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*Steering Industry
Standards*

**Southern African
Vehicle Rental and Leasing
Association**

code of conduct



SAVRALA

Steering Industry Standards

CODE OF CONDUCT

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SAVRALA

Steering Industry Standards

SAVRALA was formed some thirty years ago to steer and shape the development of the vehicle rental, leasing and fleet management sector. In an industry, where SAVRALA is the only representing body, the Code of Conduct serves to strongly reinforce the simple message of **"use only a SAVRALA Member"** for only then can customers be assured of proper standards of quality, service and value.

SAVRALA is the representative trade body for companies engaged in short and long term rental of passenger and commercial vehicles. Members provide short term self-drive rental, leasing and fleet management services to corporate users and consumers. SAVRALA has the triple function of regulating the industry, lobbying on its behalf and providing Members with services.

This Code of Conduct supercedes and replaces all previous codes.

PRINCIPLES

This code sets out the general principles by which Members of the Southern African Vehicle Rental and Leasing Association (SAVRALA) must operate and establishes the minimum standards of behaviour which are expected from them. It is the expression of what **SAVRALA stands for - quality, integrity and value for money.**

It is a Code by which Members conduct their business, whether that is in vehicle rental, leasing or fleet management for passenger or commercial vehicles. SAVRALA Members are fully committed to these principles and will honour them so that they can be judged by their actions.

Persistent or serious failure to comply with the Code or its emphasis on quality and safety, will render a Member liable to expulsion from the Association. The Association operates a complaints and conciliation procedure for Members and their customers. Compliance with this Code of Conduct is a condition of membership of SAVRALA. A full list of current Members is available at www.savrala.co.za or by email request to info@savrala.co.za

Members will ensure that they promote all their prices transparently and make certain that their terms and conditions are clear and unambiguous and compliant with the Law.

In the event of a complaint the Association requires Members to operate a complaints procedure which purpose is to ensuring that the complaint is handled promptly and efficiently. SAVRALA's Conciliation Service is available to assist in settling unresolved disputes.

Vehicle Safety

The Association places considerable emphasis on ensuring that vehicles provided to customers are a safe and roadworthy condition and maintained in accordance with manufacturers' servicing and inspection requirements

Right of Inspection

SAVRALA reserves the right to inspect and investigate a prospective Member's business in order to be considered for admittance as a Member of the Association. It also reserves the right to perform random inspections on current Members to ensure that the Code of Conduct is fully adhered to and, in the event of serious or repeated failures, to terminate that Membership.

Signage, Logos and Membership Certificates

Customers wishing to use the services of a SAVRALA Member should be able to easily identify those companies committed to upholding the SAVRALA Code of Conduct. Members should display the Association's approved logo or material on their premises, company stationery and website where it is relevant to the type of operation.

It is a criminal offence for a company to display the SAVRALA logo or signage unless the company is a Member of SAVRALA. The Association takes such actions very seriously and will take all necessary steps against any person or organisation wrongfully claiming to be a SAVRALA Member.

Membership certificates are issued annually to fully paid up Members and are valid for one year only.

STANDARD TERMS

Customers' interests are at the heart of the Code of Conduct. Customers are entitled, when using products or services supplied by a SAVRALA Member, to do so with a high degree of confidence and assurance.

Member's Commitment to Customers

Members agree to give customers who use their services and products the following pledge and commitment;

Fair and Responsible Trading

All SAVRALA Members will;

- conduct their business lawfully and comply with all relevant laws and judicial decisions.
- Trade fairly and responsibly in all their dealings with their customers
- Follow any guidance notes that SAVRALA issues, as and when appropriate.
- Help customers when they need information and guidance relating to the use of their services or products.
- Behave at all times with honesty and integrity and endeavour to ensure that all other persons with whom the Member has a commercial relationship behave similarly.
- Not knowingly or recklessly, misrepresent facts to a customer concerning any aspect of a rental or lease transaction.

Standard of Service

- Be fully committed to observe the principles of the Code of Conduct aimed at protecting the interests of all customers by ensuring that the level of services provided are of the highest possible standards.

Operation

- Operate from an established commercial place and comply with relevant legislation.
- Maintain any premises and facilities in which the Member operates in a professional and disciplined manner

Training

- Ensure that staff are adequately trained to an appropriate standard and provide induction training for all staff.
- Members must monitor the training requirements of their workforce and prepare individuals for management/supervisory roles as appropriate.

