

### **What are the requirements for renting a car from Wiggle?**

Valid driver's license from any country and ID. We do prefer a valid credit card, but in certain circumstances we allow payment in cash.

### **How do I book?**

Our bookings are agreed personally by email or telephone. To secure a booking we require a 50% downpayment to secure booking (100% for one day bookings). Any balance outstanding is settled on handover. We can process VISA, MASTERCARD, or AMEX. Otherwise we can accept bank transfer or cash. We also accept BITCOIN and ETHEREUM.

### **Do prices include insurance and VAT?**

Yes. All quoted daily rates include comprehensive insurance. However, excesses do apply.

### **What is the excess?**

The excess is your maximum liability. Any damages up to the excess amount (varies according to model) are the for the renter's account. Over and above this amount our insurance will take over.

### **Is there a zero excess option?**

We do not have a zero excess option. We advise you to check if your travel insurance or credit card covers car rental excess.

### **What if damages are not our fault?**

The renter is liable for any damage including accidental tyre and windscreen damage during the course of the rental.

### **Are there any hidden or additional cost?**

VAT and comprehensive insurance are included in the quoted price. Only extra kms or damages will be charged thereafter. Wiggle retains the right to charge a discretionary valet fee should the car be returned in a state deemed unacceptably dirty (including all and any evidence of smoking).

### **What is the minimum age for rental?**

Anyone with a valid license can rent from us. Under 25 years of age the insurance excess amount doubles. Wiggle does retain the right to rent to any individual at its own discretion.

### **Can we have extra drivers?**

Extra drivers come free of charge if we are provided with a valid license prior to rental. We do not allow cars to be rented by one person to be entrusted to a third party without our prior knowledge and consent.

### **Do you do deliveries and collections?**

We do deliveries or collections within the Cape Town region at an additional fee of R 350 each way. We can meet you at any establishment, hotel or Cape Town International Airport.

### **Can we drop or collect the car in a different city in South Africa.**

We are based in Cape Town so a one way fee. Typically George 3500 rand, Port Elizabeth 5000 rand, Durban 7000 rand.

### **How do your Airport collections and drop offs work?**

A Wiggle Car Hire team member will meet you at arrivals with a nameboard. Handover is a digital sign off. So no queuing, and a minimum of admin. On drop off we will either meet at the airport DROP AND GO ZONE or ask you to drop the car with our Valet Parking partners in PARKADE 2.

### **Which valet service do you work with at Cape Town International Airport?**

Automotion (Purple branding and signboards)  
Ground floor, Parkade 2 (clearly sign posted 'Valet Parking')  
Kiosk Tel +27 21 385 1445 (24h)

Directions to Automotion Airport Valet Parking at Cape Town International Airport  
<https://youtu.be/clK3Xbyl8QQ>

### **Do you offer chauffeur drives?**

Yes! Generally, an additional R 1000 but rates will depend on itinerary and duration.

### **What do you do with my card details?**

Your card details are stored securely in our reservation software which has a PCI compliance certificate.

### **What if I want to rent vehicle for less than 24 hours?**

You can return vehicle within the 24 hours. Although our rentals and rates are on a 24 hour basis.

### **What are your cancellation policies?**

For a cancellation at least 2 weeks prior to rental date we will refund 100%. For a cancellation less than 2 weeks prior the 50% booking fee will be lost.

### **What if an accident occurs?**

Call us immediately. If there is another driver and witnesses involved get their contact details, addresses. Take pictures of damages on both vehicles. In case of accident requiring an insurance claim we will need a police report to be made. We will assist with this.

### **Can we swap cars during our rental?**

Yes! We are the world's most flexible and personalised car rental company. We are always happy for our customers to experience different models from our fleet according to availability.

**Are pets allowed in vehicles?**

Unfortunately, we do not allow pets in our vehicles. You will be liable for any damages and a valet fee if we suspect there was an animal in the vehicle.

**Are the vehicles tracked?**

Yes. All of our vehicles are tracked for your safety. Any tracking alerts pertaining to irresponsible driving may result in cancellation of contract.

**Is it safe to drive a convertible in South Africa?**

Cape Town and the Western Cape generally are very safe by world standards. We advise that common sense is the best policy and obviously no valuables should be left visible in any car.