

## THATCH CHAUFFEUR SERVICES

### HOME SAFE CHAUFFEUR SERVICE

#### Benefits are as follows:

- We will ensure that you and your vehicle arrive home safely. We will dispatch a vehicle with two drivers (where possible) and drive you home in your own car
- All drivers are in possession of a public driver's permit, carry a cell phone and dress professionally. The drivers all speak English
- You are entitled to use this service 3 times per annum. Each incident is capped at R500 rand, any costs incurred over and above this will be for the client's account

#### What are the terms and conditions?

- Bookings can be arranged between the following hours:
  1. Mondays to Thursdays 17:00 – 01:00
  2. Fridays 15:00 – 03:00
  3. Saturdays 16:00 – 02:00
  4. Sundays 16:00 – midnight
- The service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg.
- *Ad hoc* or last-minute requests will be accommodated by the Service Provider on a best-effort basis with a maximum expected delay of 90 minutes. This Service is subject to the availability of a standby team at the time of the request
- Pre-bookings for public holidays need to be made before 17:00 on the day before the public holiday.
- At the specified time and location, the call centre will notify you that the pick-up driver has arrived at which time you will have 15 minutes to meet the driver. After the 15 minutes, the call centre will notify you that the pick-up driver will be leaving, and the trip will be cancelled.
- Cancellation and rescheduling fees:
  1. Two hours prior to booked collection time – R0
  2. One hour prior to booked collection time – one incident will be eliminated

### AIRPORT DRIVE

#### Benefits are as follows:

- We will ensure that you arrive safely to and from the airport
- All drivers are in possession of a public driver's permit, carry a cell phone and dress professionally. The drivers all speak English

#### Terms and Conditions

- Trips can be arranged via the call centre **48 hours before flight**
- **In the event where the client needs to make a flight change, a 3-hour notice period will be efficient depending on availability.**
- Pick up and drop off services are available during the following hours

1.	Mondays to Thursdays	04:00 – 24:00
2.	Fridays	04:00 – 24:00
3.	Saturdays	04:00 – 24:00
4.	Sundays	04:00 – 24:00

- The service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg.
- This service is only available to the insured and his/her direct family.
- When booking a departure drop off it is the client's responsibility to give the correct time to be picked up and to be dropped off for check in and boarding procedures.
- *Ad hoc* or last-minute requests will be accommodated by the Service Provider on a best-effort basis with a maximum expected delay of 90 minutes. This Service is subject to the availability of a standby team at the time of the request
- Pre-bookings for public holidays need to be made before 17:00 on the day before the public holiday.
- At the specified time and location, the call centre will notify you that the pick-up driver has arrived at which time you will have 15 minutes to meet the driver. After the 15 minutes, the call centre will notify you that the pick-up driver will be leaving, and the trip will be cancelled. For International flights, additional time will be allocated to make provision for delays. The maximum time allowed is 2 hours.
- Cancellation and rescheduling fees:
  1. Two hours prior to booked collection time – R0
  2. One hour prior to booked collection time – one incident will be eliminated

### **Terms and Conditions**

Please note the Thatch Assist and its select partner and service providers are not responsible for the loss or damage to any of the following:

1. Personal items such as cell phones, laptops, i-pads, tablets etc
2. Any luggage being damaged and loss
3. Cost on late arrivals and or missing your flight due to natural disasters, traffic, law-enforcement road blocked etc.

### **TRAUMA & TREATMENT CHAUFFEUR**

Benefits are as follows:

- All drivers are in possession of a public driver's permit, carry a cellphone and dress professionally. The drivers all speak English.
- You are entitled to use this service 3 times per annum. Each incident is capped at R500, any costs incurred over and above this will be for the client's account
- This benefit will also apply to transport the insured from a medical facility (post cancer treatment) to their house of residence.

### **Terms & Conditions:**

- Bookings can be arranged between the following hours:
  1. Mondays to Thursdays 06:00 – 20:00
  2. Fridays 06:00 – 20:00
  3. Saturdays 06:00 – 20:00
  4. Sundays 06:00 – 20:00

- The service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban and Cape Town.
- At the specified time and location, the call centre will notify you that the pick-up driver has arrived at which time you will have 15 minutes to meet the driver. After the 15 minutes, the call centre will notify you that the pick-up driver will be leaving and the trip will be cancelled.
- Cancellation and rescheduling fees:
  1. Two hours prior to booked collection time – R0
  2. One hour prior to booked collection time – one incident will be eliminated

**Annual limit of 6 trips for ALL CHAUFFEUR SERVICES- any trips booked above this limit will be for the client's account.**