

Summary of terms & conditions

Britz 4WD 2011 - 2012

Summary of the terms and conditions

PLEASE NOTE:

- This document contains a summary of some of the rental conditions. For detailed conditions, refer to the rental agreement upon vehicle collection.
- Vehicle rates and the Britz Bonus Pack quoted in this document are gross, inclusive of Goods and Services Tax (GST) and are in Australian dollars
- Rental basis is per calendar day for campervans and 24-hour day for the 4WD car.
- Minimum rental period is 5 days with the exception of one-way hires, which are subject to a 7-day minimum hire requirement.
- Minimum rental periods are subject to change during peak periods.
- These rates and terms may not apply to convoy bookings (any rental that consists of five or more vehicles travelling together). Britz has a dedicated convoy department and requests for convoy quotes/bookings should be directed first to Reservations.
- These rates and terms may not apply to rentals exceeding 100 days, which includes multihires. Requests for quotes/bookings of more than 100 days should be directed first to Reservations.
- All rates and conditions are subject to change as required and without prior notification.

Flex rates

This supplier uses a Flex system of variable rates that are updated every weekly Sunday midnight EST. This system ensures that your quotation will use the lowest daily rates based on rental season, duration, vehicle type and vehicle availability. To achieve the cheapest possible price for your rental, book as far in advance as possible as the daily rates usually increase the closer you get to pick-up date. This quote is valid if booking is made on or before midnight every Sunday.

The flex rate for the entire duration of the rental is determined by the date of pick-up, location and date of booking. The daily rate will not change within one booking. Amendments prior to 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 pick-up (days are being added on at the end of the rental with no change to the original pick up date), or the Bonus Pack is being added to or removed from the booking, the original flex rate, which applied at the time of the original booking, will apply.

Long term hire discount	
Rental duration	Discount
21+ days	5%

The discount above does not apply to the Britz Bonus Pack.

Britz Campervans		
Vehicle name	Booking code	Sleeping capacity
4WD Rental Car	PFMR	N/A (seats 5)
Bushcamper 4WD	2B4WDB	Max 2-3 people
Challenger 4WD	2B4WDBC	Max 2 people
Safari 4WD	PFMRS	Max 5 people

INCLUDED IN GROSS RATES

- Unlimited kilometres
- Vehicle Liability (liability applies, see information under the heading "for your protection – vehicle liability")
- 10% GST*
- 3% Administration fee*
- Linen & Bedding* (not in 4WD car)
- Extra Driver Fees
- Kitchen equipment* (not in 4WD car)

- General equipment* (not in 4WD car)
- Outback Safety Kit*
- 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.

* **Administration fee** - A surcharge of 3% of the total cost will be levied to cover state government taxes, vehicle registration recovery, duties and administration costs. This fee is included in the nett daily vehicle rate.

* **4WD Outback Safety Kit** – The kit includes an Emergency Position Indication Radio Beacon (EPIRB), snatch strap with D shackles and a folding spade. An EPIRB when activated transmits an emergency distress signal which can be detected by Australian rescue authorities. A snatch strap is used to pull a vehicle from a bogged position with the aid of another vehicle. The D shackles secure the snatch strap to a rigid anchor point.

* **Linen and bedding** includes pillow, pillowcase, sleeping bag, sheet and towel per person.

* **Kitchen equipment** includes plates, bowls, cups, glasses, knives, forks, spoons, bottle/can opener, mixing bowls, colander, saucepans, frying pans, cooking utensils, chopping board, kettle, teapot, toaster and tea towel.

* **General equipment** includes pegs and clothesline, dustpan/brush, fire extinguisher, bucket/hose, broom, matches, icecube tray, coat hangers and toilet chemicals.

BRITZ BONUS PACK

4WD CAMPERVANS

The Britz Bonus Pack is gross AU\$75.00 per day (maximum charge of AU\$3,750 per rental) and is in addition to the daily gross vehicle rate.

Inclusions are:

- Liability Reduction Option 2*
- One-Way fee if applicable
- Pre-Purchase Gas (PGO)*
- Picnic table and chairs (chairs per person travelling)
- Baby or booster seats if required*

* **Liability Reduction Option 2** – This option reduces the liability for 2WD campervans from AU\$7500 to NIL and from AU\$7500 to AU\$500 for all 4WD vehicles.