Advertising

- Ensure that all advertising material and literature contains no misleading nor inaccurate statements and comply with the provisions of the Consumer Protection Act.

Staff Access

- Ensure that a copy of the Code of Conduct is distributed to all of its operating locations, as appropriate, and that all relevant staff have a proper understanding of the Code.

Customer Access

- Agree to provide copies of this Code to customers as and when requested.

Members Obligations

- Reasonable attendance at SAVRALA meetings
- Full cooperation in any SAVRALA disciplinary or conciliation procedure
- Compliance with prevailing social and labour legislation

SPECIFIC TERMS: RENTAL

1 Vehicle Suitability

Members should operate only vehicles acquired as new. Where practicable all vehicles must be current models and must be suitable for the purpose of renting. Cars should not exceed three years or 75,000 km for passenger vehicles and 140,000 km for commercial vehicles from the date of first registration. Details of these and any pre-owned vehicles must be declared to SAVRALA at the time of first membership application and, at each subsequent annual subscription renewal.

Vehicles are retained on Members' fleets for their effective, efficient commercial life, irrespective of age and mileage. Therefore, proper vehicle care is essential and all vehicles of whatever age and mileage must be fit for the intended purpose and comply with the law accordingly.

2 Maintenance and Safety

All Members will undertake to maintain, inspect and operate vehicles to at least its manufacturer's recommended standards and to other relevant legislative requirements.

3 Rental Agreement

Rental agreements must be in a form and content that complies with current legislation. The Member's standard form of rental agreement must be available to the Association on request.

Customers must always receive a copy of the agreement and the terms and conditions applicable to their rental. Members should always take necessary steps to ensure that the customer reads and understands all the terms of the agreement both on the front and back, and help clarify any terms as requested, before the agreement is signed.

A set of suggested terms and conditions of rental is annexed to this document.

4 Insurance

Notwithstanding the waiver programme offered to their customers, Rental Members must carry insurance provided by an authorised South African motor insurer to the following minimum levels at all times:

- Statutory Third party liability cover as provided by Law.
- Balance of Third party cover for a minimum of R 5 million.

The Member shall always specify the limit, and any mandatory responsibility level, of their liability for

damage to, or loss of, the rented vehicle and this must be clearly specified in the Rental Agreement.

The customer may also be asked to indemnify the Member against third party claims.

5 Waivers

Members shall provide the customer with a liability reduction program ("**Waiver**"). To help assist the customer, the Member will provide details of the Waiver options available and explain the extent of the customer's financial responsibility if the vehicle is damaged or stolen and in the event of third party claims.

Alternatively, if the customer's own motor insurance is used, then the Member shall check that suitable and acceptable vehicle insurance is in force at the time the vehicle becomes the responsibility of the customer. The responsibility for the continuance of the agreed motor insurance rests with the customer.

6 Pre/Post Rental Check and Vehicle Appraisal

Vehicles that are ready for rent must have undergone a pre-rental check/inspection to ensure that they are in a clean and roadworthy condition in accordance with the SAVRALA ready to rent checklist or another similar standard which reflects this requirement – a list of what should be included is provided at the end of this Code.

Every Member is required to ensure that a detailed note of all damage such as scratches, dents, and vehicle condition is clearly indicated on the inspection report or rental agreement. Prior to a rental commencing, the customer must be given the opportunity to check and agree both the interior and exterior condition of the vehicle before signing the rental agreement or any other inspection report.

On termination of the rental, the vehicle should be checked as soon as is practicably possible. Members should ensure that the vehicle is inspected preferably with the customer present and any damage not recorded on the pre-rental inspection form must be noted and signed for by both parties on all the copies of the rental agreement. If for whatever reason an inspection is not possible, then this should be either provided for in the rental agreement or agreed in writing with a clear explanation as to the reason for non-inspection. In such circumstances, any damage subsequently found and not noted on the pre-rental inspection form may be charged to the customer.

It is recommended to adopt SAVRALA's Fair Wear and Tear guide, as published from time to time (a copy of which is attached to this Code of Conduct).

