

Summary of terms & conditions

Hippie 2011 - 2012

Summary of the terms and conditions

PLEASE NOTE:

- All Flex Rates are Gross and rental days are calculated per calendar day
- Rates are in Australian dollars and include 10% Goods and Services Tax
- Rates exclude one way fees, Location Surcharges, all Liability Reduction Options and Extras
- Please note that the flex rate resets after 35 days. See below for more details.
- These rates and terms may not apply to group bookings (any rental that consists of 3 or more vehicles travelling together). Requests for group bookings should first be directed to reservations
- Rates are subject to change without notice

This section contains only a **summary of the full terms and conditions** for the rental of this vehicle for your convenience. Please ensure that you read and understand the terms and conditions found at the following links:

- [Australia 4 Wheel Drive Rentals User agreement, terms and conditions](#)
- [Supplier rental counter agreement](#)
- [Supplier summary of rental conditions](#)

Flex rates

Flex Rates allows us to offer flexible pricing, which gives you the opportunity to secure the best possible rental rate. The Flex Rates are based on a very simple system of supply and demand. So when there are a large number of vehicles available for hire from a particular branch then the rental rate is lower. This way you can benefit from the lower rates offered. Generally, this means that the earlier you book the cheaper the rate! There will also be great Standby Rates!

How does the Flex system work?

'Flex Rates' will be emailed out every Friday and will be valid from each following Monday through to Sunday inclusive (rates will be updated at 11:59pm Sundays AEST).

How do you know which rate applies to your trip?

The flex rate that is available at the time of booking for the first rental day determines the daily rental rate for the entire rental period up to the 35th day. All rental days from the 36th day on are counted as a new booking and the flex rate that applies for the 36th day will be used from then on, the flex rate that applies for the 71st rental day will be used from then, etc.

What happens if there is an amendment to the booking?

If you wish to make any changes to your booking the booking will be calculated by using either the original flex rate or the flex rate that is valid at the time of the booking change, depending on whichever rate is higher. There are no exceptions to this rule. The following situations are classified as booking alterations:

- Change of date for vehicle pick-up or drop-off
- Change of location (depot) for vehicle pick-up or drop-off
- Change of vehicle category
- Name change

If you decide to extend your rental duration (changing the drop-off date) by 2 days the same flex rate is used that applied on the day when you made your original booking. If you extend by 3 days or more, the booking change rule applies as outlined above.

If an amendment is made to the rental dates within 14 days of collection, no refund will be made if the length of hire is shortened (that is; the rental will be charged at the number of days originally booked). A relocation fee may apply if the collection or return location is amended within 14 days of vehicle pick up or if notification occurs during the hire.

Flex Options

From time to time we have the need to move vehicles from one location to another and therefore can offer better rates for certain movements.

Weekly Changes

Any changes to the prior week's Flex Rates grid will be marked in yellow on the spreadsheet and on the website.

Long term hire discount	
Rental duration	Discount
21 - 34 days	8%
35 - 49 days	15%
50+ days	17.5%

- These discounts do not apply to the Inclusive component
- Multiple rentals are eligible for the long-term discount
- There are no further long-term discounts available on Flex Rates

INCLUSIVE RATES

Drivers 21 to 75 years - Add AU\$18.40 Gross per day. The maximum amount payable per rental segment for an Inclusive Rate is \$920 Net – i.e. 50 days rental.

Drivers 18 to 20 years - Add AU\$27.60 Gross per day The maximum amount payable per rental segment for an Inclusive Rate is \$1,380 Net – i.e. 50 days rental.

The Inclusive Rate includes: VIP Cover, Unlimited Kilometres, 10% GST, 3% Administration Fees/Taxes, Linen and Bedding Kits, Kitchen Kit, Extra Driver Fees, LP Gas Refill Fee, Hippie Camper Welcome Pack, Pre-Hire Cleaning Fees, Vehicle Consultation Fee, 24hr Roadside Assistance, Camp Chairs and Table, Maps and Camp Ground Guides.

The Inclusive Rate does not include the one way rental fee (if applicable).

Rental Charges

Rentals are charged per calendar day.

Branches

Hippie Camper has branches in Brisbane, Cairns, Melbourne and Sydney. Budget model is not available in Melbourne. All branches will be closed Christmas Day, New Years Day and Good Friday. Branches are open seven days a week, 8am to 4:30pm.

Transfer

Vehicles must be collected and returned to our branches (not airports). Transfers to and from the Hippie Camper branch are not included in the rental price. It is the renter's responsibility to get to and from the branch.

