General Conditions 4wd Wallaby Outback 4wd

For travel from 01/04/2020

To 31/03/2021

RENTAL CENTER HOURS AND GENERAL RENTAL CONDITIONS
Please pay close attention to the time of departure and arrival of your flights.

Pick-up/Drop-off: Pick-ups and drop-offs can be made from Monday through Sunday between 8:00 and 15:30.

On the following holidays, pick-up and drop-off are possible with an additional fee of 100AU$: December 26th 2020 (Boxing Day), May 4th 2020 (May Day: applies to Alice Springs & Darwin branches only, or Labour Day: applies to Brisbane and Cairns branches only), June 1st 2020 (Western Australia Day: applies to Perth branch only), June 8th 2020 (Queen’s Birthday: applies to Adelaide, Alice Springs, Darwin, Melbourne, Sydney & Hobart branches only), July 3rd 2020 (Alice Springs Show Day: applies to Alice Springs branch only), July 24th 2020 (Darwin Show Day: applies to Darwin branch only), August 3rd 2020 (Picnic Day: applies to Alice Springs & Darwin branches only, or Bank Holiday: applies to Sydney branch only), August 12th 2020 (Royal Queensland Show: applies to Brisbane branch only), September 28th 2020 (Queen’s Birthday: applies to Perth branch only), October 5th 2020 (Queen’s Birthday: applies to Brisbane & Cairns branches only or Labour Day: applies to Adelaide & Sydney branches only), November 3rd 2020 (Melbourne Cup: applies to Melbourne branch only), February 8th 2021 (Royal Hobart Regatta: applies to Hobart branch only), March 1st 2021 (Labour Day: applies to Melbourne branch only, or 8 Hours Day: applies to Hobart branch only)

Rental Center Hours: from Monday through Sunday between 8:00 and 16:00, closed on December 25th, January 1st, January 26th and Good Friday (April 10th 2021).

Sydney, Melbourne, Adelaide and Perth: closed on Sundays from May to August

Brisbane: closed on Sundays from October to February

Hobart: closed from July to August

Alice Springs and Darwin: closed on Sundays from April to November, totally closed from December to March

Cairns: closed on Sundays from November to April

Minimum Rental Period:
- Minimum rental period is 5 days for same city rentals, with exceptions noted below.
- Minimum rental period is 10 days for hires where travel dates include 20 December to 10 January.
- 4 and 6 berth rentals from Sydney that collect during the Bathurst races will have a minimum rental requirement of 7 days. The races usually occur in early October.
- 4 and 6 berth rentals from Melbourne that collect during the Phillip Island races will have a minimum rental requirement of 7 days.

The day of pick-up and the day of drop-off are included in the total. In the case of successive rentals where the drop-off and pick-up are on the same day, the day is counted twice.

Driving Age and Permit: 21 with a normal driver’s license held for at least 1 year. International permit or official English translation required, in addition to national permit, if it is not in English.

Credit/Debit Card Deposit depends on level of insurance

Base Insurance: Debited and returned on the day of drop-off:
- NZ$5,000 for Hitop and Voyager models;
- NZ$7,500 for all other 2WD models;
- NZ$8,000 for 4WD models;
- NZ$500 for 4WD models with a liability option.

Value Package and deductible eliminator: Authorized hold on card.
EVEN MORE ABOUT WALLABY MODELS...

Fleet. A wide range, we've got a campervan to suit all budgets and travel styles. From smaller 2-3 berth campers perfect for couples to larger 4-6 berth campervans perfect for the whole family. All campervans are fully equipped with linen and bedding, and kitchen and general equipment, in camper tablet with GPS, 24/7 assistance and more.

D DAY...

Vehicles can be collected from Monday to Sunday between 8:00 and 15:30. Pick-ups are available on most holidays (except on December 25th, January 1st, January 26th and Good Friday (April 10th 2021)) with an additional fee of 100NZ$.

Guests should allow 1 hour to complete the paperwork and demonstration process.

...AND THE LAST DAY

Vehicles can be returned from Monday to Sunday between 8:00 and 15:30. Drop-offs are available on most holidays (except on December 25th, January 1st, January 26th and Good Friday (April 10th 2021)) with an additional fee of 100NZ$.

