



## **Terms and Conditions**

### **1.0 DRIVERS LICENCE AND DRIVERS**

- 1.1 A full and current driver's licence and the driver must be present at time of pick up.
- 1.2 If the licence is not in English it must be accompanied by an accredited English translation or an international driver's permit.
- 1.3 A digital driver's licence is not acceptable.
- 1.4 Drivers must be at least 25 years of age at time of pick up.

### **2.0 YOUR BOOKING COST INCLUSIONS**

- 2.1 Full comprehensive insurance.
- 2.2 Roadside assist.
- 2.3 Camping chairs and table.
- 2.4 A second driver, who meets all requirements above, is allowed.
- 2.5 Fire extinguisher, first aid kit, small broom.
- 2.6 Kitchen equipment comprising plates, bowls, eating utensils, cooking utensils, pots, frypans, chopping board, tea towel, bottle/can openers, colander, stove top kettle, microwave and coffee plunger.
- 2.7 Basic pantry consumables comprising tea, coffee, sugar, salt, pepper, plastic wrap, alfoil, paper towel, toilet paper, hand soap, dishwashing liquid, sponge, sugar, spices, condiments, oil.
- 2.8 2 A full gas bottle.
- 2.9 1500kms per week of hire. We generally do not accept a trip that will be in excess of this limit. Your trip will be discussed before the invoice stage to assess the relevant charge. We may give a discount for a low km trip. If your trip is in excess of the agreed estimate, we will charge extra kms at 40 cents/km.

### **3 NOT INCLUDED**

3.1 Additional diesel fuel, beyond the full tank provided at pick up.

3.2 Refill of the LPG gas bottle, if you use it all.

### **4 ADDITIONAL FEES**

4.1 Unless agreed otherwise, a pet cleaning fee is applicable (\$200) in addition to 4.2 if required.

4.2 Unless agreed otherwise, cleaning fee if the interior is not clean and/or the toilet cassette is not empty (\$200).

### **5 EXCHANGE RATE**

5.1 All transactions are in Australian dollars. Any fluctuation in exchange rates that affects any payment or refund is covered by the hirer.

### **6 PAYMENTS, CANCELLATIONS, CHANGES**

6.1 We require a 50% deposit for all bookings. This payment will hold the dates for your trip.

6.2 The remainder and the bond will be charged at time of pick up unless payment made beforehand.

6.3 Credit card fees will be covered by us if required.

6.4 A cancellation within 14 days of pick up will incur a fee of 50% of the deposit.

6.5 A cancellation within 3 days of pick up will incur a fee of the full deposit.

6.6 No refund for late pick up or early drop off.

6.7 Extensions to a set booking will be at our discretion and will be charged at the daily rate applicable to the motorhome and seasonal rates. Any extension must be paid for at time of request.

6.8 Booking costs may change if there is a change of driver, dates, pick up or drop off location or choice of motorhome.

6.9 A cancellation fee may apply if a change cannot be accommodated.

6.10 In the event a booked motorhome is not available and no suitable replacement is available, a refund of the hire fee only will be paid.

6.11 In the event of a mechanical breakdown, we are liable only for the remaining days of the booking.

6.12 Roadside assist and insurance coverage may offer additional assistance where applicable.

### **7 INSURANCE AND ROADSIDE ASSIST AND BOND**

7.1 We have full comprehensive insurance and roadside assist for all motorhomes while on hire.

7.2 The motorhome must not leave a sealed road. It is not covered by insurance or roadside assist when on an unsealed road.

7.3 A bond of \$1500 is charged at pick up. This will be used in full to cover excess charges in the event of a claim. It may be used to reimburse us for any incidental damages or costs including damage or loss to supplied equipment, tolls and cleaning.

7.4 All motorhomes have GPS tracking devices installed. In the event of unsealed road use, the bond will be withheld until a full mechanical inspection at the hirer's expense can be undertaken to inspect for any damage or excessive wear and tear.

7.5 The motorhome must be returned with a clean interior, full tank of diesel and empty toilet cassette or a portion of the bond will be deducted to cover these costs.

7.6 If there are no claims to settle, the bond is refunded in full.

## **8 REPAIRS AND DAMAGE**

8.1 If a repair is required during a trip, you should contact us to authorize the repair. We will work with the hirer to find a suitable solution with minimal disruption. If the repair is required due to no fault of the hirer and time is lost the hirer may be compensated for that time.

8.2 Damage resulting from a collision is covered by the bond. The bond is retained regardless of who is at fault.

8.3 No refund is given for the unused portion of the trip.

8.4 A hirer is responsible for the loss of rental income for as long as the motorhome is being repaired.

## **9 ANIMALS**

9.1 As a rule we do not allow any animals in our motorhomes.

9.2 If a hirer is found to have had an animal onboard, we reserve the right to retain an additional \$400 fee for cleaning.

## **10 INFRINGEMENTS AND FINES**

10.1 All fines and infringements will be passed onto the hirer via the relevant authorities.

## **11 PICK UP AND DROP OFF**

11.1 At pick up we will spend as much time as you need to get comfortable with the motorhome.

11.2 To facilitate a speedy drop off the motorhome needs to not have been involved in any situation that may require the bond to be retained. This includes a clean interior, full tank of diesel and empty toilet cassette.

11.3 We can at times do an airport pick up and drop off. The hirer may incur a fee for this service.

## **12 SEASONAL CHARGES AND MINIMUM RENTAL PERIODS**

12.1 At peak times the cost of a rental may be above the advertised rate.

12.2 The standard minimum days rental is 5 days however this may increase during peak times also. In low season we may accept shorter bookings.

### **13 LOST PROPERTY**

13.1 Items left behind by a hirer will be kept for one month from the date of drop off. After that date the items will be disposed of. If the hirer notifies us to extend this time, we will hold it for an additional month.

### **14 ITEMS NOT ALLOWED**

14.1 Any item that may damage the interior of the motorhome cannot be stored inside. This includes BBQs, bikes, fishing rods, gas bottles, camp chairs, camping equipment etc.