

# Relocation: For Your Information

Effective 01 April 2018 – 31 March 2019 Consumer



## FOR YOUR INFORMATION:

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

**RENTAL CHARGES:** \$5.00 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 15<sup>th</sup> Dec and 15<sup>th</sup> 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 valid, Full Australian driving licence.
- 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:** No monies will be forthcoming without accompanied receipts clearly stating the amount & type of fuel purchased (tax invoice required), note EFTPOS and credit card receipts are not accepted. Any expense above the allowance offered is at the hirers cost. Please ensure that any Fuel allowance given is clearly marked on the Rental Agreement, prior to departure and initialled by a THL staff member. Any breach of the rental agreement may result in the removal of any fuel allowance offered.

## 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 CARD ONLY (Visa or MasterCard 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 2% surcharge applies on all Credit 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 returned in a dirty condition and 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 Additional Protection Cover or 4WD Easy Cover Plus 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 1800 331 454. 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.

## Branch Details

LOCATIONS	DATES AND HOURS OF OPERATION			
SYDNEY, MELBOURNE, ADELAIDE AND PERTH	1 April – 30 April 7:30AM - 4PM	1 May – 31 August 10AM - 4PM Closed Sundays	1 September - 31 March 7:30AM - 4PM	
BRISBANE	1 April – 30 September 7:30AM - 4PM	1 October – 28 February 10AM - 4PM Closed Sundays	1 March - 31 March 7:30AM - 4PM	
HOBART	1 April – 30 June 7:30AM - 4PM	1 July - 31 August CLOSED*	1 September - 31 March 7:30AM - 4PM	
ALICE SPRINGS, DARWIN AND BROOME	1 April – 30 April 10AM - 4PM Closed Sundays	1 May – 31 October 7:30AM - 4PM	1 November – 30 November 10AM - 4PM Closed Sundays	1 December – 31 March CLOSED
CAIRNS	1 April – 30 April 10AM - 4PM Closed Sundays	1 May – 31 October 7:30AM - 4PM	1 November – 31 March 10AM - 4PM Closed Sundays	

Britz branches are open 7 days a week with the following exceptions:

- Britz branches are closed on Christmas Day (25<sup>th</sup> December) and Australia Day Observed Public Holiday (26<sup>th</sup> January). Britz branches are closed on Sundays during off peak months.
- During the period from 1<sup>st</sup> July to 31<sup>st</sup> August the **Hobart** branch will be closed.
- During the period from 1<sup>st</sup> December to 31<sup>st</sup> March the **Broome, Darwin and Alice Springs** branches will be closed.

<b>Adelaide</b>	376 Sir Donald Bradman Drive, Brooklyn Park, SA 5032	08 8234 4108
<b>Alice Springs</b>	Cnr Stuart Highway and Power Streets, Alice Springs, NT 0870	08 8952 8814
<b>Brisbane</b>	21 Industry Court, Eagle Farm, QLD 4009	07 3868 1248
<b>Broome</b>	10 Livingstone Street, Broome, WA 6725	08 9192 2647
<b>Cairns</b>	419 Sheridan Street, Cairns, Qld 4870	07 4032 2611
<b>Darwin</b>	17 Bombing Road, Winnellie NT 0820	08 8981 2081
<b>Hobart</b>	14 Long St, Inter Airport, Cambridge TAS 7170	03 6248 4168
<b>Melbourne</b>	Building 2 / 9 Ashley St, Braybrook, VIC 3019	03 8398 8855
<b>Perth</b>	471 Great Eastern Highway, Redcliffe, WA 6104	08 9479 5208
<b>Sydney</b>	1/1801 Botany Road, Banksmeadow, NSW 2019	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	2535	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	3941	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	2535	3941	4989		852	4649	1744
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	852		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	1744	1442	4507	
Min	4	6	11	3	6	8	5	3	8	
Max	5	7	12	4	7	9	6	4	9	