



CLIENT INFO PACK

Booking Procedures:

1. Decide on dates
2. Choose a suitable vehicle
3. Choose camping options or other extras if needed
4. Decide on insurance cover (See insurance options below)
5. Request a quotation
6. When ready to book, accept the quotation by clicking on the 'accept quotation' link which will be sent via email
7. Secure your booking by paying 10% deposit (Booking less than 30 days before arrival requires full payment)

Booking Information:

1. Bookings require a 10% down payment
2. Full payment is required 14 days prior to booking date
3. Provide a soft copy of Passport, International driving permit (IDP) where necessary and Original Driver's License (Note: IDP, Translated License is used as a supporting document). Original IDP (*where necessary) and Driver's License is required on check out of vehicles
4. Airport pick up /drop off is complementary part of our service offering

Booking Cancellation Payment Prior To Date:

1. More than 30 days 10%.
2. Less than 30 days 50%.
3. Less than 7 days 100%.

Vehicle Categories

1. All our vehicles come inclusive of the following: standard insurance cover, full tank fuel, airport pick up/ drop off, Wi-Fi, first aid kit, compressor, tyre gauge, fire extinguisher, vehicle jack, tool kit and spare wheel(s).

Our vehicle categories include the following types of vehicles:

1. SMALL/COMPACT VEHICLES

Our compact vehicles are perfect for 1 to 4 passengers, offering excellent fuel efficiency and economy. Our cross over models can effortlessly handle a variety of terrains, making them comfortable and versatile.

2. BUDGET 4X4

Our budget 4x4 double cabs offer the same comfort, size and safety features as our standard models, but at a more affordable price. While these vehicles may have slightly higher mileage or be older models, they are meticulously maintained to ensure a reliable and enjoyable driving experience. All our vehicles comply with safety standards.



3. STANDARD 4X4

Our standard 4x4 double cabs provide the comfort, size and safety features in the latest vehicle models.

4. PREMIUM 4X4

Our premium 4x4 double cabs are the latest vehicles equipped with powerful engines offering unmatched capability and performance. Depending on the model, features such as GPS, infotainment systems, cruise control and sleek interiors are included features to enhance your driving experience.

5. COMPACT SUV

Our compact SUVs come equipped with both 4x4 and all-wheel drive systems, making them versatile for various terrains. These fuel efficient, compact vehicles are designed to be capable and practical and also come equipped as camping or non camping options.

6. PREMIUM SUV

Our premium SUVs offer comfort and luxury, complemented by sleek interiors, These capable off-road vehicles provide the added benefit of comfort and style.

Vehicles Types:	Accessories:
Small/Compact Vehicles	
Budget 4x4	Canopy
Compact SUV	
Premium SUV	
Standard 4x4 Double cabs	Canopy
Premium 4x4 Double cabs	Canopy
Mini Bus	

Camping Options:
Roof tent / Ground Tent
Camping Sleeping set (Mattress / Pillow / Sleeping Bag / Blanket)
Cooking Set (Kitchen Box / Crockery Box / Gas Bottle / BBQ frame)
Table / Chairs
Fridge/ Cooler Box / Battery Pack/
Jerry Cans / Camping Boxes / Cable Ties / Flashlights

Vehicle Expedition Options:	Fuel Type:
Off Road	Diesel
City Only	Petrol

Additional Extras
Child Seat, GPS, Two way radio, Satellite Telephone, Moka pot (Coffee maker), Camping wine glasses, Table cloth

CONTACT: bookings@gwcarrentals.com

WEBSITE: www.gwcarrentals.com

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What to expect regarding our policies (excerpts from the contract):

1. The RENTER shall at all times be bound to the following speed limits:
 - 1.1. A maximum of 80km/h on any gravel road
 - 1.2. A maximum of 120km/h on all tarred public road subject to the speed limits imposed by the government or any local authority for any specific stretch of road and the vehicle you drive
 - 1.3. In the event that 4 x 4; is engaged:
 - 1.3.1. 20km/h in low range
 - 1.3.2. 80km/h in high range
2. The RENTER shall not be entitled to drive to below destinations without written approval from Lessor and valid permit where required
 - 2.1. To Sandwich Harbour
 - 2.2. Along the Kunene River
 - 2.3. From Epupa Falls east on road No.3700 to road No.3701
 - 2.4. Up or down Van Zyl's pass
 - 2.5. Passing through or visiting any concession or restricted areas without prior consent
 - 2.6. Through salt water, running rivers or any water that could cause damage to vehicle
 - 2.7. On any beach
 - 2.8. In any sandstorm, any sandblasting damage will be for renter account
 - 2.9. Along riverbed
 - 2.10. Before sunrise and after sunset between towns & cities (Within town/city allowed) (21:00-05:00)
 - 2.11. On unregistered roads, unless to/from lodge
 - 2.12. Driving any Gravel roads with city cars/sedans not meant for off-road
 - 2.13. Driving in Country, region or area with known riots, strikes or any political unrest
3. Crossing the border requires the following:
 - 3.1 Cross Border Charge to be paid in full
 - 3.2 Cross Border Agreement
 - 3.3 Full itinerary for travel outside Namibia
4. The RENTER undertakes not to:
 - 4.1. Step on the roof or bonnet or on any other painted part of the vehicle
 - 4.2. Lean against any metal parts of the vehicle body
 - 4.3. Leave the vehicle unguarded or in an unsafe area
 - 4.4. Leave the key in the ignition while not driving
 - 4.5. Drive long distances with 4x4 engaged or drive vehicle in 4x4 on surface (hard) road.
 - 4.6. Drive intoxicated (under influence of alcohol, drugs or medicated)
5. The RENTER undertakes to:
 - 5.1. Engage 4x4 timeously to prevent clutch and tyre damage
 - 5.2. Have the breaks cleaned after having been stuck in mud
 - 5.3. Ensure that his/her passengers and guests comply with all terms and conditions
 - 5.4. Maintain tyre pressure as per renter requirements
6. The RENTER agrees that any roof top tents or camper, if mounted will be used at the sole and exclusive risk of the RENTER
7. If vehicle is scratched, the RENTER will be liable for a polishing fee of N\$ 650.00 (SIX HUNDRED AND FIFTY NAMIBIAN DOLLARS) PLUS 15% VAT
8. If the RENTER is involved in an accident and a new vehicle is required, the RENTER shall not be entitled to any refund in terms of this rental agreement and the RENTER will not have to enter into an entirely new rental agreement for another vehicle. A new rental agreement would have to be paid in full
9. Unless 48 hours prior notice have been given to the effect that the vehicle shall be returned before the due date, the RENTER will not be entitled to any refund. Late delivery of vehicle will result in additional daily charge
10. All breakdowns must be dealt with within 24 hours and the Lessor shall be informed of the full extent and cost of the repairs
11. Urgent replacement of vehicle can only be done if vehicle is not movable
12. The RENTER will remain liable for all damages to the vehicle not covered by the insurance, for example but not limited to chipped tyres, deep scratches, under body damage, etc
13. Renter shall be liable for all fines generated on vehicle or driver during time of rental
14. Negligence is considered any damage caused by deliberate action or preventable action
15. Renter shall not be allowed to remove any part or accessory from vehicle without prior consent (this includes Wi-Fi router)
16. It is recorded that the vehicle is fitted with a Tracking device and that routes and vehicle speed amongst other items are strictly monitored

