



All vehicles are hired subject to the terms of conditions set out in the Bidvest Car Rental (BCR) standard Rental Agreement, copies of which are available at all rental branches and on the internet under our Terms and Conditions of rental. We do suggest that you familiarise yourself with the contents of this document and we welcome any questions you may have.

- **BCR Fleet**

The group/models mentioned may be altered without notice depending on availability and BCR reserves the right to substitute vehicles should the reserved vehicle not be available at time of hire;

- **Extension of rental period**

Should a rental be required for a longer period than initially reserved, such extension must be authorised by BCR prior to the termination date and time. Should the extended rental period not be authorised by BCR the renter will be in breach of our Terms and Conditions and as a result, will not be covered by any form of waiver and the full vehicle value will be held at the sole risk of the renter.

- **Renters**

For security reasons, renters need to produce a valid form of identification and a valid unendorsed driver's license at time of rental.

International visitors are required to produce their passports when collecting their vehicle. Foreign driving licenses are acceptable provided the language used (printed thereon) is English and there is a photograph present. Should a license be in any language other than English, we require an International Driving Permit to be produced at commencement of the rental.

The minimum age for drivers and authorised co-drivers is 21 years. In the event of the driver being below 21 years of age, the following will apply: *Between the age of 18 to 20 years: The renter/driver must provide proof of private insurance cover for the BCR vehicle.*

- **Additional drivers**

Waiver charges will increase in the event of a co-driver being nominated: **R310 (N\$310; P310) per driver per rental**

- **Rates**

The minimum rate charged will be for a period of 24 hours. Rates are quoted per 24-hour period from the time of rental until the return of the vehicle. Rates are quoted in the currency of the country of rental origin.

R = South African Rand, N\$ = Namibian Dollar, P = Botswana Pula.

NOTE: Any rate including UNLIMITED MILEAGE is ONLY applicable to international visitors holding a foreign passport & driving license with a return airline ticket to their country of residence.

- **VAT:** All rates are inclusive of VAT, where applicable.

- **Fuel:** Rates quoted include maintenance and oil but exclude petrol/fuel. Fuel is for the renter's own account. Each vehicle is refuelled by BCR on return at the standard government legislated fuel tariff regardless of whether the fuel gage indicates that the vehicle is full. Vehicles refuelled at independent stations are not guaranteed to be filled to capacity.

- **Refuelling Fee:** BCR charges a refuelling fee of **R15 (N\$15; P15)** if the vehicle takes more than R50 (N\$15; P15) worth of fuel.

- **E Toll:** BCR is linked to the South African National Road Agency (SANRAL) database, which, on a regular basis, downloads gantry/tollgate information from all automated freeways. The E Toll charges will reflect on the final rental invoice or will be invoiced as a late charge if the data is received from SANRAL after the vehicle is returned. E toll is charged at the government gazette tariff with a maximum charge of R236 per calendar month. A charge of R1000 will be levied in the event that an ETAG is removed from the vehicle during the rental.

- **E Toll Admin Fee:** BCR charges an administration fee to support and manage E-Toll collections and payments to SANRAL. **20% of total E-Toll cost**

- **Contract Fee:** A rental contract fee is applicable to all rentals. There is a legal requirement to store documents for a period of 5 years. The fee is for the cost of administrating, storing and retrieving all rental contracts. **R73 (N\$73, P73)**

- **Tourism levy:** Members of the South African Vehicle Rental and Leasing Association (SAVRALA) agreed to impose a 1% tourism levy to be used to promote tourism in South Africa under the auspices of SATOUR & SATBC.

- **Airport Surcharge:** Rentals from Airports are subject to an additional surcharge. *ACSA airports 11% per rental; other airports 10% per rental*