Guests should allow 1 hour to complete the paperwork and verification process.

You agree to return vehicle in the same condition as it was received (excluding normal wear and tear): clean, with full tanks of carburant and gas and empty tanks of grey and black water. If not, a cleaning and/or waste tank evacuation fee may be assessed at vehicle return.

GENERAL CONDITIONS

FLEX RATES
All daily rates are in Australian dollars.
All daily vehicle rates are commissionable.
Rental days are charged per calendar day. When calculating the number of days a vehicle is rented, the day of pick-up is counted as day one of the rental. The day of the vehicle's return is counted as the final day of the rental. Vehicles are required to be collected and returned with business hours.
All rates and conditions are subject to change without prior notification.
'Flex rates' determine the daily vehicle rate. Flex rates are updated a minimum of once a week. Quotes expire 96 hours after issue.
The flex rate is determined by the date of pick-up, location and date of booking for the rental up to 7 days. After every 7 days the flex rate resets to the rate applicable on that day (i.e. 8th, 15th, 22nd day of hire etc). Amendments prior to the vehicle collection date will be re-calculated at the flex rate applicable on the date of amendment. This applies to changing the hirer name, vehicle type, reducing the number of rental days, changing pick-up dates and/or changing the pick-up or drop-off location. Where the number of rental days is being extended prior to the vehicle collection date (days are being added on at the end of the rental with no change to the original pick up date), the original flex rate, which applied at the time of the original booking, will apply.

VEHICLE LIABILITY AND LIABILITY REDUCTION OPTION

Personal injury is covered in most cases through Registration Third Party insurance. The Lessor does not accept any liability for personal injuries sustained during the rental. Except where such loss or damage is caused by the Lessor's (or that of its employees) own negligence or breach of the Rental Agreement Terms and Conditions, the Lessor does not accept liability for any loss or damage to any personal belongings or property of the Customer (or any person or entity related to the customer). The Lessor strongly recommends that the customer takes out personal travel insurance to cover any injury or loss.

All vehicles are insured for the damage to the vehicle or to the property of a third party. The customer is responsible for the first $5,000 ("the liability") for the HiTop and the Voyager campervans, $7,500 ("the liability") for all other 2WD campervans and $8,000 ("the liability") for the 4WD products; of the cost of any damage to third party property or to the rented vehicle, including single vehicle accident (does not include single vehicle roll over), windscreens and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism with the exception of the 'Exclusions'. Where the damage is the customer's fault, this also includes the cost of the daily rental for the period the vehicle is being repaired. In addition to these costs, an administration fee of $60 may apply, per claim. The liability applies in respect of each claim, not rental. The liability can be reduced by purchasing the Liability Reduction Option or the Inclusive Pack.

Liability Reduction Option
Cost per day:
- 2WD campervans : $46 (maximum charge $2,300), liability reduced to NIL
- Scout 4WD, 4WD Landcruiser and Outback : $49 (maximum charge $2,450), liability reduced to 500 $ When the Liability Reduction Option has been purchased, the hirer will have no liability at all with the exception of the 'exclusions'. The maximum public liability is $20,000,000, sub limits may apply. Please note that the maximum public liability may change during the course of the year for which these terms apply.

MIGHTY STRONGLY RECOMMENDS OUR CUSTOMERS TAKE THE MIGHTY INCLUSIVE PACK FOR TRAVEL WITH PEACE OF MIND.

Liability Deposit
If the Liability Reduction Option or the Inclusive Pack is not taken, the customer must pay the Liability Deposit. The
Liability Deposit is $5,000 for the HiTop and Voyager, $7,500 for all other 2WD campervans or $8,000 for a 4WD, and is applicable regardless if the hirer has purchased private travel insurance.

When the vehicle hired is a 4WD and the Liability Reduction Option or the Britz Inclusive Pack has been purchased the Liability deposit is $500.