Administration Fees / Taxes

Our rates include 10% GST. A charge of 3% of the total cost will be levied to cover administration fees, state government taxes, vehicle registration recovery, duties and associated costs.

Credit Cards

We only accept Visa, MasterCard, American Express and Diners Club. Visa and MasterCard will incur an additional 2% surcharge on any transaction. American Express and Diners Club will incur an additional 4.5% surcharge on any transaction.

Form of Payment

The only acceptable form of payment at Hippie Camper's branches are by Credit Card, Debit Card or EFTPOS for rental charges or additional products. We only accept the following Credit Cards - Visa, Mastercard, American Express and Diners Club. No cash payments will be accepted under any circumstances.

Exchange Rate / Currency Variations

All credit card 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. We do not accept any liability for variances up or down. Refunds by credit card can take up to 15 working days depending on the renter's Financial Institution.

Rental Duration

The minimum rental for all vehicles is 10 days.

One Way Rentals

A one way rental fee of \$200 is charged for rental segments less than 21 days.

Driver's Licence and Minimum Age

A current and full motor vehicle driver's licence is required. If the driver's licence is not in the English language then an international driver's licence is also required. An accredited English translation will be accepted in lieu of an international driving permit. The driver's licence must be valid for the whole length of the rental. The original driver's licence must be shown at time of pick-up when the driver is present. The minimum age to drive the vehicle is 18 years and the maximum age is 75 years.

Kitchen and Personal Kits

Each vehicle is supplied with complimentary living equipment (such as bedding, cooking equipment, eating utensils, bath and tea towels.)

Maps and Campground Guides

Each vehicle is supplied with a complimentary Road Atlas and campground guides.

Vehicle Consultation

On pick up of the vehicle our staff will provide a complimentary vehicle consultation. This includes an explanation of all the interior and exterior features of the vehicle as well as driving tips.

Hippie Welcome Pack

Each vehicle is supplied with a complimentary Hippie Pack for the first night. The pack contains, matches, mini shampoo and conditioner, dishwashing liquid, sponge, soap, salt and pepper, coffee, tea and sugar sachets.

L.P. Gas Refill Service Fee

The gas canister is supplied full. A service fee of \$25 is payable on pick up of the vehicle. The gas canister can be returned empty to Hippie Camper at the completion of the rental.

Additional Products

- Camp Chairs - \$15 each per rental
- Camp Table - \$20 per rental
- GPS - \$10 per day up to a maximum of \$100 per hire
- Heater/Fan - \$15 per rental
- Satellite Phone - \$20 per day plus call charges
- First Aid Kits - A First Aid kit is supplied in every vehicle. If the seal is broken or the kit is not returned the kit becomes the property of the renter and a \$50 fee is charged when the vehicle is returned.

Baby / Booster Seats

Cannot be fitted in the Hippie Camper.

Travel Restrictions

The Hippie Camper can only be driven on sealed/bitumen roads or well maintained access roads less than 500 metres long to recognised campgrounds.

The Hippie Camper is not allowed to travel in Tasmania, Northern Territory or Western Australia.

Hippie Camper 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 rental period.

Change of Drop Off Destination

If the renter wishes to change the drop off destination after the rental has commenced, they first must obtain authorisation from Hippie Camper Head Office. Subject to the change being approved, an additional charge of \$500 will apply.

Rental Extension

If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Hippie Camper Reservations. This is subject to availability. The extra cost of an extended rental must be paid by credit card over the telephone or at a Hippie Camper Branch immediately on confirmation of the rental extension. Failure to obtain authorisation will result in the renter being charged double the daily gross rental rate.

Repairs

Although we run late model vehicles, it may happen that small repairs are required. Repairs up to \$100 may be affected without authorisation and will be reimbursed unless the damage is caused by the renter. For amounts over \$100, Hippie Camper will need to be informed in advance. All vehicles are enrolled in the Australian Automobile Association and 24hr emergency roadside assistance is available.

Infringements and Administration Fees

Hippie Camper reserves the right to charge the renter for any speeding, toll way or parking fines not reported on return of the vehicle. In addition to these costs, Hippie Camper reserves the right to charge for associated administration costs for processing the fines (irrespective of excess). An administration fee of \$75 will be applicable.

Change Of Vehicle

Should the vehicle booked be unavailable through unforeseen circumstances, we 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 renter to a refund.

Vehicle Category

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

Voluntary Downgrade

Should the renter decide to take a lesser vehicle than booked within 14 days of pick up or during the rental then they will not be entitled to any refund.

Limit of Liability

In the event of no alternative vehicle being available to the renter our liability is limited to a refund of the hire charge or in the case of mechanical failure (unless caused by the renter) the remainder of the hire period.