* **Pre-Purchase Gas Option (PGO)** allows the customer to return the vehicle without the need for the gas bottle to be replenished. The gas bottle is used to operate the gas stove and to heat the hot water in vehicles with a hot water facility. With the Safari 4WD PGO refers to four butane gas cylinders. This option can be purchased separately if the Bonus Pack has not been selected. See "additional products and services" for costs.

* **Baby/Booster Seat** – Note that not all Britz vehicles can accommodate child restraint equipment. Child seats depending on the child's age are commonly used for children 4 years or less. Reversible child seats or capsules are used so that an infant can be accommodated when required. Booster seats again depending on the child's size are commonly used for children between 4 and 7 years of age. All child restraint equipment is to be fitted by the hirer facing forward, in the appropriate seat/s and cannot be situated on side facing seats. Refer to vehicle specifications on the website and/or contact Reservations for further information.

4WD RENTAL CARS

The Britz Bonus Pack for 4WD car rentals is gross AU\$60 per day (maximum charge of AU\$3,000 per rental) and is in addition to the daily gross vehicle rate.

Inclusions are:

- Liability Reduction Option 2*
- One-Way fee if applicable

* **Liability Reduction Option 2** – This option reduces the liability from AU\$7500 to AU\$500.

FOR YOUR PROTECTION - VEHICLE EXCESS#

Personal injury is covered in most cases through Registration Third Party liability. Britz strongly recommends that all people travelling in Australia take out personal travel liability.

In the USA an liability is referred to as the “deductible”.

All vehicles are insured for the damage to the vehicle or to the property of a Third Party. The hirer is responsible for the first AU\$7,500 (“the liability”) of the cost of damage to Third Party property or to the rented vehicle, including single vehicle accident, 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 off fleet for accident repairs.

The liability is applicable regardless of who is at fault and must be paid at the time the accident report is completed, not at the completion of the rental. The liability will be refunded if Britz is successful in recovering the cost of the damages from the Third Party. Please note that Third Party claims can take months to resolve.

The liability applies in respect of each claim, not rental.

Please see the ‘Exclusions’ section below, whereby all liability cover will be made void.

This AU\$7,500 liability can be reduced, in most circumstances, by the purchase of Liability Reduction Option 1, Liability Reduction Option 2 or the 4WD Easy Cover Option.

Liability Reduction Option 1

Cost per day

AU\$34 (max charge AU\$1,700)

Liability reduced to

AU\$3,500*

When Liability Reduction 1 has been purchased the hirer is responsible for the first AU\$3,500 (“the liability”) in the event of the vehicle being a 2WD and AU\$3,500 (“the liability”) in the event of the vehicle being a 4WD 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’. This also includes the cost of the daily rental for the period the vehicle is off fleet for accident repairs. The liability applies in respect of each claim, not rental.

*Hirers who have not purchased the 4wd Easy Cover will be responsible for up to AU\$7,500 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).

Please see the ‘exclusions’ section below, whereby all liability cover will be made void.

Liability Reduction Option 2

Cost per day

AU\$52 (max charge AU\$2,600)

Liability reduced to

AU\$500*

When Liability Reduction 2 has been purchased, the hirer will have no liability at all for 2WD vehicles with the exception of the ‘exclusions’. If the vehicle hired is a 4WD 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’. This also includes the cost of the daily rental for the period the vehicle is off fleet for accident repairs. The liability applies in respect of each claim, not rental.

Note: Liability Reduction Option 2 is included in the Britz Bonus Pack

*Hirers who have not purchased the 4wd Easy Cover will be responsible for up to AU\$7,500 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).

Please see the 'Exclusions' section below, whereby all liability cover will be made void.

4WD Easy Cover Option (4WDEASY)

The 4WD Easy Cover Option is a one off fee of AU\$250 per hire. The 4WD Easy Cover Option is only available with 4WD hires and when Liability Reduction 2 or the Bonus Pack has been purchased.

