

Relocation: For Your Information

Effective 01 April 2023 – 31 March 2024 Consumer



FOR YOUR INFORMATION:

This information applies to Apollo, Britz, Cheapa, Hippie, Maui and Mighty relocations and must be used in conjunction with the Britz 'Rental Agreement, Terms and Conditions'

RENTAL CHARGES: \$1.00 per day up to the minimum days indicated in the table below. The maximum kilometres allowed are as per the table below which is based on the distance plus an extra 550 kilometres. Travel exceeding the maximum allowance per rental will be charged at 55 cents per kilometre over the allocated allowance.

EXTRA DAY: may be available and can be requested at the time of booking (or Check out) by asking our rental staff. An extra day is strictly subject to availability, and will be charged at a fixed rate of \$75 p/day; other costs such as Liability Reduction etc. are additional. The additional day provides an extra 250 free km. An extra day can be cancelled or declined at the discretion of **thl** Rentals. No extra days are allowed between 15th Dec and 15th Jan or for the 4 days either side of the Easter weekend.

thl Rentals welcome you to share fuel expenses with your fellow travellers; however, it is illegal to charge them a fare.

DRIVERS LICENCE: One of the following must be provided at the time of collection:

- A. A valid, Full Australian driving licence.
- B. A valid, Full Domestic licence, accompanied by an International driver's permit in English and passport. See 'Rental Agreement, Terms and Conditions' for further information.

DAILY HIRE: Rates are based on a calendar day (not 24 hour periods). Minimum rental days depend on the route and scheduling requirements. Vehicles come with basic living equipment such as, linen, cutlery & crockery. There is **no** refund for unused days.

FUEL ALLOWANCE: Should the chosen relocation booking involve an offer or allowance, please ensure this is noted on your contract at pick-up. Depending on the offer or allowance included in your booking, we may credit to your credit card the cost of fuel used (receipts required) and any applicable travel allowance (no receipts required) on return of the vehicle, up to the amount noted on the contract. Where receipts are required, the receipts must clearly state the cost of the item purchased and include a description of the item purchased. Credit card receipts are not sufficient. These offers are only redeemable when the vehicle is returned to the correct location on time, has not been involved in an accident, is full of fuel, and all other terms of the Rental Contract have been complied with.

TASMANIAN RELOCATIONS:

You may be offered either a fuel allowance or a spot on the ferry. If a fuel allowance is offered and accepted, the receipts can be from either fuel, ferry seat and/or an airfare (for one person). All Spirit of Tasmania ferry bookings must be made for a 7m long vehicle to allow for a change of vehicle type. It is

recommended that you accept a ferry crossing pre-booked by **thl** Rentals to avoid financial loss in the event of the relocation being cancelled.

PAYMENT: Cash, EFTPOS, Visa and MasterCard only (no Amex) will be accepted for rental and protection package charges. (Only Visa and MasterCard will be accepted for Security Deposit Payments, no Amex). Please note that **thl** does not take any responsibility for any currency fluctuations in exchange rates.

SECURITY DEPOSIT: \$1000 payable by credit or debit card only (Visa credit or debit card or MasterCard credit or debit card only). The \$1000 security deposit will be processed and credited back at the end of the rental providing the vehicle is returned on time, undamaged and with the fuel tank and gas bottle full. A 1.6% administration fee applies on all credit or debit card payments. This surcharge will be refunded if and when the security deposit is refunded. A \$250 cleaning fee will be charged if the vehicle is not returned in a clean condition. This includes smoking related cleaning, as smoking is not permitted at any time in the vehicle or animal related cleaning as animals are not permitted in the vehicle (with the exception of registered guide dogs). It will also be charged if the toilet and wastewater tank (if applicable) have not been emptied.

CANCELLATION FEES: There is a \$50.00 fee payable to **thl** for any relocation that is cancelled once confirmed or not collected on the due date. Please note the vehicle model booked or the booking itself may change prior to departure or be cancelled at **thl's** discretion, even on the day of travel. The \$50 cancellation fee will not apply in this instance. In addition, **thl** Rentals is not liable for any incidental costs (accommodation, transportation) incurred by the hirer and passengers as a result of cancellation of the relocation.

MAX NUMBER OF PASSENGERS: You are not permitted to carry more passengers than the legal registration of the vehicle indicates.

PICK UP AND DROP OFF TIME: All relocations must be collected between 1000hrs and 1500 hrs. Return time on the last day is 1500hrs, and vehicles not returned by this time will incur a late fee of \$150. Any vehicle that is not returned by 1600hrs on the last day the late fee incurred will be \$1000.

DAMAGE: Personal property is not covered by **thl** Rentals liability coverage. All vehicles are insured for damage to the vehicle and to the property of a Third Party. Overhead and Underbody damage is not covered by any Liability Reduction options and you are responsible for the full cost. Tyres and Windscreen are not covered. The liability is applicable regardless of who is at fault and applies in respect of each claim, not per rental. All claims, regardless of fault, will incur a \$60 administration fee.