- **Delivery & Collection or Lost Key Call Out Fee:** This charge applies to deliveries/collections within 25km of the BCR rental office. Delivery and collections outside city limits (>25km) will be charged at the applicable fee plus R12 per km (N\$12, P12). Lost Key Call Out Fee excludes the cost of replacing the keys - this will be levied separately.
 - During office hours-: Monday to Friday 08h00 to 17h00 = **R390 (N\$390, P390)**
 - After hours & weekends = **R730 (N\$730, P730)**
- **Baby/Child Seat:** Available by prior arrangement: **R345 (N\$345, P345) per rental.**
- **GPS Rental:** Handheld navigation system available by prior arrangement: **R90 (N\$100, P100) per day.**
- **Claim Administration Fee:** An administration fee will be charged on ALL liability waiver claims. This includes claims where the renter/driver has taken Super Collision Damage Waiver and/or Super Theft Loss Waiver. The liability amount on the waivers contributes towards the repair cost of the vehicle; the claim administration fee covers the cost of processing the claim. This includes items such as quote gathering and legal services. **R650 (N\$850, P850)**
- **Assessors Fee:** All damage sustained to the rental vehicle in excess of R5000 vat incl (N\$5000; P5000) is appraised by an independent assessor. The evaluation has a cost element, but provides assurance to the renter and/or their insurer that the damage costing is legitimate, not inflated and consistent with acceptable industry standards. **R750 (N\$950, P950)**
- **Overdue Rental Administration Fee:** Should the rental vehicle not be returned by the agreed date & no prior arrangement has been made to extend the rental, the vehicle will be collected by BCR and an Overdue Rental Admin Fee will be charged. **R600 (N\$600; P600)**
- **Traffic Fine Administration Fee:** Should the renter receive a traffic fine whilst renting the BCR vehicle, a Traffic Fine Administration Fee will be levied per fine to cover the cost of redirecting the fine to the renter. **R275 (N\$275, P275)**
- **Towing Charges:** The renter will be liable for the full cost of the service rendered.
- **A cleaning / valet service** may be charged at the sole discretion of BCR.
- **One Way fees:** A one-way fee is charged when a renter collects the vehicle from one BCR location and returns the vehicle to a BCR location in excess of 50km from the rental location. The one-way fee will be quoted at time of reservation/quote. The one-way fee covers the cost of relocating the vehicle back to the original location.

| One Way Fees | |
|--|----------------|
| Only most frequent one way destinations noted below. The one way fee specific to your rental will be quoted at the time of quotation/reservation | |
| South Africa *vice versa | |
| General > 50kms from renting branch | R 960 |
| * Port Elizabeth/East London to Port Alfred | R 288 |
| * Durban to Richards Bay | R 328 |
| * Johannesburg to Sun City/Rustenburg | R 328 |
| * OR Tambo Airport to Sandton Gautrain Branch | R 230 |
| * All one ways from Upington; Kuruman & Kathu | R 1 116 |
| Namibia *vice versa | |
| * Windhoek to Swakopmund & Walvisbay | N\$1650 |
| * Windhoek to Oshakati / Ondongwa | N\$3000 |
| * Windhoek/ Walvisbay/ Swakopmund to Luderitz | N\$6000 |
| * Windhoek to Katimo Mulilo | N\$3996 |
| * Walvis Bay/Swakop to Oshakati/ Ondongwa/ Katimo Mulilo | N\$5963 |
| Botswana *vice versa | |
| * Gaborone to Francistown | P1253 |
| * Gaborone to Maun / Kasane | P2381 |
| * Francistown to Maun / Kasane | P1253 |

- **Cross Border Rentals**

No cross border rentals allowed to Angola; Malawi, Mozambique; Zambia; Zimbabwe, even if returning to South Africa / Namibia or Botswana.

Any renter wishing to cross borders (South Africa / Namibia / Botswana / Swaziland / Lesotho) must be in possession of a letter of authorisation from BCR, obtainable from BCR at the time of rental.

| Cross Border Rentals | |
|---|-----------|
| South Africa | |
| South Africa to Namibia | R 1 673 |
| South Africa to Botswana | R 1 673 |
| South Africa to Lesotho | No charge |
| South Africa to Swaziland | No charge |
| Namibia | |
| Namibia to South Africa | N\$1742 |
| Namibia to Botswana | N\$1742 |
| Namibia to Lesotho | N\$1742 |
| Namibia to Swaziland | N\$1742 |
| Botswana | |
| Botswana to South Africa | P1670 |
| Botswana to Botswana | P1670 |
| Botswana to Lesotho | P1670 |
| Botswana to Swaziland | P1670 |
| International One-Way Fees (includes cross border authorisation fee) | |
| South Africa | |
| South Africa to Namibia Windhoek | R 6 957 |
| South Africa to Botswana Gaborone | R 4 284 |
| South Africa to Botswana Francistown | R 5 526 |
| South Africa to Botswana Maun | R 5 526 |
| South Africa to Botswana Kasane | R 7 492 |
| South Africa to Swaziland | R 3 128 |
| South Africa to Lesotho | R 3 128 |
| Namibia | |
| Namibia to South Africa | N\$6405 |
| Namibia to Botswana | N\$6405 |
| Namibia to Swaziland | N\$6405 |
| Namibia to Lesotho | N\$6405 |
| Botswana | |
| Botswana to Namibia Windhoek | P7490 |
| Botswana–Gaborone to South Africa | P4281 |
| Maun/Francistown/Kasane to South Africa | P6627 |
| Botswana–Gaborone to Swaziland or Lesotho | P7490 |
| Maun/Francistown/Kasane to Swaziland or Lesotho | P7490 |