The 4WD Easy Cover Option extends the cover available with Liability Reduction 2 or the Bonus Pack for 4WD's to include a NIL liability, cover for accidental damage to the overhead and underbody sections of the 4WD vehicle (this does not include single vehicle roll-over), unlimited tyre and windscreen cover and 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). Clients requiring vehicle towing and vehicle recovery from a road listed within this section will be responsible for up to AU\$7,500 for towing and vehicle recovery in the event of not having this cover irrespective of the Liability Reduction Cover Option or Bonus Pack the customer may have.

BRITZ STRONGLY RECOMMENDS OUR 4WD CUSTOMERS TAKE THE BONUS PACK WITH 4WD EASY COVER FOR TRAVEL WITH PEACE OF MIND.

EXCLUSIONS:

All liability cover will be made void if any of the following 'Exclusions' are breached:

1. Overhead and underbody damage to the 4WD vehicle – except where 4wd Easy Cover has been purchased (does not cover single vehicle roll over).
2. Overhead and underbody damage to the 2WD vehicle - except where Liability Reduction 2 or the Bonus Pack has been purchased (does not cover single vehicle roll over).
3. Towing and vehicle recovery costs incurred on a 4WD road where permission is required in advance from Britz in order to travel (refer to road restrictions for a full list of these roads) where the customer has not purchased 4WD Easy Cover.
4. Damage caused to the vehicle because total load (kg) has exceeded recommended 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.
5. Any water related damage which includes, but is not limited to:
 - a) any vehicle submersion
 - b) creek or river crossing
 - c) driving through flooded areas
 - d) beach driving
6. Personal belongings. Britz recommends the hirer does not leave valuables in the vehicle and that they have liability to cover for the loss/damage of personal belongings.
7. Any damage caused by willful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle).
8. A single vehicle roll over occurs.
9. Damage caused to the vehicle by snow chains.
10. Any damage caused while driving under the influence of alcohol or drugs.
11. The Customer will be liable for any costs associated with the incorrect use of fuel or the use of Bio- Diesel which should not be used (fuel being diesel or petrol), or water or other contamination of fuel.
12. The cost to retrieve or recover 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.
13. The cost to replace keys, which have been lost or retrieval of keys, which have been locked in a vehicle.
14. The vehicle rented may only be used to carry the maximum number of passengers as dictated by the vehicle type. If more passengers are carried than what is allowed Britz does not accept any liability.
15. Drivers not identified on the rental agreement and/or drivers that have a licence that has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.

VEHICLE SECURITY DEPOSIT

Upon vehicle collection, a vehicle security deposit is required. The amount is determined by the Liability Reduction Option selected.

For security purposes, only a credit card can be used to provide a vehicle security deposit. The credit cardholder must be present and able to sign for the vehicle security deposit upon vehicle collection. The creditcard holder is jointly and severally liable for any damage to the rental vehicle.

Debited vehicle security deposits are subject to a 2% credit card administration fee in addition to the vehicle security deposit

amount when the credit card used is either a Visa or MasterCard or 4.5% for American Express.

If a Liability Reduction Option is not selected, the vehicle security deposit is AU\$7,500 payable by credit card.

The AU\$7,500 is debited to the hirer's credit card when the vehicle is collected. For this reason it is important that the hirer have the funds available on the credit card and that the amount does not exceed the hirer's daily withdrawal allowance available on the credit card.

If Liability Reduction Option 1 has been taken the vehicle security deposit is AU\$3,500.

The AU\$3,500 is debited to the hirer's credit card when the vehicle is collected. For this reason it is important that the hirer have the funds available on the credit card and that the amount does not exceed the hirer's daily withdrawal allowance available on the credit card.

If Liability Reduction Option 2 or the Bonus Pack is selected with or without 4WD Easy Cover the vehicle security deposit is AU\$500.

The AU\$500 is taken as an imprint to the hirer's credit card when the vehicle is collected. An imprint simply records a figure against the hirer's credit card of AU\$500 that Britz can then debit if required.

