampers.com](mailto:info@bobocampers.com)

Social: [www.facebook.com/bobocampers](https://www.facebook.com/bobocampers)

## Address:

32 Stanley Road

Nortons Home Estates

Benoni, South Africa

To find our depots, please refer to the maps available on the about us page on [www.bobocampers.com](http://www.bobocampers.com) or find them in the back of the supplied info book. Also find us on Google Maps under *BoboCampers Johannesburg*

# TERMS AND CONDITIONS

## 1. Hire of camper

BB Campers cc (the owner) hires to the customer this vehicle in terms of these general conditions of hire.

## 2. Deposit and hire charges

(a) The customer shall give to the owner a deposit slip. This is not returned to them immediately after the rental and will be kept for a further 3 months after the end of the hire period for traffic fines and unreported accidents.

(b) The hire charges, at the rates signed for, are payable in advance unless otherwise arranged.

(c) The customer shall pay for any damaged item that belongs to the owner when an excess applies.

## 3. Rental Period

(a) The initial period for which the camper is hired shall be stated on the contract.

(b) The hire period shall commence when the customer takes delivery of the camper, and shall end when the owner accepts the return of the camper as per indicated rental dates stipulated on the contract.

## 4. Camper in good order & repair

(a) The camper shall be deemed to be in good order and repair and fit for the purposes for which it is intended when delivered to the customer, unless the customer notifies the owner of any defects immediately on taking delivery of said camper,

(b) The owner shall, in its sole discretion decide whether the camper is defective or unfit for the purpose for which it is intended, and shall be entitled to terminate this agreement and refund the deposit and any hire charge paid, or shall replace the defective camper.

## 5. Breakdowns and repairs

(a) The customer shall, maintain the camper and its belongings, in good running order and repair to the standards required by the owner until the camper is returned to the owner.

(b) All campers are current models, but minor problems can always arise. Minor repairs done while travelling by the customer could be reimbursed on presentation of a receipt on return. The customer shall within reasonable time notify the owner of any breakdown.

The owner shall be entitled to repair or replace the camper at his cost, unless the owner, within reason, determines that the breakdown is due to improper use or involved in an accident caused by hirer or third party, in which event the customer shall on demand, reimburse the owner with all costs incurred as a result of the breakdown.

(c) The customer shall return the camper in a clean state and in good order and repair, fair wear and tear excepted. In the event of the camper or any of its belongings being lost, destroyed or damaged as a result of any cause prior to the return of the camper, the customer shall be liable to make good the replacement cost thereof.

(d) Bobo Campers must be allowed a realistic time frame to attend to any breakdown or problem before any lost time claim can be successful. As a rule, 24 hours should be sufficient to solve a problem before claims can be submitted.

Air conditioner and fridge failures can take longer depending on the country in which customer drives. We also do not take responsibility for ANY damages or claims arising out of fast speeds and/or long distance driving on the washboard roads (all roads - especially C-roads) in Namibia. These include all air conditioners, radiators, tyres and suspension systems.

## 6. Use of camper

(a) The customer acknowledges that he is aware of the purpose for which the vehicle was designed, as well as all safety and maintenance procedures which are required of the vehicle by any lawful authority, and shall only use the vehicle for such purpose, and shall comply with all such safety and maintenance procedures. The customer shall be liable to and hereby indemnifies the owner for all damage or loss suffered by the owner should the vehicle be used for any other purpose, or should the customer fail to comply with any required safety and maintenance procedures.

(b) The customer shall use the camper at their own risk. The customer shall have no claim of any nature against the owner of the vehicle, for any loss suffered or damages sustained by the customer arising from any cause, including, without any limitation, the use of the camper and provisions thereof. We also do not take responsibility from damages arising out of fast speeds and long distances driven on the washboard roads in Namibia.

## 7. Access

(a) The customer shall, at all times, be fully responsible for the camper prior to the return thereof, and shall return it to the owner at the expiry of the hire period or on cancellation of the agreement.

(b) The owner shall at all reasonable times be entitled to have access to the camper, for the purpose of inspecting or repairing the vehicle.

