

## **CO vehicles TERMS AND CONDITIONS**

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### **TERMS AND CONDITIONS**

This document contains a brief summary of the rental conditions for the CO vehicles. The full conditions of the rental contract apply. All prices quoted in this document are in Australian dollars. Rates and conditions quoted in our price list and/or documentation are subject to change without notice.

### **RENTAL DAYS CALCULATION / VEHICLE COLLECTION & RETURN SERVICE**

Minimum rental period of 7 days is required in peak season.

The supplier of CO vehicles is open during the hours of 9am – 5pm on weekdays, 9am – 12pm on Saturdays, Sundays and public holiday service can be made by arrangement only (fee may apply).

When calculating the number of days a vehicle is rented, the first day of vehicle handover is counted as day one of the rental, regardless of the time of day. The day of the vehicle's return is counted as the final day of the rental. Date and time of vehicle returns will be arranged prior to departure. Refunds are not given for unused portions of the rental due to early return of vehicles.

### **RENTERS IDENTIFICATION**

The person making the rental payment must be named on the Rental Agreement as the Renter regardless of whether they have a driving licence or not. Others may be co-named as Renters.

International customers must supply a valid Drivers Licence, valid Passport and credit card or cash payment.

National customers paying by credit card for rental and bond must supply a valid Drivers Licence. The credit card transaction requires full authorisation for both rental and bond. Customers paying by cash must supply a valid Drivers Licence and another form of identity must be sighted and noted on Rental Agreement. These may include current non-mobile telephone accounts, current council rate notice, water or electricity invoice or a current bank account statement.

### **LATE RETURNS**

Should the hirer wish to extend the vehicle rental period during hire, permission must be granted by The supplier of CO vehicles at least 5 days prior. Unauthorised late returns will incur a double daily rate charge for each day the vehicle is not returned.

Special rates are available for long term rentals. Talk to us for further details.

The hirer will be charged \$20/hour, or part thereof, each hour the vehicle is returned late on the final day of hire. Should the vehicle be returned later than 8:00pm, a full daily rental rate will be charged.

### **ONE-WAY RENTALS**

One-way rentals are available by negotiation only. Additional fees and charges will apply.

### **INCLUDED IN GROSS RENTAL RATES**

- Unlimited kilometres.
- Living equipment (e.g. pillows, towels, sheets, cooking equipment and cutlery).
- Extra driver fees.
- 24hr nationwide RAC road side assistance helpline 131 111 (quote registration number).
- 1.5% Stamp Duty and 10% GST.
- Basic road map.
- Outdoor chairs and table.

### **OFFICE HOURS**

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|                              |                     |
|------------------------------|---------------------|
| Monday to Friday:            | 9.00am – 5.00pm     |
| Saturdays:                   | 9.00am – 12.00pm    |
| Sundays and Public Holidays: | by arrangement only |

### **VEHICLE INSURANCE EXCESS**

Registration Third Party Insurance covers Personal Injury in most cases; however, The supplier of CO vehicles recommends that all clients take out Personal Injury Travel Insurance. All damage to the vehicle or to the property of a Third Party is fully covered by insurance. The first \$4,500.00 ("the excess") of the cost of damage to Third Party property or to the rented vehicle is the hirer's responsibility (includes single vehicle accident, windscreen and/or tyre damage new replacements, overhead and/or underbody damage, towing and/or recovery costs, vehicle theft, fire or break-in). Also included in this expense is the cost of the daily rental for the period the vehicle is unavailable due to accident repairs. The excess applies to each claim, **not** each rental.

In the event of an accident, regardless of who is at fault, the excess is applicable and must be paid when the accident is reported, not when the rental is completed. If the supplier of CO vehicles successfully recovers the cost of the damages from the Third Party, the excess will be refunded. It should be noted that Third Party Claims can take an indefinite amount of time to be resolved. The supplier of CO vehicles cannot foresee the outcome of these claims as these decisions are made by the Insurance Company and the Third Party, whether they are insured or not.

In most situations, the excess of \$4,500.00 can be reduced by purchasing one of the following options.

#### ***Option 1 - Collision Damage Waiver (CDW)***

| <b>OPTION 1 - COLLISION DAMAGE WAIVER (CDW)</b> |                        |  |
|---|------------------------|--|
| <b>Vehicle</b>                                  | 2 Wheeldrive Campervan | 4 Wheeldrive Campervan/6 Berth Motorhome |
| <b>Cost</b>                                     | \$15 per day           | \$25 per day                             |
| <b>Excess</b>                                   | \$1850                 | \$1850                                   |
| <b>Bond</b>                                     | \$1850                 | \$1850                                   |

The first \$1,850.00 of **all accident costs** is the hirer's responsibility (except for the "Exclusions" listed below), including damage to Third Party property or to the rented vehicle (includes single vehicle accident, windscreen and/or tyre damage with new replacements, overhead and/or underbody damage, towing and/or recovery costs, vehicle theft, fire or break-in). Also included in this expense is the cost of the daily rental for the period the vehicle is unavailable due to accident repairs. The excess applies to each claim, **not** each rental.

