

## Star RV - Rental Terms and Conditions Australia

### Gross Camper Rate Release

Star RV Booking validity from 1<sup>st</sup> April 2024 to 31 May 2025



#### Rate Conditions

- JUCY Campervans and Star Motorhomes are calculated on a calendar day basis
- All daily rates and applicable fees are calculated in \$AUD for AU rentals and include GST
- Rates, minimums, availability, and fees provided at the time of booking
- The rates are calculated by the length of hire and reset as they cross a new season

Included in the Rate	Excluded in the rate
Basic cover with an excess/deductible	Excess reduction options
24/7 roadside assistance	Additional extras and fees
Unlimited Kilometres	Online payment processing fees range from 2-4%
Kitchen and Personal Kits	Infringements, Tolls, and RUC

#### Minimum Hire Periods

JUCY/ Star minimum hire periods are based on supply, demand, and distribution and are subject to change at short notice.

#### One Way Hires

- Star RV Motorhomes allows customers to return their campervans to a different location from where they collected from. Please see the applicable one way fees below:

Australia									
CAMPERS									
Drop-Off									
Pick-Up	ADL	MAP	SYD	BNE	OOL	CNS	HBA	PER	DWN
ADL	\$0	\$185	\$185	\$185	\$185	\$300	\$185	\$185	\$0
MAP	\$185	\$0	\$185	\$185	\$185	\$300	\$185	\$185	\$0
SYD	\$185	\$185	\$0	\$185	\$185	\$300	\$185	\$185	\$0
BNE	\$185	\$185	\$185	\$0	\$185	\$300	\$185	\$185	\$0
OOL	\$185	\$185	\$185	\$185	\$0	\$300	\$185	\$185	\$0
CNS	\$185	\$185	\$185	\$185	\$185	\$0	\$185	\$185	\$0
HBA	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
PER	\$280	\$280	\$280	\$280	\$280	\$300	\$280	\$0	\$0
DWN	\$280	\$280	\$280	\$280	\$280	\$280	\$280	\$280	\$0

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- A public holiday surcharge of AU\$100 applies to all the bookings picking and dropping off on the listed holidays:

#### 2024/2025:

- New Year's Day - 1<sup>st</sup> January 2024/2025
- Australia Day – 26<sup>th</sup> January 2024 and 27<sup>th</sup> January 2025
- Good Friday - 29<sup>th</sup> March 2024 and 18<sup>th</sup> April 2025
- Easter Monday – 1<sup>st</sup> April 2024 and 21<sup>st</sup> April 2025
- Anzac Day - 25 April 2024/2025
- Christmas Day – 25<sup>th</sup> December 2024/2025
- Boxing Day – 26<sup>th</sup> December 2024/2025
- Easter Weekend – Day Following Good Friday everywhere (Except Hobart and Perth) – 30<sup>th</sup> March 2024 and 19 April 2025
- Easter Sunday Everywhere (Except Adelaide and Hobart) – 31<sup>st</sup> March 2024 and 20 April 2025

#### AU Branch-Specific Public Holidays:

King's Birthday – 10<sup>th</sup> June 2024 and 9<sup>th</sup> June 2025 (all branches except for the ones listed below)

- Perth (WA) – 23<sup>rd</sup> September 2024 and 29<sup>th</sup> September 2025
- Cairns, Brisbane, Gold Coast (QLD) branches – 7<sup>th</sup> October 2024 and

6<sup>th</sup> October 2025

Labour Day

- Melbourne (VIC)– 11<sup>th</sup> March 2024 and 10<sup>th</sup> March 2025
- Cairns, Brisbane, Gold Coast (QLD) branches – 6<sup>th</sup> May 2024 and 5<sup>th</sup> May 2025
- Perth (WA) – 4<sup>th</sup> March 2024 and 3<sup>rd</sup> March 2025

Sydney (NSW), Adelaide (SA) branches – 7<sup>th</sup> October 2024 and 6<sup>th</sup> October 2025

#### Credit Cards

We accept Visa and MasterCard. The following fees apply for the rental charges, any additional products (irrespective of chosen account e.g. savings, credit, etc) and the liability deposit:

Visa/MasterCard credit/debit card: 2.20%

*Fees are subject to change.*

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### Extra items available for hire

Additional hire items can be requested during reservation or upon vehicle collection (subject to availability).

