



Britz 2WD and 4WD Terms and Conditions for Motorhome Rental (Australia)
Valid 01 April 2016 - 31 March 2017

This document contains a summary of some of the Rental Conditions. For full detailed Conditions refer to the Rental Agreement on pick-up.

Standard Daily Rates include:

- All rates are inclusive of Goods and Services Tax (GST*) and are in Australian Dollars
- Rental basis is per calendar day and are to be picked up and returned during depot opening hours
- Unlimited Kilometres for 2WD campers (300 km per day for the Safari Landcruiser)
- Vehicle liability (liability applies, see information under the heading 'Vehicle Liability and Liability Reduction Options')
- Freshly laundered Linen and bedding*
- 'Like a Local' in-trip tablet with GPS, travel and vehicle user tips and more
- Kitchen Equipment*
- General Equipment*
- Customer Care 24 hour, 7 days per week road service helpline (toll free)
- Travel Wallet including map of Australia with driving tips and travel information
- Magazine with discounts to tourist attractions
- 10% off powered sites at all BIG4 parks

***Goods and Services Tax (GST)**

GST is an Australian Federal Government imposed tax. GST is included in all Britz rates and is currently 10%. Britz reserves the right to amend GST upon Government intervention.

***Freshly laundered Linen and Bedding**

Includes pillow, pillowcase, sheet and towel per person and one doona (duvet)/sleeping bag per bed.

*** Kitchen Equipment**

Includes plates, bowls, cups and drinking glasses. Cutlery and cooking utensils. Bottle/can opener, mixing bowls, colander, saucepans, frying pan, chopping board, gas kettle, electric jug, toaster and tea towel.

***General Equipment**

The General Equipment includes pegs, dustpan/brush, fire extinguisher, bucket/hose, broom, matches, ice cube tray and clothes hangers. General Equipment also includes starter items that

are designed to provide the customer with some basic requirements as might be needed at the beginning of a hire, before the customer has had an opportunity to visit a supermarket and includes dishwashing detergent, disposable gloves, bin liner, toilet roll, sponge, scourer, soap, shampoo and conditioner sachets.

Early bird Discount

Early Bird discount of 5% applies to bookings made 120 days or more before the travel date of booking.

Discounts apply to the daily vehicle rate only. Long hire and early bird discounts can be combined.

Long Hire Discount

21-34 days – 8% off regular rental rates

35+ days – 15% off regular rental rates

Discounts apply to the daily vehicle rate only. Long hire and early bird discounts can be combined.

Fees

One-way Rental Fees	From Cairns, Brisbane, Sydney, Melbourne, Hobart or Adelaide, and returns to these locations	\$165	
	From Darwin, Broome, Alice Springs or Perth, and return to any location	\$250	
Location Fee	Broome (for same city collection and return only one fee applies)	\$750	
	Hobart airport pick ups	\$30	
Public Holiday Surcharge	25 April 2016	ANZAC Day	\$100
	26 December 2016	Boxing Day	\$100
	01 January 2017	New Year's Day	\$100
Extra Driver Fee	A fee per extra driver, per hire applies	\$1 per day (maximum charge per hire, per driver is \$30)	

Note

- Public Holiday Surcharge will apply to all rentals picking up and/or dropping off on National public holidays listed above.
- The one-way fee if applicable is charged per hire. Minimum one-way rental period requirements are subject to change.

Additional Booking Options		Campervan & 4WD \$7,500 \$5,000 (HiTop & Voyager) \$8,000 (4WD)	Inclusive Pack 2WD's -\$55 per day (max charge AU\$2,750) 4WD's -\$59 per day (max charge AU\$2,950)	4WD Max Cover \$199⁸	Express Return Pack⁹ AU\$200 AU\$150 (HiTop, Voyager and 4WD)
Inclusions	Approx. retail value per hire				
Vehicle Liability \$5,000, \$7,500 or \$8,000 (debited to card)		✓			
Liability Reduction Option (liability reduced to Nil for 2WD's and \$500 for 4WDs) ¹	\$45 per day \$49 for 4WD's		✓		
Single Vehicle Rollover cover²	\$100		✓		
WiFi, incl 1GB data	\$95		✓		
Extra Driver Fees	\$10		✓		
Linen Exchange	\$50		✓		
Picnic Table	\$25		✓		
Picnic Chairs (chairs per person travelling)	\$18		✓		
Baby/Booster Seat – on request (cannot be fitted in some vehicle categories)	\$36		✓		
Portable fan heater if required	\$16		✓		
Overhead & Underbody damage³	N/A			✓	
Towing & Vehicle Recovery costs⁴	N/A			✓	
Unlimited KMs per day⁵	\$250			✓	
Return Gas Bottle Empty	\$30 – \$50				✓
Return fuel tank empty	\$100				✓
Toilet and Waste Water Emptying Service⁶	\$50				✓
Express Key Return⁷					✓

