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THL Terms and Conditions for Motorhome Rental (Australia)

Valid 01 April 2027 - 31 March 2028

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
- Vehicles are required to be picked up and returned during depot business hours
- Unlimited Kilometres for 2WD motorhomes
- Vehicle liability (liability applies, see information under the heading 'Liability Options')
- Freshly laundered Linen and bedding*
- Kitchen Equipment*
- General Equipment*
- 24hr Roadside Assistance
- Customer are encouraged to download the *thl Roadtrip App* for a show through of their camper. The App also features CamperHelp 'how to' videos showing how to use the features of the camper

Driver Licence and Minimum Age

A current and full motor vehicle driver licence is required to be shown at pick-up and all drivers need to be present. If the driver licence is not in English, then we require an accredited English translation or an International Driver Permit.

Mighty Campers (Highball and Double Down), and MightyLITE Campers (HiLITE AND DeLITE) drivers must be 18 years of age or over with a full driver licence.

For all other RV types drivers must be 21 years of age or over, with a full drivers licence and the licence must be valid for the entire booking duration.

It is important to select the correct country in which the driver licence was issued to ensure correct rates are calculated. If the hirer presents a driver licence that is from a different country to which the booking was created the guest may incur additional charges.

Rate Inclusions

To make travel as comfortable as possible for our guests, our rates include:

- 24hr On Road Assist helpline
- 2WD Unlimited Kilometres / 4WD 300 Kilometres per day
- **Kitchen Equipment:** Cutlery and cooking utensils, plates, bowls, coffee mugs, drinking glasses, bottle/can opener, colander, saucepans, frying pan, chopping board, gas/whistle kettle, toaster, microwave safe dish and tea towel. Electrical appliances are supplied in vehicles that have 240V.
- **General Equipment:** Dustpan and brush, fire extinguisher, bucket, 240V power cord, fresh water hose, broom (toilet/shower vehicles), matches, clothesline, pegs, clothes hangers (4& 6 berths), dishwashing liquid sachet, dish cloth and scourer, bin liner, toilet roll (toilet/shower vehicles), First Aid Kit (paid for when used)
- **Complimentary linen and bedding:** Pillows, pillowcases, sheets, duvet/doona (sleeping bags for the Warrior &

Overland 4WDs), bath towels

4WD Extras

- **4WD Outback Safety Kit:** All 4WDs include either an EPIRB (Emergency Personal Indicator Radio Beacon) or a PLB (Personal Locator Beacon) and an Outback Safety Kit that features an air compressor, a shovel and recovery boards.
- 4WDs include a camping table and camping chairs and for the number of guests booked to travel.

Multiple Rentals

Should a guest have more than one consecutive rental in either Australia or New Zealand that in total are 21 days or more they can be combined to qualify for longer-term hire discounts off the daily vehicle rates.

To request the application of the discount please ask at time of booking.

Discounts

Guests who love road trips as much as we do and travel for more than 21 days, receive 8% off daily rates. This is also available to guests with multiple bookings that total 21+ days.

Booking Alterations

We understand that sometimes plans change. Changing the vehicle type, pick-up date, pick-up location, drop-off date and/or drop-off location may lead to additional charges. Any change in rental charges will be presented at the time of alteration. If the alteration is being made 60 days prior to pick up or less, a \$50.00 booking alteration fee will also apply.

Change to the Drop-Off Location after Pick-Up

If a traveller wants to change their drop-off destination after pick-up, they should get in touch with our friendly Reservations crew who will be happy to help. Our team will advise guests if the change is possible and subject to the change being approved an additional charge of up to \$750.00 may apply.

Extending a Road Trip

If a traveller is having so much fun that they want to extend their booking whilst on the road, they should first contact our friendly Reservations crew who will be happy to advise if the extension is possible, and the associated costs. To secure an extension, the extra costs (calculated on the current rate of the day), will need to be paid by credit card inclusive of all taxes and surcharges, either over the phone or at a thl Branch at the time of extension. Any long-term discounts in place will continue to apply to the booking.

We will always do our best to accommodate any extensions, subject to vehicle availability.

Change of RV

Our RVs can be requested by category, not by make or model. We always do our best to accommodate requests, however thl reserves the right to substitute the booked RV with an alternative available RV without prior notification and at no extra cost. Any changes made to the booked RV and agreed to by the guest shall not constitute a breach of contract and does not entitle the guest to a refund.