- **Terms of Payment**

An authorisation deposit is required on American Express, Diner's Club, Visa or MasterCard credit cards;

BCR does not have the facility to allow the use of Debit or "Electronic use only" cards as a method of payment.

An authorisation deposit will be held on the credit card for the duration of the rental. Should the rental be extended, or an incident takes place, further funds will be held on the card to ensure that all costs are covered by the deposit. Once the rental has been finalised, the actual rental amount will be debited from the credit card and the authorisation amount will be released.

Due to high risk associated with rentals over a weekend, an additional authorisation is required to ensure there are sufficient funds in the event of an incident.

- **Waivers & Liability**

BCR provides liability waivers for the renter against financial loss; namely Collision Damage Waiver (CDW), Super Collision Damage Waiver (SCDW), Theft Loss Waiver (TLW), and Super Theft Loss Waiver (STLW), Tyre & Glass Waiver & Hail Damage Waiver.

- **Collision Damage Waiver (CDW)**

In the event of an accident where the vehicle is damaged or written off, the liability of the renter is limited to the liability as set out in the table below (under "Standard Liability") irrespective of fault or cause.

This is provided that the renter is not in breach of any provision of the rental agreement. Should the renter decline to take CDW, the renter will be liable for the full amount of damages to the vehicle, or the full replacement value of the vehicle in the event of an accident, where the vehicle is damaged or written off.

- **Super Collision Damage Waiver (SCDW)**

In the event of an accident where the vehicle is damaged or written off, the liability of the renter is limited to the liability as set out in the table below (under "Super Liability") irrespective of fault or cause.

This is provided that the renter is not in breach of any provision of the rental agreement. Should the renter decline to take SCDW, the renter will be liable for the full amount of damages to the vehicle, or the full replacement value of the vehicle in the event of an accident, where the vehicle is damaged or written off.

- **Theft Loss Waivers (TLW)**

In the event of theft, hijacking or loss of the vehicle and/or any accessories, the liability of the renter is limited to the car group liability as set out in the table below, (under "Standard Liability") irrespective of fault or cause.

This is provided that the renter is not in breach of any provision of the rental agreement. Should the renter decline to take TLW, the renter will be liable for all damages suffered by BCR, resulting from theft, hijacking or loss of the vehicle and/or any accessories.

- **Super Theft Loss Waiver (STLW)**

In the event of theft, hijacking or loss of the vehicle and/or any accessories, the liability of the renter is limited to the car group liability as set out in the table below (under "Super Liability") irrespective of fault or cause.

This is provided that the renter is not in breach of any provision of the rental agreement. Should the renter decline to take STLW the renter will be liable for all damages suffered by BCR, resulting from the theft, hijacking or loss of the vehicle and/or any accessories.

- **Tyre and Glass Waiver**

Damage to tyres and glass (including windscreen) is **EXCLUDED** if no theft or collision of the vehicle has occurred. Tyre and Glass waivers can be purchased at the time of rental to waive this risk provided that the renter is not in breach of the rental agreement. **R50 (N\$100; P100) per day**

- **Hail Damage Waiver**

Hail damage is specifically **EXCLUDED** from waiver liability & the renter is fully liable for any such damage caused to the vehicle. Hail Damage Waiver can be purchased at the time of rental to waive this risk: **R50 (N\$50; P50) per day**

- **General Information on Liability Waivers**

Standard Liability is applicable to CDW and TLW, Super Liability is applicable to SCDW and STLW.

- **Southern African Residents:** The renter/driver must provide proof of private insurance cover for the BCR vehicle if the purchase of liability waivers is declined.