¹ **Liability Reduction Option** – Reduces Liability to Nil for 2WD’s and \$500 for 4WD’s

² **Single Vehicle Rollover Cover** – The customer will not have to pay for the costs of any damage attributed to an accidental single vehicle rollover

³ **Overhead and Underbody damage** – Unlimited accidental damage to overhead and underbody sections of the vehicle

⁴ **Towing and Vehicle Recovery costs** – From 4WD roads where permission from Britz is required to travel in advance (see Road Restrictions section for a list of these roads)

⁵ **Unlimited KMs per day** – Britz recommends travelling no more than 300kms a day. Travelling further distances incurs a 50 cent charge per kilometre

⁶ **Toilet emptying Service** – Only available at Cairns and Melbourne branches

⁴ **Express Key Return** – In conjunction with Liability Reduction Option or the Britz Inclusive Pack and the 4WD Max Cover for 4WD rentals

⁵ **Express Return Pack** – Pricing will change on a monthly basis to accommodate fuel price fluctuations

Vehicle Liability and Reduction Option

Personal injury is covered in most cases through Registration Third Party insurance. Britz does not accept any liability for personal injuries sustained during the rental nor for any loss or damage to any personal belongings or property of the customer (or any person or entity related to the customer). Britz strongly recommend that all people travelling Australia take personal travel insurance.

In the USA a liability is referred to as the “deductible”

All vehicles are insured for damage to the vehicle or to the property of a Third Party. The hirer is responsible for the first **AU\$5,000** (‘the liability’) for the HiTop and Voyager campervans, **AU\$7,500** (“the liability”) for all other 2WD campervans and **AU\$8,000** (‘the liability’) for the 4WD Safari Landcruiser, of the cost of damage to Third Party property or to the rented vehicle, including single vehicle accident (does not include single vehicle roll over), windscreen and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism with the exception of the ‘**exclusions**’. This also includes the cost of the daily rental for the period the vehicle is being repaired. In addition to these costs, an administration fee of AU\$60 may apply, per claim. The liability is applied in respect of each claim, not rental. The AU\$5,000, AU\$7,500 or AU\$8,000 liability can be reduced by purchasing the Liability Reduction Option or the Britz Inclusive Pack.

¹ Liability Reduction Option

Cost per Day		Liability Reduced to:
2WD Campervans	AU\$45 (maximum charge AU\$2,250)	NIL
Safari Landcruiser	AU\$49 (maximum charge AU\$2,450)	\$500

When the vehicle hired is a 2WD campervan the liability Reduction Option has been purchased, the hirer will have no liability at all with the exception of the ‘**exclusions**’. This cover includes unlimited tyre and windscreen cover for accidental damage.

When the vehicle hired is a Safari Landcruiser the liability Reduction Option has been purchased, the hirer will be responsible for the first AU\$500 (‘the liability’) of the cost of damage to third Party property or to the rented vehicle. This includes single vehicle accident, windscreen and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism with the exception of the ‘**exclusions**’.

Customers hiring the Safari Landcruiser who have not purchased 4WD Max Cover will be responsible for up to \$8,000 for towing and vehicle recovery costs in the event that towing and vehicle recovery is required from a 4WD road where permission was provided from Britz in order to travel on the roads (refer to the road restrictions section for a list of these roads where permission is required before travel).

We strongly recommend our customers take the Britz Inclusive Package for travel with peace of mind.

For 4WD rentals we strongly recommend our customers take the Britz Inclusive Pack with 4WD Max Cover for travel with peace of mind.

