

BOOKING TERMS & CONDITIONS

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These Booking Terms and Conditions ("**Conditions**") govern all vehicle hire and transport services provided by **Travelite** (a division of Trukumb Holdings (Private) Limited), registered and operating in Zimbabwe ("**the Company**", "**we**", or "**us**"). By making a booking — whether online via travelite.africa, by telephone, or in person — the client ("**you**" or "**the Hirer**") agrees to be bound by these Conditions in their entirety.

1. Definitions

- "**Booking**" — a confirmed reservation of a vehicle or transport service made by the Hirer.
- "**Vehicle**" — any sedan, SUV, 4x4, minibus, or shuttle provided by the Company.
- "**Quotation**" — a written price estimate issued by the Company for a specific booking request.
- "**Hire Period**" — the period commencing at the agreed departure date/time and ending when the vehicle is returned or the journey concluded.
- "**Local Hire**" — a hire arrangement within the greater Bulawayo metropolitan area (within approximately 45 km of the Bulawayo CBD).
- "**Intercity Hire**" — any journey exceeding 45 km, connecting different towns or cities.
- "**Driver**" — the Company-appointed professional driver assigned to the booking.

2. Booking & Reservation

2.1 All bookings must be made through our official channels: the Travelite website (travelite.africa), official telephone numbers, or authorised representatives.

2.2 A booking is confirmed only upon receipt of a written **Booking Confirmation** or **Quotation** from the Company, accompanied by the required deposit payment.

2.3 Requests submitted via the website generate an automatic quotation reference. This reference does **not** constitute a confirmed booking until approved by the Company and payment received.

2.4 The Company reserves the right to decline any booking at its sole discretion without being obliged to provide reasons.

2.5 All prices are quoted in **United States Dollars (USD)** unless otherwise stated. ZAR, ZIG, or other currency equivalents may be accepted at the prevailing official exchange rate on date of payment.

3. Payment Terms

3.1 **Deposit:** A minimum deposit of **50% of the quoted total** is required to secure a booking. The balance is due no later than 24 hours before the commencement of the hire.

3.2 **Full Payment:** For bookings made within 48 hours of the hire commencement, full payment is required at the time of booking.

- 3.3 Accepted payment methods include: Paynow (EcoCash, OneMoney, InnBucks, Visa/Mastercard), direct bank transfer (USD), and cash (USD) collected in person.
- 3.4 Proof of payment must be sent to the Company by WhatsApp or email. The vehicle will not be dispatched until payment has been confirmed.
- 3.5 Online payments via Paynow are processed securely. The Company is not responsible for failures caused by network issues, bank declines, or third-party payment gateway errors.
- 3.6 If additional charges are incurred during the hire (extra kilometres, additional hours, tolls, border fees, damage, etc.), these are payable immediately at the conclusion of the hire period.

4. Cancellation & Refund Policy

All cancellations must be submitted in writing via email or WhatsApp to the Company.

Notice Given Before Departure	Cancellation Fee	Refund
More than 72 hours	10% of total booking value	90% refund (less any processing fees)
48 - 72 hours	25% of total booking value	75% refund
24 - 48 hours	50% of total booking value	50% refund
Less than 24 hours	75% of total booking value	25% refund
No-show / Same-day cancellation	100% of total booking value	No refund

- 4.1 Refunds, where applicable, are processed within **5 - 7 business days** via the original payment method.
- 4.2 The Company reserves the right to cancel a booking due to force majeure events (natural disasters, government restrictions, vehicle breakdown, road closures, etc.). In such cases, a full refund will be issued, or an alternative arrangement offered at the Company's discretion.
- 4.3 Rescheduling a booking is permitted once, free of charge, provided the request is made at least **24 hours** before the original departure time.

5. Fuel Policy — Full-to-Full

FULL-TO-FULL FUEL POLICY:All vehicles are provided with a **full tank of fuel**. The Hirer is required to return the vehicle with a **full tank of fuel**. Failure to do so will result in a refuelling charge based on the fuel shortfall, plus a **USD 5 refuelling service fee**.