- **International Visitors:** The purchase of liability waivers is **COMPULSORY**. The rental will be declined if the renter/driver does not purchase Collision Damage Waiver and Theft loss waiver **OR** Super Collision Damage Waiver and Super Theft Loss Waiver.

- **Personal property is not covered by the waivers reflected above**

- **Waivers do not include any damage to the vehicle incurred as a result of potholes, dust storms and/or sand.**

- **Towing charge is for the renter/driver's account.**

South Africa Waivers

| Group | Standard Waiver | | | Standard Liability | TOP UP to Super Waiver | Super Cover | | | Super Liability |
|--|-----------------|---------|-----------------------|--------------------|------------------------|-------------|---------|--------------------|-----------------|
| | CDW | TLW | Standard Waiver Total | | | SCDW | STLW | Super Waiver Total | |
| | Per Day | Per Day | Per Day | Per Incident | Per Day | Per Day | Per Day | Per Incident | |
| A - MDMR - Chev Spark/similar | 89 | 58 | 147 | 14 500 | 99 | 133 | 113 | 246 | 3 500 |
| U - EBMR - VW UP | 95 | 60 | 155 | 20 000 | 100 | 140 | 115 | 255 | 4 500 |
| B - EDMR - Ford Fiesta/similar | 95 | 60 | 155 | 20 000 | 100 | 140 | 115 | 255 | 4 500 |
| C - CDMR - Toyota Corolla/similar | 100 | 65 | 165 | 24 000 | 110 | 150 | 125 | 275 | 4 800 |
| D - EDAR - Honda Jazz/similar | 100 | 65 | 165 | 24 500 | 110 | 150 | 125 | 275 | 4 900 |
| E - CDAR - Toyota Corolla/similar | 102 | 66 | 168 | 27 000 | 110 | 152 | 126 | 278 | 5 500 |
| F - IDAR - Audi A3/similar | 103 | 68 | 171 | 42 000 | 115 | 153 | 133 | 286 | 8 200 |
| G - PDAR - Audi A4/similar | 113 | 73 | 186 | 43 000 | 125 | 168 | 143 | 311 | 8 500 |
| H - PCAR - Merc C Class | 113 | 73 | 186 | 44 000 | 129 | 170 | 145 | 315 | 8 700 |
| J - LCAR - Merc E Class | 143 | 88 | 231 | 60 000 | 155 | 213 | 173 | 386 | 13 000 |
| O - SVMR - Toyota Avanza / Similar | 100 | 65 | 165 | 23 500 | 110 | 150 | 125 | 275 | 4 900 |
| K - IFMR - Mitsubishi ASX / Similar | 103 | 68 | 171 | 32 000 | 115 | 153 | 133 | 286 | 7 000 |
| R - SFMR - Nissan X-Trail 2x4 / Similar | 135 | 85 | 220 | 38 000 | 145 | 195 | 170 | 365 | 9 500 |
| I - PRAR - Toyota Fortuner 2x4 / Similar | 135 | 85 | 220 | 42 000 | 145 | 195 | 170 | 365 | 10 000 |
| N - PVMR - VW T5 / Similar | 137 | 87 | 224 | 48 000 | 146 | 198 | 172 | 370 | 10 500 |
| P - PVAR - VW DSG / Similar | 137 | 87 | 224 | 50 000 | 146 | 198 | 172 | 370 | 11 000 |
| Z - LVMR - Toyota Quantum / Similar | 140 | 90 | 230 | 52 000 | 160 | 215 | 175 | 390 | 12 000 |
| 1L - IFNR - 4x4 S/Cab / Similar | 154 | 85 | 239 | 38 000 | 196 | 265 | 170 | 435 | 13 000 |
| 1M - FFNR - 4x4 D/Cab / Similar | 159 | 95 | 254 | 52 000 | 202 | 276 | 180 | 456 | 17 000 |
| 5M - LFAR - Ford Ranger 4X4 D/Cab / Auto | 159 | 95 | 254 | 52 000 | 202 | 276 | 180 | 456 | 17 000 |
| 5B - Audi A3 Cabriolet / Similar | 135 | 85 | 220 | 44 000 | 145 | 195 | 170 | 365 | 20 000 |

