

# Frequently Asked Questions

A lot of questions can be raised about hiring a campervan. We've compiled some of the most common questions here, in order to make your holiday as hassle free as possible.

## General Questions

- [Why choose a Backpacker Campervan?](#)
- [What do I get?](#)
- [What else can I get](#)
- [Do I need a special Licence?](#)
- [How old do I need to be to drive a Campervan?](#)
- [What's the daily rental rate?](#)
- [Is there a minimum rental period?](#)
- [Do you offer one-way rentals?](#)
- [What about Vehicle Protection Coverage?](#)
- [Can I pull up and camp on the side of the road?](#)
- [How long does the battery last?](#)
- [Are the Campervans automatic or manual transmission?](#)
- [Can the vehicles accommodate child / booster seats?](#)
- [What if something happens with the Campervan?](#)
- [What if we have an accident in our campervan?](#)
- [What do we do to increase the fun?](#)
- [What do we do when the adventure is over?](#)
- [Are there any roads I cannot drive on?](#)
- [Can I read the Rental Agreement prior to vehicle pick up?](#)

## General Questions

### Why choose a Backpacker Campervan?

Our purpose-built campervans are frequently serviced and maintained allowing you to travel in a comfortable and reliable vehicle. We've been operating for over 20 years so when it comes to providing top quality vehicles and excellent service, we've got it sorted!

---

### What do I get?

Inclusions demonstrating excellent value;

- Unlimited Kilometres
  - FREE 24 Hour roadside service
  - FREE local tourist information
  - All linen including pillows, sleeping bags, bedding and towels
  - All living equipment supplied including clothes-line and pegs, plastic containers and bucket, dustpan, hand broom and matches
  - All cooking facilities including frypan, saucepans, kitchen utensils, kettle, bowls, cutlery and crockery
- 

### What else can I get?

There's also a huge range of additional hire items including;

- Picnic table AU\$22 per rental
- Picnic chair AU\$12 per rental
- Booster seats AU\$25 each per rental
- Awning (Nomad) AU\$5 per day (max \$100 per rental)

- Outback Safety Kit AU\$95 per rental
  - Satellite Phone AU\$17 per day plus call costs.
- 

### **Do I need a special licence?**

Your standard drivers licence is enough, as long as you've had it for at least a year. If it's not in English we'll need to see a valid International Drivers licence as well.

---

### **How old do I need to be to drive a campervan?**

The minimum driving age for the Nomad, Wanderer and Off-Roader 4WD is 21 years, and the Breezer is 18 years.

---

### **What's the daily rental rate?**

To offer you the very best and most competitive rate, our rates change on a weekly basis.

---

### **Is there a minimum rental period?**

Yes, it is 5 days for the Nomad, Wanderer and Off-Roader 4WD vehicles and 3 days for the Breezer (based on calendar day). Rental cars are calculated on a 24 hour basis and the minimum rental period is one day for all East Coast locations, plus Perth, where pick up is the same location or within the same city. Refer to the next question for details on one-way rentals.

---

### **Do you offer one-way rentals?**

**Campervans:** One-way rentals are available between all branch locations, with the exception of Sydney Downtown. Sydney Downtown is a pick up location only. One-way rental fees and minimum rental periods apply for the Nomad, Wanderer and Off-Roader 4WD. Where the minimum rental period is 7 days, a \$220 one-way fee applies (except for travel between Alice Springs and Darwin where the one-way fee is \$250). For travel from 01 April 2008, where the minimum rental period is 7 days, a \$200 one-way fee applies. Where the minimum rental period is 14 days, a \$250 one-way fee applies. One-way rentals for the Breezer are available between Melbourne, Sydney, Brisbane and Cairns. No one-way rental fees apply. For travel 01 April 2008 an AU\$200 one-way rental fee applies to the Breezer. Minimum rental is 10 days.