Online Check-In

It is mandatory for guests to complete **thl's** online check-in no less than 30 days prior to pick-up; the same way they would check-in for a flight. This ensures we have the right information about them, and all guests who will be driving the RV during their trip. They will also be asked to tell us their expected arrival time and watch the thl Safe Driving video, which is full of tips and advice on driving an RV in Australia. The Online Check-in can be accessed at <https://sci.thlonline.com/>.

thl Roadtrip App

The *thl* Roadtrip App is custom built for guests travelling in Australia and New Zealand. The free app provides our guests with all the necessary information needed to make their thl journey an amazing experience.

The app is designed to:

- Enhance guests’ holiday experience by providing ‘how-to videos’ prior to pick up, so that they become familiar with their vehicle before arriving at the branch and prepare any questions they may have.
- Educate our guests on how to use the vehicle and safe driving practices.
- Provide thl contact details to extend their holiday, contact roadside assistance, email any other enquiries, and find answers to FAQ’s.
- Provide information on campgrounds while on the road and allow for campgrounds to be booked.
- Search and book great deals on attractions and activities.
- Find helpful travel information such as branch locations, nearby petrol stations, dumping stations, supermarkets, and ATMs.

Guests can download the app on [Google Play](#) or the [App Store](#).

Getting To and From the Airport

Most branches are located near major airports, making pick-up and drop-off easy for our guests. Guests can arrange transport to and from the airport via taxi or rideshare at their own cost.

Branch Locations

thl branches are located across Australia, allowing you to plan for road trips both long and short. Our Broome branch is a little more remote than others and therefore a single \$930.00 location fee applies to guests who pick-up or drop-off at our Broome branch. For guests who pick-up or drop-off at our Hobart branch a single \$130.00 location fee applies.

Certain RVs are only available in certain locations – please ask if you want to find out more about the availability at different locations.

Branch Hours and Public Holidays

The opening hours of our branches vary, depending on location and seasonality. The table below details the specific hours for pick-up and drop-off.

Location	Dates/Hours for Pick-up and Drop-off	
Adelaide	<p>01 April to 30 April 9am to 3:30pm 7 days a week</p> <p>01 September to 31 March 9am to 3:30pm 7 days a week</p>	<p>01 May to 31 August 9am to 3:30pm 6 days a week (closed Sundays)</p>
Alice Springs Broome Darwin	<p>01 April to 30 November 9am to 3:30pm 7 days a week</p>	<p>01 December to 31 March Closed</p>
Cairns	<p>01 April to 30 September 9am to 3:30pm 7 days a week</p>	<p>01 October to 31 March 9am to 3:30pm 6 days a week (closed Sundays)</p>
Brisbane Hobart Melbourne Perth Sydney	<p>01 April to 31 March 9am to 3:30pm 7 days a week</p>	

Our Broome, Darwin and Alice Springs branches are closed during the wet season (1 December to 31 March). During this time roads are muddy and hard to navigate and for safety reasons, we strongly recommend that guests avoid travelling to the top end of Australia during this time.

Our staff enjoy a holiday as much as you do and all our branches are closed on public holidays including Christmas Day (25 December 2027), New Year’s Day (01 January 2028) and Australia Day (26 January 2028). Our branches are open on other public holidays, but a \$129.00 fee applies when the pick-up and/or drop-off is booked for a public holiday as outlined in the following table.

Date	Sydney (SYD)	Melbourne (MEL)	Adelaide (ADL)	Perth (PER)	Brisbane (BNE)	Hobart (HBT)	Alice Springs (ASP)	Darwin (DRW)	Broome (BME)	Cairns (CNS)
26 April 2027	✓	✓	✓		✓	✓	✓	✓		✓
03 May 2027					✓		✓	✓		✓
07 June 2027				✓					✓	
14 June 2027	✓	✓	✓			✓	✓	✓		
02 July 2027							✓			
23 July 2027								✓		
02 August 2027							✓	✓		
12 August 2027					✓					
27 September 2027				✓					✓	
04 October 2027	✓		✓		✓					✓
21 October 2027						✓				
04 November 2027		✓								
25 December 2027	CLOSED									
28 December 2027	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
01 January 2028	CLOSED									
26 January 2028	CLOSED									
06 March 2028				✓					✓	
13 March 2028		✓	✓			✓				

Booking Duration

An RV holiday allows guests to travel at their own pace. To ensure our guests get the most out of their road trip, a minimum five-day rental period applies when pick-up and drop-off is from the same branch location. Higher minimum rental periods may apply and, if applied, will be reflected on the booking confirmation.