The customer must provide a valid credit card or debit card to pay the Liability Deposit and the amount will be debited to the customer’s credit card or debit card on the day of vehicle collection. The credit or debit card holder must be present and able to sign for the Liability Deposit upon vehicle collection. The credit or debit card holder is jointly and severally liable for any damage to the rental vehicle. Any type of pre-paid travel card is not acceptable as a means to provide a Liability Deposit.

The Liability Deposit is subject to a 2% credit card administration fee in addition to the Liability Deposit amount when the card used is either a Visa credit or debit card or MasterCard credit or debit card, or 2.8% when the credit card used is American Express. The credit card administration fees are subject to change.

The Liability Deposit is fully refundable, including the 2% credit card administration fee, if the card used to provide the Liability Deposit is a Visa credit or debit card or MasterCard credit or debit card, provided the Vehicle is returned undamaged. The Lessor recommends that customers use a Visa credit or debit card or MasterCard credit or debit card for the Liability Deposit, as the credit card administration fee that applies when using American Express credit card is not refundable.

Only Visa credit or Visa debit card, MasterCard credit or MasterCard debit card, or American Express credit card are acceptable to use for the purpose of the Liability Deposit.

Exclusions
The Liability Reduction Option, The Bundle (in conjunction with the Liability Reduction Option) or the Inclusive Pack will not apply and the customer is responsible for all costs arising out of, or incurred in connection with:

1. Any damage caused by wilful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle) or driving under the influence of alcohol or drugs, or negligence.
2. Any loss or damage to personal belongings or property of the customer (or any person or entity related to the customer), except where such loss or damage is caused by the Lessors (or that of its employees) own negligence or breach of the Rental Agreement Terms and Conditions. The Lessor recommends the customer does not leave valuables in the vehicle and that they take out personal travel insurance.
3. Any damage where the customer is charged by local authorities for being careless, showing gross negligence or wilfulness in failing to abide by the local road rules.
4. Retrieving or recovering a vehicle, which may include, but is not limited to a vehicle that has become bogged, submerged, caught, trapped, stuck or restricted in anyway and/or has been abandoned, in each case in circumstances within the control of the customer.
5. Replacing keys, which have been lost or stolen, or retrieval of keys which have been locked in a vehicle.
6. Any overhead and underbody damage to the 2WD vehicle however caused, except where Liability Reduction Option or the Inclusive Pack has been purchased.
7. Any overhead and underbody damage to the 4WD Vehicle however caused, except where 4WD Max Cover has been purchased.
8. Any single vehicle roll over except where the Inclusive Pack has been purchased.
9. Any towing and vehicle recovery costs (up to $8,000) from a 4WD road where permission is required in advance from the Lessor in order to travel, where the Customer has not purchased 4WD Max Cover.
10. Damage caused to the vehicle because total load (kg) has exceeded recommended load as stated in vehicle manual. Vehicles are not to be used for the purpose of transporting and haulage of goods other than what might be reasonably expected of a leisure rental.
11. Damage caused by drivers not identified on the rental agreement and/or drivers whose licence that has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.
12. Any damage caused to the vehicle due to the incorrect use of snow chains.
13. Any damage associated with the incorrect use of fuel (fuel being diesel or petrol) this includes Biofuel which should not be used, or water or other contamination of fuel.
14. Any water related damage which includes, but is not limited to, vehicle submersion, contact with salt water, creek or river crossings (applies to 2WD vehicles and Scout 4WD), driving through flooded areas and beach driving.
15. The customer has fitted accessories (as provided by the Lessor or otherwise) to the vehicle incorrectly or otherwise in a manner which causes damage to the vehicle, the accessories or any other vehicle or property.
16. Using the vehicle in contravention of any legislation or regulation controlling vehicular traffic.

CONDITIONS
Rental Duration
- Minimum and maximum rental periods apply and are subject to change.
- Late pick-up or early return of vehicle does not entitle the customer to any refund of the unused portion of the rental.
- If a customer wishes to extend the rental whilst on hire, they must first obtain authorisation from the Lessor. The rental extension is subject to vehicle availability. The cost of an extended rental must be paid by credit or debit card over the telephone on confirmation of the rental extension. The rate charged may not reflect the original rate booked.
- Failure to obtain authorisation will result in a daily fee of $150 in addition to the daily rate.