**Rental cars:** Minimum rental varies by location. Fees may apply. Please ask your consultant for details.

---

### **What about Vehicle Protection Coverage?**

#### **Campervans 07-08**

Standard insurance is included in the rate. A refundable bond / excess of \$1000 for the Breezer, \$2700 for Nomad & Wanderer and \$4400 for 4WD Campervans is required. This amount can be reduced by purchasing:

#### **Excess Reduction Option 1 for Campervans:**

Breezer: AU\$10 per day. Bond/excess reduced to \$500  
Nomad, Wanderer: AU\$16 per day. Bond/excess reduced to \$1200  
Off-Roader 4WD: AU\$24 per day. Bond/excess reduced to \$2200

#### **Excess Reduction Option 2 for Campervans:**

Breezer: AU\$20 per day. Bond/excess reduced to \$100  
Nomad, Wanderer: AU\$26 per day. Excess reduced to Nil, Bond reduced to \$220  
Off-Roader 4WD: AU\$36 per day. Excess reduced to Nil, Bond reduced to \$440

### **Please note the following Standard Insurance & Excess Reduction Options for travel 01 April 2008 - 31 March 2009:**

Standard insurance is included in the rental rate. A refundable bond / excess of \$1000 for the

Breezer (driver 21+ years of age), \$1900 (driver 18 – 20 years of age), \$2,700 for the Nomad & Wanderer and \$4,400 for the 4WD Off-Roader is required and will be debited from your credit card when the vehicle is collected.

This amount can be reduced by purchasing:

**Excess Reduction Option 1 for Campervans:**

Breezer: AU\$10 per day. The bond/excess is reduced to \$500 (debited)  
Nomad, Wanderer: AU\$16 per day. The bond/excess is reduced to \$1,200 (debited)  
Off-Roader 4WD: AU\$24 per day. The bond/excess is reduced to \$2,200 (debited)

**Excess Reduction Option 2 for Campervans:**

Breezer: AU\$20 per day. Bond reduced to \$220 (imprint) / excess reduced to AU\$0  
Nomad, Wanderer: AU\$26 per day. Bond reduced to \$220 (imprint) / excess reduced to AU\$0  
Off-Roader 4WD: AU\$36 per day. Bond reduced to \$440 (imprint) / excess reduced to AU\$0

**Cars**

Standard insurance is included in the rate. A refundable bond/excess of \$220 is required.

---

**Can I pull up and camp on the side of the road?**

Australia has an extensive network of Holiday Parks in all major tourist centres and in most towns. We recommend BIG4 Holiday Parks, which offer excellent recreational facilities, as well as resources to dispose of waste water. They also have provision for you to plug the vehicle into electricity.

---

**How long does the battery last?**

Backpacker campervans have two batteries – one to run the engine and the other to operate the living equipment, like the lights and fridge. That battery will last approximately 12 to 14 hours, but if you flatten the battery you can start the engine to recharge.

---

**Are the campervans automatic or manual transmission?**

All Backpacker vehicles are manual vehicles.

---

**Can the vehicles accommodate child / booster seats?**

All Backpacker vehicles can accommodate a booster seat but baby seats cannot be fitted to any of the campervans.

---

**What if something happens with the campervan?**

Any repair up to \$100 can be fixed and you will be reimbursed when you return. For amounts over \$100 in Australia call 1800 670 232 or any of our Branches. Provided the renter was not directly responsible for the damage. Receipts must be submitted for any repair.

---

**What if we have an accident in our campervan?**

Any accident must be reported within 24 hours. An accident report has to be completed as soon as possible. It is important to note that you are liable for all damage costs as a result of any accident, up to the applicable excess. The applicable excess will be processed at the time of an accident. Remember, if you have an accident, regardless of who is at fault, you have to pay the applicable excess. In Australia, an accident must be reported to our Motor Claims Department on +61 3 8379 8833.

---

**What do we do to increase the fun?**

Well, if you are having that good a time, you can extend your rental with one quick call to a branch or our main freecall number: 1800 670 232

---

**What do we do when the adventure is over?**

All you have to do is fill up the gas and fuel, tidy up the campervan and be back at the branch by 4.00pm.

---

**Are there any roads I cannot drive on?****ROAD RESTRICTIONS**

- 2 Wheel Drive campervans can only be driven on sealed/bitumen roads. The only exception to this is access roads to recognised campgrounds.
- 4 Wheel Drive vehicles can be driven on recognised unsealed tracks.
- 4WD vehicles may only travel to the following areas with written permission from Backpacker: Strzelecki Track, Gunbarrel Highway, the Bungle Bungles, Oodnadatta Track, Plenty Highway, Birdsville Track, Tanami Track and Gibb River Rd. Permission being granted is subject to weather and road conditions. The distance to nominated destinations in relation to the length of the hire will also be considered.
- The Backpacker Off-Roader 4WD is not permitted on the Canning Stock Route, the Lost City in Litchfield Park, Simpson Desert, Cape York and north of Cooktown in QLD.
- Backpacker reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions and/or the distance to nominated destinations in relation to the length of the hire period.