Additional minimum periods apply as follows:

- 7 Day minimum hire period for Moto GP (dates to be confirmed) in MEL.
- 7 Day minimum hire period for Bathurst (dates to be confirmed) in SYD.
- 7 Day minimum hire period for CMC Rocks (dates to be confirmed) in BNE.
- 7 Day minimum hire period for Christmas 26 December 2027 to 5 January 2028.
- 7 Day minimum hire period for Labour Day Weekend (dates to be confirmed) in MEL.

One-way Bookings

Road trips don't always finish where they start, and some of the best adventures take you far and wide. If a guest drops off at a different branch location from which they picked up a minimum booking period along with a one-way fee applies per below.

The minimum booking periods for one-way bookings are detailed below.

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

Additional minimum periods apply as follows, and are subject to changes:

- 15 Days minimum hire on all one-way rentals (excluding 4WDs) into Alice Springs, Darwin, Broome from 01 July to 30 November 2027 excluding out of Alice Springs, Darwin, Broome.
- 21 Days minimum hire on all one-way rentals (excluding 4WDs) out of Alice Springs and Darwin from 01 April to 15 August 2027 excluding into Alice Springs, Broome and Darwin.
- 15 Days minimum hire on all one-way rentals into Hobart from 01 April to 31 July 2027.
- 15 Days minimum hire on all one-way rentals out of Hobart from 01 August 2027 to 01 February 2028.
- 15 Days minimum hire on all one-way rentals (excluding 4WDs) into Cairns from 01 April to 30 June 2027.

One-Way fees

- For pick up In Cairns, Brisbane, Sydney, Melbourne, Adelaide, and Hobart - returning to these locations a \$205.00 one-way fee applies.
- For pick up Cairns, Brisbane, Sydney, Melbourne, Adelaide, and Hobart - returning to Darwin, Perth, Broome or Alice Springs a \$335.00 one-way fee applies.
- For pick-ups from Darwin, Perth, Broome and Alice Springs - returning to any location a \$300.00 one-way fee applies.

Travel Restrictions

Not all RVs are suitable for all driving situations, so it's important the right RV is chosen for the travel planned. *thl*, at its discretion, may restrict RV travel in certain areas due to adverse road or weather conditions, and the distance to nominated destinations in relation to the length of the rental period. If applicable, any further restrictions will be mentioned at pick-up. Guests are encouraged to contact On-Road Assist on 1800 849 859 or +61 2 6698 4049 if they have any concerns regarding road accessibility.

Guests who travel to restricted areas without permission may void all Liability Cover in the event of damage or accident.

2WD RVs

Our 2WD RVs aren't equipped for rough terrain and cannot be driven on unsealed roads with exception of well-maintained access roads less than 12 kilometres long which lead to recognised commercial campgrounds and major tourist attraction.

th/ 2WD RVs can be driven to any island on sealed roads provided permission is obtained from On-Road Assist prior to travel.

2WD Travel Restriction Table

State/Territory	Restricted (Permission Required)	Not Permitted at All Times
All/various	Any Islands with access via ferry	Unsealed roads longer than 12km, all ski access roads from 01 June to 30 September, any Beaches, Old Gunbarrel Hwy, Great Central Road
Queensland	North of Laura/Cooktown, North Stradbroke Island and Magnetic Island	Fraser Island, Moreton Island, Cape York between the months of December to May, Old Telegraph Track section of the road to Cape York
South Australia	Kangaroo Island	
Tasmania	Bruny Island	All MightyLITE vehicles
Western Australia		Canning Stock Route, Nanutarra Road (unsealed short cut to Tom Price), Karijini National Park (unsealed road sections)
Northern Territory		Lost City in Litchfield Park, Boggy Hole (Finke Gorge National Park), Ghan Heritage Road (from Titjikala to Finke), Gunlom Area, Gubara, Shady Camp, Old Jim Jim Road, Jim Jim Falls, Twin Falls, Mereenie Loop Road (unsealed section), Ernst Giles Road, Old South Road, Crab Claw Road and Gimbat Road

4WD RVs

Our 4WD RVs are ready to take adventurous travellers off the beaten track, however for their safety, there are restricted travel areas. For restricted destinations listed below, guests are required to nominate expected travel plans with the branch at pick-up and confirm with relevant local authorities that roads are passable prior to travel.

