Website rental terms

DRAFT NOT FOR SIGNATURE — SUBJECT TO NAMIBIAN LEGAL & INSURER APPROVAL

REVIEW MATERIAL ONLY — NOT AN OFFER, APPROVED POLICY OR ENFORCEABLE AGREEMENT. No customer is bound by these drafts. All declarations, payment authority, signing areas, operational promises and source provisions below are retained for review only and must not be executed or relied upon before approval.

Source: owner-supplied September 2026 rental document text, adapted for MPW 4x4 Rentals and Tours CC / Tour Namibia. Source page order and substantive provisions, schedules, booking fields and signing areas are retained. This is a text-based adaptation, not a facsimile of the original Word layout. No registration number, street address or vehicle ownership is asserted.

CONFLICT / APPROVAL NOTICE — COVER: older master, website and summary source terms describe Zero Excess on Covered Claims and Tyre & Windscreen Cover as included. The published supplier /rates page instead adds N$475/day zero excess plus N$145/day tyre/windscreen (N$620/day). The older booking form lists Standard included / N$25,000 hold; Reduced N$195/day / N$7,500 hold; Zero N$375/day / N$0 hold; Tyre & Glass N$125/day. Vehicle detail pages contain further conflicting historical prices. None are adopted as MPW insurance charges, excess, deposits or inclusions. These unresolved source figures are intentionally preserved below for reviewer comparison.

COVER SCOPE: source wording differs on tyres, glass and undercarriage inclusion. Single-vehicle/undercarriage cover, tyre/windscreen counts, rims/glass exclusions, third-party limits, recovery, approved routes and security holds require insurer approval. Zero Excess only applies to covered claims where specifically approved; it is not all-risk insurance. No free zero excess, N$0 deposit or all-inclusive package is promised.

PAYMENT / CANCELLATION / DEPOSITS: the source proposes a 20% booking deposit, balance due dates and cancellation bands (31+ days less N$500 and bank/card costs; 15–30 days 50% deposit refund; 8–14 days 25%; 0–7/no-show non-refundable). Security holds differ across source documents and are distinct from booking deposits. All penalties, refund rules, charges, taxes, payment methods and card authority remain unapproved MPW proposals, not binding policy.

OPERATIONS / LEGAL: reviewer signoff is required for driver age/licence requirements, surcharges, speeds/night driving, GPS/privacy, transfers/waiting periods, kilometres, breakdown/replacement promises, routes/cross-border fees, liability and governing-law wording. Rebranding a source promise does not confirm MPW can provide it. Confirm legal entity details with a Namibian lawyer without inventing registration/address data. Freeze one approved version and align quotation, website and final signed documents only after signoff.

BASE PRICING: MPW mirrors published Namibia Destinations base rental tariffs for the seven authorised configurations. Contracts/cover are separate. Base rates are VAT-inclusive, minimum 7 days, with collection-date season for the entire rental; insurance and other extras must be itemised on request. The old source booking/insurance schedules are review context, not additions to the public base rates.

REVIEW CONTACT: MPW 4x4 Rentals and Tours CC | tour-namibia.com | info@tour-namibia.com | +264 81 143 2045. Do not send completed passport, licence, card details or signed drafts through the public enquiry form. Blank fields and signature lines are illustrative review spaces only.

Retained source provisions — source page 1 / 4

Every provision below is unapproved review wording, subordinate to the conflict/approval notice. Do not sign or treat it as an agreed obligation.

WEBSITE TERMS & CONDITIONS

Review draft of customer version | Tour Namibia

Version: 25 September 2026

Internal publishing draft - retain draft status until Namibian legal and insurer approval.

info@tour-namibia.com | +264 81 143 2045 | tour-namibia.com

Retained source provisions — source page 2 / 4

Every provision below is unapproved review wording, subordinate to the conflict/approval notice. Do not sign or treat it as an agreed obligation.

Before you book - the short version

• Minimum rental: 7 days unless the confirmed quote states otherwise.

• Only authorised drivers named on the booking / Rental Agreement may drive. Minimum age: 23. Licence held for at least 1 year.

• Our standard automated package includes Zero Excess on Covered Claims and Tyre & Windscreen Cover unless the quote

expressly states otherwise.

• Zero Excess does not mean every type of damage is covered. Exclusions still apply.

• Contract limits: 60 km/h in towns, 80 km/h on gravel, 110 km/h on tar, and maximum 60 km/h on rough 4x4 tracks, always subject to

lower posted/legal limits and conditions.

• Long-distance rural driving between 19:00 and 06:00 is not permitted except in an emergency or with prior written approval.

• Cross-border travel and high-risk routes require written approval before departure.

• Contact us immediately after any accident, theft, serious damage or mechanical warning. Do not arrange non-emergency towing /

repairs without approval.

• Vehicle, equipment and keys remain the Renter’s responsibility until the return is formally recorded.

