

MyAutoCare VAS's – MyCourtesyCar

Terms & Conditions

1. It is important that you understand and agree to these terms and conditions in order for you to use the MyCourtesyCar service (the "MyCourtesyCar").
2. All standard Terms and Conditions of My AutoCare, Cell C (Pty) Ltd and Cell C Service Provider Company (Pty) Ltd apply to MyCourtesyCar.

Duration of the Services

MyCourtesyCar is available from 00:00:01, on 20 June 2016.

From 1 November 2017, Cell C will no longer be offering the MyCourtesyCar service.

General

1. MyCourtesyCar is available as a recurring service to valid Prepaid and contract customers on Cell C.
2. MyCourtesyCar will be charged in arrears to the contract customers' Cell C bill or deducted from the Prepaid customers' airtime.
3. The R50 subscription fee will not be pro-rated. Customers activating MyCourtesyCar any time during the month will be charged the full price for that month.
4. Downloading the MyAutoCare mobile application will incur data costs as per the customer's tariff plan. Any software updates for the MyAutoCare application (when available) will also incur data charges.
5. Cell C reserves the right to suspend MyCourtesyCar and its benefits in its sole discretion, including but not limited to when any fraudulent activity is suspected, and if the outcome of an investigation proves that fraudulent activity did occur, Cell C shall be entitled to terminate MyCourtesyCar and/or benefits.
6. Cell C may amend, modify or otherwise change these terms and conditions in its sole and absolute discretion on notice to you and the amended version will be displayed in the same media as these terms and conditions. By continuing to use MyCourtesyCar, you agree and understand that you will be bound by the amended terms and conditions.
7. It is important that you understand that all customers who make use of MyCourtesyCar indemnify Cell C, its directors, affiliates, members, partners, employees, agents, consultants, suppliers, contractors and sponsors against any loss or damages, either direct, indirect, consequential or otherwise, arising from their use of MyCourtesyCar and its benefits.

8. Cell C has the right to withdraw, or shorten the duration of MyCourtesyCar in its sole and absolute discretion and will notify customers if it chooses to do so. Customers will not have a claim against Cell C in this event.

MyCourtesyCar

MyCourtesyCar offers customers up to a maximum of 7 days car rental in the event of any service or maintenance related issues of a mechanical or electrical nature.

Included in MyCourtesyCar Service :

- a. Up to a maximum of 7 days car rental. Twice in a period of 12 months in the event of mechanical or electrical failure and twice in a period of 12 months in the event of any service or maintenance related issues of a mechanical nature.
- b. Unlimited mileage.
- c. One additional driver.
- d. Super damage and theft waivers (waivers are not insurance but they limit your liability in the event of an incident involving the rental vehicle to the amount of the waiver) provided the renter is not found to have been in breach of the car rental agency's terms and conditions of the rental at the time of the incident.
- e. Delivery and collection (within radius of 25km of the supplier's depot in business hours).
- f. One way drop off fee.
- g. Group B vehicle (e.g. between a 1.3 to 1.6 engine size vehicle with air conditioner and power steering).

Exclusions

- a. The customer is liable for e-tolls on the vehicle in Johannesburg.
- b. Fuel deposit of R1200 - R1750 is payable upfront by the customer. The deposit is fully refundable if the vehicle is returned with a full tank of fuel.
- c. Excess amount is payable in the event of an incident involving the vehicle (no upfront deposit is required).
- d. Damage to tyres and windscreen are not covered under super waivers, which means that should these be damaged, the customer will be held responsible for the replacement cost. No upfront deposit is required.
- e. Roadside assistance and storage charges.
- f. Towing cost.
- g. Delivery and collection (outside a radius of 25km of the supplier's depot in business hours).

- h. Traffic fines and traffic fine administration fees.
- i. Additional equipment (e.g. baby seat, roof rack).
- j. Young driver surcharge (only applies to drivers under the age of 21).
- k. Charges will apply for upgrades and daily rental charges for days not authorised (in excess of the maximum rental period allowed per policy schedule).
- l. Border crossing.

Using the MyCourtesyCar service:

1. Contact the MyAutoCare Call Centre on 084 150 7000.
2. Schedule the rental dates and times to be delivered or collected with one of four agents.
3. A booking reference number will be provided once booking has been completed.
4. Fuel Deposit T&C's and payment requirements will be discussed at booking stage as this differs from one service provider to another.
5. No other deposit other than the fuel deposit and young driver charge will be required up front, however, should any loss or damage occur while the rental vehicle is in the renter's possession, the renter will be liable for the excess as discussed at booking stage.
6. Young driver surcharge will be discussed at booking stage and payment is payable upfront. The surcharge will be determined by the rental company appointed at booking stage.
7. All inspections done at delivery and collection will be carried out by the rental agent in the renter's presence.

Validity and Expiry

- Activating MyCourtesyCar will enable customers to access MyCourtesyCar for a month.
- Customers that purchase MyCourtesyCar will get access to MyCourtesyCar while the VAS is still valid and paid for.
- MyCourtesyCar will not be carried over. Should the customer not use MyCourtesyCar in a particular cycle, the customer will forfeit the usage for that cycle.