4WD Travel Restriction Table

State/Territory	Restricted (Permission Required)	Not Permitted at All Times
All/various	Any islands with access via ferry, any remote unsealed roads (not already listed), Simpson Desert*, Gunbarrel Highway*, Tanami Track, Savannah Way from Normanton to Borrooloola, Sandover Highway*	Any beaches
Queensland	Burke Development Road from Chillagoe to Normanton, Cape York (North of Laura/Cooktown*), Bloomfield track	Fraser Island, Moreton Island, Old Telegraph Track section of the road to Cape York, CREB Track, Cape York between 1 December- 31 May, Starcke Track, Frenchman Track
South Australia	Oodnadatta Track*, Strzelecki Track*, Birdsville Track*	-
Tasmania	Tasmania	-

Western Australia	Bungle Bungles, Gibb River Road, Kalumburu Road, Mitchell Falls/Plateau, Goldfields Highway (Wiluna to Meekatharra), Marble Bar Road (Newman to Marble Bar), Ripon Hills Road (Marble Bar to Telfer), Lissadell Road (Warmun to Argyle Diamond Mine) and Duncan Road (Victoria Highway NT side to Halls Creek)	Old Gunbarrel Highway, Canning Stock Route
Northern Territory	Arnhem Land*, Larapinta Road between Hermannsburg and Petermann, Plenty Highway*, Southern Lost City (Limmen National Park), Western Lost City (Limmen National Park), Finke Road (between Alice Springs and Oodnadatta), Chambers Pillar	Boggy Hole (Finke Gorge National Park), Ghan Heritage Road (from Titjikala to Finke), Central Arnhem Road (past Beswick), Old South Road from Maryvale to Finke

*Guests travelling to these locations are strongly advised to hire a satellite phone for safety purposes

Kilometres

For the safety of guests please don't underestimate the time it will take to drive from one point to another. While our 2WD RVs include unlimited kilometres, we recommend travelling a maximum of 250 kilometres per day or the equivalent of 4-5 hours driving. We encourage our guests to take a break from driving at least every 2 hours.

Our 4WD rates include 300 kilometres per day, however, should a little more adventure be needed, an unlimited kilometre package is available before or at time of pick-up for \$299.00. If the unlimited kilometres package is not selected any excess kilometres will be charged at 0.55 cents per kilometre, payable on return.

Returning the RV

The RV is a home away from home and for comfort, we recommend it's kept tidy throughout the road trip. The RV needs to be returned to the branch as was taken, with full LPG Bottle/s, full tank of fuel, with the tank full of AdBlue (where applicable), with the interior cleaned and toilet cassette (where applicable) and holding tanks emptied. The RV exterior does not require cleaning unless it's covered with excessive dirt or mud, making it difficult for our team to see its return condition. The Drop and Go Pack is available to be pre-purchased or added on pick-up to offer quick and easy return.

Repairs

We understand that while on holiday the RV may require small repairs. To avoid further disruptions to the road trip, if the damage was not caused by the guest, repairs up to \$100.00 can be completed without authorisation and will be reimbursed upon presentation of receipts. If repairs over \$100.00 are needed, the On-Road Assist team should be informed prior to any repair being completed. Unauthorised repairs are not permitted.

All RVs are covered by Australian Automobile Association and 24hr mechanical emergency roadside assistance is available if needed. Please contact On-Road Assist on 1800 849 859 or ++61 2 6698 4049.

Infringements, Tolls and Fines

thl will pass on any charges the guest receives for traffic infringements, toll, or parking fines during their road trip. For toll way fees received, *thl* will charge the guest's credit or debit card upon receiving the toll way notice, along with an administration fee of \$1.70 per charge. If *thl* cannot nominate the guest for traffic infringements or traffic fines the guest incurs, *thl* reserves the right to charge the guest's credit card for the full amount of the traffic infringement or traffic fine. *thl* will make reasonable attempts to issue the traffic infringement or traffic fine to the guest. An administration fee of up to \$75.00 to cover associated administrative costs per toll way fee, traffic infringement or parking fine received may be charged.

