

# TERMS AND CONDITIONS FOR **KEA** RENTALS

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FROM 1 APR 2009 - 31 MAR 2010

## **Standard Rates include:**

- Standard excess insurance cover
- Unlimited kilometres for all vehicle types
- Extra driver fee
- All living, kitchen & sleeping equipment
- Full water tank and gas bottle(s)
- Cleaning & grooming fee
- Nationwide roadside assistance & free phone help-line
- Extensive travel information pack
- 10 % G.S.T. and state government taxes, duties and associated costs

## **Rental Duration**

Minimum rental period: 7 days. Minimum rental is extended to 10 days for the travel period from 20 December to 05 January. Vehicle rentals are calculated on a per calendar day basis, i.e. day of pick-up or drop off is always counted as a full day irrespective of what time it is collected or dropped off.

## **Long-term Rental**

Discounts are calculated in our emailed quotations to you.

## **Rental Locations**

KEA depots are located in Adelaide, Alice Springs, Brisbane, Broome, Cairns, Darwin, Melbourne, Perth and Sydney.

## **Vehicle Pick Up and Drop Off Locations**

Vehicles must be picked up and dropped off at the KEA rental location.

## **Office Hours**

Monday to Friday/Public Holidays: 08:00 - 17:00

Saturday/Sunday: 08:00 - 13:00

**Note:** All branches are closed on Christmas Day (25 December).

## **One Way Rental Fee**

One-way rentals are available between depot locations. A one way rental fee of AU\$ 300 is charged for rentals 20 days or less per segment. Multiple rentals are treated as separate rentals under the one way fee and minimum rental period conditions. The fee is waived when all inclusive 'premium' cover is taken.

## **Remote Location Fee**

A surcharge of AUD 750 applies to vehicles picked up or dropped off in Broome. This is in addition to the one way fee if applicable.

## **Multiple Rentals - Minimum of 7 days**

Multiple rentals can be combined to qualify for a longer term rental rate. Australia and New Zealand rentals, as well as multiple rentals within one country, can be combined to qualify if travel is within a 12 month period. If the drop off and pick up of a vehicle occurs on the same day then each day will be charged per respective vehicle. Multiple rentals are treated as separate rentals under the one-way and minimum rental period conditions.

## **Standard Excess Insurance Cover**

All KEA Campers vehicles come with comprehensive insurance cover. A bond of AU\$ 7,500 is

taken to cover the excess in the event of any damage to our vehicle. The hirer will also be fully liable for demurrage - the daily rental rate for the period the vehicle is off fleet for accident repairs (max 14 days) - and for replacing or repairing damaged windscreens and tyres. Overhead and under-body damage on the rented vehicle is not covered. The bond can be paid by cash, traveller's cheques or credit card (see paragraph "Important: Bond Payments By Credit Card"). The bond is fully refundable on return of the vehicle to the agreed location, on the agreed date in clean condition with no damage incurred to the KEA Campers vehicle, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged.

#### **Important: Bond Payments By Credit Card**

If the hirer does not choose to purchase an Excess Reduction option from KEA Campers, a bond of AU\$ 7,500 is taken. This bond is deducted from the customer's credit card when they pick up their KEA vehicle. We only accept Visa, MasterCard, AMEX and Diners Club. Visa and MasterCard will incur an additional surcharge of 2.0 % on any transaction, AMEX and Diners Club 5.0 % on any transaction. When the vehicle is returned to KEA undamaged and no third party damage occurred, the excess is refunded. Like other currencies, the AU Dollar does fluctuate, sometimes by up to 3 or 4 cents in a period of only 3-5 weeks. Fluctuating exchange rates, the difference between buy and sell rates charged by banks as well as bank fees, may result in the amount refunded being different. KEA Campers is not liable for currency variations or bank transaction fees which may be payable, depending on the credit card provider.

