

OUR ETHOS

Our Dream

To be the Van Rental Company of choice and recognised as an inspirational brand that makes a positive difference to our people, our customers and our planet.

Our Values

We are committed to excellent customer service, conducting our business affairs with integrity, building a positive relationship with our customers and staff and continuously looking at ways to improve our offering.

Our Brand promise

To make van rental personal, enjoyable and easy for our customers

EXCELLENCE STARTS AT THE TOP

Our continued commitment to building a healthy relationship with our customers, suppliers and employees is reflected in the “hands-on” management style.

Personal client contact remains key to the culture of our business and in order to improve efficiencies, we will be investing in new technology to further enhance service delivery and integrate business processes.

OUR FACILITIES

The fleet is serviced at our in-house fully-fledged workshop, which is “manufacturer approved”, thus ensuring the highest levels of maintenance and care. Each vehicle is thoroughly cleaned and inspected for roadworthiness before the vehicle is issued with a “Checked and Ready to Roll” tag.

Through the Europcar network, the company now has access to over 120 branches in the SADC region to service customers’ rental needs and become a key player in the van rental market.



PRODUCT RANGE

Europcar Van Rental offers extensive range of well-maintained commercial vehicles.

Our fleet currently consists of the following commercial vehicles:

	New Code	Vehicle Type (or similar)	Key							
			M	A	AC	RCD	AB	PS	ABS	SC
Multi passenger	A	HYUNDAI H1 Multicab, 2.5 Diesel	✓	✗	✓	✓	✓	✓	✓	6
	I	AVANZA 7 seater 5 doors mini MPV	✓	✗	✓	✓	✓	✓	✓	7
	Z	QUANTUM 10-SEATER 2.5 diesel or 2.7 petrol	✓	✗	✓	✓	✓	✓	✓	10
	L	QUANTUM 14-SEATER 2.5 disel - NB: PDP + code 10 required	✓	✗	✓	✓	✓	✓	✓	14
1/2 ton	J	Chev Utility Half ton bakkie, 1.4, Petrol	✓	✗	✓	✓	✓	✗	✗	2
	Y	HILUX 2.5 DIESEL 1 ton open LDV + tow bar	✓	✗	✓	✓	✓	✓	✓	2
	Y	HILUX 2.5 DIESEL 1 ton LDV with canopy + tow bar	✓	✗	✓	✓	✓	✓	✓	2
	S	HILUX RAISED BODY SINGLE CAB SRX 2.5D - open + tow bar	✓	✗	✓	✓	✓	✓	✓	2
	R	HILUX 3.0D DOUBLE CAB 1 ton open + tow bar	✓	✗	✓	✓	✓	✓	✓	4
One ton 4x4	U	HILUX DOUBLE CAB 4X4 3.0D-4D 4X4 SR, Diesel	✓	✗	✓	✓	✓	✓	✓	4
	V	HILUX SINGLE CAB 4X4 SRX 2.5D - open + tow bar	✓	✗	✓	✓	✓	✓	✓	2
	W	HILUX DOUBLE CAB 4X4 SRX 2.5D - open + tow bar	✓	✗	✓	✓	✓	✓	✓	4
Van	M	HYUNDAI H1 Panelvan, 2.5 Diesel	✓	✗	✗	✓	✗	✓	✓	3
	P	HYUNDAI H100 2.5 TCI Deck, Diesel	✓	✗	✓	✓	✓	✓	✓	3
	H	HYUNDAI H100 2.5 TCI Nose Cone, Diesel	✓	✗	✓	✓	✓	✓	✓	3
	N	QUANTUM HIGH ROOF PANLEVAN 2.5 diesel	✓	✗	✓	✓	✓	✓	✓	2
	E	VW T5 TRANSPONDER DOUBLE CAB 2.0 TDI	✓	✗	✓	✓	✓	✓	✓	4
Trucks	1	HYUNDAI HD65	✓	✗	✗	✓	✗	✓	✗	2
	2	HYUNDAI HD72	✓	✗	✗	✓	✗	✓	✗	2

WHY EUROPCAR VAN RENTAL IS IDEAL FOR YOU

- We offer a wide range of good quality vehicles on fleet and where possible offer a replacement vehicle in the event of a breakdown or accident to ensure limited inconvenience to our customers. We offer flexible contract periods ranging from daily, weekly, monthly or extended long-term rentals of up to 36 months (no ownership risk).
- We can expand or reduce your fleet to fit your project needs at any given time.
- Our flexible rates include service and maintenance costs.
- There is allowance for kilometre charges to be built into the rate for each specific customer needs.
- On request at a nominal cost, we can provide a “fleet management” system to track kilometres and behavioural patterns. This system could also serve as a standard vehicle tracking system for “safety” purposes.
- We offer our customers the options of insurance waiver cover or self-insurance options
- We have vast experience in handling “special projects” land transportation on a turnkey basis
- Economies of scale: you benefit from our purchasing power and infrastructure.

VALUE-ADDED SERVICES

The value proposition for the business is the supply of specialised commercial vehicles. We are able to customise vehicles per our client’s specific needs, in just about any circumstance.

- Delivery / collection service:
- 24-Hour emergency service:
- MIS Reporting
- Dedicated Key Account Manager
- Customised processes and solutions
- Service and maintenance of all vehicles
- Tailor made rates
- Custom vehicles
- ROPS vehicles

ENVIRONMENTAL FOCUS

Europcar Van Rental understand that we have a responsibility towards the protection of our environment and are committed to improving environmental performance and management and understand the impact of the following key areas of business; energy use, material use, waste generation, emissions to air/water, water usage ,transport procurement.

We endeavour to adopt the highest environmental standards in all areas of our operation to meet all legislative requirements. We constantly assess our organisational activities and identify areas where we can minimise our impacts. Minimise waste through careful and efficient use of all materials and energy. We encourage employees to be more environmentally friendly, not only at work but in their personal environment too .Mitigate health and safety risk hazards for employees and customers.

GENERAL INFORMATION

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