Animals

We believe fur friends can only make a road trip better. Pet dogs and cats are allowed to travel in Britz, Apollo, Mighty Campers and MightyLITE Campers vehicles. There is a \$335.00 pet fee (excluding service animals). Service dogs are permitted in all vehicles. If a vehicle is returned soiled by a pet, *thl* reserves the right to charge an extra cleaning fee. Our full policy can be viewed on the *thl* website.

Smoking and Drugs

Our RVs are a smoke free, vape free and drug free zone; hence smoking or drugs are not permitted in any of our RVs.

Payment at Branches

For security reasons, we accept credit card and debit card for charges paid at RV pick-up and drop-off. We do not accept cash at our branches. The liability deposit is payable at pick-up by credit card or debit card and cannot be paid with a pre-paid credit card.

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:

	Rental/Extra
Visa/MasterCard Debit	2%
Visa/MasterCard Credit	3.1%

Fees are subject to change

Note: Amex may be used at the depot for the liability deposit or payment of any extras. The fee which applies to Amex is 2.9% and non-refundable Amex is not accepted for payment of rental charges.

Liability Options; Value Pack, Platinum Pack and 4WD Liability Reduction

When renting an RV, it can be daunting when trying to decide whether to pay extra for peace of mind in the event of an accident. It is important for you to understand the options we have available so you can decide what is best for you.

If you have an accident (for example, hits another vehicle) you will be liable for all costs to the RV as well as the vehicle you have hit. Our Liability Options and Packs can provide peace of mind and financial protection for the guest. If you have purchased the Platinum Pack, you will have the highest level of coverage available (if all terms of the Rental Agreement are met).

We do have varying levels of cover, as outlined below including the pricing of the Value Pack and Platinum Pack.

The amount payable for each Liability Option is based on the number of days of hire for the minimum rental period applicable for each RV or total days of the RV booking. The minimum charge for the Platinum Pack is 10 days per rental segment. The maximum charge for all Liability Options is 50 days per rental segment. 4WD Liability Reduction is only available to purchase in conjunction with The High Road or Value Pack and is included in the Platinum Pack.

Guests can choose between the following liability options:

See over

	The Low Road		The High Road		Value Pack		Platinum Pack		4WD Liability Reduction	
	Price per day	Liability/ Liability Deposit	Price per day	Liability/ Liability Deposit	Price per day	Liability/ Liability Deposit	Price per day	Liability/ Liability Deposit	Price per day	Liability/ Liability Deposit
Maui/Apollo Britz toilet & shower	Included	\$7,500	\$67	\$0	\$77	\$0	\$93	\$0	N/A	N/A
Apollo/Britz non-toilet & shower	Included	\$5,000	\$57	\$0	\$67	\$0	\$82	\$0	N/A	N/A
Apollo/Britz 4WD	Included	\$8,000	\$67	\$750 debited	\$82	\$750 debited	\$95	\$0	\$16	\$0
Mighty non-toilet & shower	Included	\$3,500	\$52	\$0	\$62	\$0	\$72	\$0	N/A	N/A
Mighty toilet & shower	Included	\$5,000	\$57	\$0	\$72	\$0	\$82	\$0	N/A	N/A
Mighty 4WD	Included	\$8,000	\$62	\$750 debited	\$77	\$750 debited	\$93	\$0	\$16	\$0
MightyLITE non-toilet & shower	Included	\$3,500	\$42	\$0	\$52	\$0	\$72	\$0	N/A	N/A

Pack Inclusions:

<u>Value Pack</u>	<u>Platinum Pack</u>
<p>2WD Value Pack: The High Road - Liability reduced to Nil for damage to front, back, side, overhead, underbody and awning, towing and recovery costs. <i>(excludes windscreen & tyre damage)</i> RV Essentials Kit - Camping table, camping chairs, child/booster seats (pre-booked, max. two seats), fan heater (if required), toilet chemical (where applicable). Linen Exchange - One exchange of bath towels, sheets, pillowcases and tea towels. Guests must notify the branch ahead of time and then physically visit the branch for linen to be exchanged. Extra Driver Fee</p>	<p>2WD Platinum Pack: All Value Pack inclusions PLUS: Windscreen & Tyre Protection Cover - One windscreen replacement or up to 3 chip repairs and 2 tyre replacements. Excludes any call out or delivery costs. Extended Roadside Assistance - This includes opening RV on lock out, jump start, flat tyre change (using spare located in the RV), fuel delivery up to 20 litres and call out (up to \$500.00). Non-mechanical issues are not covered, and guests may be required to take the RV to a repairer. Drop & Go Pack - Includes toilet and grey water emptying for applicable RVs (for bookings dropping off in Adelaide, Brisbane, Cairns, Melbourne, Perth or Sydney), exterior cleaning (up to 1 hour), interior cleaning (up to 1 hour), removal of bagged garbage and recycling.</p>