SINGLE VEHICLE ROLLOVER: Liability Reduction does not cover single vehicle rollovers. The hirer will be liable for the full cost in the event of such an accident occurring. A single vehicle roll over may include, but is not limited to, a vehicle that has rolled, tipped or fallen over and this has caused damage to the side and/or roof areas of the vehicle. All Liability Reduction cover will be made void if damage caused to the vehicle because total load (kg) has exceeded recommended the load as stated in vehicle manual. Vehicles are not to be used for the purpose of transporting and haulage of goods other than what might be reasonably expected of a leisure rental.

LIABILITY REDUCTION OPTIONS:

BP1: \$12 p/day will reduce the standard liability from \$1000 to \$500 for each claim
BP2: \$20 p/day can reduce your liability to \$250.

Note 4WD Max Cover is not available with relocations.

LIABILITY REDUCTION EXCLUSIONS: In addition to the 'Rental Agreement, Terms and Conditions':

UNSEALED ROADS: Vehicles are not allowed to travel on any unsealed roads. Full costs will be charged for any damage occurring on these Roads. A penalty of \$300 will be applied for any driving on unsealed roads.

OVERHEAD AND UNDERBODY DAMAGE: is not covered by any Liability Reduction options and you are responsible for the full cost.

NIGHT DRIVING is not permitted, full costs will be charged for any damage caused whilst driving at night (after sunset and before sunrise), except in cities and towns where street lighting is present.

OVERSPEED: If a customer continues to exceed a speed of 110kph or continues to exceed the posted speed limit, a breach fee of \$300 will be applied.

ACCIDENTS: Must be reported immediately to the nearest branch or after hours on 1300 850 805. An Accident Report must be completed on return of the vehicle. Please ensure you obtain a police report if applicable and third party details.

BREACH OF CONTRACT: Please read the Britz "Rental Agreement, Terms and Conditions" very carefully and ensure that all points are clear before signing. Your signature binds you to the Britz 'Rental Agreement, Terms and Conditions' conditions. Should there be any variance between the Britz 'Rental Agreement, Terms and Conditions' and this 'For Your Information' document, this (for your information) document will supersede the standard conditions.

MECHANICAL BREAKDOWN: You may spend up to \$100 for minor repairs or oil. For larger repairs, please phone the nearest Branch for authorisation. Receipts must be presented for reimbursement. **thl** Rentals is not liable for any incidental costs (accommodation, transportation) incurred by the hirer and passengers as a result of a breakdown or accident. **thl** staff will however endeavour to assist where and if possible.

Branches

Adelaide	583 Grand Junction Road, Gepps Cross, SA 5094	08 8234 4108
Alice Springs	220 Stuart Highway, Alice Springs, NT 0870	08 8952 8814
Brisbane	733 Nudgee Road, Northgate, Brisbane, QLD 4013	07 3868 1248
Broome	10 Livingstone Street, Broome, WA 6725	08 9192 2647
Cairns	419 Sheridan Street, Cairns, Qld 4870	07 4032 2611
Darwin	17 Bombing Road, Winnellie NT 0820	08 8981 2081
Hobart	14 Long St, Inter Airport, Cambridge TAS 7170	03 6248 4168
Melbourne	40 Hume Highway, Somerton, VIC 3062	03 8398 8855
Perth	471 Great Eastern Highway, Redcliffe, WA 6104	08 9479 5208
Sydney	31 Bay Road, Taren Point, NSW 2229	02 9316 9071

Total Kilometre Allowance (distance + 550kms) and Minimum / Maximum Relocation Days

	ADL	ASP	BME	BNE	CNS	DRW	HBT	MEL	PER	SYD
	Days	Days	Days	Days	Days	Days	Days	Days	Days	Days
ADL		2090	5163	2606	3968	3615	1581	1279	3246	1971
Min		4	9	5	7	7	5	3	6	4
Max		5	10	6	8	8	6	4	7	5
ASP	2090		3294	3533	2970	2066	3121	2819	4152	3351
Min	4		6	7	5	4	7	5	8	6
Max	5		7	8	6	5	8	6	9	7
BME	5163	3294		5221	4642	2411	6247	5534	2805	5779
Min	9	6		10	9	4	12	11	6	11
Max	10	7		11	10	5	13	12	7	12
BNE	2606	3533	5221		2262	3970	2595	2233	4861	1512
Min	5	7	10		4	7	7	4	10	3
Max	6	8	11		5	8	8	5	11	4
CNS	3968	2970	4642	2262		3408	4001	3639	5966	3234
Min	7	5	9	4		6	9	7	12	6
Max	8	6	10	5		7	10	8	13	7
DRW	3615	2066	2411	3970	3408		4989	4344	4598	4537
Min	7	4	4	7	6		10	8	8	8
Max	8	5	5	8	7		11	9	9	9
HBT	1581	3121	6247	2595	4001	4989		905	4649	1803
Min	5	7	12	7	9	10		4	9	5
Max	6	8	13	8	10	11		5	10	6
MEL	1279	2819	5534	2233	3639	4344	905		3975	1442
Min	3	5	11	4	7	8	4		7	3
Max	4	6	12	5	8	9	5		8	4
PER	3246	4152	2805	4861	5966	4598	4649	3975		4507
Min	6	8	6	10	12	8	9	7		8
Max	7	9	7	11	13	9	10	8		9
SYD	1971	3351	5779	1512	3234	4537	1803	1442	4507	
Min	4	6	11	3	6	8	5	3	8	
Max	5	7	12	4	7	9	6	4	9	