ZERO EXCESS - WHAT IT MEANS

Our standard package includes Zero Excess on Covered Claims. If damage is a covered claim and you have complied with the rental

rules, the contractual vehicle-damage excess is N$0. Excluded damage, missing items, fines, unauthorised routes and other listed

charges remain payable.

1. Booking, payment and rental period

• Standard minimum rental: 7 days.

• A 20% booking deposit confirms the vehicle unless your quote states otherwise. The balance is due as shown in your

confirmed quote.

• Unlimited kilometres are included unless your quote states otherwise.

• A rental day is 24 hours or part thereof from the agreed collection time.

• Early return does not automatically create a refund. Extensions require written approval before the agreed return time.

2. Drivers

• Only drivers named on the booking / Rental Agreement may drive.

• Minimum age: 23. Licence must have been held for at least 1 year.

• Drivers aged 23-24 pay the published young-driver surcharge.

• Bring the original driving licence. If it is not in English, also carry an International Driving Permit or recognised English

translation.

3. Cover and insurance exclusions

The vehicle is insured, but “Zero Excess on Covered Claims” is a contractual damage waiver. It is not an all-risk promise that
every event is covered. The selected waiver and Tyre & Windscreen Cover shown on your quote are subject to these Terms.

COVERED WHEN THE RULES ARE FOLLOWED

• Accidental collision and body damage to the rental vehicle while an authorised driver is using an authorised route and complying with the Agreement.
• Accidental single-vehicle collision where no exclusion applies. A single-vehicle incident is not automatically rejected merely because no other vehicle was involved.
• Theft of the vehicle where reasonable security steps were taken, the original keys are retained, and police/MPW reporting requirements are met.
• Sudden accidental undercarriage impact on an authorised road/track, provided it was not caused by off-road misuse, an unsuitable route, water crossing or reckless driving.
• Tyre & Windscreen Cover when included in the confirmed quote: 1 tyre + 1 windscreen for a 7-day rental; up to 2 tyres + 1 windscreen for rentals of 8 days or longer, subject to the limits below.
• Third-party claims are handled under the vehicle policy subject to the insurer’s terms, legal requirements and policy limits.

NOT COVERED / RENTER LIABLE

• Unauthorised / unlicensed driver; alcohol, drugs, racing, deliberate damage, unlawful use, grossly negligent or reckless driving.
• Damage arising from material speeding, repeated serious speeding, prohibited night driving, or a prohibited / unapproved route where the breach caused or materially contributed to the loss.
• Water ingress, river / flood / sea-water damage, beach or dune driving without written approval, or getting stuck / recovery due to unsuitable-route use.
• Wrong fuel, overheating after warnings, mechanical misuse, incorrect 4x4 operation, towing without approval, overloading, or continuing to drive a damaged / unsafe vehicle.
• Rims; side or rear glass; mirrors; missing tyres; missing rims; keys; personal belongings; and camping equipment unless specifically covered in the quote.
• Tyre damage after the cover limit, damage from driving on a

flat tyre, sidewall abuse, deliberate deflation misuse or failure to stop after a tyre warning.

• Vegetation / thorn scratches caused by deliberately forcing the vehicle through unsuitable bush tracks; burns / smoking damage; unauthorised roof or body-panel use.

Retained source provisions — source page 3 / 4

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• Sandblast / severe sandstorm damage unless specifically

stated as included in the confirmed quote.

• Recovery, towing, storage and repair costs resulting from an

excluded incident or unauthorised route.

Tyre & Windscreen limits

• 7-day rental: up to 1 tyre and 1 windscreen per rental.

• 8 days or longer: up to 2 tyres and 1 windscreen per rental.

• Rims are always excluded from tyre cover. Missing tyres, side/rear glass and mirrors are excluded unless your quote says

otherwise.

• Stop promptly after tyre damage and contact us. Damage caused by driving on a flat tyre or ignoring a serious tyre warning

may be excluded.

4. Speed, gravel roads and GPS

• Town / built-up: 60 km/h maximum, or lower posted limit.

• Gravel / unsealed public road: 80 km/h maximum.

• Tarred public road: 110 km/h maximum, or lower posted / legal limit.

• Rough 4x4 tracks: maximum 60 km/h and often substantially slower.

• A minor isolated exceedance does not automatically cancel cover. Serious / repeated speeding or speed that contributes to

an accident can reduce or remove cover for that loss.

• Vehicles may record speed, route and location for safety, theft recovery, support and incident assessment.

5. Driving rules

• Zero alcohol while driving under our rental rules.

• No long-distance rural driving between 19:00 and 06:00 unless an emergency or we approve it in writing.

• No handheld phone use while driving. Seatbelts are required.

• Use 4x4 modes only as explained at handover. Stop and call us if a warning light, overheating, serious tyre problem or

unusual mechanical noise occurs.

• Do not tow, race, overload, enter deep water, drive beaches/dunes or use unsuitable off-road routes unless specifically

authorised.

6. Restricted routes and cross-border travel

• All cross-border travel requires written approval and the required authorisation documents before departure.