Operating Hours
The Lessor's branches are open 7 days a week with the exception of Good Friday (10 April), Christmas Day (25 December), New Year's Day (1 January) and Australia Day (26 January) when they are closed.

OFF PEAK: the Lessor's branches are closed on Sundays during off peak months. The Alice Springs, Broome, Darwin and Hobart branches are closed during off peak months.

The 4WD Safari Landcruiser and the Outback are only available to or from Adelaide, Alice Springs, Brisbane, Broome,
Cairns, Darwin, Melbourne, Perth and are only available for travel from 15 April to 13 November inclusive. The Scout 4WD is only available for travel from 15 April to 13 November inclusive, and for Darwin to Darwin hires only. The Lessor requests that clients collecting or returning their vehicle to be in the office by 1530 hours.

**Multiple Rentals**
Should a customer have more than one consecutive rental they can be combined to qualify for longer-term hire discounts off the daily vehicle rates.

**Road Restrictions**
2WD Campervans can only be driven on sealed/bitumen roads. The only exceptions to this are well-maintained access roads of less than twelve kilometres to recognised campgrounds, major tourist attractions and well-maintained, recognised roads on Kangaroo Island (South Australia). Should a customer wish to travel on an unsealed road that is greater than twelve kilometres in length to access a recognised campground special permission can be arranged pending road condition, weather and distance. Please contact your local representative to discuss.

4WD campervans can be driven on sealed/bitumen roads and recognised unsealed roads with the following exceptions:
- 4WD vehicles may only travel to the following areas with the written permission of the Lessor: Simpson Desert, Strzelecki Track, Gunbarrel Highway, Cape York, the Bungle Bungles, Oodnadatta Track, Birdsville Track, Tanami Track, the Plenty Highway, Gibb River Road, Burke Development Road from Chillagoe to Normanton and Savannah Way from Normanton to Borroloola, Finke Road (between Alice Springs and Oodnadatta), Central Arnhem Road, Arnhem Land in general and Chambers Pillar.
- Vehicles are NOT permitted to travel on the Canning Stock Route, the Lost City in Litchfield Park, the Old Gunbarrel Hwy, the old Telegraph Track section of the road to Cape York, Boggy Hole (Finke Gorge National Park), Ghan Heritage Road (from Titjikala to Finke) and Fraser Island, at any time.
- Vehicles are NOT permitted to travel to Cape York between the months of December to May. At all other times permission is required. The old Telegraph Track section of the road to Cape York is prohibited at all times however the bypass is permissible providing permission provided.

The Lessor reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions, and the distance to nominated destinations in relation to the length of the hire period. Should a customer breach the road restriction rules by taking a 2WD vehicle on an unsealed road or restricted road, or by taking a 4WD vehicle on a restricted road; the Lessor may impose a fee on the customer of $300 on each occasion that is identified by the Lessor.

**Licence and Age Restrictions**
A current and full motor vehicle driver’s licence is required and must be produced upon vehicle collection. Should a foreign licence be in a language other than English it must be accompanied by a current international driving permit issued in the same country as the driver’s licence was issued. An accredited English translation will be accepted in lieu of an international driving permit. Drivers must be 21 years of age or over.

**Change of Drop Off Location**
If the customer wishes to change the drop-off destination, they must first obtain authorisation from the Lessor. Subject to the change being approved, an additional charge of up to $750 may apply.

**Change of Vehicle**
Should the vehicle booked be unavailable, the Lessor reserves the right to substitute an alternative vehicle without prior notification and at no extra cost. This shall not constitute a breach of contract and does not entitle the hirer to a refund.

**Voluntary Downgrade**
Should the hirer decide to take a lesser vehicle than booked they will not be entitled to any refund. Note: the Lessor reserves the right to refuse any rental at its discretion.

**Vehicle Age**
All vehicles are under 4 years of age from their on fleet date.

**Toll and Traffic Notices and Administration Fees**
The Lessor reserves the right to charge the customer for any speeding, toll way, parking or freedom camping fines. In addition to the costs associated per fine, an administration fee of $60 may be applicable.