The vehicle security deposit is fully refundable provided the vehicle is returned on time, to the correct location, undamaged, with a clean interior and with full fuel tanks (fuel being petrol or diesel) and gas bottle. Except where the customer has purchased PGO (PGO is included in the Britz Bonus Pack) and/or Pre Purchase Fuel (PPF), failure to return the vehicle with full petrol or diesel tanks and/or a full LPG bottle will result in refill charges, which will be advised upon return of the vehicle.

Britz reserves the right to retain an AU\$220 cleaning fee if the vehicle is not in a clean condition. This includes smoking related cleaning, as smoking is not permitted in the vehicle. The toilet and waste water tank must be emptied prior to the return of the vehicle, or an additional AU\$125 soiling fee will be retained.

FOR SECURITY PURPOSES, ONLY THE HIRERS CREDIT CARD CAN BE USED FOR VEHICLE SECURITY DEPOSITS.

EXCHANGE RATE / CURRENCY VARIATIONS

All credit 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.

CREDIT CARDS

The credit card holder will be jointly and severally liable as a customer. Accepted credit cards are Visa Card, MasterCard and American Express. A non-refundable 2% administration fee will apply to all Visa and MasterCard transactions or 4.5% for American Express. Credit card administration fees also apply to debited security bonds and only the hirer's credit card is acceptable to use for the purpose of the security bond.

PERSONAL AND COMPANY CHEQUES

Personal and company cheques will not be accepted as payment for rentals at the time of pick-up. These must be received by Britz 14 working days prior to commencement of the hire/s.

CALCULATION ERRORS

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

NON-PAYMENT

In the case where pre-payment is required and this has not been made the hirer agrees to pay the full costs to Britz.

LICENCE

A current and full motor vehicle 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 driver's licence was issued. An accredited English translation will be accepted in lieu of an international driving

permit.

AGE RESTRICTIONS

Drivers must be 21 years of age or over. For drivers 75 years of age or over, a medical certificate stating that the customer is fit to drive for the duration of the hire is required upon vehicle collection.

ADDITIONAL PRODUCTS & SERVICES

To be requested at time of reservation or upon vehicle collection and paid by customer on the day of vehicle collection:

- Picnic Table - AU\$24 per rental
- Picnic Chair - AU\$17 per rental
- Baby / Booster seat - AU\$35 per rental
- Tent (4 person) - AU\$65 per rental
- Satellite Phone - AU\$18 per day plus call costs
- Awnings (if not already affixed) - AU\$5 per day with a maximum charge of \$80 per hire
- First Aid Kit - AU\$30 for purchase (In vehicle. If seal broken customer is charged)
- Souvenir Road Atlas- AU\$20 for purchase
- PGO – Pre-Purchase Gas Option - AU\$17 per vehicle (gas bottle used for cooking. Also used for hot water facilities in vehicles that have this option. In the Safari 4WD PGO refers to four butane gas cylinders)
- Pre-Purchase Fuel Option (PPF) - Details on request
- Heater/Fan - AU\$15 per rental
- Luggage Tarp (for 4WD Safari) - AU\$20 for purchase
- GPS - AU\$9 per day with a maximum charge of AU\$90 per hire
- Esky - AU\$22 per rental
- Portable Hand-Held Shower - AU\$15 per rental (4WD campervans have a portable hand held shower included in the vehicle rental equipment).
- Electrical Adaptor - AU\$14 for purchase

Charges for additional products and services will be charged per hire.

Outdoor table and chairs, baby/booster seats (if required), pre-purchase gas option are included in the Britz Bonus Pack.

If a client would like to undertake a 4WD Training Course, Britz can recommend Operators in local areas. Contact details available on request. Clients must book direct with 4WD Training Operators.

RENTAL DURATION

4WD CAMPERVANS

- Rental days are charged 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. The day of the vehicle's return is counted as the final day of the rental. Vehicles are required to be collected and returned with business hours.

4WD CAR

- Rental days are calculated on a 24-hour basis. Vehicles are required to be collected and returned with business hours.
- Britz allows a grace period of 59 minutes before the hirer is liable for late return charges when the rented vehicle is a 4WD car. Late return fees are applicable as follows:
 - 1 hour late, one third of the daily rate will apply
 - 2 hours late, two thirds of the daily rate will apply
 - 3 hours late, one full day rate will apply

4WD CAMPERVANS AND CARS

- Minimum rental period is 5 days, with the exception of one-way hires, which are subject to a 7-day minimum hire requirement.