#### **KEA Campers offers the following options to reduce or waive the Standard Excess:**

##### **Excess Reduction 1 (Bronze Cover)**

Excess Reduction 1 at AU\$ 25 (AU\$ 30 for 4WD vehicle) per day will reduce the excess for any damage to the vehicle to a maximum of AU\$ 2,000. The hirer, however, will be fully liable for demurrage - the daily rental rate for the period the vehicle is off fleet for accident repairs (max 14 days) - and for replacing or repairing damaged windscreens and tyres. Overhead and under-body damage on the rented vehicle is not covered. A bond of AU\$ 2,000 is payable at the time of pick up and can be paid by cash, traveller's cheques or credit card: a manual imprint of the credit card will be taken. The bond is fully refundable on return of the vehicle to the agreed location, on the agreed date in clean condition with no damage incurred to the KEA Campers vehicle, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged. The total insurance charge is limited to a maximum of 50 days or AU\$ 1,250 (AU\$ 1,500 for 4WD).

##### **Excess Reduction 2 (Silver Cover)**

Excess Reduction 2 at AU\$ 35 (AU\$ 40 for 4WD vehicle) per day will waive the excess for any vehicle damage and the cost of replacing or repairing windscreens and tyres. Overhead and under-body as well as single accident damage on the rented vehicle is also included. A bond of AU\$ 500 is payable at the time of pick up. The bond is fully refundable on return of the vehicle to the agreed location, on the agreed date in clean condition with no damage incurred to the KEA Campers vehicle, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged. The total insurance charge is limited to a maximum of 50 days or AU\$ 1,750 (AU\$ 2,000 for 4WD).

##### **All Inclusive Rate (Platinum Cover)**

KEA's All Inclusive Rate is available to travellers for AU\$ 60 per day premium (charge is limited to a maximum of 50 days) on standard and all inclusive rental rates. The All Inclusive Rate includes:

- Full Cover Insurance (NIL EXCESS) on any vehicle and third party property damage; including the cost of replacing and repairing windscreens and tyres, the cost of overhead and under-body damage as well as single accident damage on the rented vehicle and the demurrage fee

- 10 % GST, 2.5 % Government Stamp Duty/Taxes and Credit Card surcharge(s)
- The one-way fee if applicable (excl. AU\$ 750 Broome remote surcharge)
- Taxi fare from airport to depot and depot to airport
- Camping equipment – table, chairs and sun umbrella
- Multilingual GPS navigation system and Baby capsule(s) or child/booster seats (on request)

A bond of AU\$ 500 is payable by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for AU\$ 500 at the time of vehicle pickup. The bond is fully refundable on return of the vehicle to the agreed location, on the agreed date in clean condition with no damage incurred to the KEA Campers vehicle or third party property, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged.

### **Additional Equipment For Hire**

To be booked at time of reservation and payable on vehicle collection.

- Camping Table AU\$ 30 per rental
- Camping Chair AU\$ 20 per rental
- Beach Umbrella AU\$ 20 per rental
- Baby Capsule, Child/Booster Seat AU\$ 50 per rental\*
- GPS Navigation System AU\$ 5 p/day (min AU\$ 75 –max AU\$ 250)

**\*Note:** Baby capsule, child or booster seat cannot be fitted in models 2ST and 4WD.

### **Cancellation Fees**

If cancelled 25 days prior to pick up	= booking deposit forfeited
If cancelled 24 - 7 days prior to pick up	= 25% of net rental (min AU\$ 500)
If cancelled less than 7 days prior to pick up	= 50% of net rental
If cancelled on the day of pick up or no show	= 100% of the net rental

**Note:** Late vehicle collection or early return during the hire = no Refund available.

### **Booking Amendments**

- If rental dates are amended within 14 days of vehicle pick up, no refund will be made if the hire is shortened.
- If the pick up or drop off rental location is amended within 14 days of vehicle pick up, a relocation fee may apply.
- Changes to the drop off rental location after the rental has commenced must be approved by KEA reservations. If approved a minimum charge of AU\$ 750 applies.
- Rental extension, whilst on hire, must be approved by KEA reservations. The extra cost must be paid on confirmation of the rental extension.

