



Terms & Conditions for Rentals from 1 February 2011 to 31 March 2012

Standard Rates include:

- Standard excess insurance cover (AU\$ 7,500 bond and excess)
- Unlimited Kilometres for all vehicle types
- Extra driver fee
- 10 % GST (Goods & Services Tax)
- 3 % Administration Fee and Credit Card Fee
- All living, kitchen and sleeping equipment incl. extra linen
- Full water tank and gas bottle(s)
- Vehicle cleaning and grooming fee
- Nationwide roadside assistance and free phone help-line
- Extensive travel information pack and road atlas
- 10 % Discount off powered and un-powered sites at BIG4 Holiday Parks
- For more inclusions, please refer to rate sheet

Included in Each Motorhome

- **Kitchen & living equipment:** Cooking utensils, pots, pans, frypan, plates, bowls, cups, glasses, wine glasses, gas kettle, electric kettle, dish cloth & brush, tea towels, dishwashing liquid, bucket, dustpan & brush, electric toaster, cutlery, scissors, tin opener, corkscrew, gas lighter, coffee plunger, microwave cookware, food containers, chopping board, clothes pegs, fire extinguisher, clothes hangers, toilet chemicals and toilet roll
- **Bedding:** Pillows, duvets, travel rugs, sheets, towels

Long-term Rental

Discounts apply and are included in your quotation

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). Due to the wet season Darwin is closed for pick-ups and drop-offs between 11 December 2010 to 27 March 2011 as well as 10 December 2011 and 31 March 2012.

Rental Duration

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

One Way Rentals

One way rentals are available subject to the minimum rental periods (in days) in the table below.

| | | | | | | | | |
|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| ADL | | | | | | | | |
| 7 | ASP | | | | | | | |
| 14 | 14 | BNE | | | | | | |
| 21 | 21 | 21 | BME | | | | | |
| 14 | 14 | 7 | 21 | CNS | | | | |
| 14 | 7 | 14 | 14 | 14 | DRW | | | |
| 7 | 14 | 7 | 21 | 21 | 14 | MEL | | |
| 14 | 21 | 21 | 14 | 21 | 21 | 14 | PER | |
| 14 | 14 | 7 | 21 | 14 | 21 | 7 | 21 | SYD |

One Way Rental Fee

One-way rentals are available between depot locations. A one way rental fee of AU\$ 350 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 the all inclusive 'Platinum' cover is taken.

Remote Location Fee

A surcharge of AU\$ 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.

Additional Equipment for Hire: (to be booked at time of reservation)

- Deluxe camping table AU\$ 35 per rental
- Deluxe camping chair AU\$ 30 per rental
- Baby, child or booster seat AU\$ 50 per rental*
- Satellite telephone AU\$ 17 per day plus AU \$50 for delivery plus ALL call charges
- GPS navigation system AU\$ 5 per day (min AU\$ 75 – max AU\$ 250)

- 4WD recovery kit AU\$ 165 per rental

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

Child & booster seats

Child/booster seats are available for hire at AU\$ 50 per rental. Please consider the following guidelines when hiring a child or booster seat:

- KEA 2+2FT: 2 baby/child/booster seats
- KEA 4ST: 1 baby/1 booster seat or 1 child / 1 booster seat
- KEA 6ST: 2 baby/child seats + 2 booster seats
- KEA 4WD: 1 booster seat

| Weight of child | 0 to 18 kg | 15kg to 35kg |
|---|-----------------|--------------|
| Suitable seat | Baby/child seat | Booster seat |
| Please note baby/child/booster seats cannot be fitted in the 2ST model. | | |

Insurance – summary

Please see further details below.

| | Standard Excess Insurance Cover | Excess Reduction 1 (Bronze Cover) | Excess Reduction 2 (Silver Cover) | All Inclusive Package (Platinum Cover) |
|-------------------------------------|---------------------------------|-----------------------------------|-----------------------------------|--|
| Cost per day | included | \$28(4WD \$35) | \$38 (4WD \$45) | \$60 (4WD \$65) |
| Maximum cost | included | \$1,400 (4WD \$ 1,750) | \$1,900 (4WD \$ 2,250) | \$3,000 (4WD \$ 3,250) |
| Excess | \$7,500 | \$2,000 | Nil | Nil |
| Bond/deposit | \$7,500 (deducted) | \$2,000 (imprint) | \$500 (imprint) | \$500 (imprint) |
| Demurrage | - | - | √ | √ |
| Windscreen & tyre damage | - | - | √ | √ |
| Overhead & underbody damage | - | - | √ | √ |
| One way fee (rentals under 21 days) | - | - | - | √ |
| Camping equipment | - | - | - | √ |
| Child seat(s) | - | - | - | √ |
| Multilingual GPS navigation system | - | - | - | √ |

