



## **DRIVE ASSIST COVER**

### **HOME DRIVE SERVICE**

There are many reasons not to drive under the influence - the consequences are well-known. With our Home Drive Service so easily available, there is no justification for taking a chance. Relax, have a great evening and let Home Drive take you and your car home safely.

Home Drive members are provided with 2 convenient ways of making a booking:

Pre-booking – Prior to the event, members can call to make a booking.

In the Moment – Had a little too much to drink? Simply call to make a booking.

Either way, your driving team will be there to get you home safely! Your driving team consists of the lead driver and vehicle as well as a back-up driver and vehicle. The lead driver will drive you home in your own vehicle and a back-up driver will follow and collect the lead driver from the member's preferred drop-off destination.

### **CONVENIENT DRIVE SERVICE**

If you require a driver's assistance to get you from point A to point B in one of Home Drive's vehicles, our professional team of standby drivers will be at your service. Whether you're running between meetings, need an airport transfer, your car has been booked in for a service and you need to be collected from the dealership or if your child needs to be collected from school, you can rely on Home Drive for assistance. Pre-booking are highly preferred.

The benefit provides six trips annually which include a 50km round-trip distance per incident (calculated from strategically placed depots to client pick-up point and to the drop-off destination), any additional kilometres travelled will be charged at R9.00 per km.

Should the member require additional trips, the cost of the trips will be for the member's own account, but the member will receive discount on the full fare as follows:

- 1st Trip = R140 per 30km (additional charge for extra km's still apply)
- 2nd Trip and more = R240 per 30km (additional charge for extra km's still apply)

Additional fees will be charged to the member's credit card.

### **Additional passengers/drop off**

Service is available to a valid policy holder and limited to their specified vehicle only. Up to 3 additional passengers can be transported at no additional cost, provided that the entire trip is no longer than 50km (lower kilometre options are available - e.g. 30km) and takes no longer than one hour and all passengers are transported to one address. An additional cost of R50.00 will be charged per additional / unplanned drop off. This requirement needs to be arranged and authorised by our call centre to ensure efficient planning and upfront payment (avoiding potential threats to our drivers when carrying cash

### **Booking times**

Pre-bookings are preferred and should be arranged prior to 20:00 each day.

Ad hoc or last minute requests (day and night) can be accommodated on a best-effort basis and, members should expect a potential time delay of a minimum of one hour. This is subject to the availability of standby team members at the time of requests.

Cut-off time for new and last minute bookings is 02:00. Public holidays – pre-bookings need to be made before 17:00 on the day, prior to the public holiday.

### **Collection**

The call centre will notify the client via SMS that the driver has arrived at the specified location, at which time the member will have 15 minutes to meet the driver. The driver will call the member on arrival. After 15 minutes the call centre will notify the member that the driver will be leaving. The forfeit of a free trip will apply.

- Cancellation Fees (applicable in excess of your free trips):
  - Cancelled two hours prior to booked collection time – no cost
  - Cancelled one hour prior to booked collection time – R160.00
  - Cancelled within the hour – R320.00

### **Depot Centres**

- Johannesburg (Craighall Park)
- Pretoria (Preller Street)
- Cape Town (CBD)
- Durban (CBD)

### **Pre - Booking required – Depot Centres**

- George (CBD)
- Port Elizabeth (CBD)
- Nelspruit (CBD)
- East London (CBD)
- Bloemfontein (CBD)
- Kimberley (CBD)
- Polokwane (CBD)