### **Change of Vehicle**

If, for reasons beyond our control, the reserved vehicle is not available, we reserve the right to substitute a comparable or superior vehicle at no extra cost to the client. This shall not constitute a breach of contract and does not entitle the renter to any form of refund.

### **Vehicle Category Downgrade / Upgrade**

Vehicles cannot be requested by model, mileage or age, only by vehicle category\*. Should the hirer decide to take a lesser category vehicle than booked within 14 days of pick up or during the rental, no refund will be paid. In the case of an upgrade the rate difference is payable.

\*Some features may vary between models.

**Licence and Minimum Age**

A valid full (non-provisional) national drivers licence is required. Non-English language national drivers licences must be presented in conjunction with an official translation or valid international drivers licence. The minimum age is 21 years.

**Travel Restrictions**

Two-wheel drive vehicles can only be driven on sealed/bitumen roads or well maintained access roads of less than one (1) kilometre long to recognised campgrounds or national parks. Four-wheel drive vehicles cannot be driven on Fraser Island but can be driven on the following recognised, unsealed tracks with the express permission of KEA: Cape York between December and May, Simpson Desert, Gunbarrel Highway, Canning Stock Route, Oodnadatta Track, Birdsville Track, Warburton Road, Tanami Track, Gibb River Road, and any other area in excess of 100 km from the nearest sealed road.

KEA reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

**Smoking and Animal Restrictions**

Smoking in KEA vehicles is strictly prohibited, and offenders will be charged a fume removal fee of AU\$ 500. Animals are also not permitted in any KEA vehicle and the same cleaning fee will apply.

**Limit of Liability**

If, for reasons beyond our control, no vehicle is available to the hirer, KEA's liability is limited to a refund of the hire charge in full. In the case of mechanical failure (unless caused by the hirer), KEA's liability will be limited to the hire charge for the remainder of the hire period.

**Repairs**

Repairs of up to AU\$ 100 may be effected without authorisation and will be reimbursed. Amounts above AU\$ 100 require approval from KEA on-road assistance.

**Traffic Infringements**

The hirer is liable for all fines and penalties in relation to the driver's use of the vehicle or the vehicle itself incurred during the rental period plus an administration fee of AU\$ 75 for each infringement or penalty notice that has been redirected by KEA to the hirer.

**Responsibilities of the Hirer**

The hirer is at all times fully liable for:

1. Any damage to the KEA Campers vehicle or third party property if the terms of the rental contract are breached.
2. Damage caused by careless, wilful or reckless driving.
3. Damage is caused by driving under the influence of alcohol or drugs.
4. Damage caused due to single vehicle roll over.
5. Damage caused by driving on restricted roads.
6. Damage to the awning.
7. Damage to or loss of any personal belongings.
8. Damage caused by the use of incorrect or contaminated fuel.
9. Damage caused by part or total water submersion or salt water.

In case of any damage to the KEA Campers vehicle or third party property a second bond will be collected to cover the excess for any subsequent damage.

In the instances of a manual vehicle being hired, the driver must be a competent and experienced operator of manual vehicles.

**Vehicle Return**

All vehicles must be returned to the agreed location, on the agreed date in clean condition with no damage incurred to the KEA Campers vehicle or third party property, with the toilet cassette and waste water tank emptied and no equipment lost or damaged. A fee of AU\$ 250

will be charged if the toilet cassette is not emptied or the vehicle is not returned in a reasonable clean condition.

Vehicles must be returned with a full fuel tank. Refuelling at our depot will be charged at AU\$3.00 per litre of fuel plus a handling fee of AU\$ 25.

**First Aid Kit**

An extensive, high quality First Aid Kit is supplied in each vehicle. If the seal is broken or the kit is not returned, a fee of AU\$ 50 is charged at the time of vehicle drop off.

**General**

Rates, terms & conditions are subject to change without notice. Whilst including the same facilities, some campervans may have different layouts to those shown. All measurements and volumes shown are approximate. The information provided on the website is subject to change without notice.

Any claims or legal action in connection with the provision of our services to the client will be governed by the laws of Australia. Any claim or legal action against the suppliers is likely to be subject to the terms and conditions of our contract with them.