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17. Renter ensures to check status of vehicle and all other items provided with vehicle together with GW car rentals representative and signature of checklist confirming acceptance of that document
18. Vehicle will be delivered with full tank and must be returned same. If not, GW Car Rentals will charge fuel and additional admin charges of N\$ 500
19. All damage claims require an admin fee of N\$ 500 per claim
20. Renter acknowledges that this is a non-smoking vehicle and in the event of violation of the condition damages will be charged.
21. Continuous over speeding with vehicle can result in being fined by rental company. Over speed duration of more than 15min and more than 20km/h over limit. Fines up to N\$ 2 500 per offence.
22. In the event of breach on the above agreement renter will be liable for a fine of up to N\$ 25 000 plus any damages to vehicle and any other damaged caused directly by breach of this agreement

What to expect at pick up or arrival from the airport for foreign renters:

- A Gracious Whisp Car Rental representative will be at arrival terminal, holding a board with the Renter's name
Please look out for your name on a plaque
- Our representative driver will assist and allow ample time for foreign exchange of currency. There are foreign exchange outlets available at the airport
- A local number can be obtained at the airport on arrival. MTC is the Local network provider, an MTC outlet is at the airport
- Gadgets such as charger converters / plugs can be purchased at the airport
- Rest room and coffee shop are available while waiting
- Driver will direct everyone and deliver you directly to the Gracious Whisp Car Rentals Office. It takes 30 minutes from the airport (Hosea Kutako International Airport) to Windhoek (capital city)
- Gracious Whisp Car Rentals office is located in Windhoek, at the Old Power Station, Armstrong Street, Southern Industrial

What to expect during check out:

1. WE REQUIRE original documentation: Passport, IDP, Original Driver License (Translated Driver License is only used as a supporting document).

Other requirements include:

- 1.1 Your physical address and mobile number of the country of origin
- 1.2 For Foreign Renters, return flight dates and time must be announced at reception. This is required so that the necessary provisions can be secured for airport transfers and drop off times. Travelers are required to be at the airport 3 hours before the flight
- 1.3 For Local Renters, we require:
 - 1.3.1 Valid Drivers License and Identification Document (ID)
 - 1.3.2 Proof of residency or proof of employment or municipal bill
 - 1.3.3 Proof of MTC cell phone number registration
2. Before the contract will be signed, a briefing will be done regarding company policies as well as the requirements for the selected insurance option
3. Once the client understands, agrees, and signs the contract, a thorough physical inspection will be done with the client on the Vehicle. The Vehicle will be signed off on a remote application
4. In case of any inquiries, flat tyres, windscreen damages or any damages on the vehicle please contact our HOTLINE NUMBER +264 81 275 0006 for assistance. In the case of a theft or accidents, please go to the nearest police station for necessary documentation and assistance.

What to expect during check in:

1. RENTER'S airport departure time must be communicated in advance to make provision for drop off at airport, the standard requirement for flights is for passengers to be at the airport 3 hours ahead of flight
2. Vehicle check in will take place at GW Car Rentals main office in Windhoek
3. A thorough check inspection will be done with the client. The Vehicle will be signed off on a remote application.
4. Standard cover insurance deposit will be refunded when the vehicle is in a satisfactory condition
5. Drop off to Airport/Accommodation is inclusive of our service.

CONTACT: bookings@gwcarrentals.com

CONTACT NUMBER: +264 81 275 0006

WEBSITE: www.gwcarrentals.com

FACEBOOK: <https://www.facebook.com/gwcarrentals>

INSTAGRAM: @gwcarrentals

X: @GWCarRentals

LINKEDIN: <https://www.linkedin.com/company/gracious-whisp-car-rentals>

📍 ZI Old Powerstation Centre, Armstrong Street, Southern Industrial, Windhoek, Namibia

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