- Minimum rental period is subject to change during peak periods.
- Late pick-up or early return of vehicle does not entitle the hirer to any refund of the unused portion of the rental.
- These rates and terms may not apply to rentals exceeding 100 days, which includes multihires. Requests for quotes/bookings should be directed first to Reservations.
- If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Reservations or any of the Britz 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 will 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.

ROAD RESTRICTIONS

- 4WD campervans and cars be driven on sealed /bitumen roads and recognised unsealed roads.
- 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 Telegraph 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 Britz Safari 4WD 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.

CHANGE OF DROP-OFF DESTINATION

If the customer wishes to change the drop-off destination, they must first obtain authorisation from the Reservations or Scheduling departments.

Subject to the change being approved, an additional charge of up to AU\$700 may apply.

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), or the Bonus Pack is being added to or removed from the booking, the original flex rate, which applied at the time of the original booking, will apply.

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. Consecutive campervan hire in Australia, New Zealand and South Africa and/or consecutive car hire in New Zealand for both Britz and Maui can be combined to qualify if the vehicle collection date/s are within a 3-month period. For all rentals to qualify each booking needs to be made at the same time. If a customer makes another booking at a later time, the new booking can be combined to qualify if the vehicle collection date/s are within a 3-month period however, the original booking/s will only qualify for a discount if the booking/s are not already travelling or travelled.

Note that 2WD car hire in Australia cannot be combined with any campervan or New Zealand car hire to qualify for longer-term discounts

Longer-term discounts must be requested at the time of booking.

For campervans that pick up and drop off on the same day, the less expensive rental day will be free of charge. This also

applies to the Liability Reduction Option or the Britz Bonus Pack if applicable.

If multiple hires are within the same country and total days exceed 50 days only the maximum charge applicable to the Liability Reduction Option or the Britz Bonus Pack will apply. If combining a vehicle hire with another Britz vehicle that has a more expensive Bonus Pack or Liability Reduction Option, the more expensive Bonus Pack/Liability Reduction maximum cost is applied. In the instance where a Britz hire is being combined with a Maui hire and the packages have either the Bonus Pack or the Premium Pack these components cannot be combined to have a maximum charge applied however the vehicle rate can have a longer-term discount applied if applicable.

If multiple hires total more than 100 days these rates and terms do not apply. Requests for quotes/bookings of more than 100 days should be directed first to Reservations.

Vehicle security deposits can be transferred between most multiple rentals. This service is available when the booked products are campervans and the vehicle security deposit amount is the same.

ONE-WAY RENTALS

- One-way rentals are available between all branch locations with the exception of rentals into or out of Tasmania. These rentals are on request.
- Minimum rental period for one-way hires is 7 days. Shorter hires may be available on application only.
- A one-way fee of \$260 applies where pick up originates from Cairns, Brisbane, Byron/Ballina Airport, Sydney, Melbourne, Hobart or Adelaide, and returns to these locations. Should the hire originate or return to or from Darwin, Broome, Alice Springs or Perth, the one-way fee will be \$360. E.g., a Cairns to Darwin one-way rental would incur a one-way fee of \$360, where a one-way rental from Cairns to Brisbane will incur a one-way fee of \$260.
- The one-way fee is included in the Bonus Pack.
- Where the pick up location is Brisbane and the return location is Sydney the one-way fee is waived.
- The one-way fee if applicable is charged per hire.

RENTALS IN BROOME

An additional remote location fee of AU\$650 applies to all rentals picking up or dropping off in Broome. Only one remote location fee is charged per vehicle. This is in addition to the one-way fee if applicable. The fee applies per rental.

TRANSFERS

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

AIRPORT CONCESSION FEE

An airport concession fee may be charged for hires with pick-up or drop-off from airport locations. An airport pick-up fee of AU\$16.50 per hire (Campervans) or 8.5% of the total hire cost (per 4WD Car) will apply for hires with pick-up at Hobart airport. This fee is subject to change and new airport charges may arise.