Liability Deposit

If the Liability Reduction Option or the Britz Inclusive Pack is not taken, the customer must pay the Liability Deposit. The Liability Deposit is AU\$5,000 for the HiTop and Voyager, AU\$7,500 for all other 2WD campervans or AU\$8,000 for the Safari Landcruiser, and is applicable regardless if the hirer has purchased private travel insurance.

When the vehicle hired is the Safari Landcruiser and the Liability Reduction Option or the Britz Inclusive Pack has been purchased the Liability deposit is \$500.

The customer must provide a valid credit card to pay the Liability Deposit and the amount will be **debited** to the customer's credit card on the day of vehicle collection. The credit card holder must be present and able to sign for the liability Deposit upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle. **Any type of pre-paid travel card is not acceptable as a means to provide liability deposit.**

The Liability Deposit is subject to a 2% credit card administration fee in addition to the Liability Deposit amount when the credit card used is either a Visa or MasterCard, or 4.6% when the credit card used is American Express.

Exclusions:

The Liability Reduction Option will not apply and the customer is responsible for all costs arising out of, or incurred in connection with:

1. Any damage caused by wilful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle) and driving under the influence of alcohol or drugs and negligence resulting in damage to the hired vehicle or third party vehicle/property.
2. Any loss or damage to personal belongings or property of the customer (or any person or entity related to the customer). Britz recommends the customer does not leave valuables in the vehicle and that they take out personal travel insurance.
3. Any damage where the customer is charged by local authorities for being careless, showing gross negligence or wilfulness in failing to abide by the local road rules, resulting in damage to the hired vehicle or third party vehicle/property.

4. Retrieving or recovering a vehicle which may include but is not limited to a vehicle that has become bogged, submerged, caught, trapped, stuck or restricted in anyway and/or has been abandoned.
5. Replacing keys which have been lost or stolen, or retrieval of keys, which have been locked in a vehicle.
6. Overhead and underbody damage to the vehicle however caused except where Liability Reduction Option or the Britz Inclusive Pack has been purchased.
7. Any single vehicle rollover except where the Britz Inclusive Package has been purchased.
8. Any towing and vehicle recovery costs (up to AU\$8,000) from a 4WD road where permission is required in advance from Britz in order to travel, where the customer has not purchased 4WD Max Cover.
9. Damage caused to the vehicle because total load (kg) has exceeded recommended load as stated in the 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.
10. Damage caused by drivers not identified on the rental agreement and/or drivers whose licence that has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.
11. Any damage caused to the vehicle due to the use of snow chains.
12. Any damage associated with the incorrect use of fuel (fuel being diesel or petrol), which includes Bio Diesel which should not be used or water or other contamination of fuel.
13. Any water related damage, which includes but is not limited to vehicle submersion, contact with salt water, creek or river crossings, driving through flooded areas and beach driving
14. The customer has fitted accessories (as provided by Britz or otherwise) to the vehicle incorrectly or otherwise in a manner which causes damage to the vehicle, the accessories or any other vehicle or property.
15. Using the vehicle in contravention of any legislation or regulation controlling vehicular traffic.

Rental Duration:

- Minimum Rental periods are **5 days** for same city rentals, with exceptions noted below. One-way hires have increased minimum hire requirements – please refer to the one-way rental matrix below
- Minimum rental period is **10 days** for hires where travel dates include **20 December to 10 January**
- **4 and 6 berth rentals** from Sydney that collect during the Bathurst races will have a minimum rental requirement of 7 days. The races usually occur in early October.
- **4 and 6 berth rentals** from Melbourne that collect during the Phillip Island races will have a minimum rental requirement of 7 days.
- Minimum rental periods are subject to change
- Late Pick-up or early return of vehicle does not entitle the hirer to any refund of the unused portion of the rental.
- If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Reservations or any of Britz's branches. The rental extension is subject to vehicle availability. The cost of an extended rental must be paid by credit card over the telephone on confirmation of the rental extension. The rate charged may not reflect the original rate booked. Failure to obtain authorisation will result in a daily fee of AU\$150 in addition to the daily rate.