## 8. General

(a) We, the owners, will be responsible for reasonable hotel or other accommodation due to the immobilisation of the vehicle for reasons beyond the fault of the driver, and will make refunds for time lost while the vehicle is being repaired. (also paragraph: Vehicle substitution)

(b) The customer is liable for all traffic and/or all other relevant offences incurred whilst the vehicle is on hire.

(c) Refrigerators, stoves, air conditioners and microwave are checked by the owner and the client before every rental, consequently we do not accept liability for any possible malfunction of these units during the rental period.

(d) The vehicle must be returned by no later than 4 pm on the last day of hire or an extra day could be charged.

## **Governing law**

Bobo Campers and the customer hereby agree and consent that this rental agreement will be governed and be enforced in terms of the applicable South African laws.

## **Legal costs and/or expenses**

In the event that Bobo Campers incurs expenses in recovering any monies due to it from a customer or any other person arising from this agreement, the customer will be liable for any costs and expenses incurred in doing so, on the attorney and own client scale.

### **Permitted (and non-permitted) area of travel for the Discoverer 4 & 6**

- All campers are allowed to travel on any properly tarred surface. Good smooth sand roads (non-corrugated) are also permitted.
- There are areas however that are not permitted for driving with a camper. These are: the Swartberg Pass (SA), the Sani Pass (SA), Kalahari Gemsbok Park (also called Kgalagadi Transfrontier Park), The road to the Sentech Towers in Marakele Park (SA), Baviaanskloof Pass (SA), all of Mozambique, all of Malawi, all of Angola, Zambia further than Livingstone, all 4x4 trails, the Skeleton Coast Park (Namibia), the short road from Hobas to the Viewpoint (Fish River Canyon), Van Zyl's Pass (Namibia), any sand dune, Sandwich Harbour (Namibia), the entire Kaokoland (Namibia), the Okavango Delta (Botswana) the Makgadigadi Pans (Botswana), narrow and steep single lane mountain passes and any road in South Africa, Swaziland, Lesotho, Botswana and Namibia that do not adhere to the condition of roads as mentioned above. D,G or F-marked roads in Namibia(e.g. D4130 etc).
- Travelling in Zimbabwe is not advised since items like fuel or food are currently not always available.
- We also do not take responsibility for any damages or claims arising out of fast speeds and/or long distance driving on any dirt or washboard roads in Namibia (see paragraph Vehicle substitution below).
- Due to weather circumstances Bobo Campers has the right to restrict access to certain roads or areas.

### **Permitted (and non-permitted) areas of travel for the Discoverer FunXA**

- Vehicles may be taken into South Africa's neighbouring states but are not allowed into Angola, Democratic Republic of Congo (DRC), Tanzania or Malawi. Driving on 4x4 leisure Tracks that require an entrance fee or club membership are also not allowed.
- All insurance cover is void if vehicles enter these prohibited areas and will result in a breach of contract.
- The 4x4 is used for driving terrain that is usually inaccessible with a normal two-wheel drive vehicle.
- Dangerous and irresponsible manoeuvres to test the abilities of the camper to the limit are not allowed under any circumstances as they are dangerous. All towing costs to the nearest depot are for the customer's account.
- Bobo Campers reserves the right, at its sole discretion, to restrict vehicle movements in certain areas due to adverse road or weather conditions, political situations or any other reason.
- Any driving on sand dunes and the Van Zyl's Pass in Namibia is not allowed. Remember that you should never test the abilities of the Discoverer FunXA to the fullest, and that you will be liable for the full repair costs if accidents, mechanical damage or roll-overs happen here. Please ensure that the departure, approach and roll angles are observed as in the info manuals. Bobo Campers has the right to restrict road or areas which we will endeavour to communicate to you in time for your safety.

## **Telephone costs**

We do not reimburse costs incurred through telephone calls to our offices or staff. Customers are advised to purchase a local SIM card instead. The costs for local calls are usually much cheaper.

## **Breakdowns**

In the unlikely event that a breakdown occurs, please contact the stand-by mechanic on the number as per your contract. Before phoning, please consult your Info Book. It might not be necessary to make contact. Please state your breakdown and listen to the mechanic. He has proper knowledge on mechanical issues. Please follow his advice carefully. The mechanic will ask certain questions relating to oil and water levels, warning lights etc. Please follow their instructions carefully. This advice will also be the best in the situation. Please always follow the advice of the mechanic. This is very important to avoid further damages.