- 5.1 The fuel level will be recorded on the Vehicle Condition Report (VCR) at the start of the hire. The Hirer should verify and sign this report before departing.
- 5.2 The Hirer is responsible for all fuel costs during the hire period. **Only diesel or petrol as specified for the vehicle** must be used. Using the wrong fuel type will result in all repair costs being charged to the Hirer.
- 5.3 If the vehicle runs out of fuel during the hire period, the Hirer is responsible for the cost of emergency fuel delivery. The Company may arrange delivery at the Hirer's expense.
- 5.4 For intercity journeys, the Hirer acknowledges that fuel availability may vary, particularly in rural areas and cross-border routes. The Hirer is advised to refuel at every available opportunity.
- 5.5 **For Company-provided drivers**, the driver will manage refuelling stops. All fuel receipts must be provided to the driver and kept for record-keeping purposes.

6. Vehicle Use & Permitted Operations

6.1 The vehicle is provided solely for the purpose stated in the booking confirmation (intercity travel, local hire, airport transfer, etc.).

6.2 Permitted uses:

- Travel within the agreed route and geographic area.
- Cross-border travel to **pre-approved** neighbouring countries (South Africa, Botswana, Zambia, Mozambique, Namibia, Malawi) — only when expressly authorised in writing by the Company.
- Carrying the number of passengers stated in the booking (not to exceed the vehicle's licensed carrying capacity).

6.3 Prohibited uses:

- Sub-letting or re-hiring the vehicle to any third party.
- Using the vehicle for racing, testing, or any illegal purpose.
- Carrying hazardous, flammable, or illegal materials.
- Towing any trailer or caravan unless specifically agreed in writing.
- Overloading the vehicle beyond its rated capacity (passengers or luggage).
- Driving on unmaintained, flooded, or off-road tracks not suited to the vehicle class hired.
- Using the vehicle while under the influence of alcohol, drugs, or impairing medication.

6.4 Smoking is strictly prohibited inside all Company vehicles. A **USD 30 cleaning surcharge** will be levied if evidence of smoking is found.

6.5 Pets are not permitted in Company vehicles unless prior written approval has been obtained. A cleaning fee may apply.

7. Driver Policy

7.1 **Shuttle bookings** always include a professional Company driver. For sedan and SUV/4x4 bookings, a driver may be requested at an additional fee.

7.2 Where a client-provided driver is used (self-drive arrangements, if applicable), the driver must hold a valid Zimbabwe or internationally recognised driver's licence, be a minimum of 25 years of age, and have at least 3 years of driving experience.

7.3 Company drivers adhere to all traffic laws of Zimbabwe and neighbouring countries. The Hirer must not instruct the driver to violate any road traffic regulation or to drive whilst fatigued. Drivers are entitled to mandatory rest breaks.

7.4 For overnight or multi-day trips, the Hirer is responsible for providing or funding suitable accommodation and meals for the driver (or allowance equivalent agreed at booking stage).

7.5 Verbal or physical abuse of any Company driver or staff member will result in immediate termination of the hire. No refund will be issued in such circumstances.

8. Local Hire — Bulawayo Specific Conditions

8.1 Local hire bookings operate within the greater Bulawayo area (approximately a 45 km radius from the Bulawayo CBD).

8.2 Hire types available:

- **Airport Transfer** — single trip to/from Joshua Mqabuko Nkomo International Airport. Includes up to 50 km.
- **City Transfer** — single trip within the Bulawayo CBD and suburbs. Includes up to 15 km.
- **Hourly Hire** — minimum 4 hours. Includes 20 km per hour.
- **Half Day** — 4 hours with up to 80 km included.
- **Full Day** — 10 hours with up to 200 km included.

8.3 **Extra kilometres** beyond the included allowance are charged at the following USD rates per km:

Vehicle Class	Extra km Rate (USD/km)
Sedan	\$0.40
SUV / 4x4 / Offroad	\$0.60
Shuttle / Minibus	\$0.80

8.4 Night Pickup Surcharge: Bookings with a pickup time between **22:00 and 06:00** attract a 20% night surcharge applied to the base hire rate.

8.5 Airport Meet & Greet: For airport transfers, an optional meet & greet service (driver waiting in the arrivals hall with a name board) is available at an additional flat fee of **USD 5**.

8.6 Local hire bookings do not include cross-border travel. Any request to extend beyond the boundary will be treated as a new intercity booking and priced accordingly.

9. Airport Transfers

9.1 The Company monitors flight arrival information. However, significant delays exceeding **3 hours** beyond the original scheduled arrival time may require rebooking.

