

Around Australia Motorhomes - Terms & Conditions

INSURANCE / EXCESS REDUCTION OPTIONS

You have a choice of Basic Excess, Collision Damage Waiver (CDW) or Maximum Protection Package (MPP). Excess Reduction is additional to all prices quoted.

Basic Excess Cost = included in the daily rental rate
Maximum liability in the event of an accident of \$6,000.00
Does not cover windscreen or tyre damage.

OR

Collision Damage Waiver (CDW)
Cost - HiTop Campervans = \$19.00 per day (Maximum premium payable per rental: \$1,250.00)
Cost - All other vehicles = \$26.00 per day (Maximum premium payable per rental: \$1,250.00)
Reduces liability in the event of an accident to \$2,000.00
Does not cover windscreen or tyre damage.

OR

Maximum Protection Package (MPP)
Cost - HiTop Campervans = \$25.00 per day (Maximum premium payable per rental: \$1,800.00)
Cost - All other vehicles = \$45 per day (Maximum premium payable per rental: \$1,800.00)
Reduces liability in the event of an accident to \$450.00
Includes 1 Windscreen & 2 Tyres replacements (nil excess).

SECURITY BOND:

A security bond is required which is equivalent to the damage liability and must be lodged on the day of departure by Visa or MasterCard only (no cash or cheque). The security bond is refundable providing the campervan/Motorhome is returned on time, to the agreed location, with fuel and gas full, in a clean condition, with no damage or items missing and in accordance with your Rental Agreement.

Basic Option: \$6,000.00 (banked upon departure)
CDW Option: \$2,000.00 (credit card imprint held with your rental contract)
MPP Option: \$ 450.00 (credit card imprint held with your rental contract)

WHAT IS NOT COVERED BY INSURANCE:

The following events are not covered by Basic, CDW or MPP Protection Options and are the hirer's responsibility at all times:

Damage caused where the terms of the Rental Agreement have been breached.

Broken, cracked or chipped windscreen (except for MPP Insurance)

Damage to tyres (except for MPP Insurance)

Damage caused by intentional, neglectful or wilful acts.

Damage caused to the vehicle in any way by part or total water submersion or salt water.

Damage to the vehicles interior.

Damage to the overhead or underbody of the vehicle including the air-conditioning unit and awning.

Overhead damage is any damage to the vehicle above the top of the windscreen line.

Damage and third party damage caused by or arising out of the vehicle's use on an unsealed surface or restricted roads.

Damage caused whilst driving under the influence of alcohol or drugs.

Damage caused while in breach of traffic legislation.

Damage or loss caused to any personal belongings.

Damage caused and any recovery costs if the vehicle becomes bogged or stranded caused by driver error.

Damage caused by any person not listed as a driver on the Rental Agreement.

Around Australia Motorhomes reserves the right to restrict vehicle movements and the availability of CDW and MPP options in certain areas due to adverse road or weather conditions.

The damage liability fee applies to each incident, not per rental.

DAMAGE LIABILITY / ACCIDENT NOTES:

Damage liability fees cover one accident only - in the event of an accident the bond and / or additional payment will be collected again for the balance of the rental days. The loss or theft of personal belongings or damage sustained to the vehicle's interior fittings or equipment is not covered (except in the case of collision damage). If you are involved in an accident and pay the Damage liability fee, a second insurance bond would need to be lodged for the remainder of the rental. If you have any accident & your vehicle is unable to be driven or continue your rental and we provide you with a replacement vehicle, you will be required to pay additional Damage liability fees & then lodge a separate security bond.

ADDITIONAL CHARGES

ONE WAY RENTALS:

One Way Fee applies to all One Way Rentals

Rentals between Cairns, Brisbane, Sydney, Melbourne & Adelaide = \$195

Rentals involving Perth = \$495

Rentals involving Darwin = \$800

TERMS & CONDITIONS

PRICES:

All prices are quoted in Australian dollars.

TAXES:

GST is included in our rates

RENTAL PAYMENTS:

All rental charges and security bonds must be paid in full prior to or on the day of the commencement of the rental. All payments to Around Australia Motorhomes must be made in Australian Dollars only. Payment can only be made by cash, Visa, MasterCard or EFTPOS. Personal or business cheques, traveller's cheques or bank cheques can only be accepted if received 14 days prior to the commencement of the rental.

It is your responsibility to ensure that your credit card has sufficient funds and/or daily transaction limit.

No vehicle will be released under any circumstances until the rental payment and Security Bond is paid in full.

MINIMUM DURATION & KILOMETRES:

Minimum rental duration is 7 days. Shorter durations may be available upon application. Minimum rental durations may increase seasonally at Around Australia Motorhomes discretion.

Rentals are based on unlimited kilometres

HOW RENTAL DAYS ARE CALCULATED:

All rentals are calculated per calendar day. When calculating the number of days a vehicle is rented, the day of pick up is counted as day one of the rental, regardless of pick up time. The day of the vehicles return is counted as the final day of the rental. When a rental moves from one rate season to the next, the calculation is based on both rates.

CANCELLATION CHARGES:

Other than for exceptional circumstances and then entirely at the discretion of the Manager, the following fees will apply for cancellations after confirmation of booking (payment of deposit):

All cancellation must be notified in writing to Around Australia Motorhomes at 11/10 Pioneer Avenue, Thornleigh NSW 2120 Fax: +61 2 9481 7788 Email: rentals@aamotorhomes.com.au

A \$75.00 cancellation administration fee will apply to all cancellations.