Adhering to this process should help eliminate disagreement with subsequent charges relating to damage or condition of the vehicle. Members should, where requested, help the customer become familiarised with the basic operation and use of the vehicle, together with providing guidance as to the type of fuel that should be used in the vehicle.

7 Reservation and Booking

Members may wish to offer the facility of accepting a reservation or booking for vehicle rental for a predetermined date in the future. If so, Members must ensure that they clearly advise exactly what is included in the price quoted, with details such as excess payments or location charges which may be applicable.

8 Excess Mileage Charge

If a Member requires an excess mileage charge to be made, then the policy relating to limited mileage tariffs must be clarified and the daily mileage allowance explained clearly. Members must also ensure that they clearly explain the basis on which any excess mileage incurred will be calculated and charged.

9 24 hour rental period

Members must explain clearly how the 24 hours rental period is calculated and what period of grace, if any, is afforded to customers.

10 Vehicles Returned Out of Office Hours

Where a Member has agreed that the customer can return a vehicle outside normal opening hours, the Member must provide the customer with clear procedures and practices for returning the vehicle, which should include responsibility for damages and loss, end of rental damage and any road traffic charges or penalties.

11 End of Rental Charges

Where the customer is not present during the post-rental inspection process, the Member will issue a written notification to the customer to advise of any end of rental charges that become due. The notice will offer the reasons why the charge has been raised, together with summary details of how the charge(s) has been calculated. Customers will be advised of the steps they should take should they wish to query the charges and, when requested, the Member will provide all necessary documents to help substantiate end of rental charges.

12 Pricing

The Member will provide a clear and transparent basis on which all charges can be calculated. These include all additional non optional charges at point of rental.

13 Refuelling Charges / Cost

The Member will state, prior to the commencement of the rental, the fuel return policy and the options available together with the basis on which any refuelling charges will be raised. The Member must make a written note of the rental vehicle's fuel levels at both collection and return.

14 Method of Payment

The Member will state, prior to the commencement of the rental, the basis for any deposit required, including any mandatory waiver excess, and the options for payment by the customer when the vehicle is returned.

15 Other Charges

Provided that the customer is made aware of the conditions of application and amounts involved, Members may raise charges on the customer to recover the costs of, for example;

15.1 Claim administration fee

This is a charge to recover the administration costs of processing claims relating to accident, damages, vehicle theft, etc.

15.2 Traffic fine administration fee

This is a charge the member may raise to recover the administrative costs of processing and re-directing traffic fines incurred by the vehicle whilst in possession of the renter.

15.3 Toll fee and processing charge

This is a charge the member may raise to recover the toll fees and the costs of processing thereof incurred by the vehicle whilst in possession of the renter.

15.4 Contract fee

This is a charge the member may raise to recover the administration costs of processing, archiving and retrieving the rental agreement and associated relevant documentation.

15.5 Non-cancellation fee / No show fee

If Members impose a no-show or non-cancellation charge, to cover circumstances where the customer has reserved a vehicle but has failed to adhere to the terms stipulated by the rental company, then the Member must ensure that the customer is made fully aware of the policy at the point of confirming the reservation or booking, and this must include any cancellation periods and amounts for which the customer will be held responsible.

16 Inspection of Drivers licence

It is mandatory that Members verify the existence and validity of a customers' driver licence and keep a record thereof, prior to issuing him with a vehicle.

SPECIFIC TERMS: LEASING AND FLEET MANAGEMENT

The following core principles apply to all leased vehicles.

1 Statutory Controls and Regulations

All Members should understand and comply with the relevant legislation and its effects upon the customer and his drivers. The Member must, where appropriate, be registered as a financial services provider.

2 Contracts

All contracts must be in writing and a copy must be supplied to the customer. Such contracts can be concluded by electronic means. Standard or Master versions of contracts must be lodged with the Association when requested.

3 Finance

The Member must be a company of limited liability status and is required to file its accounts within normal statutory limits.

The member will make available to the customer copies of such audited accounts on request.

4 Pricing Stability

- All Members should take into consideration the relationship of the quoted rental to the price of the vehicle and the circumstances under which the rental charges might change prior to delivery to the vehicle to the customer.
- Members will make the customer fully aware of all circumstances under which the initial quoted rental may vary prior to delivery of the vehicle.
- Members will make the customer fully aware of the circumstances under which the periodical payments may vary (escalation clause).