Namibia Waivers

| Group | Standard Waiver | | | Standard Liability | TOP UP to Super Waiver | Super Cover | | | Super Liability |
|--|-----------------|---------|-----------------------|--------------------|------------------------|-------------|---------|--------------------|-----------------|
| | CDW | TLW | Standard Waiver Total | | | SCDW | STLW | Super Waiver Total | |
| | Per Day | Per Day | Per Day | Per Incident | Per Day | Per Day | Per Day | Per Incident | |
| B - EDMR - Ford Fiesta/similar | 115 | 55 | 170 | 25 000 | 85 | 145 | 110 | 255 | 5 000 |
| C - CDMR - Toyota Corolla/similar | 120 | 60 | 180 | 28 000 | 85 | 155 | 110 | 265 | 6 000 |
| D - EDAR - Honda Jazz/similar | 135 | 70 | 205 | 31 000 | 75 | 160 | 120 | 280 | 7 000 |
| E - CDAR - Toyota Corolla/similar | 135 | 70 | 220 | 35 000 | 60 | 160 | 120 | 280 | 9 000 |
| H - PCAR - Merc C Class | 145 | 80 | 225 | 46 000 | 110 | 190 | 145 | 335 | 10 000 |
| K - IFMR - Mitsubishi ASX / Similar | 145 | 80 | 225 | 37 000 | 108 | 188 | 145 | 333 | 9 000 |
| R - SFMR - Nissan X-Trail 2x4 / Similar | 160 | 95 | 255 | 42 000 | 125 | 220 | 160 | 380 | 15 000 |
| I - PRAR - Toyota Fortuner 2x4 / Similar | 160 | 95 | 255 | 42 000 | 125 | 220 | 160 | 380 | 15 000 |
| N - PVMR - VW T5 / Similar | 150 | 90 | 240 | 52 000 | 170 | 250 | 160 | 410 | 16 000 |
| P - PVAR - VW DSG / Similar | 150 | 90 | 240 | 54 000 | 170 | 250 | 160 | 410 | 17 000 |
| Z - LVMR - Toyota Quantum / Similar | 170 | 105 | 275 | 56 000 | 195 | 285 | 185 | 470 | 18 000 |
| 1L - IFNR - 4x4 S/Cab / Similar | 154 | 85 | 239 | 38 000 | 196 | 265 | 170 | 435 | 13 000 |
| 1M - FFNR - 4x4 D/Cab / Similar | 159 | 95 | 254 | 52 000 | 202 | 276 | 180 | 456 | 17 000 |
| 5M - LFAR - Ford Ranger 4X4 D/Cab / Auto | 159 | 95 | 254 | 52 000 | 202 | 276 | 180 | 456 | 17 000 |
| 7L - 4x4 S/Cab / Similar - Fully equipped, one tent | 154 | 85 | 239 | 38 000 | 196 | 265 | 170 | 435 | 13 000 |
| 7M - 4x4 D/Cab / Similar - Fully equipped, one tent | 159 | 95 | 254 | 52 000 | 202 | 276 | 180 | 456 | 17 000 |
| 7N - 4x4 D/Cab / Similar - Fully equipped, two tents | 159 | 95 | 254 | 52 000 | 202 | 276 | 180 | 456 | 17 000 |