Within 30 days prior to pick-up: \$500.00

Within 7 days prior to pick-up: \$500 or 50% of the rental cost (whichever is greater)

If cancelled on day of pick-up or a No Show: No refund available, the full rental charge will apply

If vehicle is returned early: No refund available

Notes: an amendment of the dates or vehicle type after a booking has been confirmed by Around Australia Motorhomes may be treated as a cancellation and the appropriate fees will apply.

AMENDMENT FEE:

A \$75.00 amendment fee will apply to all changes after a booking has been made.

CHANGE OF DROP-OFF DESTINATION:

Authorisation must be obtained for a change of drop-off destination after your rental has commenced. Around Australia Motorhomes cannot guarantee that any such authorisation will be granted. If authorisation is granted, the hirer will be required to meet the cost of relocating the vehicle to the relevant location.

RENTAL EXTENSION:

Authorisation must be obtained if the renter wishes to extend their rental after the rental has commenced. Around Australia Motorhomes cannot guarantee that any such authorisation will be granted. If authorisation is granted, payment for the extended number of rental days must be made immediately upon the confirmation of the rental extension. Payment can be made direct to your nearest depot or via fax credit card authorisation.

CLEANING FEE:

A cleaning fee will be charged if the vehicle is not returned in reasonable condition. Charging of such fee will be at the Depot Manager's discretion. The vehicle must be returned with the toilet and grey water emptied or charges will apply. Smoking is strictly prohibited in all vehicles.

EARLY RETURNS:

There are no refunds for vehicles returned earlier than the agreed term on the Rental Agreement.

CHANGE OF VEHICLE:

We reserve the right to substitute a comparable or superior vehicle at no extra cost in extreme circumstances. This shall not constitute a breach of contract and does not entitle the renter to any refund whatsoever.

VOLUNTARY DOWNGRADE:

If the hirer decides to take a lesser vehicle than booked within 14 days of pick up or during the rental then they will not be entitled to any refund.

BRANCH HOURS FOR PICK-UP AND DROP OFF:

Sydney, Melbourne, Brisbane, Adelaide, Cairns, Darwin and Perth.

Monday to Friday 8.30am to 3.00pm

Weekends, Public Holidays by prior arrangement only

LICENCE MINIMUM/MAXIMUM AGE:

A valid current full Driving Licence, Australia, Country of Origin, or International Licence is acceptable. The minimum age is 25 years. The maximum age is 75 years. Under special circumstances arrangements can be made for drivers aged between 21 and 24, subject to additional charges.

ROAD RESTRICTIONS / DESTINATION RESTRICTIONS:

Vehicles may be driven in all states; however, restrictions apply depending on road types and standards. All vehicles can only be driven on recognised (roads shown on maps) sealed roads.

Campervans and motorhomes are restricted to bitumen roads only.

All insurance and refundable money is waived if the above restrictions are breached. Any damage and/or recovery costs are the customer's responsibility.

REPAIRS:

If your motorhome or campervan requires any repairs or tyre replacement you must advise Around Australia Motorhomes immediately and seek authorisation prior to any repair work proceeding. Around Australia Motorhomes will reimburse you for expenses incurred in rectifying any authorised problems on presentation of the relevant receipts. NB: Defective parts or damaged tyres must be returned to our office for inspection.

Our liability for any delays incurred in the course of damage or defect to the vehicle will be limited to the refund of hire charges for any days lost. We will not accept responsibility any out of pocket expenses in the case of a breakdown or time lost for repairs.

BREAK-DOWN SERVICE:

All vehicles are covered by a national 24 hour / 7 days per week emergency roadside breakdown service.

TRAFFIC INFRINGEMENTS / TOLL WAY INFRINGEMENTS:

We reserve the right to charge the renter for any speeding, toll way or parking fines that is incurred whilst the vehicle is under their hire. The hirer must advise Around Australia Motorhomes upon return of the vehicle if they are aware of any pending fines.

Around Australia Motorhomes offers hirers an Australia wide toll pass for \$42.00 which covers unlimited toll usage for the duration of your rental.

A \$55.00 administration cost for processing each speeding and parking fine will apply.

A \$20.00 administration cost for processing each toll way fine will apply, plus the cost of the toll.

PETS / ANIMALS:

Unfortunately pets are not allowed in our vehicles, with the exception of guide dogs.

SMOKING:

Smoking is not permitted in our vehicles. Penalties apply.

RELOCATION RENTALS:

Relocation rentals are subject to availability. Drivers must be aged between 25 to 75 years old. Number of days and kilometre restrictions apply. CDW Excess Reduction is the only option available. A security bond of \$2,000.00 will be banked upon pick up. The Security bond will be refunded at drop off providing all the terms and conditions of the rental contract have been met. Cancellation charges within 7 days of \$500 apply.

ADDITIONAL NOTE:

Around Australia Motorhomes reserves the right to refuse any rental at its discretion. For full terms and conditions or rental see the Rental Agreement (available upon request).

Disclaimer:

Rental rates, insurance rates and terms and conditions are subject to change without notice. Vehicles and illustrations shown may be different to the actual vehicle offered due to modifications and/or upgrades.