



WiDrive
Why drive if we can drive for you!

Assist Line: 0861 123 331
Accounts: 031 941 4028
Email: sales@widrive.co.za
www.widrive.co.za

WiDrive is a product of ValueServ (Pty) Ltd  www.valueserv.co.za | admin@Valueserv.co.za

WiDrive Terms & Conditions

“Take me Home”

“Take me home” is available through our friendly call centre. The service includes automated SMS communication services, which will SMS the beneficiary’s driver’s name and mobile number to them on their booking so that, should they wish to change their collection detail, the beneficiary is able to directly contact their driver at any time. The driving team may consist of a back-up driver and vehicle, and lead driver who will drive the beneficiary home in their own vehicle or if preferred, in the vehicle dispatched. The back-up driver will follow and collect the lead driver from the beneficiary’s house.

“My Driver”

If the beneficiary requires a driver's assistance to get them from point A to point B in one of our vehicles, our professional team of standby drivers will be at their service. Whether the beneficiary is running between meetings, needs an airport transfer, their car has been booked in for a service and they need to be collected from the dealership, or their child needs to be collected from school, they can rely on “My Driver” for assistance. Pre-booking of this service 24 hours prior is highly preferred, in order to guarantee pick-up time.

Professional Assistance is guaranteed and the beneficiaries 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
- East London
- Nelspruit
- Bloemfontein



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TRIPS ARE LIMITED TO 2 (TWO) IN ONE CALENDAR MONTH WITH A MAXIMUM OF 12 (TWELVE) IN A 12 (TWELVE) MONTH PERIOD FROM INCEPTION OF THE SERVICE. THERE IS A 30-DAY WAITING PERIOD FROM THE FIRST PREMIUM RECEIVED BEFORE SERVICE CAN BE UTILISED. NO PREMIUM NO SERVICE.

The benefit includes 12 FREE "Take me Home" or "My Driver" incidents to a radius of 50km per incident. Any additional kilometres travelled will be charged at R9.00 per km. Should the beneficiary require additional trips, which are in excess of their annual trip entitlement, the call centre will facilitate the booking on a beneficiary to pay basis. For these trips, the beneficiary will receive a discount on the full fare fee, as follows:

1st Trip = R 140 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 beneficiary's credit card

Additional passengers/ drop off:

Service is available to a valid beneficiary and limited to their specified vehicles only. Up to 4 additional passengers can be transported at no cost provided that the entire trip is no longer than 50km and 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 are preferred and should be arranged prior to 8pm each day. Ad hoc or last minute requests (day and night) can be accommodated on a best-effort basis and, beneficiaries 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 2am

Public holidays – pre-bookings need to be made before 5pm on the day, prior to the public holiday.

Collection:

At the specified time and location, the call centre will notify the beneficiary that the pick-up-driver has arrived, at which time the beneficiary will have 15 minutes to meet the driver. After the 15 minutes have lapsed the call centre will notify the beneficiary 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 beneficiary use this at their own cost in excess of their annual limit, cancellation fees will apply.

A beneficiary may cancel their trip, but will have to pay the cancellation fee if they cancel within certain times.

Cancellation Fees:

2 hours prior to booked collection time – Nil Rand
1 hour prior to booked collection time – R160.00
Less than 1 hour – R320.00



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Terms & Conditions:

The beneficiary warrants that they have adequate insurance cover in place in respect of the beneficiary's vehicle and the uses thereof by third party drivers so as to include the service Provider's drivers.

Subject to two clauses below, the beneficiary hereby indemnifies the Service Provider against direct 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.

Notwithstanding anything contained herein to the contrary, the Service Provider's total liability for any and all claims (whether in contract or delict) arising out of the provision of the Services shall be limited to R250 000.

The Service Provider shall not be liable to the beneficiary or any cessionary or third party claiming through or on behalf of the beneficiary for any indirect, special or consequential damages (including loss of profits) arising out of or related to this Agreement or the Services.