INFRINGEMENTS AND ADMINISTRATION FEES

Britz reserves the right to charge the hirer for any speeding, toll way or parking fines and/or vehicle damage including Third Party property damage not reported on return of the vehicle. In addition to these costs, Britz reserve the right to charge for associated administration costs for processing the fines (irrespective of liability) and/or all liability claims in the event of the customer not having a NIL liability. In addition to the costs associated per fine and/or liability claim, an administration fee of \$60 will be applicable

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. Britz do not accept liability for any claims submitted after this period.

REPAIRS

Repairs up to AU\$200 may be effected without authorisation and will be reimbursed upon presentation of a receipt. For amounts over AU\$200, Britz will need to be informed in advance. Repairs will be approved provided the customer was not

directly responsible for the damage. Receipts must be submitted for any repair or the claim will not be paid.

CHANGE OF VEHICLE

Should the vehicle booked be unavailable through unforeseen circumstances, Britz reserve 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.

VEHICLE CATEGORY

Vehicles cannot be requested by make or model, only by vehicle category.

VOLUNTARY DOWNGRADE

Should the hirer decide to take a lesser vehicle than booked they will not be entitled to any refund.

CANCELLATION POLICY

The following cancellation fees apply prior to pickup:

- 22 days or more - security deposit paid to-date forfeited
- 7 to 21 days - security deposit paid to-date forfeited + 20% of gross rental
- 1 to 6 days - security deposit paid to-date forfeited + 50% of gross rental
- Cancellation on pickup or no-show - security deposit paid to-date forfeited + 100% of gross rental
- If vehicle is returned early for any reason whatsoever, no refund is available for any unused days

IMPORTANT

Britz reserves the right to refuse any rental at its discretion.

ANIMALS

No animals are permitted in our vehicles, excluding guide dogs.

Agent security deposit

Security deposits taken by the agent are to help ensure that your reservations are secure and in order. The security deposit is non-refundable. In the event of a cancellation the security deposit, at the discretion of Australia 4 Wheel Drive Rentals only, may be used towards a future booking made only through Australia 4 Wheel Drive Rentals. In the event of a cancellation the security deposit will be held for a further 6 months from date of cancellation to be used towards a future security deposit for bookings made through Australia 4 Wheel Drive Rentals and only with the same supplier. This clause is subject to the sole discretion of the management of Australia 4 Wheel Drive Rentals. Total Agent's Security Booking Deposit: [POS.Billing.Commission] (fully included in the final payment).

Agent credit card surcharge

Australia 4 Wheel Drive Rentals will apply a 2.0% surcharge for all VISA / Mastercard credit card transactions paid towards the booking. Please note that these credit card fees do not overlap with the supplier surcharge. Please note when choosing a Standard rate you will be paying extra credit card fees to the supplier for any administration surcharges and / or if you choose to take up any liability plan upon pickup. Australia 4 Wheel Drive Rentals does NOT accept American Express or Diners credit cards.

Supplier credit card surcharge

The credit card holder will be jointly and severally liable as a customer. Accepted credit cards are VISA, Mastercard and American Express. A non-refundable 2.0% administration fee will apply to all VISA and Mastercard transactions or 4.5% for American Express. Credit card administration fees also apply to debited security bonds and on the hirer's credit card is acceptable to use for the purpose of the security bond.

Calculation errors

Australia 4 Wheel Drive Rentals rely heavily on accurate information provided to us by our suppliers and we endeavour to

ensure that all our prices are up to date. However Australia 4 Wheel Drive Rentals cannot be held liable for any errors in price calculation. In the event of an erroneous quotation or invoice, Australia 4 Wheel Drive Rentals will re-issue another quotation superseding the original quote or invoice with the necessary corrections in pricing.