5 Payment Terms

The Member will provide a simple and clear statement of the total number of payments required under the contract and their timing. This statement must include details of the point at which the customer will be in breach of contract by virtue of late payment.

6 Early or Voluntary Termination of Contract

Members will clearly define their policy with regard to the early termination of a contract. Such a policy and relevant legal requirements may include the following items:

- The recovery of loss through depreciation.
- The handling of maintenance surpluses or deficits.
- Excess mileage charges.
- Any adjustments to finance charges.
- The method of settlement in the event of the total loss of the leased vehicle.
- Charges for excessive wear and tear.

7 Contract Extension

Members will define their policy with customers in relation to the following:

- Any change to the services provided in the event of formal or informal contract extension.
- Circumstances in which the vehicle might be recovered by the Member during extensions.

8 Excess Mileage

The Member will clarify his policy with the customer on the following:

- Any requirement to return the vehicle at a nominated mileage.
- Any circumstances relating to mileage which would require compulsory rewriting of the contract.
- Any charges associated with such contract rewriting.
- Details of any increase or decrease of permitted mileage during formal or informal contract extensions.
- Mechanisms for charging or allowing for, over or under mileage at contract end or any other period during the contract.

9 End of Contract and Restoration Charges

Members will clearly explain the end of lease return, inspection and collection process together with the customers' rights relating to inspections, process and/or evidence of the damaged vehicle and recharge policy.

A representative of the Member company and the

customer must check and agree on the vehicle condition at the point of collection. All readily apparent vehicle damage will be noted on the collection note and signed for by both parties on the collection sheet. If, for whatever reason, an inspection is not possible, then this should be agreed to in writing with a clear explanation as to the reason for non-inspection. The Member must ensure that the customer has been advised that after the vehicle has been collected it will undergo an inspection in line with the Member's fair wear and tear policy, which must have been stated at the commencement of the agreement.

Members will state clearly their policy with customers on what type of damage will be chargeable, and the starting point in terms of cost will be clearly specified and a statement of what constitutes fair wear and tear.

Additionally, the customer's right to inspect and/or obtain evidence of the damage to the vehicle will be clearly specified. In the event of a dispute on the condition or damage to the vehicle, the Member will pay for an examination by an independent qualified engineer, e.g. an engineer from an appropriate inspection organisation. The engineer's decision will be binding on both the customer and leasing company.

It is recommended to adopt SAVRALA's Fair Wear and Tear guide, as published from time to time (a copy of which is attached to this Code of Conduct).

10 Maintenance Standards

Where Members are responsible for servicing and maintaining the leased vehicle, Members must ensure that all such activities are only carried out at accredited outlets, unless agreed otherwise with the customer. If the customer has agreed to be responsible for servicing and maintaining the vehicle, then Members should ensure that this is carried out in line with the manufacturers' guidelines and specification. Accredited outlets used by Members must adhere to standards set by regulatory bodies and/or be a member of a recognised industry trade body (RMI, NADA, ..).

By meeting these obligations, the industry will help to demonstrate its commitment to delivering and operating to high standards that are set and regulated by a certified body and guarantee the safe operation of all Members' vehicles.

11 Customer Information

Members who fleet manage vehicles on behalf of customers are obliged to assist with a smooth transfer of information relating to the vehicle fleet, when requested by or on behalf of the customer, upon termination of any such agreement and where the transferee is also a SAVRALA Member.

When served with such a notification, Members will undertake to ensure that all data held on behalf of the customer relating to the vehicles, such as service history, vehicle documentation, etc, are provided to the transferee in a timely and efficient manner. The transfer of any commercially sensitive information is excluded from this obligation. Members would be encouraged to follow the spirit of good business practice in the case of contract hire agreements.

COMPLAINT HANDLING

SAVRALA Members should always strive to deliver a high level of service and ensure that their customers never have cause to complain.

The few transactions that unfortunately result in a complaint should be resolved quickly and amicably.

Complaints should not be seen as a negative but should be seen as an opportunity to learn from mistakes and improve customer service.