If a customer continues to exceed a speed of 110km or continues to exceed the posted speed limit, as determined by the customer repeatedly ignoring the warnings of the telematics system fitted into the vehicle, the Lessor may impose a fee on the customer in the amount of $300.

**Credit and Debit Card Payments**
Where a credit or debit card is presented as payment, the credit or debit card holder will be jointly and severally liable as a customer. The following credit or debit cards will be accepted: Visa credit or Visa debit card, MasterCard credit or MasterCard debit card and American Express credit card. A non-refundable 2% administration fee will apply to all Visa and MasterCard transactions. A non-refundable 2.8% for American Express transactions. Credit card administration fees are subject to change.

**Credit Card Authority**
The Customer authorises the Lessor to retain the details of their credit or debit card and to take any action to recover from the credit or debit card the amounts due by the customer pursuant to the Rental Agreement Terms and Conditions. These charges including, but not limited to, vehicle cleaning (this includes toilet and waste water tank emptying), speeding, toll way, parking or freedom camping fines, on road assistance, delivery and return of vehicle, late drop off fees, failure to return the vehicle with full diesel or petrol tanks or full LPG bottle (pre-paid fuel and pre-paid gas is included in the Express Return Pack), rental extensions or Exclusions. For security purposes, only the customer’s Visa credit or Visa debit card, MasterCard credit or debit card or American Express credit card can be used for the Credit Card Authority.

Exchange Rate / Currency Variations
All credit and debit card transactions are conducted in Australian dollars. If a refund is due, the Lessor will credit the amount due in full to the Customer's credit or debit card. The Lessor does not accept any liability for credit or debit card fees or bank-imposed fees relating to currency conversion or foreign transactions, which may appear as a variation between the total debited and the total refunded.

Booking Amendments
All amendments to bookings are subject to availability of the vehicle and/or package. Different rates may apply based on the amendment made.
Amendments prior to the vehicle collection date will be re-calculated at the flex rate applicable on the date of amendment. This applies to changing the hirer name, vehicle type, reducing the number of rental days, changing pick-up dates and/or changing the pick-up or drop-off location. Where the number of rental days is being extended prior to the vehicle collection date (days are being added on at the end of the rental with no change to the original pick up date), the original flex rate, which applied at the time of the original booking, will apply.

Cancellation Policy
If the customer changes the travel dates of their booking and subsequently cancels:
- the cancellation fee applying to the original cancellation period will apply where the customer has postponed their travel dates; and
- the cancellation fee applying to the new cancellation period will apply where the customer has brought forward their travel dates.

The cancellation fees are:
- If cancelled more than 95 days prior to pick-up: No Fee
- If cancelled from 95 to 25 days prior to pick-up: 10% of Rental
- If cancelled from 24 to 9 days prior to pick-up: 20% of Rental
- If cancelled 8 to 3 days prior to pick-up: 50% of Rental
- If cancelled less than 3 days prior to pick-up or No-Show: 100% of Rental
If vehicle is returned early there is no refund available for the unused days.
The cancellation fee period is based on Australian Eastern Standard time.

Calculation Errors
The Lessor will not honour calculation errors. Should a calculation error occur the Lessor will charge for the shortfall.

Branches
ADELAIDE
ALICE SPRINGS
BRISBANE
CAIRNS
DARWIN
HOBART
MELBOURNE
PERTH
SYDNEY

On-Road Assistance
Any problems associated with the vehicle, including equipment failure, must be reported to the Lessor as soon as possible and within 24 hours in order to give the Lessor the opportunity to rectify the problem during the rental. Failure to do so may impact any claims for compensation.

Disclaimer
Illustrations and text in any of our documentation, brochures or website are subject to change. Images are a representation only of the vehicle depicted.
Variances in the vehicles offered for rental may occur due to substitutions made by the Lessor or modifications and/or upgrades to the vehicle design made by the manufacturer.

LITIGATION
The present general conditions are subject to French law. Any litigation arising from the execution, interpretation, or use of the rental contract will be brought before the court of jurisdiction where CampingCar-Online is located.