#### ***Option 2 - Maxi Cover***

| <b>OPTION 2 - MAXI COVER</b> |                        |  |
|------------------------------|------------------------|--|
| <b>Vehicle</b>               | 2 Wheeldrive Campervan | 4 Wheeldrive Campervan/6 Berth Motorhome |
| <b>Cost</b>                  | \$25 per day           | \$35 per day                             |
| <b>Excess</b>                | \$350                  | \$350                                    |
| <b>Bond</b>                  | \$350                  | \$350                                    |

The hirer will pay an excess to the maximum of \$350.00 for a 2 Wheeldrive and 4 Wheeldrive (except for "Exclusions" listed below) for any damage to the vehicle or property of a Third Party.

### **EXCLUSIONS**

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1. The above mentioned options do not cover vehicle damage caused by water submersion or salt water damage.
2. Regardless of the option taken, the hirer is responsible for any costs involved when retrieving or recovering a vehicle that has become bogged.
3. Regardless of option taken, the hirer is responsible for any overhead or underbody damage.
4. Regardless of the option taken, should a tyre puncture occur on the 2WD campervan when not driving on a sealed road, the hirer is responsible for any costs involved with retrieving or recovering the vehicle and changing/repairing the tyre(s).
5. Personal belongings are not covered by insurance and it is recommended that the hirer does not leave valuables in the vehicle unattended and that personal insurance is obtained.
6. The above mentioned options are null and void should the terms of the Rental Agreement be breached. The total cost of any damage is the hirer's responsibility. This includes any damage caused by wilful conduct and driving under the influence of alcohol or drugs.
7. The above mentioned options do not cover the mistaken use of diesel or petrol fuel. The hirer is responsible for all associated cost.
8. The hirer is responsible for the cost of key replacements.
9. The hirer is responsible for the cost of a replacement petrol cap.
10. Should a windscreen chip occur during the rental a minimum \$60 fee will apply however if the chip is unrepairable the hirer is responsible for a windscreen replacement.

### **DRIVERS LICENCES & AGE QUALIFICATIONS**

The supplier of CO vehicles acknowledges all current non-provisional Australian licensees. International visitors are permitted to use recognised current licences issued by their country of residence or an international driver's permit. It is illegal for The supplier of CO vehicles to rent vehicles to drivers under 21 years of age. International travellers, for identification purposes, are required to produce a valid passport at the time of vehicle pickup.

### **VEHICLE SECURITY DEPOSIT**

A vehicle security deposit is payable on receipt of the vehicle. The amount of this deposit is determined by what excess option is taken. Should the standard option be selected, the security deposit is AU\$4,500.00 payable by cash, Traveller's Cheque, or credit card. A credit card deposit is debited from this account immediately. The security deposit will be refunded 4 weeks after the rental is completed. Campabout Oz is not responsible for any bank charges imposed by banks.

If Collision Damage Waiver has been taken, the Security Deposit is AU\$1,850.00 payable by cash, Traveller's Cheque or credit card. If paid by credit card, authorisation will be obtained for the AU\$1,850.00 Security Deposit (and may be debited).

If Maxi Cover has been taken, the Security Deposit is AU\$350.00 for a 2 Wheeldrive and 4 Wheeldrive payable by cash, Traveller's Cheque or credit card (an imprint only will be taken).

The security deposit is fully refundable if the vehicle is returned on time, undamaged (after an inspection has been conducted at the time of a full detail), with a clean interior/exterior and with full fuel tanks (fuel being petrol or diesel). Where Collision Damage Waiver and Maxi Cover has been taken, the credit card imprint will be held by The supplier of CO vehicles for a period of 4 weeks to ensure no traffic infringements have been incurred.

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### **VEHICLE RETURN**

The supplier of CO vehicles will retain a minimum AUD\$150 additional cleaning fee if the vehicle is not returned with a clean interior/exterior and 4 wheel drive vehicles are not free of mud. Not returning the vehicle with full petrol or diesel tanks will result in refill charges that will be advised upon return of the vehicle. PLEASE NOTE THERE WILL BE NO EXCEPTIONS.

### **SMOKING**

There is strictly a no smoking policy in all Campabout Oz vehicles. Breach of this condition will result in addition cleaning fees.

### **INFRINGEMENTS**

The supplier of CO vehicles reserves the right to charge the hirer for any speeding, parking fines, associated administration costs (\$60 per fine) and/or accidents including third party property damage not reported on return of the vehicle.

### **EXCHANGE RATE / CURRENCY VARIATIONS**

All credit card transactions are in Australian dollars. Where exchange rate fluctuations occur, there may be a slight variance in the amount refunded compared to the amount initially charged. The supplier of CO vehicles does not accept any responsibility for exchange rate variances.