One way minimums over page

Minimum time frames for one way hires

	ADL	ASP	BME	BNE	CNS	DRW	HBT	MEL	PER	SYD
ADL		7	21	7	14	14	10	7	14	7
ASP	7		14	14	14	7	21	14	14	14
BME	21	14		28	21	10	28	21	10	21
BNE	7	14	28		7	14	14	7	21	7
CNS	14	14	21	7		14	14	14	28	14
DRW	14	7	10	14	14		28	14	14	14
HBT	10	21	28	14	14	28		7	28	10
MEL	7	14	21	7	14	14	7		14	7
PER	14	14	10	21	28	14	28	14		14
SYD	7	14	21	7	14	14	10	7	14	

Operating Hours

Britz branches are open 7 days a week with the exception of Christmas Day (25 December) and Australia Day (26 January) when they are closed. Britz branches are closed on Sundays during off peak months. See below for more information.

Please note that the Safari Landcruiser is not available to or from Adelaide, Hobart, Melbourne and Sydney. This vehicle is only available for travel from 15 April 2016 to 13 November 2016 inclusive.

Britz requests that clients collecting their vehicle be at the office by 1500 hours and return by 1530 hours.

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 April 7:30AM - 4PM	1 May – 31 August 7:30AM - 4PM Closed Sundays	1 September - 31 March 7:30AM - 4PM	
HOBART	1 April – 30 April 7:30AM - 4PM	1 May - 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	

***the Hobart branch will accept vehicle returns 01 May to 15 May inclusive**

Multiple Rentals

Should a customer have more than one consecutive rental, they can be combined to qualify for longer term hire discounts off the vehicle rate. Details are on application.

Road Restrictions

2WD Campervans can only be driven on sealed/bitumen roads. The only exceptions to this are well-maintained access roads of **less than twelve kilometres** to recognised campgrounds and well-maintained, recognised roads on Kangaroo Island (South Australia). Should a customer wish to travel on an unsealed road that is greater than twelve kilometres in length to access a recognised campground special permission can be arranged pending road condition, weather and distance. Please contact your local representative to discuss.

4WD campervans can be driven on sealed/bitumen roads and recognised unsealed roads with the following exceptions:

- 4WD vehicles may only travel to the following areas with the written permission of Britz (please contact the local branch for further information): Simpson Desert, Strzelecki Track, Gunbarrel Highway, Cape York, the Bungle Bungles, Oodnadatta Track, Birdsville Track, Tanami Track, the Plenty Highway, Gibb River Road, Burke Development Road from Chillagoe to Normanton and Savannah Way from Normanton to Borroloola, Fraser Island*, Finke Road (between Alice Springs and Oodnadatta), Central Arnhem Road and Arnhem Land in general.
- Vehicles are NOT permitted to travel on the Canning Stock Route, the Lost City in Litchfield Park, the Old Gunbarrel Hwy, the old Telegraph Track section of the road to Cape York, Boggy Hole (Finke Gorge National Park) and the Old South Road from Maryvale to Finke, at any time.
- Vehicles are NOT permitted to travel to Cape York between the months of December to May. At all other times permission is required. The old Telegraph Track section of the road to Cape York is prohibited at all times however the bypass is permissible providing permission provided.

* The Safari Landcruiser is not permitted to travel to Fraser Island where any objects are being stored on the roof of the vehicle. This requirement is legislated and fines, enforced by local authorities are applicable.

Britz reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions, and the distance to nominated destinations in relation to the length of the hire period.

Licence and Age Restrictions

A current and full open driver's licence is required and must be produced upon vehicle collection. Should a foreign licence be in a language other than English it must be accompanied by a current international driving permit issued in the same country as the drivers licence was issued. An accredited English translation will be accepted in lieu of an international driving permit.

Drivers must be 21 years of age or over.

Change of Drop-Off Location

If the customer wishes to change the drop-off destination, they must first obtain authorisation from Reservations. Subject to the change being approved, an additional charge of up to AU\$750 may apply.

Change of Vehicle

Should the vehicle booked be unavailable through unforeseen circumstances, Britz reserves the right to substitute an alternative vehicle without prior notification and at no extra cost. This shall not constitute a breach of contract and does not entitle the hirer to a refund.

Voluntary Downgrade

Should the hirer decide to take a lesser vehicle than booked they will not be entitled to any refund. Note: Britz reserves the right to refuse any rental at its discretion.