## **Early returns**

Should a customer return their camper at a date earlier than stipulated on the contract, no reimbursements are applicable.

## **Currency fluctuations**

All credit card transactions are conducted in South African Rand (ZAR). Due to exchange rate fluctuations there could be some variance in the amount refunded compared to the amount initially charged. If a credit card is presented as payment, the credit card holder will be jointly and severally liable as a customer.

**Accidents:**

The risk of an accident in Africa is many times higher at night than during the day.

By law all accidents must be reported to Bobo Campers and the local Police within 24 hrs. If you are in a remote area all reasonable efforts must be made to report an accident within this time-frame.

Failing to report accidents and to obtain an AR report from the nearest police station voids all insurance cover and the hirer becomes fully liable for all cost.

- Take as many photographs of all vehicles involved as well as involved persons and their drivers licenses and their personal details.
- Obtain an AR (Accident Report) number from the police on the scene. This is important and proves the accident was registered by the police. Make a copy of this and keep it with you.
- If the rental vehicle is involved in an accident or other incident, and is not drivable, a replacement vehicle, if available, may be collected from the closest branch. If the hirer requires a replacement vehicle to be delivered, then these charges will be for the hirer's account. None of the excess reduction options cover this process.
- The hirer is responsible for the full recovery (e.g. towing) of the damaged vehicle to the nearest rental depot.
- Should there be no replacement vehicle available, no refund for lost rental days will be considered.
- If the hirer is unable or unwilling to take a replacement vehicle, no refunds for early termination of the contract will apply. No refund of rental days lost or accommodation costs will be considered during the period in which a replacement vehicle is being organized.
- Should the hirer continue with a replacement vehicle then a new rental contract and insurance conditions will apply.

**Drivers license**

A valid non-endorsed national driver's license together with a valid international drivers license is required.

Drivers must be minimum 21 years (for non-4x4 vehicles) or 23 years for 4x4 vehicles.

**Personal injury and belongings**

Personal injury and belongings are not covered by our insurance. The client is therefore responsible to obtain his or her own travel insurance in advance.

**Traffic fines/ Infringements**

Bobo Campers will not be held liable for any traffic fines or road infringements on behalf of any natural person.

Should the hirer receive a traffic fine or road infringement whilst driving a Bobo Campers vehicle, the hirer agrees that the main driver of the vehicle will be liable for these traffic fines / infringements. Bobo Campers will notify the customer via email if a fine or infringement is received. An additional admin fee of R250 will be levied for these fines. Note: This process can take up to 8 weeks or longer.

**Namibian CO<sub>2</sub> Taxes**

All Namibian custom borders have implemented a CO<sub>2</sub> tax for all South African registered rental vehicles. This taxation is applicable when starting or ending at our Windhoek depot. Currently it is charged at R600 per contract irrespective if some rental days are spent outside the borders of Namibia.

**Tyre replacement**

If a tyre needs to be replaced it is important to ensure that both the ply rating and size are corresponding to the tyre it replaced on the vehicle. This to ensure maximum safety and function. Replacement tyres of the wrong size or ply rating will not be considered for a refund.

**Dust ingress**

Southern Africa is predominantly an arid desert region and the majority of secondary routes travelled, are on unsealed dust or gravel roads. It is not possible to make vehicles dust-proof and therefore refunds or claims for any dust ingress of any nature, will not be considered.

**Telephone calls to Namibian personnel**

When you call the Namibian emergency number, these calls could be recorded for quality purposes.

## **CDW (Collision Damage Waiver) for all fleet vehicles**

Collision Damage Waiver is an option to reduce the cost of damage to the vehicle caused by a collision as per our terms. It's not an insurance cover per definition. Therefore only damage costs are covered by CDW options and does not include towing, medical, personal damages or loss.

Minimum age of driver is 21 years or 23 years for a 4x4 vehicle. Both with valid international and national drivers license. Basic excess is applicable on all damages on hired vehicles involved in a collision, natural disasters or an accident– this is up to R55000 and is included in the rental contract.

