

# Netstar SafeDrive T's and C's

## ✕ Definitions

- 1.1 Service: The chauffeur service rendered by SafeDrive to the Member in terms of this Agreement.
- 1.2 Service Call Out: The action in which the member contacts our call centre at **067 063 0358** to request a Service from a Collection Point a Drop-Off Point.
- 1.3 Pre-Booking: A Service Call Out made at least 4 (four) hours before the collection time, requesting a specific collection time.
- 1.4 Ad Hoc booking: A Service Booking with a 2 (two) hour notification.
- 1.5 Operating Hours:
  - Off-peak: Sunday evening to Thursday evening.
  - Peak: Thursday evening to Sunday morning.
  - Last bookings are taken by 1 AM, and the final pick-up is at 3 AM for both Peak and Off-Peak Times.
- 1.6 Collection Point: The address from which the Member requests to be collected for using the Service.
- 1.7 Collection Time: The time the Member has stipulated for collection (Note: 1-hour notification period applies).
- 1.8 Driver: A person employed by SafeDrive, affiliates, or designated agents as a chauffeur.
- 1.9 Designated Driver Service: A service where the Member is transported back home in their own vehicle using a Safe Drive driver, followed by another vehicle to collect the driver at the final destination.
- 1.10 Service Area: The geographical areas in which Safe Drive provides the service, as outlined on the website [www.sdrive.co.za](http://www.sdrive.co.za). Subject to change at the discretion of the service provider.
- 1.11 Drop-Off Point: The address where the Member requests to be dropped off after the Service.
- 1.12 Member: The person who successfully enters into this Agreement with SafeDrive and utilizes the service.
- 1.13 Member's Vehicle: The vehicle the Member requires the Driver to operate in the "Designated Driver Service."
- 1.14 Agreement: This contract, excluding any other agreements the Member may enter into.
- 1.15 SafeDrive: EC Three (PTY) Ltd (2013/023044/07).
- 1.16 Trip: A journey not exceeding 50 km from pick-up to drop-off within respective cities covered (published on the website).
- 1.17 Packages: Prepaid services available via monthly subscription. Exceeding allocated usage will automatically upgrade the Member to the next available package
- 1.18 Annual Trip Allocation: Members are entitled to a maximum of 8 (eight) trips per annum, with no more than 2 (two) trips per month. The trips are structured as follows:
  - 4 "Take Me Home" services
  - 4 "Point-to-Point" services
  - Trip types are non-exchangeable
- 1.19 Call centre Hours:
  - Monday to Sunday: 24-hour operating contact centre
- 1.20 Customer Care Hours:
  - Monday to Sunday 24-hour operating contact centre

## ✕ Service provided

- 2.1 Safe Drive will provide the Service within the Operating Hours and Service Area.
- 2.2 The Member must fully cooperate with Safe Drive for effective service delivery.
- 2.3 The Member must contact Safe Drive's call centre to book a Service Call Out.
- 2.4 Bookings should be made at least 3 (three) hours before required pick up time.
- 2.5 The Member must be available for contact and grant access to the Driver at the Collection Point.
- 2.6 The Driver will wait 15 (fifteen) minutes at the Collection Point. If the Member does not appear, the Driver will leave, and a cancellation fee will apply.
- 2.7 Service Call Outs for Christmas Eve (24 Dec), Christmas Day (25 Dec), New Year's Eve (31 Dec), and New Year's Day (1 Jan) must be pre-booked a minimum of 10 days in advance. Surcharges may apply.

## ✕ Fair usage policy

- 3.1 Memberships are subject to a fair usage policy to prevent abuse.
- 3.2 A maximum of 2 (two) trips per month is allowed.
- 3.3 In the first month of membership, only 1 (one) trip can be used after successful payment of the first premium.
- 3.4 If the annual allocation of 8 (eight) trips is exceeded, additional trips will be charged at R600 per trip (up to 50 km), with extra charges per km beyond this distance.
- 3.5 Trips do not carry over to the following month.
- 3.6 The Member must own a valid licensed motor vehicle. Proof of ownership may be requested

## ✕ General provisions

- 4.1 The Member consents to receiving communications and/or additional marketing from Safe Drive via email, SMS, or phone.
- 4.2 Safe Drive may subcontract its obligations under this Agreement.
- 4.3 This Agreement is governed by the laws of the Republic of South Africa.
- 4.4 Any amendments must be in writing and signed by authorised representatives.
- 4.5 Termination requires one month's written notice.

## Limitation of Liability

- 5.1 Safe Drive is not liable for any damages, delays, or service failures beyond its control.
- 5.2 The Member must ensure that insurance coverage includes alternate drivers, including Safe Drive representatives.
- 5.3 The Service is inherently risky; Safe Drive shall not be held liable for any third-party claims arising from the Service.
- 5.4 The Service is not an emergency assistance service; all bookings must be made in advance.

## Force Majeure

- 6.1 Safe Drive shall not be liable for failure to perform obligations due to events beyond its control (e.g., natural disasters, strikes, government restrictions).
- 6.2 If a service delay exceeds 30 minutes due to force majeure, the Member may cancel the trip.

***This agreement serves as the official terms and conditions for the SafeDrive and Hijack assist service and supersedes any prior agreements or representations.***

**NETSTAR**

## Find out more

Simply visit [netstar.co.za](https://netstar.co.za) to order your new vehicle tracking system.

Call us on [0860 12 24 36](tel:0860122436) where one of our sales consultants will gladly assist you.

Find out more [my.netstar.co.za](https://my.netstar.co.za) | [onlineleads@netstar.co.za](mailto:onlineleads@netstar.co.za) | [www.netstar.co.za](https://www.netstar.co.za)