Botswana Waivers - Effective from July 2016 - 31 Jan 2017

| Group | Standard Waiver | | | Standard Liability | TOP UP to Super Waiver | Super Cover | | | Super Liability |
|--|-----------------|---------|-----------------------|--------------------|------------------------|-------------|---------|--------------------|-----------------|
| | CDW | TLW | Standard Waiver Total | | | SCDW | STLW | Super Waiver Total | |
| | Per Day | Per Day | Per Day | | | Per Day | Per Day | Per Day | |
| A - MDMR - Chev Spark/similar | 89 | 58 | 147 | 16 000 | 99 | 133 | 113 | 246 | 5 500 |
| B - EDMR - Ford Fiesta/similar | 95 | 60 | 155 | 22 000 | 100 | 140 | 115 | 255 | 6 500 |
| C - CDMR - Toyota Corolla/similar | 100 | 65 | 165 | 26 000 | 110 | 150 | 125 | 275 | 7 000 |
| D - EDAR - Honda Jazz/similar | 100 | 65 | 165 | 26 500 | 110 | 150 | 125 | 275 | 7 500 |
| E - CDAR - Toyota Corolla/similar | 102 | 66 | 168 | 35 000 | 110 | 152 | 126 | 278 | 9 000 |
| F - IDAR - Audi A3/similar | 103 | 68 | 171 | 42 000 | 115 | 153 | 133 | 286 | 10 000 |
| G - PDAR - Audi A4/similar | 113 | 73 | 186 | 45 000 | 125 | 168 | 143 | 311 | 10 500 |
| H - PCAR - Merc C Class | 113 | 73 | 186 | 46 000 | 129 | 170 | 145 | 315 | 11 000 |
| J - LCAR - Merc E Class | 143 | 88 | 231 | 60 000 | 155 | 213 | 173 | 386 | 15 000 |
| O - SVMR - Toyota Avanza / Similar | 100 | 65 | 165 | 40 000 | 110 | 150 | 125 | 275 | 8 000 |
| K - IFMR - Mitsubishi ASX / Similar | 103 | 68 | 171 | 45 000 | 115 | 153 | 133 | 286 | 10 500 |
| R - SFMR - Nissan X-Trail 2x4 / Similar | 135 | 85 | 220 | 45 000 | 145 | 195 | 170 | 365 | 11 000 |
| I - PRAR - Toyota Fortuner 2x4 / Similar | 135 | 85 | 220 | 45 000 | 145 | 195 | 170 | 365 | 11 000 |
| N - PVMR - VW T5 / Similar | 137 | 87 | 224 | 52 000 | 146 | 198 | 172 | 370 | 13 000 |
| P - PVAR - VW DSG / Similar | 137 | 87 | 224 | 52 000 | 146 | 198 | 172 | 370 | 13 000 |
| Z - LVMR - Toyota Quantum / Similar | 140 | 90 | 230 | 54 000 | 160 | 215 | 175 | 390 | 15 000 |
| 1L - IFNR - 4x4 S/Cab / Similar | 154 | 85 | 239 | 38 000 | 196 | 265 | 170 | 435 | 13 000 |
| 1M - FFNR - 4x4 D/Cab / Similar | 159 | 95 | 254 | 52 000 | 202 | 276 | 180 | 456 | 17 000 |
| 5M - LFAR - Ford Ranger 4X4 D/Cab / Auto | 159 | 95 | 254 | 52 000 | 202 | 276 | 180 | 456 | 17 000 |

- In The Event Of An Accident**

Remember that under South African law, all accidents must be reported to the nearest police station within 24 hours of the accident having taken place. In accordance with the terms and conditions as set out in BCR's Rental Agreement, all accidents must be reported to the nearest BCR location and all necessary documentation completed within 48 hours. Non-compliance of the above could result in your claim being repudiated.

- BCR Assist offers the following:**

- **Medical Assistance** – 24 hour service for all medical emergencies, be they accident or illness related
- **Free transportation to the nearest appropriate medical facility by ground or air in the event of a medical emergency;**
- Access to medical doctors, ICU, nursing sisters and paramedics;
- Assistance with admission to the medical facility; Many hospitals require a deposit upon administration, BCR Assist will guarantee payment of such deposit up to an amount of R2 000.00 (N\$2 000.00, P2 000.00), which will be recovered from the renter;
- Monitoring of the patient's condition and, on request, updates to family;
- Telephonic medical advice for minor ailments;
- Telephonic immunisation or prophylaxis advice;

- Roadside Assistance in South Africa**

The 24-hour BCR Assist call centre has access to a national network of motor vehicle service operators for mechanical breakdown and/or vehicle accidents.

- When requested by the customer, BCR Assist will assist with:**

- Dispatch an approved towing vehicle to remove your rental vehicle to a specialist workshop.
- Provide roadside assistance for common minor problems. For example: flat tyres, lost keys, lack of fuel, etc.
- Relay messages to family and colleagues in the event of a collision or breakdown.
- Assist with accommodation and travel arrangements.

Kindly note any charges attracted by the contracting of any of these offered services, will be for the renter's personal account

- Directions in South Africa**

If the renter is unable to find their way, they need only contact the BCR Assistance toll free number to be assisted with directions, whether it is a specific street address or assistance on the shortest route to take to a destination

- **BCR Assist Contact Details:** South Africa: 0800 11 57 67 OR Cross Border: +27 11 991 8092