

**TRANS AFRICAN CONCESSIONS (PTY) LTD**  
**TERMS AND CONDITIONS OF USE**

**DEFINITIONS**

The Company	- Trans African Concessions (Proprietary) Limited
Discount Application Form	- The front side of this document enabling Users to apply for discounted toll tariffs
Frequent User	- A road user, who by virtue of the frequency with which he/she is required to pass through a toll plaza(s) each month would qualify the User for an incentive discount offered by the company in the form of a Discount Profile. Where this discount is offered, a Frequent User must apply therefore and be registered under an Approved Payment/Identification Method.
Concession User	- A road user, who by virtue of the nature of its location viz avis a toll plaza, or circumstances, would in the opinion of the company, qualify for discount offered by the company in the form of a Discount Profile. These users must submit Proof of Qualification in a form satisfactory to the company, who at its discretion, will determine a Discount Profile. Where granted a Discount Profile the User shall be registered to meet the qualification criteria therefore as notified in the Information Circular on an ongoing basis. Failure to do so will result in withdrawal of the concession. A Concession User must apply therefore and be registered under an Approved Payment/Identification Method.
Approved Identification/ Payment Methods	- (Class 1) Credit Card Fleet Card Garage Card Prepaid Toll Authority Card (TAC). (Classes 2-4) Fleet Card & Prepaid Toll Authority Card (TAC).
Concession Plaza	- Is a single Plaza at which Concession Discount Profiles are applicable.
Discount Profile	- Is the combination of the rates of discount and the number of passages under which the discount rates become applicable.
Information Circular	- Advisory and explanatory information published by the Company from time to time in print or other media.
Plaza Office	- The cashier's office situated in the main Plaza building.
Plaza Office Hours	- Are Monday to Friday from 08h00 to 17h00 excluding public holidays.
Proof of Qualification	- As detailed in the Information Circular.
Minimum Recharge	- Class 1 – R200.00 Class 2 – R500.00 Class 3 – R700.00 Class 4 – R1000.00 The Company reserves the right to amend these amounts from time to time.
Toll Authority Card (TAC)	- Is a debit card administered by the Company to enable identification and registration of Users who would otherwise be unable to benefit from discount structures offered by the Company in the form of Discount Profiles, or by any user who may wish to make use of this Payment Method.
Vehicle Classes	- Classes 1 to 4 as explained in the Company's Information Circular.

**GENERAL**

- 1) Discount Application Forms must be handed in at the Plaza Office or at such other location as may be advised by the Company from time to time.
- 2) Tariffs charged, including discounted tariffs, are inclusive of VAT.
- 3) Concession and/or Frequent User Discount Profiles will be allocated to a user at the sole discretion of the Company.
- 4) Qualification as a Frequent User entitles discounted tariff at all Plazas where Frequent User Discount is applicable, subject to minimum usage in accordance with Discount Profile granted to the applicant.
- 5) Frequent User Discount Profiles may not be the same at each Plaza, and passages are not aggregated between Plazas.
- 6) Discount tariffs will only apply after Frequent Users reach the required number of passages as determined in the Discount Profile.
- 7) Qualification as a Concession User entitles discounted tariff at the Concession Plaza only.
- 8) Frequent/Concession Users using a Credit card as Payment/Identification Method may register up to 5 class one vehicles under one card number which in turn is linked to a common account, each vehicle being subject to its own Discount Profile.
- 9) Unless specifically authorised by the Company, Frequent/Concession users using TAC's as an Identification Payment Method shall only register 1 vehicle registration number under each TAC and no vehicle registration number may be registered to more than one TAC. Many TAC's may be linked to a common account
- 10) Discount will only be applicable to passages of registered vehicles with Discount Profiles – all other vehicles will be charged at nominal tariff.
- 11) The entitlement to any discount or concession ceases upon expiry of the concession of the credit, fleet, garage card or TAC, whereupon nominal tariff will be payable in cash. No retrospective refunds or adjustments will be made in respect of any nominal tariff paid.
- 12) If the credit, fleet or garage card number registered as the Approved Payment Method requires to be changed (e.g. lost/expired card), a new application must be submitted. No retrospective refunds or adjustments will be made in respect of any nominal tariff paid.
- 13) Frequent/Concession User status may be withdrawn and cancelled at the sole discretion of the company in the event of abuse or misuse.
- 14) Closed circuit television cameras will be used to check vehicle registration numbers against those registered for discounted passage. Cards presented not matching the registration number of the vehicle will be withdrawn (in the case of TAC's) or hot listed and Frequent/Concession user status cancelled. Full tariff will therefore be payable by an alternative Approved Payment Method.
- 15) Where discounted/concessionary tariffs apply, tax invoices will only be issued in arrears for a period of a month, and not for any shorter period. No tax invoice or usage details will be provided by the company unless requested by the user in writing.
- 16) Where requested and applicable, invoices and/or usage details will be available for collection from the Plaza Office not earlier than five working days after the last day of the month to which the tax invoice/usage details relate.
- 17) In the event of tax invoices/usage details older than two months being requested, the Company reserves the right to charge an administration fee to be determined at its discretion.
- 18) Unsuccessful applicants will be advised.

