

Specialists in Motorcycle Travel & Motorcycle Hire



2017/2018

Basic Rental Terms and Conditions for Motorcycle Hire and Tours

DSA-Group – Dualsport Southern Africa is the marketing and booking agents for:

Drifters/ Enfield Tours. We **DO NOT OWN** any motorcycles. Rental fleets are owned by the Operators.

With submission of your booking form or email request and payment of your rental/tour deposit, you agree that you have read and accepted all Terms and Conditions of this agreement as a binding contract between the **individual operators** we source from for you, the Renter.

Harbour Island Hotel is the collection point for all Royal Enfield Motorcycle for Tours. We **DO NOT DO** self guided rentals.

Customers will sign the individual Operators contract on collection of their motorcycles.

Motorcycle Rental during tours

On acceptance of rental and tour prices quoted – a 50% deposit is required to confirm the booking. Motorcycles are provided by DSA-GROUP to the best match to your request. DSA-GROUP will attempt to provide the renter with the model of motorcycle confirmed to the communication. If, after having confirmed the model of motorcycle requested, DSA-GROUP finds that it is necessary to substitute a different model, DSA-GROUP will notify the participant as soon as possible. If the participant does not wish to accept the proposed substitution, the participant may cancel the rental without penalty and the deposit of 50% and trip cost will be refunded.

Unexpected and uncontrollable situations may require last minute substitution of a motorcycle, including after the trip has begun.

This includes, but is not limited to, mechanical failure, collision damage and theft. In this instance, DSA-GROUP reserves the right to substitute the type of motorcycle confirmed. Should DSA-GROUP not be able to replace a motorcycle with the confirmed type or similar, a pro-rated refund for the difference in models, if any, will be refunded to the participant. This constitutes the maximum liability of DSA-GROUP.

Guided Tour Reservation and Deposit

A 50% deposit is required to establish and hold a reservation. If the booking is made within 30 days of the departure date, then Full payment is required where possible.

Cancellation Fee and Refunds

If you provide written notice of your intention to cancel the trip 30 days or more before its scheduled commencement, there will be 50% deposit forfeiture.

If you cancel 30 days or fewer prior to the scheduled commencement, the total trip cost will be forfeited.

No refunds will be made to participants who drop out after the trip has begun or sustain injury and cannot continue the tour or rental. No exceptions to this policy will be made for any reason.

We strongly recommend the customer either obtain trip cancellation insurance from an insurance company or opts for cancellation/interruption protection from DSA-GROUP.

Health/Medical/ Travel Insurance

DSA-GROUP recommends that customers take out adequate travel, health and accident insurance as well as trip cancellation insurance. DSA-GROUP encourages customers to secure medical evacuation insurance.

Changes to Guided Tour Cost

The cost of the trips quoted are the costs indicated at the time the quotation is given, either via the DSA-GROUP web site or in printed materials. If cost factors such as currency fluctuations, insurance costs, or the cost of meals and accommodations dictate the need for an increase in the price of the trip, DSA-GROUP may modify the price at any time prior to 30 days before departure. If a customer is not satisfied with such an increase, the customer may cancel.

An additional Excess of ZAR5000 will be charged for riders under 25 years old.

The rider must be in possession of a valid motorcycle license or for motorcycles larger than 500cc with no endorsements.

A valid identity document or passport must be produced on collection of all motorcycles. No licence = no ride.

The minimum period of hire is 24 hours.

Collection and Delivery of motorcycles are subject to additional charges of R530 within a radius of 50km from Cape Town.

AA rates apply at ZAR6.30 per kilometre and are not included in the hiring rates.

Distances are calculated from the pickup point.

Bike Fuel is normally included in the rates unless specified in guided tours.

Motorcycles are hired out with a full tank and must return with a full tank.

Charges for refuelling are ZAR300 per motorcycle irrespective of fuel level.

All prices are quoted in South African Rand, Including VAT and are subject to change without prior notice.

Damages Deposits:

Please note that our rates include personal and comprehensive insurance - but the rider will be liable for ZAR10 000 (we hold a Damages deposit on your credit card for the duration of the rental period) in the unlikely event that you do have an accident. All minor damages under ZAR10 000 will be paid for by the renter.

Damages deposits can be paid in CASH.

Full or partial refunds will be done on full inspection of the motorcycle by an appointed person or the Operator.

Retrieval of crashed motorcycles is not covered in the damages deposit.

Note:

Luggage saddlebags and accessories cannot be insured and damage to these items will be recovered at the replacement value.

Excess does not include collection of motorcycle, recovery fees are additional.

Terms of payment:

Cash, Electronic Funds Transfer or credit card on demand, we honour VISA and MASTER CARD Only.

Within 30 Days of departure = 100% Full payment

Within 60 Days of Departure = 50% Deposit Payment

All Guided and GPS guided Tours = 50% Deposit payment at time of booking

Under no circumstances may a motorcycle leave the borders of the Republic of South Africa without our permission. If you plan to visit a neighbouring country with our motorcycles, please contact our office well in advance. Deposits must be made to cover the insurance excess on the motorcycle.

DSA-GROUP is not liable for third party liability claims against the rider or renter.

On booking the customer agrees to terms and conditions as well as cancellation fees.

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