Additional Item	JUCY and Star
Extra driver	AU\$2/driver
Camping chair	AU\$18/chair
Fan heater	AU\$20
Camping table	AU\$25
Prepaid Gas Bottle Refill	AU\$35
Booster Seat	AU\$40/unit
Baby Seat	AU\$40/unit
Snow Chains	AU\$50
Pet fee (dog)	AU\$299
GPS	AU\$10 per day

### Exchange Rate & Currency

All transactions are conducted in AUD for Australia bookings. Refunds might have some variances compared to the amount initially charged due to exchange rate fluctuations.

### Amendment Policy

Before collecting the vehicle: JUCY/Star understands that circumstances may change.

Any changes made to a booking will be calculated by using the higher one of two rates, either the original rate or the current rate at the time of the booking alteration.

Any amendments to the category are considered a new booking, and cancellation fees may apply to the new booking.

The first booking amendment will be free of charge. Any subsequent changes are charged at AU\$25 per amendment request.

After collection of the vehicle: Amendments to the drop-off location after the rental has commenced must be approved by JUCY/Star; if approved, one-way fees may apply. Rental extensions whilst on hire must be approved by JUCY and are subject to availability and the ongoing daily rate valid at the time of extending the hire.

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### Cancellation Policy

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 **Jucy/Star RV** cancellation fees:

- In the case of postponing the travel dates of your booking, the original travel dates will be used to calculate the cancellation fees; and
- In the case of bringing forward the travel dates of your booking the new travel dates will be used to calculate the cancellation fees

### *The following cancellation fees will apply:*

- If cancelled 22 days prior to pick up = AU\$100 Administration Fee
  - If cancelled 1 - 21 days prior to pick up = 20% of Total Rental, (minimum AU\$350, incl Admin Fee)
  - If cancelled 6 – 1 days prior to pick up = 50% of Total Rental (minimum AU\$350, incl Admin Fee)
  - If cancelled within 24 hours of pick up or no show = 100% of Total Rental (minimum AU\$350, incl Admin Fee)
- If the vehicle is returned early, unused hire days will not be refunded.

### Excess Reduction – Campers and Motorhomes

	Risk Taker			Stress Free			Stress Free Plus		
	Crib Crib+	Condo Chaser Coaster Compass	Star	Crib Crib+	Condo Chaser Coaster Compass	Star	Crib Crib+	Condo Chaser Coaster Compass	Star
<b>Bond &amp; Excess*</b>	\$3000	\$5000	\$7500	\$0	\$0	\$0	\$0	\$0	\$0
<b>Cost/day</b>	\$0	\$0	\$0	\$30	\$40	\$49	\$45	\$55	\$65
<b>Accident / Damage Claims fee</b>	\$75	\$75	\$75	\$0	\$0	\$0	\$0	\$0	\$0
<b>Cover inclusions</b>	• 24/7 Breakdown assistance			• 24/7 Breakdown assistance • Front, back and side panel damage • Windscreen & tyre cover			• 24/7 Breakdown assistance • Front, back, and side panel damage • Roof panel damage • Single vehicle rollover damage • Overhead and underbody damage • Windscreen & tyre cover • Complimentary: camping chairs (one per person), one camping table • One extra driver \$0 fees • One child/booster seat (on request) • Pre-purchased gas bottle • Laundry exchange		
<b>Replacement vehicle</b>	At JUCY/ Star's discretion			At JUCY/ Star's discretion			At JUCY/ Star's discretion		

\*If using a debit card, a AU\$300 security bond is required even with Stress Free & Stress Free Plus

The price for the Stress Free and Stress Free PLUS cover max out at 50 days for both Jucy and Star RV even if the hire exceeds more than 50 days.

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### **Bond**

If the customer chooses the Risk Taker option, we pre-authorise the bond amount based on the chosen vehicle type. Bond is held as an authorisation on the valid VISA/MASTERCARD credit/debit card with the customer's name on it at the pick-up. The bond will be released at the end of the hire by JUCY/ Star (subject to no damage or claims) and may take 5 to 30 working days to reflect on their credit/debit card.

The Star RV Awning is subject to a AU\$1,750 Damage Excess if only the awning is damaged. Standard claims policy applies. If the vehicle is written-off, the excess of AU\$7,500 still applies. There is no bond on the awning excess.