• Written approval is also required for high-risk routes such as Van Zyl’s Pass, Khaudum, Skeleton Coast north of Möwe Bay,

remote Damaraland tracks and Botswana wilderness routes including CKGR, Moremi, Savuti, Makgadikgadi and Nxai Pans.

• Sandwich Harbour / off-piste coastal dunes, Sperrgebiet / Diamond Coast restricted zones, beaches, dunes, riverbeds and

closed / unlawful routes are prohibited unless specifically authorised in writing.

• The Renter pays destination-country border / road / third-party fees. MPW cannot guarantee entry by a foreign border authority.

• Damage or recovery arising from unauthorised routes may be excluded and the published route-breach charge may apply.

7. If there is an accident, theft or breakdown

EMERGENCY / INCIDENT CONTACT

Contact MPW 4x4 Rentals and Tours CC as soon as safely possible: +264 81 143 2045 (WhatsApp / phone) | info@tour-namibia.com. For an accident, theft or serious incident, obtain a police report / case number within 24 hours where reasonably possible.

1. Stop safely and call us.

2. Do not admit liability or settle with another person on our behalf.

3. Take photos and collect the details of other parties and witnesses.

4. Get a police report / case number within 24 hours where reasonably possible.

5. Do not arrange non-emergency towing or repairs without our approval.

8. Return, fuel, cleaning and equipment

• Return at the agreed time/location and fuel level.

• Risk remains with the Renter until the vehicle is formally returned / inspected.

• Normal travel dust is expected; excessive dirt, stains, mud, sand or smoking residue may attract the published cleaning fee.

• Equipment is checked against the signed checklist. Missing / negligently damaged equipment is charged at reasonable repair / replacement cost.

Retained source provisions — source page 4 / 4

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• Traffic and parking fines remain the Renter’s responsibility.

9. Cancellation

• 31+ days: deposit refunded less N$500 administration charge and non-recoverable bank / card costs.

• 15-30 days: 50% of booking deposit refunded.

• 8-14 days: 25% of booking deposit refunded.

• 0-7 days / no-show: booking deposit non-refundable.

10. Additional charges

Charge Current schedule / basis

Cross-border administration & authorisation Botswana / South Africa: N$1,500 per rental. Zambia / Zimbabwe: N$2,000 when specifically

approved. Government border, road-tax, carbon-tax and third-party fees remain for the

Renter.

After-hours collection or return N$750, by prior arrangement.

Additional drivers First additional driver included. Further authorised drivers: N$280 once-off per driver.

Young driver (age 23-24) N$280 per day per young driver.

Refuelling N$250 administration fee plus the actual fuel shortfall.

Cleaning N$350 for excessive dirt beyond normal travel dust. Heavy interior valet / stains / excessive

mud or sand: up to N$1,500. Smoking/vaping: N$2,500 deep-clean fee plus actual burn/trim

repair where applicable.

Traffic fines Fine amount plus N$450 administration fee per fine / notice processed after the rental.

Lost key / remote N$1,500 call-out / administration fee plus actual replacement, programming, locksmith and

towing costs.

Key locked in vehicle N$750 administration fee plus third-party call-out / locksmith costs.

Lost border permit / vehicle documents N$500 administration fee plus re-issue, courier, agent or border charges actually incurred.

Missing / damaged camping equipment Actual reasonable repair or replacement cost according to the signed equipment checklist.

Lost/broken Wi-Fi device: N$1,000 unless the actual replacement cost is higher.

Tyres / rims beyond cover Actual tyre replacement and fitting/balancing costs. Rims are excluded from tyre cover and

charged at actual repair or OEM replacement cost.

Windscreen beyond cover limit / excluded

glass

Actual repair or replacement cost. Side/rear glass and mirrors are not included in standard

Tyre & Windscreen Cover unless the quote states otherwise.

Unauthorised route / no-go breach Inspection / breach charge up to N$10,000 plus reasonable recovery, cleaning, inspection

and repair costs actually caused by the breach.

Excluded-damage administration 10% of third-party repair / recovery / assessment costs, minimum N$500 and maximum

N$5,000 per incident, in addition to the actual excluded costs.

Late return without approval The applicable daily rental rate continues for each 24-hour period or part thereof. After-hours

handling may add N$750. Documented direct costs caused to a confirmed following booking

may also be charged.

One-way / remote collection or drop-off As quoted for the specific route and booking.

All stated charges are VAT-inclusive. Charges apply to bookings confirmed under this version unless a confirmed quotation states a different

amount. Third-party costs are charged at actual reasonable cost and supported by available evidence where practical.

11. Liability, data and law

- Personal belongings are not covered by the vehicle damage waiver.
- MPW is not responsible for indirect losses caused by events outside its reasonable control.
- GPS / personal data may be used for support, security, claims, legal compliance and rental administration.
- These Terms are governed by Namibian law. Nothing excludes liability that cannot lawfully be excluded.

Questions before booking? info@tour-namibia.com | WhatsApp +264 81 143 2045