

# Take Me Home Service Terms and Conditions of Use



## 1 Service Description

- 1.1 The Take me Home service is a service whereby a member is driven home in his own vehicle by a designated driver.
- 1.2 The Take Me Home service ("the service") is available to all valid RMB Private Bank Petro Card holders 7 days a week from 17:30 to 3:00 the following day.
- 1.3 The service is available for a maximum of 50km from the pickup point to the drop off point within the following metropolitan areas:
- Johannesburg
  - Pretoria
  - Cape Town
  - Durban
  - East London
  - Port Elizabeth
  - George
- 1.4 In cases where the RMB Private Bank Petro Card holder wishes to travel further from this point and if capacity on the day allows it, the RMB Private Bank Petro Card holder will be charged accordingly and payment terms will be facilitated by the designated service provider directly.
- 1.5 If the credit card account is in arrears we will suspend the service until the credit card account holder restores its account to an acceptable status.

## 2 How the service works

- 2.1 The service must be arranged through the Europ Assistance Worldwide Services (South Africa) (Pty) Ltd ("EASA") call centre on **0861 643 278**.
- 2.2 The EASA call centre agent will dispatch a vehicle with two drivers and drive the member home in their own vehicle.
- 2.3 The cardholder will only be transported in a motor vehicle provided by him.
- 2.4 The service is available to the cardholder and up to a maximum of 2 (two) passengers collected from 1 (one) pick up point and dropped off at 1 (one) drop off point.
- 2.5 The cardholder must endeavor during off peak times to book the trip at least 60 (sixty) minutes before the driver is required and during peak times at least 120 (one hundred and twenty) minutes before the driver is required. To guarantee collection at a specified time at least 48 hours notice should be given on a booking.
- 2.5.1 Off Peak times are Sunday Evenings to Thursday mornings.
- 2.5.2 Peak period times are Thursday evenings to Sunday mornings as well as public holidays (the night before and on the day) and in some instances major public events that occur within the Service area for example sporting events and concerts etc.
- 2.6 The cardholder may log changes to a booking with the call centre during a reasonable time.
- 2.7 Any bookings cancelled in less than sixty (60) minutes during off peak periods and ninety (90) minutes during peak period, before the proposed collection time will be billed at the full rate and deducted from the cardholder's total covered incidents.
- 2.8 The service is for a maximum of 6 incidents per annum per RMB Private Bank Petro cardholder account. Should the RMB Private Bank Petro card holder exceed the total number of covered incidents for the period in terms of his policy, the member can still use the service but the booking will be facilitated on a member to pay basis. In this event the RMB Private Bank Petro card holder's credit card will be billed.

## 3 Other important info

- 3.1 The cardholder indemnifies EASA and RMB Private Bank from all liability associated with any material damage to property, directly or indirectly, consequential or otherwise arising from the Service which may be instituted by a third party.
- 3.2 The cardholder hereby irrevocably indemnifies EASA, RMB Private Bank, its directors, employees and Service Providers, against any claim resulting from death and/or injury, and for material damages to property which may be instituted against any one or more of them by the Member, his estate or successors in title, arising out of or in connection with, any negligent conduct of EASA, its directors, employees, Service Providers.
- 3.3 The cardholder expressly acknowledges that the Service is for the cardholder's use only.
- 3.4 The cardholder warrants that the appropriate insurance cover is in place in respect of the card holder's motor vehicle and extends to alternate drivers and alternate drivers under the age of 25 driving the card holder's motor vehicle, so as to include any EASA representative providing the service.
- 3.5 The cardholder acknowledges that EASA communicate by SMS (short message service) and hereby agrees that no communication received by the cardholder in this manner will be regarded as unsolicited communication as contemplated in the CPA.