If there is damage to the campervan on its return or any other terms of the rental contract have not been met, the bond will be used to cover the cost up to the relevant liability. Any extra costs will be charged if the rental contract terms are breached, and the bond is insufficient to cover the damage.

### **Travel Insurance**

For peace of mind, JUCY/Star strongly recommends that all our customers take the highest level of private travel insurance.

### **Driver Licence and Age Restrictions**

JUCY/Star accepts drivers who hold:

- A Full Driver's Licence in English
- A Restricted NZ Licence or Australian Green P (P2) Licence.
- We do NOT accept Learners' licenses or any probationary licenses, including the Australian Red P Plate or a P1 License.
- If you have a temporary Driver's Licence, note that we only accept NZ temporary Driver's Licence in NZ and Australia temporary Driver's Licence in Australia, and this needs to be accompanied by another form of photo ID.
- If the Original/National Driver's Licence is not in English, then an International Driver's Permit or a Certified English Translation (NAATI certified translation of the Driver's Licence issued in the country of hire). This must accompany the original home country Driver's Licence.
- Please click on each state for the rules and regulations - [NSW](#), [VIC](#), [QLD](#), [SA](#), [WA](#), [NT](#), [TAS](#)

**Star RV:** Drivers must be at least 21 years of age.

### **Online Check-In**

Customers are required to complete the online check-in at least 24 hours before arrival to speed up the pickup process and focus on enhancing customer experience.

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### Infringements and Administration Fees

Customers are responsible for paying all parking citations, fines and other fees/penalties associated with their hire. There will be a AU\$60 claims administration fee for all infringements processed by JUCY/Star.

If the customer travels on a toll road and incurs any tolls, JUCY/Star will charge any tolls and fees to the Customer's nominated credit card along with a service fee of AU\$3.45 each time the vehicle incurs a toll during the hire.

### No Go Zones

**Star:** Star Motorhomes can only be driven on sealed roads. The only exception is the loose road surface on any major ski field access roads or any recognised campground access road less than 12 kilometres in length.

### Dispute Resolution

If a customer has a complaint about their JUCY/Star experience, our staff at the branch will reasonably endeavour to rectify the error and resolve the issue. If their concerns are not resolved to their satisfaction, they can make a complaint which will then be handled as per our internal complaint- handling process, which can be contacted at [feedback@jucyworld.com](mailto:feedback@jucyworld.com) | [feedback@starRV.com](mailto:feedback@starRV.com).

JUCY/Star will try to investigate and resolve a hirer's complaint within 14 business days of receipt of the complaint.

### Customer Obligations

JUCY/Star reserves the right to refuse any rental at our discretion.

- Vehicles are provided clean and tidy and should be returned in a similar state. Animals and smoking are not permitted in the vehicle. A pet dog is allowed in campers at an additional charge of AU\$299. A cleaning fee of up to AU\$299 for general cleaning and up to AU\$500 for greywater/toilet cleaning may apply.
- If the vehicle is returned late, a full hire day applies for each day until the vehicle is returned. An additional unauthorised extension fee of up to AU\$500 may apply
- There are no refunds for an early return, and additional fees will apply if the vehicle is returned to an alternative location without prior approval from JUCY/Star in writing
- With Risk Taker and Stress Free covers - if the vehicle is involved in a single-vehicle rollover or the roof of the vehicle is damaged because of any single-vehicle incident or accident, the hirer is liable for the costs of up to AU\$5,000 for a JUCY Camper and AU\$7,500 for a Star Motorhome. This can be lowered by choosing **Stress Free Plus cover**.
- Failure to return the vehicle full of petrol, diesel, and LPG tanks (where applicable) will incur a AU\$30 administration fee as well as the cost of refill
- JUCY's and Star's *On Road Experience team* should be notified of any accident, mechanical breakdown, or equipment failure within 24 hours. JUCY and Star do not cover loss or damage to any personal belongings
- The hirer is liable for all costs associated with replacing keys which have been lost, broken or damaged and the cost of retrieval of keys which have been locked inside a vehicle. Please note that a replacement key could be up to AU\$1,000 plus associated costs to the event.

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JUCY and Star's terms and conditions are subject to change without notice.

JUCY and Star's Terms and Conditions are the governing terms of the customer's hire. This document summarises some of the JUCY's and Star's rental conditions available when the hire is collected. For more detailed customer conditions, a complete copy can be requested.