

WHEELISTIC HOME DRIVE



Call 087 114 8427 for assistance.

These services are available 24/7/365.

This service is used when a member is intoxicated and is unable to drive their vehicle.

Home Drive

The service includes automated SMS communication services, which will SMS the member on the afternoon of their booking should they wish to change their collection detail. The driving team consists of a back-up driver and vehicle, and the lead driver who will drive the member home in their own vehicle. The back-up driver will follow and collect the lead driver from the member's chosen destination.

This service is available subject to availability in peak periods (Easter Holiday, December, New Year's Eve, Sporting Events etc.).

Vehicle make and model cannot be specified.

** Service is limited to a 3 to 4-passenger sedan vehicle including luggage suited to the vehicle's maximum capacity.*

**Should an additional vehicle be required the call centre will assist on a best effort basis and the second vehicle will be deducted from the remaining annual trips*

** Passenger vehicles larger than a 4-passenger vehicle are excluded from this service offering.*

(Larger vehicles can be requested at an additional rate for the member's own account)

Professional assistance is guaranteed, and the members are driven by:

- Drivers who are fluent in English
- Undergo extensive in-house training
- Have Professional Driving Permits (PdP) which ensures they have a valid license, no criminal record and have bi-annual medicals
- Smartly dressed & carry mobile phones
- Carry GPS units or up to date map books
- Are over 25 years and under 65 years of age

Service Centres:

- Johannesburg
- Pretoria
- Cape Town
- George
- Port Elizabeth
- Durban
- Potchefstroom

WHEELISTIC HOME DRIVE

- East London
- Nelspruit
- Bloemfontein
- Pietermaritzburg
- Mossel Bay
- Polokwane
- Port Alfred

The benefit includes 3 Home Drive trips to a radius of 50km per incident. Any additional kilometres travelled will be charged at R15.00 per km. Should the member require additional trips, which are in excess of their annual trip entitlement, the Call Centre will facilitate the booking on a member to pay basis.

- Additional trip charge = R450 per 30km (additional charge of R15 per extra km still applies)
- Additional Fees will be charged to the member's credit card.

ADDITIONAL PASSENGERS/ DROP OFF:

Service is available to a valid member and limited to their specified vehicles only. Up to 4 passengers can be transported at no cost provided that the entire trip is no longer than 50km, takes no longer than 1 hour and are ALL transported to one/main booked address.

An additional cost of R50.00 **per additional /unplanned drop off** will be charged. This arrangement needs to be discussed and authorised by our Call Centre to ensure efficient planning and upfront payment (warding off the potential threat to our drivers, when carrying cash).

BOOKING TIMES:

Pre-bookings should be arranged prior to 20:00 each day. This is subject to the availability of standby team members at the time of requests.

COLLECTION:

- At the specified time and location, the Call Centre will notify the member that the pick-up-driver has arrived, at which time the member will have 15 minutes to meet the driver. After the 15 minutes have lapsed the Call Centre will notify the member that the pick-up-driver will be leaving, and the trip will be cancelled. The trip will be forfeited if still within the annual benefit entitlement, however should the member use this at their own cost in excess of their annual limit, cancellation fees will apply and will be for the member's account.
- A member may cancel their pre-booked trip, but if not cancelled within a two-hour notice period, a trip will be taken off from the member's annual limit.

TERMS & CONDITIONS

- The member warrants that they have adequate insurance cover in place in respect of the member's vehicle and the uses thereof by third party drivers so as to include the Service Provider's drivers.
- Subject to the two clauses below, the member hereby indemnifies the Service Provider against direct and consequential damages, costs or losses incurred by the Service Provider arising out of any claim by any third party for, or in respect of, injury, death or illness affecting such third party, or any loss or damage to property of such third party caused by the negligence or willful conduct of the Service Provider or its personnel

WHEELISTIC HOME DRIVE

- Neither the Call Centre nor the Service Provider will be held liable for any direct or consequential loss / damages due to unforeseen circumstances impacting the on-time arrival of the Service Provider.
- The Service Provider shall not be liable to the member or any cessionary or third party claiming through or on behalf of the member for any indirect, special or consequential damages (including loss of profits) arising out of or related to this Agreement or the Services