<p>4WD Value Pack: The High Road - Liability reduced to \$750 for damage to front, back, side, overhead, underbody and awning, towing and recovery costs (excludes windscreen & tyre damage) Linen Exchange - One exchange of bath towels, sheets, doona/duvet (sleeping bags for 4WDs), pillowcases and tea towels. Guests must notify the branch ahead of time and then physically visit the branch for linen to be exchanged. Child/booster seat/s - For Warrior 4WD and Overland Camper 4WD Fan heater - For Maverick, Adventure Camper, Mighty 4WD Extra Driver Fee Unlimited kilometres</p>	<p>4WD Platinum Pack: All Value Pack inclusions PLUS: 4WD Liability Reduction - Reduces liability to Nil Windscreen & Tyre Protection Cover - One windscreen replacement or up to 3 chip repairs and 2 tyre replacements. Excludes any call out or delivery costs. Extended Roadside Assistance - This includes opening RV on lock out, jump start, flat tyre change (using spare located in the RV), fuel delivery up to 20 litres and call out (up to \$500.00). Non-mechanical issues are not covered, and guests may be required to take the RV to a repairer. Drop & Go Pack - Includes exterior cleaning (up to 1 hour), interior cleaning (up to 1 hour), removal of bagged garbage and recycling.</p>
<p>4WD Liability Reduction: The 4WD Liability Reduction is available when either the High Road or Value Pack is purchased for Britz, Apollo or Mighty 4WDs. This option reduces the \$750 liability to \$0 (subject to exclusions listed in the Rental Agreement) and is available for an additional \$16 per day. The 4WD Liability Reduction Option is included in the Platinum Pack. This option does not cover bogged RVs.</p>	

Liability Deposit

The Liability Deposit payment will depend on the Liability Option chosen and the credit card holder must be present to sign for the Liability Deposit when they pick-up the RV and is liable for any damage to the RV.

- The total liability deposit will be debited to the credit or debit card immediately, where:
 - The guest has chosen to take **'The Low Road'**
 - The guest is travelling in a 4WD and has chosen either the **High Road** or **Value Pack**, without 4WD Liability Reduction.
- A credit card authority will be recorded at the time of pick-up, where:
 - The guest is travelling in a 2WD and has chosen to take **'The High Road'**, **'Value Pack'** or **'Platinum Pack'**
 - The guest is travelling in a 4WD and has chosen to take either **'The High Road'** or **'Value Pack'** in conjunction with **4WD Liability Reduction**, or the **Platinum Pack**.

The liability deposit is fully refundable including the credit card administration fee, if the card used to provide the Liability Deposit is a Visa credit or debit card or MasterCard credit or debit card, provided our rental contract terms are met, and the Vehicle is returned undamaged. *thl* recommends that guests use a Visa credit or debit card or MasterCard credit or debit card for the Liability Deposit, as the credit card administration fee that applies when using American Express credit card is not refundable. Credit card refunds (including liability deposit refunds) can take up to 14 business days depending on the guest's financial institution.

If there is damage to the RV on its return or any other terms of the rental contract have not been met, the liability deposit will be used to cover the cost up to the amount of the relevant Liability. If the terms of the Rental Contract are not met and the liability deposit is not sufficient to cover the damage, extra costs will be charged.

If a guest is continuing with another *thl* RV booking, the liability deposit can be transferred to the next booking within Australia.

Damage

^ 'Damage' means any loss or damage to the Vehicle, which is not noted on the Vehicle Condition Report, including that caused by theft of the Vehicle or by adverse weather events, that requires repair or replacement including the loss of use of the Vehicle, legal expenses, assessment fees, towing and recovery costs (from roads and areas where permission to travel had been granted by thl), storage, service charges and any appraisal fees of the Vehicle. **There are exclusions to Reduction Option cover where the Guest will be responsible for all costs as outlined below.**

Liability Exclusions:

- Damage caused where the terms of Rental Agreement have not been met by the guest.
- Damage caused by negligence and/or wilful conduct.
- Damage caused to the RV in any way by part or total water submersion or salt water.
- Damage caused to the RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic.
- Damage and associated costs with recovery of a bogged vehicle.
- Damage or loss caused to any personal belongings.
- Damage or loss caused by a guest's pet.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage caused to tyres and windscreen except where the 'Platinum Pack' or 'Windscreen and Tyre Protection' has been purchased and applies.

