

How e-tolling will impact on your car rental

Quick facts:

1. To facilitate a smoother rental experience, we've equipped all of our vehicles with the necessary e-tags in order to comply with e-tolling legislation
2. Europcar does not charge a blanket fee to all renters but will bill for e-tolls used
3. The gazetted standard tariffs will be charged
4. Customers will benefit from the R270 per rental cap for GORT transactions (this limit includes a 20% administration fee)
5. Conventional toll plaza's have been added to the SANRAL e-tag system. You will be liable for the full bill of each gantry, including a 20% administration fee
6. Rental deposits have been adjusted to cater for e-toll use
7. By accepting the Europcar Rental Terms and Conditions you accept the Terms & Conditions issued by SANRAL

Questions & Answers

Question	Answer
What is the Europcar stance on e-tolls and why have you taken that position?	It is the law to pay for e-tolls and we as a company comply with all applicable legislation, we have therefore tagged all our vehicles to monitor use and correctly pass on the correct billing to our customers.
Can I replace Europcar's e-tag and use my own?	No. Each tag is assigned and registered to a specific motor vehicle and an individual therefore cannot register their own tag against a Europcar vehicle.
I have a monthly rental will I also be required to pay e-tolls in 7 days like I do with my own car?	No. Your e-toll charges will be included in your car rental invoice. Customers will have to adhere to the credit terms of the Car Rental Agreement.
I do not pay for e tolls in my personal capacity, what happens if I refuse to pay the tolls charges on the rental bill?	When renting our vehicle you agree to Europcar's terms and conditions of rental which include the payment of tolls and therefore refusal to pay for the billed toll charges will result in breach of contract and we will have to take legal action against you for the recovery thereof.
How can I see the list of toll transactions I am being billed for?	By logging on to our Europcar website www.europcar.co.za under the e-toll tab and entering your rental agreement number, a list of transactions will be provided.
How do you ensure billing accuracy?	A unique tag is assigned to every motor vehicle on our fleet and therefore toll transactions will be accurately recorded against the vehicle rented.
How soon can I receive my toll charge invoice?	The toll charge will form part of your normal car rental invoice. Due to delays in receipt of data from SANRAL, rental invoices may be delayed by 24 hours.
Will e-tolling charges delay my deposit refund.	Yes, due to delays in receipt of data from SANRAL the refund will be delayed by a further 24 hours.
Why is there a beeping sound in the vehicle when passing through a gantry?	It is confirmation that the tag in the vehicle is active.
How will you be billing me for e-tolling?	Our vehicles are tagged and therefore we will be billing at the standard published gazette tariff for each gantry that you drive through whilst on rent. This amount includes a 20% administration fee.

What if the e-tag is defective and does not beep when passing a gantry, how will I be charged?	If there is no beep in the car due to no fault of yours (you did not remove the tag or tamper with it) you have to inform us immediately by e-mail on etoll@europcar.co.za
Do the tags also work at other boomed toll gantries?	Yes. Conventional toll plaza's have been added to the SANRAL e-tag system. You will be liable for the full bill of each gantry, including a 20% administration fee.
Do I have a choice to rather pay cash at these conventional tolls?	No. As per SANRAL, we do not have the mandate to switch off e-tags. You will not have the option to pay cash and you will be billed the full amount on your rental.
There is a R270 cap per car, per rental for GORT transactions. Will I still be billed if I drive the car when it has reached the cap?	Europcar will apply a R270 cap per rental for GORT transactions. This is the maximum amount you will be billed per rental. For other gantries (conventional plaza's), there is no cap and you will be liable for the full bill, inclusive of a 20% administration fee.
Why do you charge a 20% administration fee?	To recover the costs Europcar incurs in administrating and collecting e-tolls. In addition to the costs to tag the vehicles, the investment into resource, development costs and infrastructure to manage the billing to comply with SANRAL is high. Europcar also incurs further costs such as: down time of vehicles on replacement tags; hgaving to inspect for tags at each quality check; charges where the tags are not present; account reconcilliation; daily payments to SANRAL and subsequent recovery and irrecoverable amounts from customers, fleeting and de-fleeting delays, call centre and support centre staff and many other logistical costs that the e-toll system imposes on us.
I do not support tolls can I remove the tag?	No, if the tag is removed or damaged we will charge you a penalty of R1000.00 and you will still be liable for the toll charges.