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. The bond is fully refundable on return of the KEA vehicle to the agreed location, on the agreed date in clean condition with no damage incurred to the vehicle, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged.

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

Excess Reduction 1 (Bronze Cover)

Excess Reduction 1 at AU\$ 28 (AU\$ 35 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 KEA vehicle to the agreed location, on the agreed date in clean condition with no damage incurred to the 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\$ 1,400 (AU\$ 1,750 for 4WD).

Excess Reduction 2 (Silver Cover)

Excess Reduction 2 at AU\$ 38 (AU\$ 45 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: a manual imprint of the credit card will be taken. The bond is fully refundable on return of the KEA vehicle to the agreed location, on the agreed date in clean condition with no damage incurred to the 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\$ 1,900 (AU\$ 2,250 for 4WD).

All Inclusive Rate (Platinum Cover)

KEA's All Inclusive Rate is available to travellers for AU\$ 60 (4WD AU\$ 65) per day premium. The charge is limited to a maximum of 50 days or AU\$ 3,000 (AU\$ 3,250 for 4WD).

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.
- 2 % Visa/MasterCard and 5 % AMEX/Diners Club Card surcharge.
- The one-way fee if applicable (excl. AU\$ 750 Broome remote surcharge).
- Camping equipment – table, chairs (depending on number of people travelling)
- Multilingual GPS navigation system
- Baby/child or booster seats (on request)

- Personal locator beacon (4WD vehicle only)

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 KEA vehicle to the agreed location, on the agreed date in clean condition, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged.

Reservation and Deposit

At time of booking a non-refundable deposit is payable. The balance is due 35 days prior to commencement of the hire. If the balance is not received 35 days prior, KEA Campers reserves the right to treat the booking as cancelled.

Cancellation Fees

Fees in percentage of rental rates, on top of non refundable deposit paid:

If cancelled 35 - 20 days prior to pick up = 25% of rental (min AU\$ 500)

If cancelled 19 - 7 days prior to pick up = 50% of rental (min AU\$ 500)

If cancelled 6 – 1 day(s) prior to pick up or no show = 100% of 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/Maximum 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 – the maximum age is 85 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 the Canning Stock Route or any islands in Queensland (including Fraser Island, Moreton Island, North Stradbroke Island) but can be driven on the following recognised, unsealed tracks with the express permission of KEA: Cape York, Gibb River Road and Savannah Way between May and September, Simpson Desert, Gunbarrel Highway, Oodnadatta Track, Birdsville Track, Warburton Road, Tanami Track. KEA does not allow any vehicle contact with salt water, including river crossings. 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 speeding and AU\$ 25 for each parking or toll-road infringement that has been redirected by KEA to the hirer.

Responsibilities of the Hirer

The hirer is at all times fully liable for:

1. Damage to the vehicle or third party property if the terms of the rental agreement are breached
2. Damage caused by careless, wilful or reckless driving incl. speeding
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 caused by use of incorrect or contaminated fuel
7. Damage to or loss of any personal belongings.
8. Damage caused by part or total fresh or saltwater submersion
9. Cost to retrieve or recover vehicle that has become bogged, submerged or abandoned
10. Cost to replace vehicle keys that have been lost or damaged or retrieval of keys that are locked in the vehicle

In case of any damage to the KEA vehicle or third party property a second bond may be collected to cover the excess for subsequent damages. In the instances of a manual vehicle being hired, the driver must be a competent and experienced operator of manual vehicles.

Travel Insurance

We strongly recommend that renters ensure they take out the highest level of Travel Insurance.

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 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.

Vehicle must be returned with a full fuel tank (4WD dual tank). Refuelling at our depot will be charged at AU\$2.50 per litre of fuel plus a handling fee of AU\$ 25.

First Aid Kit

A comprehensive, 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.