All staff should be aware of the company's complaint handling procedures and staff dealing with complaints should respond swiftly, with resolution as the prime objective and with particular attention being paid to ensure that they:

- Advise customers of the complaints procedure, how to use it and what additional options are available to them.
- Treat complaints seriously and deal with them in a positive and friendly manner.
- Issue a response to a complaint within five working days of receipt with the objective to resolve the dispute within 15 working days.
- Give complaints a full and considered response. Learn from the complaint and implement any changes needed to prevent the incident from happening again

Members will maintain a complete record of complaints and use this information to help them learn and take the necessary action to improve overall customer service.

Information obtained and held on the complaint management database should offer clear details relating to the activities covered by the Code.

A small number of complaints may remain unresolved, quite often due to misunderstandings or a breakdown in communication. SAVRALA Conciliation Service exists to help resolve those disputes that cannot be resolved between the parties by the method described above.

CONCILIATION PROCEDURE

Unresolved disputes may be referred to the Association by the customer and/or the Member involved.

Details should be submitted in writing to:

The Secretary
South African Vehicle Rental and Leasing Association
C/O Alchemy Financial Services
P.O. Box 2627
Northriding 2162

Informal Conciliation

SAVRALA offers an informal conciliation procedure where information is requested from the Member and the Complainant with regards to the unresolved dispute.

SAVRALA then delivers its comments and recommendations based on the information given by both parties. If either party is not happy with the outcome of the informal conciliation service, a formal conciliation procedure can be invoked.

Formal Conciliation

All relevant details will be promptly forwarded by SAVRALA to the appropriate Conciliation Committee, a body whose members are appointed by the National Executive Council of the Association (NEC). Dependent on the nature of the dispute, each Conciliation Committee will be comprised of at least two Members from the relevant Rental, Leasing or Commercial Vehicle Committee, and an independent legal practitioner. The cost thereof shall be borne by the "losing" party.

SAVRALA is entitled to request from the parties a reasonable deposit to cover the estimated expenses of the Conciliation Committee.

Committees

Disputes referred to a Conciliation Committee shall be actioned and its decision notified to the customer by the Association within 30 working days from the referral of the dispute to the Conciliation Committee.

What Is Covered Under the Conciliation Service

Conciliation procedures shall apply solely to matters arising out of the vehicle rental and leasing activities of Members. Associate Members, who are suppliers of services to the rental and leasing industry but who do not operate their own rental or leasing operations, are not subject to the Code.

No Restriction of Rights

Nothing in this Code restricts, nor is intended to restrict, the rights of a complainant or a Member, to pursue remedies through the courts.

Compliance

SAVRALA's internal procedures are aimed at ensuring that Members meet and comply with this Code. It is a condition of Membership that Members comply with this Code.

RENTAL CHARTER

SAVRALA's Rental Charter applies to all Members involved in the short term rental of cars and commercial vehicles and forms a brief summary of the Specific Terms found earlier pages of this Code of Conduct.

As a Member of the South African Vehicle Rental and Leasing Association we pledge to provide for our customers:

- Complete details of pricing, ensuring customers are aware of all aspects of charging before commitment to the rental contract.
- The best price available to suit customers' specific needs.
- Vehicles that are serviced and inspected to the manufacturer's operating manual as a minimum standard and complying with all statutory requirements.
- Vehicles that are clean and inspected for safety from a selection of low mileage, current model vehicles.
- A Waiver program guaranteeing protection for third party personal injury and property damage.
- Commitment to the South African Vehicle Rental and Leasing Association's Code of Conduct.
- An effective complaints procedure with access to a conciliation service administered by the South African Vehicle Rental and Leasing Association.

LEASING & FLEET MANAGEMENT CHARTER

SAVRALA's Leasing and Fleet Management Charter applies to all Members involved in the long term rental of cars and commercial vehicles and forms a brief summary of the Specific Terms found on earlier pages of this Code of Conduct .