9.2 The driver will wait a maximum of **60 minutes** from the scheduled arrival time or confirmed flight landing (whichever is later) at no extra charge. Additional waiting time is charged at the applicable hourly rate.

9.3 For departures, the Hirer is responsible for allowing adequate travel time to the airport. The Company recommends a pickup minimum of **3 hours before** domestic and **4 hours before** international flights.

9.4 The Company will not be liable for missed flights due to unforeseen traffic congestion, road closures, or events outside our reasonable control.

10. Tolls, Border Crossings & Road Levies

10.1 All toll fees incurred during the hire are the responsibility of the Hirer and will be charged at actual cost. Major routes in Zimbabwe (Beitbridge–Harare, Harare–Nyamapanda, etc.) and South Africa (SANRAL e-toll / manual toll plazas) are subject to toll fees.

10.2 Cross-border travel requires prior written authorisation from the Company. Additional charges apply for cross-border documentation, vehicle clearance, and any mandatory border levies.

10.3 The Hirer is responsible for ensuring they hold valid travel documents (passport, visa where required) for all cross-border journeys. The Company will not be liable for delays or costs arising from document deficiencies.

11. Liability & Insurance

11.1 All Company vehicles carry valid third-party liability insurance as required by Zimbabwean law. Additional comprehensive coverage may apply — please confirm at booking stage.

11.2 The Company shall not be liable for:

- Loss, theft, or damage to the Hirer's personal belongings, luggage, or cargo.
- Delays caused by road conditions, border closures, weather, traffic, or acts of God.
- Indirect or consequential losses arising from any service disruption.

11.3 The Hirer is liable for any damage to the vehicle caused during the hire period through negligence, misuse, or violation of these Conditions, regardless of whether an accident report was filed.

11.4 In the event of an accident, the Hirer must:

- Notify the Company immediately by telephone.
- File a Police Accident Report (Form P1) at the nearest ZRP station within 24 hours.
- Do not admit liability or make any settlement with third parties on behalf of the Company.

12. Vehicle Condition & Cleanliness

12.1 A Vehicle Condition Report (VCR) will be completed at the start of the hire. The Hirer acknowledges and accepts the recorded condition by commencing the hire.

12.2 Vehicles must be returned in a reasonably clean condition. Excessive soiling (mud, food, vomit, etc.) will incur a **cleaning fee of USD 20 - USD 60** depending on severity.

12.3 Any damage, scratch, dent, tyre blowout, or mechanical issue occurring during the hire must be reported to the Company immediately. Unreported damage discovered upon return may result in the full repair cost being attributed to the Hirer.

13. Privacy & Data

13.1 Personal information collected during booking (name, contact details, ID/passport number) is processed in accordance with Zimbabwe's Cyber and Data Protection Act [Chapter 12:07] and used solely for booking administration, communication, and legal compliance.

13.2 We do not sell or share personal data with third parties except as required by law or to facilitate the delivery of services (e.g., border documentation, payment processing).

14. Governing Law & Disputes

14.1 These Conditions are governed by the laws of the Republic of Zimbabwe. Any dispute arising from or in connection with these Conditions shall be subject to the exclusive jurisdiction of the courts of Bulawayo, Zimbabwe.

14.2 Disputes are first to be submitted to the Company's management in writing. The Company will endeavour to resolve disputes within 14 business days. If unresolved, either party may refer the matter to the appropriate statutory body or court.

14.3 These Conditions constitute the entire agreement between the parties in respect of vehicle hire and supersede all prior representations, warranties, or understandings.



Hirer Acknowledgement & Acceptance

By confirming a booking with Travelite, the Hirer acknowledges that they have read, understood, and agree to be legally bound by these Booking Terms and Conditions in their entirety, including the **Full-to-Full Fuel Policy** (Section 5), the Cancellation & Refund Policy (Section 4), and all other provisions herein.

HIRER / CLIENT

Full Name:

ID / Passport #:

Phone:

Booking Reference:

Signature & Date

FOR & ON BEHALF OF TRAVELITE

Authorised Representative:

Designation:

Date:

Signature & Company Stamp

Travelite — Part of Trukumb Holdings (Private) Limited

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Registered in Zimbabwe. Company Reg No: []