Pricing effective 1 Feb 2026

Europcar - Key information for brokers, claims staff and policyholders

1. **Vehicle Options and Descriptions** (All groups D and above are automatic, except Group E, which is a mix of both manual and automatic):

Old Mutual Insure Policy Wording	Europcar Group Equivalent	Description of Vehicle – Passenger Vehicles
Economy	**T** (Manual) and **A** (Auto)	Grp **T - Compact Manual** with aircon, power steering (e.g. KIA Picanto or similar) Grp **A – Compact Auto** with Aircon, power steering (e.g. Toyota Vitz or similar)
Intermediate	**B** and **C**	Grp **B** - **Manual** transmission **Hatch** with airbags, ABS, power steering & aircon (e.g. VW Polo Vivo or similar) Grp **C** - **Manual** transmission ***Sedan*** with airbags, ABS, power steering & aircon (e.g. Toyota Corolla Quest or similar)
Standard	**D**, **F** and **I**	Grp **D** - **Automatic** transmission **Hatch** with airbags, ABS, power steering & aircon (e.g. Toyota Starlet or similar (Auto)) Grp **F** - **Automatic** transmission ***Sedan*** with airbags, ABS, power steering & aircon (e.g. Toyota Corolla Quest or similar (Auto)) Grp **I** - **Manual** transmission with airbags, ABS, power steering & aircon (e.g. Toyota Rumion or similar)
Premium	**H**, **O**	Grp **H** - **Automatic** transmission **Suv** with airbags, ABS, power steering & aircon (e.g. VW T-Roc or similar) Grp **O** - **Automatic** transmission **Sedan** with airbags, ABS, power steering & aircon (e.g. Mercedes Benz C Class or similar)
SUV	**N**, **Q**, **R** and **M**	Grp **N** - **Automatic** transmission ***Large SUV*** with airbags, ABS, power steering & aircon (e.g. Toyota Fortuner 4x2 or similar) Grp **Q** - **Automatic** transmission **Small *SUV*** with airbags, ABS, power steering & aircon (e.g. Toyota Corolla Cross Hybrid or similar) Grp **R** - **Automatic** transmission **Small SUV** with airbags, ABS, power steering & aircon (Hyundai Grand Creta or similar)

		Grp **M** – Manual or Auto **Small SUV** with airbags, ABS, power steering & aircon (Toyota Urban Cruiser or similar)
Bus & small people carrier	**E** and **I**	Grp **E** - ***8-Seater bus***, **Automatic** transmission with airbags, ABS, power steering & aircon (e.g. Hyundai Staria Auto or similar) Grp **I** – **7-seater car** (**Automatic**) with airbags, ABS, power steering and aircon (e.g. Toyota Rumion or similar)
Light Utility	See Europcar "Van Hire" list: **J**	Chevrolet Utility
Single Cab 4x2	See Europcar "Van Hire" list: **Y**	Grp **Y** - Petrol/Diesel, manual transmission, standard canopy (e.g. Toyota Hilux)
Double Cab 4x4	See Europcar "Van Hire" list: **W**	Grp **W** - Petrol/Diesel, manual transmission, standard canopy (e.g. Toyota Hilux)
Hand Controls	**D**	Hand controls handled exclusively under **Group D** (e.g. Polo Vivo); 3-day lead-time

2. Refundable Security/Fuel Deposit: The Security/Fuel deposit is **R2500** for passenger vehicles and **R2500** for Van Hire. This deposit can be paid in the form of a credit card or cash (**Cash refunds will only be done through EFT – no physical cash refunds**). The owner of the credit card must be present to sign the Europcar Rental Agreement (Refer to point 11 on the refund process below).

The customer is liable for all additional charges, which will be deducted from the refundable rental deposit. These charges include, but are not limited to:

- Damage and theft liabilities (Refer to point 7 below)
- Fuel costs,
- Additional drivers,
- One- way fees,
- Counter Products rented e.g. GPS, baby seat, etc.
- E-tolls,
- Additional rental days not authorized by the insurer,
- Admin Fees (Refer to point 16 below).
- Tyre and Windscreen Cover – (Refer to point 11 below).

