

DETAILED EXPLANATION CAR INSURANCE

Introduction

This document is describing all details of car insurance as included in a car rental agreement or included in a booked trip including car rental and all accommodations and/or campsites.

Background

It is important to be aware and understand that there are significant differences compared to Western countries in case of car insurances and responsibility in case of damages.

For example, in Namibia and Botswana, it is not obliged to have any car insurance. In practice this means, that the majority of the cars do not have any insurance at all and that the owners and/or car users are responsible for any damages and related compensation in case of an accident or damages.

Standard Excess

All rental cars have standard third party insurance and are insured in case of traffic accidents for 85% of the value. The client is responsible for the deductible/excess of the remaining 15%.

For this 15% a guarantee by credit card (VISA or Mastercard) is required when arriving at the car rental company. This guarantee is cancelled automatically when the car is returned and there are no damages found.

Besides the general exclusions, terms & conditions, also glass damage and tire damages are not covered by this type of insurance and will be the responsibility of the client.

Reduction of the Excess

When the client likes to rent the car with a lower excess than standard excess then an additional fee per day will be calculated. It is possible to reduce the excess to a minimum of N\$ 1,500.

The reduction possibilities are:

- Reduced excess 1: 50% reduction
- Reduced excess 2: 87.5% reduction
- Reduced excess 3: reduction of the excess amount to a minimum of N\$ 1,500

Reduced excess 1 and 2

Reduction of the excess amount helps you in case of an accident in which a third party is involved. The damage to the rented vehicle as well as the vehicle of the third party is covered above the amount of the chosen excess amount.

Important: Reduced excess 1 and 2 exclude damage to tyres, windows and damages as a result of single vehicle accidents. Also damages as a result of sandstorms are excluded.

Reduced excess 3

Additionally included in the reduced excess 3 are:

- Damage to windows
- One (1) Damaged Tyre
- Sandblast Damages
- Single Vehicle Accidents (negligence e.g. Speeding, Drunken Driving etc. excluded)

The excess amount of N\$ 1,500.00 of reduced excess 3 is always applicable.

Important: Reduced excess 3 can NOT be compared with the European "Full Casco" or "All Risk", where all damages are covered independent of the cause or the guilt. This kind of insurance policy is simply not known in Namibia.

Single Vehicle Accidents

Losing the control over the car and rolling the car, bumping a tree while reversing the car, accidents without involvement of a third party are single vehicle accidents.

Coverage by the insurance company

In both mentioned policies the damages are covered in case:

- it concerns a traffic accident in line with the definition of the insurance company;
- there is no situation of negligence;
- it is not a situation mentioned in the exclusions.

Traffic accident

The used definition of a traffic accident is: an accident with the vehicle where another vehicle is involved, or where a pedestrian is involved, or where an animal is involved.

Important: traffic accidents without involvement of other parties, like e.g. rolling the car is not covered. Also not, for example, when one tries to avoid hitting an animal crossing the road.

Negligence

This is the situation when the driver and/or the passengers are not behaving according to the law or general regulations. Examples when the insurance company is not covering the damages:

- in case of drunk driving;
- in case of speeding;
- in case of crossing a red traffic light;
- in case of driving through water (rivers, swamp, sea), where the water level reaches higher than the axle of the car;
- in case of wrong use of clutch, gears and engine of the car;
- etc.

Exclusions

Damages which are not covered by the insurance company:

- (burning) damage caused by cigarettes, matches and or lighters;
- damage caused by walking or standing on the roof or bonnet;
- damage caused by rolling the car, without the involvement of another party (included in Reduced excess 3);
- damaged glass and windows (included in Reduced excess 3);
- damaged tires (punctures, leaking, and/or extraordinary use) (included in Reduced excess 3);
- damage caused by driving through water;
- damage caused by sandstorms (included in Reduced excess 3);
- damage of personal belongings;
- etc.

Theft

Theft of the vehicle is covered in case the client behaved responsibly and took care, the vehicle was locked and in case the client can deliver the original car keys.

Tyre damage

The minimum profile of the tyres are 6 mm (3 mm for spare tyres).

Tyre damage is not covered (included in Reduced excess 3). In case of a puncture or a damaged tyre, you can try to have it fixed or you can choose to purchase a new tyre, so you can continue driving.

When returning the car you will be charged for the damaged tyre as the damaged tyre has to be replaced by a new one. You will only be charged for the existing mm's of profile and not by definition for a whole new tyre.

Sandstorm

In case of a sandstorm, stop immediately the car and try to look for a temporary shelter

If this is not possible, then continue driving with a very low speed. Damages caused by a sandstorm are not covered by the insurance (included in Reduced excess 3). Sandstorms do mostly occur at the coast and in case of an eastern wind.

Police report is compulsory

It is demanded to have a full police report in case of damage. When you are able to take pictures this is advisable at all times.

Towing cost

The towing cost in case of an accident is always for account of the client.

'Claim handling' fee

The administrative cost related to a damage called 'claim handling' is for the account of the client.

Coverage by 'own' insurance

With some (travel) insurance companies it is possible to get additional insurance for damages to rental vehicles, which are not covered by the standard insurance of the car hire company.

Also some credit card companies do offer this additional insurance. We advise our clients to contact their credit card and/or insurance company beforehand to check on and organize this additional insurance.

More information

In case you would like to have more information please check the original insurance policy conditions of the insurance company, which will be handed out to you at the rental company.

1) Important: see the definition of traffic accidents which is dealt with by the insurance company, taking into account negligence and the exclusions.

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