If only this option is taken, the hirer is liable for the first R55000 for all damages to a vehicle or third party vehicle / property including tyre and windscreen replacements.

This excess can be paid by cash or credit card (a manual imprint of the credit card will be taken) and the amount will have to be authorised by the bank).

Taking the following options can reduce this excess:

CDW Midi is from 3 days onwards. This daily fee reduces the excess to R19000

CDW Maxi is from 8 days onwards. This reduces the excess to Nil (see exclusions below).

### *CDW Exclusions:*

- The hirer will be fully liable for any damage to the Bobo Campers or third party vehicle or property (CDW is cancelled and maximum damage/costs as per quote shall be payable by the customer) under the following circumstances:
- The terms of the rental contract are breached.
- Damage to the vehicle is caused by careless or reckless driving.
- Any damage or mechanical failure sustained while driving on any 4x4 leisure track specially designed for the purpose of leisure or testing your off-road driving abilities and usually require an entrance fee to make use of and is not part of a public road.
- Damage to the vehicle caused by incorrect use of the clutch (for example slipping or dropping the clutch), drivetrain and gearbox. For example using 4-wheel-drive mode while driving on tar roads or not stopping to engage 4WD mode.
- Damages to the drive shafts due to pot holes, drifts or any other obstacle.
- Illegal behaviour, negligence, or a breach of law (e.g. speeding, illegal parking, driving on the wrong side)
- Driving under the influence of drugs or alcohol.
- Driving on restricted roads / areas.
- A maximum of two tyre replacements is included. Any more replacements are for the customer's account.
- Water submersion or water damages in engine or in drive shafts are excluded from any CDW option.
- Any roll-over damages where no third-party vehicle was directly involved with physical contact. See our binding roll-over explanation in this document further down on this page.
- Failure to switch off the engine when dashboard lights indicate a major problem e.g. oil light, radiator water level or temperature gauge.
- Vehicle was driven by person other than permitted driver as per contract.
- All towing costs (when required) to the nearest depot.
- If the vehicle is still drivable and a replacement unit is requested, the exchange costs are for the customer's account.

### *CDW terms for Mozambique, Zambia & Zimbabwe*

You are allowed to drive your 4x4 camper in these countries. However, these countries do not always have a fully geared infrastructure for self-drive as yet. This does not mean that self-drive is not possible. For travelling in or through these beautiful countries an extra CDW excess is applicable.

There is a separate excess of R7000 for any damage to the vehicle. In the event of the vehicle having to be towed, the customer will arrange to have the vehicle towed to the nearest depot.

The towing costs, as well as any other damages related to the towing of the vehicle, do not form part of this excess and will be for the customer's account.

### **Roll-over explanation**

All our vehicles are higher than a conventional passenger vehicle. This means that the centre of gravity is also at a higher point. This increases the risk of a roll over occurring.

A roll-over is defined as a vehicle sustaining all types of damage due to not being in its normal position – on all 4 wheels. Just by lying on its side a vehicle is seen as having rolled-over. Roll-overs that were not caused by a collision, eg. another vehicle, are not covered by any CDW insurance waiver options. The vehicles' final resting position is irrelevant to define a roll over. These incidents occur very rarely if the driver uses safe, common sense.

### **Towing cost**

In case of damage to any part of a motorhome it must be assessed if the unit is drivable. If not, the vehicle must be towed to the nearest depot by a reputable towing company authorised by Bobo Campers. Towing and recovery costs arising due to any type of accident is to be paid for by the customer irrespective of CDW.

### **Entire agreement / non-variation**

This document contains the entire agreement between the customer and Bobo Campers, and neither party shall be bound by any undertakings, representations, warranties, promises, or the like not recorded herein. No variation, alteration, or in addition to, or omission from this agreement is valid/binding, unless reduced to writing and signed by the customer and an authorized employee of Bobo Campers. Any clause which is declared unenforceable or invalid, for any reason whatsoever, by a competent court, shall be severable from the remaining provisions of the agreement and shall not affect the validity of these provisions.

### **Vehicle substitution**

Bobo Campers reserves the right to substitute, under special circumstances, which will be explained to the customer, the desired vehicle with an equal or better vehicle without prior notice before the start of any rental period.