3. **Customer Contact:** Europcar will contact the customer within 2 hours of receiving the request for a hire vehicle. For **metropolitan areas** the customer will receive their vehicle within **8 working hours**. For outlying areas and licensees (Van Hire) the receiving time of the vehicle will vary dependant on availability and distance. During peak season Europcar will have limited availability on some vehicle groups, in which case an available vehicle will be provided, thereafter the correct vehicle group will be sourced, and a replacement will be done, usually within 24 hours.

4. **Vehicle Deliveries:** Deliveries are not always guaranteed as it depends on driver availability. The rental of the vehicle starts from when it leaves the Europcar depot. The fuel used from the Europcar depot to the customers address is for the customer's account.

5. **Vehicle Collections:** Ensure that Europcar and the broker are advised timeously when a vehicle is ready for collection, as the vehicle remains the customer's responsibility until it is collected by a Europcar representative. The fuel used from the customers address to the Europcar depot is for the

customer's account. Vehicle collections or drop-offs at repairers need to be arranged with Europcar or OMI 24 Hours in advance to prevent any additional charges to the customer.

- ***One-way drop-off fee*** between Europcar branch network (within 150km):
  No charge (Passenger Vehicle)
  No charge (Van Hire).

- ***One-way drop-off fee*** between Europcar branch network (in excess of 150km):
  R1490 (Car hire)
  R1490 (Van Hire).

Car Rental

- ***Delivery & collection* – *office hours (Monday to Friday - 09H30 to 15H30)***:
  No charge (Car hire, irrespective of distance).

- ***Delivery & collection* – office hours (*Monday to Friday* - Before 09H30 and after 15H30)**:
  R500 flat fee (Car hire, irrespective of distance).

- ***Delivery & collection* – *Weekends and public holidays***:
  R500 flat fee (Car hire, irrespective of distance).

Van Rental

- ***Delivery & collection* – office hours (*Monday to Friday* - 09H00 to 16H00)**:
  R565 flat fee (within 25km radius).
  R565+ R16 p/km (in excess of 25km radius).

- ***Delivery & collection* – After hours, weekends and public holidays**
  R1016 flat fee (within 25km radius).
  R1016 + R16 p/km (in excess of 25km radius).

6. **Vehicles:** Rentals are arranged according to policy conditions. Please ensure that the policy conditions are aligned to the customer's rental requirements such as manual and automatic as well as rental groups. The type, make, transmission or engine capacity of a vehicle cannot be guaranteed. Check to see if the customer requires an automatic or a manual transmission and reserve the vehicle accordingly.

7. **Rental length:** To manage costs the vehicle is booked for approximately 10 days and extended by Old Mutual Insure thereafter to a maximum of 30 days or as specified in the policy terms and conditions.
   - **NB:** Please note that regardless of the rental term car hire will only be arranged for the duration of repairs or settlement of the claim which ever may be applicable.
   - Drivable vehicle car hire will only commence when parts have been ordered (if applicable), repairs authorised, and the repairer having booked in the vehicle for the repairs.

8. **The customer's liability:** The customer's liability is **R4000** for most passenger vehicle groups (Except Group W [Double cab 4x4] which is **R5500**) and varies between **R4000** and **R5500** for vehicle groups under Van Hire. This will be billed to the customer if there are any damages/theft or loss identified when the vehicle is returned. In the case where this is due to negligence the customer will be liable for the full incident amount.
   The customer will be liable for double the limited liability amount applicable in the following circumstances:

   - The damage to the vehicle is uneconomical to repair; or
   - Stolen or hijacked vehicles.

   The customer will, in addition to the limited liability amount, be responsible for all towing costs, storage fees and assessment fees (if applicable).

   Lost or stolen keys (tbc)

   3rd party protection (tbc)

   Note: The Europcar Terms and Conditions document is available upon request.

9. **Optional Windscreen Tyre Damage Waiver:** There is an ***optional*** Windscreen & Tyre Damage Waiver at **R35** per day which will cover the customer 100% for any windscreen and tyre damage as long as it does not form part of an accident.

10. **Drivers Licences and additional drivers:** Licences must be produced when wanting to collect the hire vehicles for both the renter and each additional driver. Without a licence the vehicle will not be handed over. If the licence has been stolen, proof of obtaining a new licence together with an ID book/card is required.