Travel Insurance

For peace of mind, we strongly recommend that all guests take out the highest level of private travel insurance.

Personal Injury

The RV has Third Party insurance cover, and it is likely that any other vehicle involved in an accident also has Third Party insurance. Depending on the circumstances of an accident, the guest may be entitled to claim for their personal injury against the Third-Party insurance of the party responsible for the accident. The extent of such Third-Party insurance varies in different States and Territories and *thl* strongly recommends that all passengers take out their own Personal Injury travel insurance.

thl does not accept any liability for personal injuries sustained during the rental. Except where such loss or damage is caused by *thl*'s (or that of its employees) own negligence or breach of the Rental Agreement Terms and Conditions. *thl* does not accept liability for any loss or damage to any personal belongings or property of the Customer (or any person or entity related to the customer).

Property Damage

The RV is insured for damage to it and damage to the property of a third party. However, the guest is responsible up to the amount of the applicable Liability for damage to third party property, or to the RV. The guest is also responsible for the cost of the daily rate for the period the vehicle is being repaired. There is no refund for any unused portion of the rental period. The Liability applies to each claim, not RV.

thl reserves the right to charge the guest for any RV damage including Third Party property damage not reported but identified on return of the RV.

Value-Added Products and Services

thl offers a range of optional extras to make road trips that little bit easier.

Item	Price	Conditions
maui Elite under 1 year	\$57 per day	
Extended Roadside Assistance	\$9.00 per day (Capped at 50 days).	This includes: opening RV on lock out, jump start, flat tyre change (using spare located in the RV), fuel delivery up to 20 litres and call out (up to \$500.00). Non- mechanical issues are not covered and guests may be required to take the RV to a repairer.
Windscreen and Tyre Protection	\$16.00 per day (Capped at 50 days).	This includes: 1 windscreen replacement or up to 3 chip repairs and 2 tyre replacements. (Excludes any call out or delivery costs).
Re-fuelling Pack- (excludes Warrior 4WD & Overland Camper 4WD)	\$275.00	This includes: 1x fuel tank refill, 1 x AdBlue tank refill and 1x gas bottle refill.
Re-fuelling Pack- (Warrior 4W & Overland Camper 4WD)	\$410.00	
Drop and Go Pack- non-toilet shower / 4WD	\$109.00	This includes: toilet and grey water emptying (where available), exterior cleaning (up to 1 hour), interior cleaning (up to 1 hour), removal of bagged garbage and recycling. Toilet and grey water emptying services are available for bookings dropping off in Adelaide, Brisbane, Cairns, Melbourne, Perth or Sydney. Toilet and grey water emptying services are not available for bookings dropping off in Broome, Darwin, Alice Springs or Hobart where vehicles must be returned with toilet and grey water empty.
Drop and Go Pack- toilet & shower	\$145.00	
Unlimited kilometre package for 4WD	\$299.00	For 4WD vehicles
Camping Chairs	\$24.00 each per rental	
Camping Table	\$33.00 per rental	
Additional Doona	\$21.00 per rental	
Esky	\$29.00 per rental	
Fan/Heater	\$21.00 per rental	
Child/Booster Seats	\$46.00 each per rental	Please refer to the Child Restraints guide. Maximum seats.
RV Essentials Kit 2WD – non toilet & shower and 2 & 3 berth toilet & shower	\$155.00 each per rental	This includes: Camping Chair, Camping Table, Fan/Heater (if required), Child/Booster Seat/s for applicable vehicles (with prior request) and 3x Toilet Chemicals (for vehicles with toilet).
RV Essentials Kit 2WD –4 & 6 berth toilet & shower	\$205.00 each per rental	
Linen Kit Exchange	\$42 per exchange	This includes: 1x exchange of bath towels, sheets, pillow cases and tea towels. Guests must visit the branch for linen to be exchanged and will only receive 1x linen kit within their vehicle at any time.
Pre-Purchased Gas Bottle – non-toilet & shower	\$28.00 per rental	A gas bottle is necessary for cooking in the RV. A full gas bottle(s) may be pre-purchased and can be returned empty to <i>thl</i> at the completion of the road trip. Fee applies for each booking component of a multiple rental.
Pre-Purchased Gas Bottle – toilet & shower	\$47.00 per rental	
Extra Driver/Renter Fee	\$4.25 per person per day (Capped at 15 days).	