If a vehicle needs to be substituted because of an accident or mechanical problems, and the hirer refuses to accept this replacement vehicle as stipulated above, the hirer is seen to terminate the contract, and no reimbursements will apply.

- Vehicle substitution replacement costs because of an accident or mechanical failure making the vehicle unable to drive caused by own fault or negligence, illegal driving (driving on the wrong side or under the influence of alcohol/ drugs or parking and/or water damages) will be for the hirers' account. This includes towing the damaged vehicle to the nearest depot.
- Driving distances can be great and Bobo Campers must be given a realistic time to cover a distance before lost holiday time becomes a factor for a claim submission.
- Non-essential items like air conditioners can take longer (up to two days) to be repaired, depending on the country or area the customer is travelling in. As a general rule Bobo Campers has 24 hours at its disposal, starting from the time we are informed of the breakdown to solve a problem before lost-time compensation becomes applicable (if any). Other rural areas in countries like Namibia, Botswana or Zambia, a more realistic time is often needed. We also do not take responsibility for any damages or claims arising out of driving on washboard roads (especially C-roads) in Namibia.
- On-the-road failure of items like air conditioners, microwaves, hot water systems and radio/CD's are not seen as demand for warranting a replacement vehicle. We will undertake effort to rectify these items for repair, however, should the repair not be possible the customer is not entitled to a vehicle change or compensation.

### **Our vehicles**

We have one of the largest camper fleet in Africa, and growing continuously with quality well-maintained vehicles.

**Discoverer 4 automatic** - accommodates a maximum of 4 adults (from 2020 models - new).

Based on the award-winning Iveco 35S13/15 chassis, this roomy and luxurious camper sleeps four adults, and should provide for a comfortable companion. Features include:

Radio/CD/MP3

Hot/cold running water

Two plate gas stove

80lt built-in fridge/freezer

Air conditioning in the cabin

220V air conditioning in the living unit

Built-in safe

220V microwave

Chemical cassette toilet with separate wash basin

Hot/cold shower

12V roof ventilator

2.3lt or 3.0lt turbo diesel engine with 8-speed automatic gearbox.

**Discoverer 6 automatic** – accommodates a maximum of 6 adults (from 2020 models - new).

Based on the Iveco 35S13/15 chassis, this roomy and luxurious camper sleeps six adults, and should provide for a comfortable companion.

Radio/CD/MP3

Hot/cold running water

Two plate gas stove

80lt built-in fridge/freezer

Air conditioning in the cabin

220V air conditioning in the living unit

Built-in safe

220V microwave

Chemical cassette toilet with separate wash basin

Hot/cold shower

12V roof ventilator

2.3lt or 3.0lt turbo diesel engine with 8-speed automatic gearbox.

**Discoverer FunXA 4x4 automatic**

– accommodates a maximum of 2 adults (from 2023 - new)

Based on the Toyota Hilux pick-up chassis, this roomy and practical camper sleeps two adults, and should provide you with a comfortable companion. Features include:

Radio/CD/MP3

Cold running water

Two-plate gas stove

80lt Compressor fridge/freezer

Air conditioning in the cabin

High/low range gearbox

80lt fuel tank with 15lt Jerry Can

4x4 gearbox/ high/low range gearing

Two spare wheels

Built-in safe

Chemical cassette toilet

2.4lt turbo diesel engine with high/low gear shift with a 6-speed automatic gearbox.

*All our vehicles come complete with cutlery, crockery, bedding, towels, kitchen utensils, camping table, camping chairs and camp guide with road maps. Illustrations and text in any of the Bobo Campers brochures and on its websites are only a representation of the vehicle depicted. Slight variances in the vehicle(s) offered for rental could occur without prior notice.*

**I have read and understood the terms and conditions as laid out in this document and agree to the content**

Signed on the \_\_\_\_\_ day of \_\_\_\_\_ month 20\_\_\_\_ at \_\_\_\_\_

\_\_\_\_\_  
Customer signature

\_\_\_\_\_  
Customer name

\_\_\_\_\_  
Bobo Campers representative signature

\_\_\_\_\_  
Bobo Campers representative name