

SELF DRIVE CONTRACT & INFORMATION

TERMS & CONDITIONS

- Renters must present a passport and valid international driving license.
- Renters will be required to sign this car hire contract and a liability waiver.
- A non-refundable deposit of (25% of the total rental cost) must be paid when reserving the vehicle.
- Vehicle rentals are per calendar day and not per 24hrs.
- There are no refunds for vehicles returned earlier than the agreed return date set at the time of rental.
- Arusha Fortes Ltd. reserves the right to inspect the vehicle during the hire term and can withdraw the contract at any time.
- No person other than the renter should drive the vehicle.
- Renters agree not to drive the vehicle when under the influence of drugs or alcohol.
- Renters visiting the national parks in the rented vehicle must follow all the national park rules and regulations (addendum to this document).
- The Renter is responsible for all passengers in the vehicle. The Renter shall remain solely responsible for any loss, damage or compensation that may occur to any person or property.
- Vehicles may not be taken across international borders.

Maintenance/ Damages/ Loss

- Renters are required to recognize and promptly repair leaking or punctured tires.
- Renters are required to check and refill water and oil reservoirs daily.
- Renters are required to fill fuel only at recognised gas stations. In some of the smaller gas stations, diesel or petrol is sometimes mixed with other materials. Dirty fuel can damage the engine.
- Renters are liable for the costs of repairs due to negligence, reckless and/or careless driving.
- Renters are required to replace broken windscreens, windows, mirrors and damaged tires.
- Renters are required to replace items lost or stolen from a vehicle (including spare tires, jacks and other tools rented with the vehicle).
- Renters shall not use the rented vehicle to tow or push another vehicle.
- The vehicle shall not be used for the smuggling or carrying illegal goods or items. If the vehicle is used for smuggling or carrying illegal good or items and is caught and or seized by any authority, the renter is responsible for and will pay for any and all costs incurred as a result.

INSURANCE

Self drive vehicles carry only **Third Party Insurance**. This insurance will cover damages to another vehicle/third party. The renter is liable for the full cost of repairs of damages to the rented vehicle.

Comprehensive Insurance is available at an additional cost. This covers loss or damage to the rented vehicle by accident, theft, fire and insured legal liability arising out of death or bodily injury to third parties and damage to third party property.

RECEIVING & RETURNING VEHICLES

Vehicles must be picked up and dropped off at the Fortes Sakina Office during office hours (9.00am to 5.00pm Monday to Saturday and Sunday on appointment). Vehicles must be returned in the condition in which they were received. Vehicles will be inspected for loss and damage.

BREAKDOWNS

All vehicles are checked and serviced before being rented out. Due to Tanzanian road conditions unexpected issues may arise.

Always first contact the Fortes office, we can then advise you on how to proceed. The phone numbers are:

Mr. Sarfaraz: +255 683 135 171

Mr. Nnko: +255 754 367 863

- Renters of vehicles are required to bring their vehicles to the Fortes garage for all repairs when the vehicle has a problem while in/ or around Arusha (less than 50 kilometres from Arusha).
- Renters may take vehicles to another garage when a minor problem occurs while driving outside of the Arusha area (more than 50 kilometres from Arusha town centre).
- When bringing a vehicle to any garage please do not leave valuables in the vehicle (even the car tool kit) as it is not uncommon for items to be stolen.
- In the case of a major breakdown Fortes will supply a mechanic and a replacement vehicle as soon as possible. Drivers cannot travel at night. If a breakdown occurs late in the day a driver can be sent no sooner than early the next morning.
- Breakdown service is only available in the Northern Circuit (Arusha, Moshi, Loliondo, Tarangire National Park, Lake Manyara National Park, Serengeti National Park, Ngorongoro Conservation Area, Lake Natron and Lake Eyasi).
- Renters who wish to take a vehicle outside the Northern Circuit must receive approval for this travel.
- Renters who travel outside of the Northern Circuit will be required to repair vehicles at their own expense and depending on the nature of the repairs may receive reimbursement of costs incurred when they return the vehicle. To receive reimbursements renters must provide official TRA receipts.

ACCIDENTS

In the event of an accident,

- First contact the police (Arusha, Karatu, Ngorongoro, Serengeti). It is mandatory that you receive a police report for any traffic incident.
- Then contact the Fortes office.
- After an accident do not leave the vehicle unattended as it is not uncommon for unattended vehicles to be vandalized.

BOOKING CONDITIONS

It is only after receiving the confirmation of your transfer and all signed documents that we can confirm reservations. Payment of deposit indicates acceptance of Arusha Fortes Ltd terms and conditions.

For Self Drive vehicle rentals a non-refundable deposit of 25% of the total cost is required. Any additional services, including but not limited to, accommodation, flights and camp sites will require full payment.

Cancellation Fees:

Up to 60 days before departure	25% (Booking Fee) is forfeited
59 – 35 days before departure	50% of cost is forfeited
34 – 15 days before departure	75% of cost is forfeited
14 days or less before departure	100% of cost is forfeited

ADDITIONAL INFORMATION

Should someone in your party require medical attention, please contact us so we can advise on the closest clinic or hospital.

Karatu: Fame Clinic +255 732 978 729 Dr. Frank Artress, Dr. Mshana or Dr. Ivan

Flying Medical Service: for emergency evacuations +255 27 2508583

AMREF: for emergency evacuations +254 722 314 239, +254 733 639 088, +254 736 359 362

RULES OF THE ROAD

- Please drive carefully and obey the posted speed limits (max speed limit is 80 km/hr)
- Do not drive with sandals or slippers (flip flops)
- Drive defensively

Police inspections:

In vehicle inspections the police may ask to see the following:

- Insurance and road licence (these are the stickers on the windows)
- Safety equipment (provided in each vehicle)
 - two reflective triangles
 - fire extinguisher
 - and first aid kit

Parking:

- Lock the vehicle and close all windows. Vandalism of unattended cars is not uncommon.
- Park in designated parking areas only.
- The parking fee (in Arusha) for rented vehicles is Tshs.1000/= per day. Parking attendants wearing uniforms will collect the fee and give you a parking ticket. Display the ticket on the dashboard.