Transfers

Britz clients will need to make their own way to the and from the Britz branch, at their own expense.

Toll and Traffic Infringements and Administration fees

Britz reserves the right to charge the customer for any speeding, toll way or parking or freedom camping fines. In addition to the costs associated per fine an administration fee of AU\$60 may be applicable.

Credit and Debit Cards

The credit or debit card holder will be jointly and severally liable as a customer. Accepted credit and debit cards are Visa Card, Mastercard and American Express. A non-refundable **2%** administration fee will apply to all Visa and Mastercard transactions and **4.6%** to American Express cards. Credit card administration fees also apply to the Liability Deposit and **only the customer's credit card is acceptable to use for the purpose of the Liability Deposit and the Credit Card Authority.**

Credit Card Authority

The customer authorises Britz to retain the details of their credit card and to take any action to recover from the credit card the amounts due by the customer pursuant to the Britz Rental Agreement Terms and Conditions. These charges including, but not limited to, vehicle cleaning (this includes toilet and waste water tank emptying), speeding, toll way, parking or freedom camping fines, on road assistance, delivery and return of vehicle, late drop off fees, failure to return the vehicle with full diesel or petrol tanks or full LPG bottle (pre-paid fuel and pre-paid gas is included in the Express Return Pack), rental extensions or Exclusions. For security purposes, only the customer's credit card can be used for the Credit Card Authority.

Exchange Rate / Currency Variations

All credit and debit card transactions are conducted in Australian dollars. Due to exchange rate fluctuations and/or bank transaction fees there could be some variance in the amount refunded compared to the amount initially charged. Britz does not accept any liability for variances up or down.

Booking Amendments

All amendments to bookings are subject to availability of vehicle and/or package. Different rates may apply based on the amendment made.

Amendments prior to the vehicle collection date will be re-calculated at the flex rate applicable on the date of amendment. This applies to changing the vehicle type, reducing the number of rental days, changing pick-up dates and/or changing the pick-up or drop-off location. Where the number of rental days is being extended prior to the vehicle collection date (days are being added on at the end of the rental with no change to the original pick up date), which applied at the time of the original booking, will apply.

Cancellation and Amendments

Please note there is an AU\$100 administration fee charged by Gallivanting Oz should there be any cancellations to a confirmed booking, in addition to any Britz cancellation fees:

- If cancelled 22+ days prior to pick up = no Britz Fee, AU\$100 Gallivanting OZ Administration Fee
- If cancelled 7 - 21 days prior to pick up = 20% of Total Rental, (minimum \$350, incl Gallivanting Oz Administration Fee)
- If cancelled less than 7 days prior to pick up = 50% of Total Rental (minimum \$350, incl Gallivanting Oz Administration Fee)
- If cancelled on the day of pick up or no show = 100% of Total Rental (minimum \$350, incl Gallivanting Oz Administration Fee)

There is no refund for late pick up or early return of a vehicle.

Calculation Errors

Britz will not honour calculation errors. Should a calculation error occur Britz will charge for the shortfall.

Payments

A deposit is payable to confirm the booking, with the remainder of rental charges due 35 days prior to pick up. This can be paid via Credit Card or Account Transfer (paid in Australian dollars, must be received by due date). One way fees, extra items and the cost to take the Liability Reduction Option can be paid at pick up or before. Liability Deposit payments are made at pick up to your credit card.

Customer Care On-Road Assistance

Any problems associated with the vehicle, including equipment failure, **must be reported to Britz as soon as possible and within 24 hours in order to give Britz the opportunity to rectify the**

problem during the rental. Failure to do so will compromise any claims for compensation. We do not accept liability for any claims submitted after this period.

Please contact Britz On Road Care toll free: 1300 850 805

Please Note

This document contains a summary of some of the rental conditions. For detailed conditions, refer to the rental agreement upon vehicle collection. A copy of the rental agreement can be requested prior.

Disclaimer

Illustrations and text in any of our documentation, brochures or website are a representation only of the vehicle depicted. Variances in the vehicles offered for any rental may occur due to a substitutions made by Britz or modifications and/or upgrades to the vehicle design made by the manufacturer.

Note: Terms and conditions are subject to change without notice.