As a Member of the South African Vehicle Rental and Leasing Association we pledge to provide for our customers:

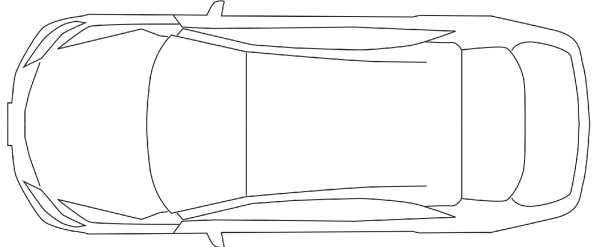
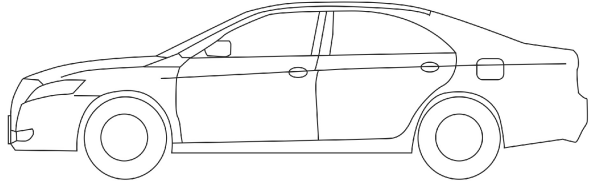
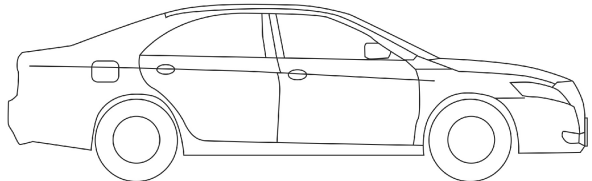
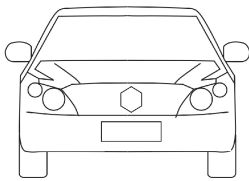
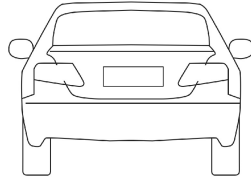
- Integrity in pricing ensuring customers are aware of all charges before commitment to the contract.
- Compliance with and understanding of, all related statutory controls and regulations.
- A simple clear statement relating to the number of payments, their timing and spread pattern.
- A clear statement of policy for the early termination of a contract, extension of contract, or mileage or other limitations.
- Commitment to the South African Vehicle Rental and Leasing Association's Code of Conduct.
- An effective complaints procedure with access to a conciliation facility administered by the South African Vehicle Rental and Leasing Association.

THE FAIR WEAR & TEAR GUIDE

Fair wear and tear is defined as the degree of deterioration deemed to be reasonable when a vehicle is returned on termination of a contract. The following standards assume that the vehicle is clean and complete, structurally sound, all mechanical and electrical components are in working order and that it is compliant with the manufacturer's specifications and with South African legislation.

ACCEPTABLE	NOT ACCEPTABLE
BODYWORK - EXTERIOR	
<ul style="list-style-type: none"> • Scratches less than 3cm long (a scratch is not thicker than a pen line) • Scrape (thick scratch) less than 2 cm in length • Minor body dents, typically those caused by door-to-door contact, provided that it is less than 25mm in diameter and as long as the paint surface has not been penetrated so that bare metal is visible or corrosion has set in. • Load boxes minor dents and paint scratches from normal usage • Limited amount of stone chipping and minor scratches would be accepted • All body scratches that can be polished out 	<ul style="list-style-type: none"> • Previous poor body repairs and paint rectification which is visible under normal scrutiny • Excessive and/or rusting paint chips through to the bare metal • Damage due to industrial/chemical fall out or other forms of contamination • Body panel miss-alignment not consistent with manufactures' finish • Underbody damage affecting the structural integrity of the vehicle or warranty • Visible hail damage • Stone chips to the metal • Major abrasions and loss of gloss and colour to exterior paintwork
INTERIOR	
<ul style="list-style-type: none"> • Wear and soiling through normal use is accepted, as are any repairs that are not readily visible • Surface scoring and light blemishes that reflect normal use are acceptable in the boot area • A reasonable amount of scuffing to the door and luggage area treads and sills is acceptable, providing paintwork has not been damaged down to bare metal and that aperture seals are not torn • All original controls must be intact and operate correctly. If replacement has been necessary, e.g. due to theft, then equipment of a similar value and specification, preferably of the same manufacture as the original, should have been fitted 	<ul style="list-style-type: none"> • Tears and cigarette burns on upholstery, door trim, carpets, dashboard, air vents, door panels, hood linings and the boot area • Stains or discolouration of a permanent nature • Broken, torn, split interior mouldings, trim pads, instrument panel, sun visors or headlining etc • Any missing or damaged parts and items that were originally supplied by the manufacturer
TYRES AND RIMS	
<ul style="list-style-type: none"> • All wheel trims must be intact, with no more than minor scuffing • All tyres including the spare should meet the legal standard and comply with the vehicle manufacturers' recommendations regarding size, tread and speed rating • The make and specification of the tyres on the same axle may not be different 	<ul style="list-style-type: none"> • Dented or cracked rims, hub caps and mags. • Bubbles on the side walls of tyres • Any side wall repairs • Deep cuts or abrasions to the tyre wall • Re-moulds and other substandard tyres
WINDSCREENS, LAMP GLASS, LENSES AND MIRRORS	
<ul style="list-style-type: none"> • Small 'star chips' to max 2.5 cm diameter outside of the driver's vision. Driver vision is defined as the portion of the windscreen in front of the driver covered by the driver's side of the windscreen wiper, limited to the width of the steering wheel • Minor scuff marks or scratches • All lamps and lenses must be operational and within roadworthy specification 	<ul style="list-style-type: none"> • Any chips within the driver's vision • Any star chips crack greater than 2.5cm in diameter • 'Bulls eye' chips anywhere on windscreen • Any crack longer than 4cm on any part of the windscreen • Holes or cracks in the glass or plastic covers of lamp units
BUMPERS AND BODY MOULDINGS	
<p>Provided these are not broken, cracked or deformed, a minimal amount of scuffing or score marks would be acceptable</p>	<p>Discoloured, loose, cracked, distorted, gouged or split bumpers and mouldings that require replacement, plastic welding or painting</p>
VEHICLE UNDERCARRIAGE	
<p>Minor dents and deformation, such as stone damage, is acceptable as long as it has not caused corrosion</p>	<p>Damage or distortion to chassis components is not acceptable</p>