### **CREDIT CARDS**

The credit card holder will be jointly and severally liable as the hirer when a credit card is used as payment. The supplier of CO vehicles accepts the following credit cards: Visa Card, Mastercard, Bankcard. A 2% credit card charge applies to all credit card transactions.

### **CHANGE OF DROP-OFF DESTINATION**

Should the hirer want to change the drop-off destination after the rental has begun, authorisation must be obtained from The supplier of CO vehicles 5 days prior to vehicle drop-off. Additional charges will apply.

### **ROAD RESTRICTIONS**

1. 2 Wheel Drive vehicles can only be driven on sealed/bitumen roads.
2. 4 Wheel Drive vehicles can be driven on recognised unsealed roads.
3. 4 Wheel Drive vehicles may only travel to the following areas with the written permission of The supplier of CO vehicles: Simpson Desert, Strzelecki Track, Gunbarrel Highway, Cape York, the Bungle Bungles, Oodnadatta Track, Birdsville Track, Tanami Track and Gibb River Road. Permission being granted is subject to weather and road conditions. The distance to nominated destinations in relation to the length of the hire period will also be considered. Our vehicles are not permitted on the Canning Stock Route, the Lost City in Litchfield Park and the Telegraph Road section of the road to Cape York.
4. 4WD vehicles are prohibited to travel off Mainland Australia (e.g. Fraser, Moreton and Kangaroo Islands etc).

The supplier of CO vehicles reserves the right at its own discretion to restrict vehicle movement in certain areas due to adverse road and/or weather conditions and the distance to scheduled destinations in relation to the length of the hire period.

### **EPIRB**

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EPIRB unit only to be used in life threatening situations. Deliberate misuse may incur a severe penalty. Any costs incurred due to the inappropriate activation of an EPIRB unit is a matter between the renter and the Search and Rescue Authorities and does not involve Campabout OZ Pty. Ltd. In case of a severe emergency, please remain with your vehicle until located by the Search and Rescue Authorities. This may take up to 48 hours.

### **ON-ROAD ASSISTANCE**

Any problems relating to the vehicle must be reported to The supplier of CO vehicles as soon as possible to give The supplier of CO vehicles the opportunity to rectify the problem during the rental. Failure to do so will compromise any claims for compensation. The supplier of CO vehicles does not accept liability for any claims submitted after the rental period.

For mechanical breakdowns contact Campabout Oz to enable us to determine the fault and offer assistance. In the event Campabout Oz cannot determine the fault Campabout Oz will authorise you to contact the RAC Roadside Assistance on 13 11 11. Please quote your vehicle registration number for membership access. Please keep in mind that, depending on the remoteness of your location, assistance can take up to 24 hours. Should you be travelling outside WA, you will need to quote the following when contacting the RAC: membership number 110180895, standard cover.

### **REPAIRS**

All repairs must be authorised and may be reimbursed. All receipts must be submitted for all repairs or claims will not be paid. Repairs are only approved and reimbursed when the hirer is not responsible for the damage.

### **CHANGE OF VEHICLE**

Should the vehicle booked be unavailable through unforeseen circumstances, The supplier of CO vehicles reserves the right to substitute an alternative vehicle without prior notification and at no extra cost. This does not constitute a breach of contract and does not entitle the hirer to a refund.

### **CANCELLATION FEE**

The cancellation fees are:

- If cancelled at anytime after booking confirmation is issued, the deposit taken is non-refundable.
- If cancelled 30 days prior to pick-up - no fee is charged on the rental balance due.
- If cancelled from 29 to 10 days prior to pick-up - 15% of the rental balance due is charged.
- If cancelled 9 days or less prior to departure or a No Show - 50% of the rental balance due is charged.
- If vehicle is returned early for any reason whatsoever - no refund is given.

### **4KG PROPANE GAS CYLINDER**

For your convenience, the 4kg propane gas cylinder is filled prior to the vehicle drop-off. When the vehicle is returned, we require the propane gas cylinder be re-filled and a receipt indicating this purchase. If a receipt is not presented, a \$30 fee will be charged.

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### **ADDITIONAL EQUIPMENT & SERVICE**

Additional equipment requested at the time of booking may incur extra fees, please enquire. With adequate prior notice, your vehicle can be stocked with groceries by using our shopping service (please note you will be charged the cost of the goods plus a service charge).

### **ANIMALS**

Animals are not permitted in vehicles. Any indication of an animal being present in the vehicle (ie. animal hair) will incur a \$150 cleaning fee.

### **PERSONAL AND COMPANY CHEQUES**

Personal and Company cheques are not acceptable for payment.

### **DISCLAIMER**

Illustrations and text in our brochures or website are only a representation of the vehicle depicted. Variances in rental vehicles may occur due to replacements made by The supplier of CO vehicles.

### **NOTE**

The supplier of CO vehicles reserves the right to refuse any rental at its own discretion.