**TOLL AUTHORITY CARDS (TAC)**

- 1) Toll Authority Cards may be applied for by completing the appropriate section of the Discount Application Form.
- 2) Toll Authority Cards in respect of successful applications may be collected from the Plaza Office not less than 14 days after initial submission of the application, and upon payment of a card fee of R50 in cash, by bank guaranteed cheque or direct deposit. The Company reserves the right to amend the card fee from time to time.
- 3) The initial recharge of at least the Minimum Recharge Amount must be paid simultaneously with the card fee in cash, by bank guaranteed cheque or direct deposit.
- 4) Toll Authority Cards can be recharged at the Plaza Office during Plaza Office Hours or in a designated toll lane using cash only.
- 5) Access to the Plaza Office may only be gained when travelling in the direction which would not require the User to cut across oncoming traffic.
- 6) Recharges may not be less than the prescribed Minimum Recharge as published by the company from time to time.
- 7) When the lane variable message sign indicates a low balance warning, the User has less than 5 passages available and should recharge the TAC as soon as possible.
- 8) When the balance on TAC or the Account to which the TAC is linked is insufficient for 1 passage (Minimum Balance) the TAC will be rejected and the user will be charged full tariff which must be paid by an alternative acceptable method, failing which the user will not be allowed passage through the Toll Plaza.
- 9) Upon recharge, there is a time delay of usually less than 1 hour, in transmitting the updated information to the computers in the lanes. During this time that the TAC reflects a below minimum balance, it will be rejected. Notwithstanding this, if the user can produce a printed recharge receipt dated the same day, the Toll Collector, at his/her discretion, shall process the transaction using the TAC.
- 10) The balance remaining on a User's TAC will be refunded only on termination of his card account within 30 days of written application. No funds will be repaid under any other circumstances.
- 11) Unless specified thereon, TAC's apply only to the vehicle registration number to which, issued and are not transferable.
- 12) In the event of card damage or change of vehicle registration number, the User must apply in writing for a new TAC and cancel the existing card.
- 13) Cards presented not matching the vehicle's registration number will be withdrawn and cancelled by the company and full tariff will become payable.
- 14) The card issuing fee, determined from time to time by the company, shall be payable on the issue, re-issue or renewal of the card.
- 15) In the event of card loss, the company must be informed immediately in writing at the nearest Plaza or by fax giving full details of card particulars and requesting that the card be hotlisted.
- 16) The company shall not be held liable under any circumstances for misuse arising from the loss or theft of a TAC.
- 17) The user remains responsible for all transactions up to and including the date of hotlisting.
- 18) Replacement cards will be available for collection at the plaza where applied for, not less than five working days after application.
- 19) TAC's with no usage for 3 consecutive operating months will automatically be downgraded to the nominal tariff.
- 20) TAC's expire after set periods from date of issue and will not be automatically renewed. The user is responsible to apply for renewal. The expiry date is reflected on the card.
- 21) Application for card renewal may be made at the nearest plaza.