VEHICLE CHECK LIST AND APPRAISAL REPORT

		✓	Remarks	Contract							
Interior				Date							
Dashboard				Vehicle Make / model							
Seats				Registration							
Carpets				Odometer							
Electrical				Date/time of							
Wipers				<table border="1"> <tr> <td rowspan="2">Condition of tyres</td> <td>LF</td> <td>RF</td> </tr> <tr> <td>RL</td> <td>RR</td> </tr> </table>     			Condition of tyres	LF	RF	RL	RR
Condition of tyres	LF	RF									
	RL	RR									
Headlights											
Brake lights											
Indicators											
Radio / CD											
Exterior											
Exterior											
Windscreen											
Windows											
Mirrors											
Wheels											
Hubcaps											
Boot / load box											
Carpet											
Spare wheel											
Tools											
Engine bay											
Engine Oil											
Power steering oil											
Gearbox oil											
Coolant											
Battery											
Under carriage and brakes											
Condition											
Fuel tank											
Level			E 1/4 1/2 3/4 F	I, We, confirm the condition of the vehicle herein							
Fuel top up - Rand				Signed / Renter		Signed / Company					



Steering Industry Standards

**SUGGESTED CLAUSES TO INCLUDE
IN TERMS AND CONDITIONS OF RENTAL**

SAVRALA suggests that Members include the considerations below in developing and drafting their terms and conditions of rental. It is recommended to ensure that the wording and content comply with the provisions of the Consumer Protection Act.

1 DEFINITIONS AN INTERPRETATION

- 1.1 Accepted Liability
- 1.2 Additional Driver
- 1.3 Damages
- 1.4 Rental day
- 1.5 Driver
- 1.6 Extended rental period
- 1.7 Official rates brochure
- 1.8 Rental period
- 1.9 Renter
- 1.10 Waiver
- 1.11 Definition of various charges, fees, levies and taxes

2 HIRE OF VEHICLE

3 DELIVERY OF THE VEHICLE

4 USE OF VEHICLE

5 RETURN OF THE VEHICLE

6 TERMINATION/CANCELLATION OF HIRE

7 THE RENTER/DRIVER

8 RENTAL RATES AND OTHER CHARGES

9 PAYMENT

10 HIRER'S RISKS AND LIABILITIES

11 WAIVERS

12 PROCEDURE IN THE EVENT OF AN INCIDENT INVOLVING THE VEHICLE

13 INDEMNITY OF THE COMPANY BY THE HIRER AND/OR DRIVER

14 GENERAL

- 14.1 Jurisdiction and Law
- 14.2 Permission to insert particulars unavailable at time of signing rental agreement
- 14.3 Cession and assignment
- 14.4 Domicilium
- 14.5 Indulgences, latitude granted
- 14.6 Legal costs
- 14.7 Permission to carry credit check