



## FREQUENTLY ASKED QUESTIONS

### 2WD & 4WD RENTAL CARS - AUSTRALIA

01 April 2006 – 31 March 2008

#### What is included in the rental rate?

- Unlimited kilometres
- Vehicle insurance (excess applies – see Insurance section for more details)
- Extra driver fees
- Vehicle Registration Surcharge
- 24 hrs road service help line (toll free)
- 10% GST
- A premium location surcharge of 5% in "Airport" rates for 2WD cars
- Stamp Duty for 2WD cars

#### Do I need a special licence to drive the car?

A current non-provisional and non-probationary resident country driver's licence is to be presented at the time of rental. If the licence is not in English format, and/or displaying the driver's photograph, an international drivers licence is also required. When an international drivers licence is being presented the domestic licence must also be presented. The primary hirer must hold both a valid drivers licence and a credit card for identification purposes.

#### How old do I need to be to drive the car?

Drivers must be between 21 and 75 years of age to hire a Britz car, except for the 8-Seater Van (vehicle code IVAR), where you must be between 25 and 75 years.

#### What is the minimum rental duration?

##### 2WD Cars:

Rental days are calculated on a 24-hour basis. The minimum rental period is **1 day** for all east coast locations, plus Adelaide and Perth, where pick up and return is the same location or within the same city. The minimum rental period for NT locations is **3 days**.

##### 4WD Cars:

4WD rental cars are based on a 24 hour period and require a minimum hire of **3 days** for travel until 31 March 2007 and **5 days** from 01 April 2007. The minimum hire for all one-way rentals is **7 days**.

Minimum rental periods are subject to change during peak periods.

#### Can I pick up the car in one city and drop it off in another?

##### 2WD Cars:

One-way rentals are permitted between Cairns, Brisbane, Sydney, Melbourne and Adelaide. The minimum hire requirement for one-way rentals between these locations is three days. This includes both airport and non airport locations.

Rentals between the city and the airport within the same city (listed above) have a minimum hire requirement of one day. Northern Territory locations have a 3-day minimum hire requirement at all times. The exception is when pick up is from either Alice Springs or Ayers Rock and return is either Alice Springs or Ayers Rock (hire must be one way). In this instance, a minimum hire requirement of one day applies.

A one-way rental fee of AU\$165.00 will apply where the rental is one or two days. Rental of three days or more will not be subject to the one-way fee. One-way hires are not allowed out of or into the states of Tasmania, Western Australia and the Northern Territory.

##### 4WD Cars:

One-way rentals are available between all our branches, including Hobart and the mainland (4WD's on request). Britz locations include Adelaide, Alice Springs, Brisbane, Broome, Cairns, Darwin, Hobart, Melbourne, Perth & Sydney. One-way hires require a minimum rental of **7 days** and a one-way fee of AU\$220 applies.

### **Can I pick up and drop off a Britz Rental Car at the airport?**

Yes, if you are hiring a 2WD car. We have airport locations in Adelaide, Alice Springs, Ayers Rock, Brisbane, Cairns, Darwin, Hobart, Melbourne, Perth and Sydney. An airport concession fee of 5% will be charged for hires that pick-up from airport locations. This fee is included in "airport" rates.

### **Do I have to pay for more than one driver?**

No you don't.

### **What Accident Protection/Insurance Cover Options do you offer?**

#### 2WD Cars:

Your daily rental rates include standard protection, where you leave a \$220 bond, which will be recorded as an imprint against your credit card. You will be responsible for this amount in the event of damage to third party property or to the rented vehicle, including windscreen and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism. Single vehicle accident liability within NT and Broome is the first AU\$1,650.00.

#### 4WD Cars:

Your daily rental rates include standard protection, where you leave a \$5000 bond, which will be **debited** to your credit card. This amount is held as your excess. We offer options to reduce that excess:

**Excess Reduction Option 1** – For AU\$25 per day the excess is reduced to \$2500, which is held as your security deposit. This amount will be **debited** to your credit card.

**Excess Reduction Option 2** – For AU\$47 per day the excess is reduced to \$440. The security deposit of \$440 is recorded as an **imprint** against your credit card when the vehicle is collected.

**No Worries Cover (PCO2)** – In addition to Excess Reduction Option 2, this one-off payment of AU\$120 for 4WD vehicles covers you for accidental overhead and underbody damage to the vehicle. Please note that overhead and underbody damage cover is excluded unless the No Worries Cover option has been purchased.

*All debited bonds (plus any other credit card transactions) are subject to a 1.5% credit card surcharge in addition to the bond amount. This surcharge is refunded when the bond is refunded. If a bond is retained the surcharge is retained.*

### **What happens if I cancel my booking?**

There are no cancellation fees for 2WD cars. If you cancel your Britz 4WD, the following fees will apply:

If cancelled up to 22 days prior to pick-up	No Fee
If cancelled from 21 to 7 days prior to pick-up	20% of Rental
If cancelled 6 to 1 days prior to pick-up	50% of Rental
If cancelled on day of pick up or No-Show	100% of Rental
If vehicle is returned early for any reason	No refund available for the unused days

### **What Credit Cards do you accept?**

We accept Visa Card, MasterCard and American Express. Please note, a non-refundable surcharge of 1.5% will apply to all credit card transactions for the 4WD car.

### **Do you have any vehicles with automatic transmission?**

Yes, all of our 2WD Rental Cars (except the Economy Car–ECMR and the 4WD - PFMR) feature automatic transmission.

### **Can a baby seat be fitted?**

A baby or booster seat can be fitted in all Rental Cars. We recommend you pre-book baby seats over the Australian school holiday period to avoid disappointment. During this time baby seats are on a request basis only. Booster seats are on request at all times.

### **Do you have any Vehicle Assistance while I am on the road?**

Yes, we do. Please phone Freecall 1800 811 506 for 2WD car hires and 1800 331 454 for 4WD car hires.