Toilet Chemicals	\$3.70 each	Cannot be pre-booked. Guests can request at Pick-Up.
Satellite Phone	\$25.00 per day Plus, call charges	Must be pre-booked at least 7 days prior to pick-up.
Satellite Phone Insurance	\$3 per day	

Fees

Item	Price	Conditions
First Aid Kit	\$45.00	A First Aid kit is supplied in every RV. If the seal is broken or the kit is not returned the kit becomes the property of the guest and the fee is charged.
Change of Drop-off location after Pick-up	Up to \$750.00	Subject to availability.
Pet Cleaning Fee	\$335.00 per rental	Applies on all bookings where a pet dog or cat is travelling in the RV. A maximum of two pets are allowed in the RVs and pets are not allowed in maui vehicles.
One-Way Fee (remote locations)	\$310.00	Applies where pick up originates from Darwin, Broome, Alice Springs or Perth and returns to any location, or, where pick up originates from any location and returns to Darwin, Broome, Alice Springs or Perth.
One-Way Fee (metro locations)	\$205.00	Applies where pick up originates from Cairns, Brisbane, Sydney, Melbourne, Hobart or Adelaide, and returns to these locations.
Broome Location Fee	\$930.00	Per rental.
Hobart Location Fee	\$130.00	Applies for bookings that pick-up in Hobart.
Public Holiday Surcharge	\$129.00	A Public Holiday Surcharge will apply to all rentals picking up and/or dropping off on the observed public holiday dates at the pick-up and drop-off location.
Booking Alteration Fee	\$50 plus any increase in vehicle charges	This fee applies to booking alterations made 60 days prior to pick-up or less. The following are classified as booking alterations: Change of vehicle type Change of pick-up location Change of drop-off location Change of the pick-up date, excluding booking extension Change of the drop-off date, excluding booking extension

Exchange Rate and Currency Variations

All transactions are conducted in Australian dollars. Due to exchange rate fluctuations, there could be some variance in the amount refunded compared to the amount initially charged. Refunds by credit card can take up to 14 business days depending on the guest's financial institution. thl will not be responsible for credit or debit card fees or bank-imposed fees relating to currency conversion or foreign transactions.

Cancellation Terms

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 **thl** cancellation fees:

- If cancelled 61+ days prior to pick-up – AU\$100 Administration Fee
- If cancelled 60 to 31 days prior to pick up – AU\$350 (inc Admin Fee)
- If cancelled 30 to 7 days prior to pick-up – 20% of Total Rental (minimum \$350, inc Admin Fee)
- If cancelled 6 – 1 days prior to pick up = 50% of Total Rental (minimum \$350, incl Admin Fee)
- If cancelled on the day of pick up or no show = 100% of Total Rental (minimum \$350, incl Admin Fee)
- There is no refund for late pick-up or early return of an RV

For bookings made from 12 January 2026 where picking up between 20 September 2027 and 30 November 2027, the following fees apply:

- If cancelled 181+ days prior to pick-up – AU\$100 Administration Fee
- If cancelled 180 to 151 days prior to pick up – AU\$350 (inc Admin Fee)
- If cancelled 150 to 91 days prior to pick-up – 20% of Total Rental (minimum \$350, inc Admin Fee)
- If cancelled 90 – 61 days prior to pick up = 50% of Total Rental (minimum \$350, incl Admin Fee)
- If cancelled 60 – 31 days prior to pick up = 75% of Total Rental (minimum \$350, incl Admin Fee)
- If cancelled within 30 days of pick up or no show = 100% of Total Rental (minimum \$350, incl Admin Fee)
- There is no refund for late pick-up or early return of an RV

The original pick-up date or the earliest confirmed pick-up date is used to calculate the cancellation fee.

The cancellation fee period is based on NZT.

Other Things You Need to Know

thl reserves the right to refuse any rental at our discretion.

All bookings are subject to the rental agreement and terms and conditions.

Our RVs are equipped with a location monitoring device. thl reserves the right to send warnings to guests that are driving in contradiction to our terms and conditions, or exceeding speed limits.

Enjoy the adventure, wherever it takes you.