11. **Acceptable Methods of Payment:** 3 methods of payment are accepted, namely credit card, debit card or cash. If a client requests for a vehicle to be delivered, only credit cards or cash are accepted as a form of rental deposit. Debit cards are only accepted for branch collections.

12. **The Refund Process:** The customers refund should be processed within six working days of the termination of the rental agreement and the vehicle being returned to Europcar. Ensure the customer has completed the Replacement Rental Pre-Checkout Form with their banking details.

    - Credit Cards

    i. The standard refund turnaround time is 48 hours from termination to allow for e-toll transaction billing. However, due to delays in interbank transfers/transaction the funds reflect on customers statements between 3 to 5 working days.

    - Cash/Debit Card

    ii. Client will complete their banking details on the indemnity form at checkout. On termination of the rental, an invoice will be generated after 48hours to allow for e-toll billing. Thereafter an authorisation verification system (AVS) is processed to ensure the banking details match the customer ID number and refund will be appear on customer statement between 7 – 10 working days.

13. **Notice of intent to be provided by the Policyholder prior to Rental Termination:** In the event of a policyholder **NOT** intending to drop-off his/her rental vehicle at the same place of initial collection, or if the collection of the rental vehicle will be required, then the Policyholder is to inform either his/her broker or the Old Mutual Insure Claims Handler of this request at least 24 hours prior to the vehicle's due date and time for its return. Old Mutual Insure can then assess if there are any associated (additional) costs, and if so, whether the Policyholder or Old Mutual Insure will be liable for such costs.

14. **Admin Fees:** There are additional admin fees that the customer should be aware of:

    a. **Driver and Additional Driver: No fee.**
    3rd and subsequent Additional Driver: R500 per driver (once-off fee); applicable for Car and Van Rental).

    b. **Toll fees: Actual Cost**

    c. **Refuel Service Fee: R40 per refuel**

    d. **Young Driver Surcharge: No daily fee,** but double excess value.
    A Young Driver is classified as a driver having had a license for less than 2 years.
    Note: The liability excess for a Young Driver will be double the standard excess (as explained in point 8 above).

    e. **Fuel: Actual Cost**

    f. **Claims Administration Fee:**
    This is an additional fee which will be charged on top of any collision damage, theft loss or windscreen/tyre damage liability.
        i. **Claims greater than R1000: R975.00**
        ii. **Claims less than R1000: R350.00**
        (These fees are applicable to both Passenger Vehicles and Van Hire).

    g. **Traffic Fine Administration Fee: – per fine: R375.00**
    This is an administration fee charged for all traffic fines incurred during the customer's rental. The fee is for the administration of redirecting these fines into the customer's name. These fees are charged post rental as the fines are only sent to Europcar about 2-3 months after the fine has occurred. Since there is no specific time frame for Europcar to receive the fine from the traffic department, as soon as the fine is received Europcar will redirect it to the customer. In the case where the deposit was paid via credit card when the fine is redirected, the customer's credit card is billed and, in the case, where the deposit was paid via cash/debit card the customer will be invoiced and the Europcar collections department will endeavour to contact the customer to collect the fee. This fee will be deducted from the client's rental deposit.

    h. **Lost Key: Actual cost**

In the event of the client losing the vehicle's key, the client will be liable for the actual key cost, as well as any towing fees (if applicable).

i. **Call out fee - Negligence: Actual Cost**
This is a fee that will be charged for negligent vehicle exchanges such as client running out of fuel, key locked in vehicle, etc.

j. **Lost E-Toll Tag Fee: R1033**
This is a fee that will be charged should the vehicle be returned without its E-Toll E-Tag.

k. **Valet Fee: Half Valet: R230; Full Valet: R660** (for passenger vehicles and Van Hire)
This is a fee that will be charged for excessively dirty vehicles.

15. Fee Breakdown in the Event of an Accident (Example):

In the event of an accident, fees that will be incurred include the following:

a. Liability fee: **R4000/R5500** (dependant on rental vehicle type)
b. Admin fee: **R975** (if claim is greater than R1,000), or **R350** if the claim is less than R1000.
c. Note: Fees above are applicable if the incident is NOT due to negligence.

All rates are inclusive of VAT at 15%.