Suppliers Responsibility

Australia 4 Wheel Drive Rentals is a booking service for the Suppliers. You will be required to complete a rental agreement directly with the relevant Supplier on collection of the rented vehicle. Your rental is subject to the terms and conditions of the respective Supplier with whom the rental agreement is made. Each Supplier is responsible for notifying inventory levels to Australia 4 Wheel Drive Rentals. Australia 4 Wheel Drive Rentals does not accept any liability for unavailability of vehicles caused by the Supplier over-selling its own vehicle inventory or vehicle movement disruption.

Disclaimer

- These details are indicative of the vehicle that will be supplied under your booking. Actual vehicles may vary according to year of manufacture and availability but your vehicle will be suitable for the required number of persons and have equivalent or better specifications to those listed in this website.
- The Australia 4 Wheel Rentals Group will NOT accept responsibility for any/the loss or damage or injury caused to any passenger. The Australia 4 Wheel Rentals Group will not be responsible for any changes to any or all of the above services provided by the operator. Australia 4 Wheel Rentals Group STRONGLY recommends you take out adequate travel insurance including cancellation insurance for your holiday.
- Unless we hear from you that you can't access this information before your booking of the vehicle it will be generally understood and accepted by all parties that you have successfully accessed all links then read and understood the terms and conditions of the supplier and Australia 4 Wheel Drive Rentals.
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Depot branches & trading hours

Adelaide

376 Sir Donald Bradman Drive
Brooklyn Park
South Australia 5032

- open everyday year round except Christmas (25th Dec)
- 1000 - 1600 hours (1 May to 31 August)
- 0730 - 1600 hours (1 September to 30 April)
- Vehicles must collected / returned by 1530 hours

Brisbane

21 Industry Circuit
Eagle Farm
Queensland 4009

- open everyday year round except Christmas (25th Dec)
- 1000 - 1600 hours (1 May to 31 August)
- 0730 - 1600 hours (1 September to 30 April)
- Vehicles must collected / returned by 1530 hours

Cairns

411 Sheridan St
Cairns
Queensland 4870

- open everyday year round except Christmas (25th Dec)
- 1000 - 1600 hours (1 November to 30 April)

Alice Springs

Corner Stuart Highway & Power St
Alice Springs
Northern Territory 0870

- open everyday year round except Christmas (25th Dec)
- 1000 - 1600 hours (1 November to 30 April)
- 0730 - 1600 hours (1 May to 31 October)
- Vehicles must collected / returned by 1530 hours

Broome

10 Livingstone St
Broome
Western Australia 6725

- open everyday year round except Christmas (25th Dec)
- 1000 - 1600 hours (1 November to 30 April)
- 0730 - 1600 hours (1 May to 31 October)
- Vehicles must collected / returned by 1530 hours

Darwin

17 Bombing Rd
Winnellie
Northern Territory 0820

- open everyday year round except Christmas (25th Dec)
- 1000 - 1600 hours (1 November to 30 April)

- 0730 - 1600 hours (1 May to 31 October)
- Vehicles must be collected / returned by 1530 hours

Hobart

14 Long St
Hobart International Airport
Cambridge, Tasmania 7170

- open everyday year round except Christmas (25th Dec)
- 1000 - 1600 hours (1 May to 31 August)
- 0730 - 1600 hours (1 September to 30 April)
- Vehicles must be collected / returned by 1530 hours

Perth

471 Great Eastern Highway
Redcliffe
Western Australia 6104

- open everyday year round except Christmas (25th Dec)
- 1000 - 1600 hours (1 May to 31 August)
- 0730 - 1600 hours (1 September to 30 April)
- Vehicles must be collected / returned by 1530 hours

- 0730 - 1600 hours (1 May to 31 October)
- Vehicles must be collected / returned by 1530 hours

Melbourne

Building 24
South Rd, Braybrook
Victoria 3019

- open everyday year round except Christmas (25th Dec)
- 1000 - 1600 hours (1 May to 31 August)
- 0730 - 1600 hours (1 September to 30 April)
- Vehicles must be collected / returned by 1530 hours

Sydney

653 Gardeners Rd
Mascot
New South Wales 2020

- open everyday year round except Christmas (25th Dec)
- 1000 - 1600 hours (1 May to 31 August)
- 0730 - 1600 hours (1 September to 30 April)
- Vehicles must be collected / returned by 1530 hours