Important

We reserve the right to refuse any rental at our discretion.

Animals

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

Smoking

Smoking is not allowed in our vehicles.

CANCELLATION POLICY

The following cancellation fees apply prior to pickup:

- If cancelled 25+ days prior to pick up and 7 days or more after the booking date - security deposit paid to-date forfeited + \$250 cancellation fee
- If cancelled 7 to 24 days prior to pick up - security deposit paid to-date forfeited + 20% of gross rental (min \$250)
- If cancelled less than 7 days prior to pick up - security deposit paid to-date forfeited + 50% of gross rental (min \$250)
- If cancelled on the day of pick up or no show - security deposit paid to-date forfeited + 100% of gross rental
- There is no refund for late pick up or early return of vehicle.

Travel Insurance

We strongly recommend that renters ensure they take out the highest level of Travel Insurance.

PROTECTION PACKAGE

Personal Injury

The Vehicle has third party insurance cover. It is likely that any other vehicle involved in an accident also has third party insurance cover. Depending on the circumstances of the accident, the renter 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 Hippie Camper strongly recommends that all passengers take out their own Personal Injury Travel Insurance.

If the renter is responsible for the accident the Vehicle's third party insurance should cover the renter for the liability except where the renter has committed a breach of the Vehicle's third party insurance, e.g. drink driving.

Property Damage

The Vehicle is insured for damage to it or damage to the property of a third party. However the renter is responsible up to the amount of the applicable Liability for the cost of such damage to third party property, or to the rented Vehicle. The renter is also responsible for the cost of demurrage for the period the Vehicle is unavailable due to repairs. The Liability applies in respect of each claim, not per rental. In addition to the Liability an administration fee of \$75 will be charged per claim.

The Liability is applicable regardless of who is at fault and must be paid at the time the accident is reported to Hippie Camper, not at the completion of the rental Period. Hippie Camper reserves the right to charge the renter for any vehicle damage including Third Party property damage not reported on return of the vehicle.

Drivers 21 to 75 years

	Cost per day	Bond	Liability
Standard liability	Included	\$2,500	\$2,500
Liability Reduction Option 1	\$12 (max charge \$600 i.e. 50 day rentals)	\$1,200	\$1,200
Liability Reduction Option 2	\$20 (max charge \$1,000 i.e. 50 day rentals)	\$100	\$100

Drivers 18 to 20 years

	Cost per day	Bond	Liability
Standard liability	Included	\$3,500	\$3,500
Liability Reduction Option 1	\$22 (max charge \$1100 i.e. 50 day rentals)	\$1,200	\$1,200
Liability Reduction Option 2	\$30 (max charge \$1500 i.e. 50 day rentals)	\$250	\$250

Bond

For security purposes, only a credit card can be used to provide a Bond. The amount of the Bond will be debited to the credit card account immediately. An administration fee equal to the merchant surcharge applies. The credit card holder must be present and able to sign for the Bond upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle.

The Bond is fully refundable when the vehicle is returned to the correct location on time, is full of fuel and all other terms of the Rental Contract have been complied with. If there is damage to the vehicle on its return, the Bond will be used to cover the cost of such damage up to the amount of the relevant Liability. However, if the terms of the Rental Contract are breached and the Bond is insufficient to cover the damage then any extra costs will be charged.

Full Responsibility

At all times the renter is responsible for:

- Damage caused where the terms of Rental Contract have been breached.
- Damage caused by negligence.
- Damage caused to the Vehicle in any way by part or total water submersion or salt water.
- Damage caused due to a single vehicle roll over.
- Damage caused to the Vehicle by the renter's wilful conduct.
- Damage caused to the Vehicle when using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic.
- Damage or loss caused to any personal belongings.
- Damage to the awning, overhead or underbody of the Vehicle.

*4WD 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).

Rates/Terms/Conditions

Are subject to change without notice.

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.
- Note: This electronic message and any attachments are supplied in good faith and are believed to be free of viruses or related problems. The contents of the message and any advice contained (this quote will be voided if intentionally misused or distributed) therein are supplied on the basis that the recipient understands that they should seek their own expert opinions. Australia 4 Wheel Drive Rentals and the Goholi P/I Group accept no responsibility for the damage or loss (arising from negligence or otherwise) which may occur through the use of the contents or from transmission of this message and attachments. The contents of this electronic message and any attachments are intended only for the addressee and may contain privileged or confidential information. If you are not the addressee, you are notified that any transmission, distribution, downloading, printing or photocopying of the contents of this message or attachments is strictly prohibited. The privilege of confidentiality attached to this message and attachments is not waived, lost or destroyed by reason of mistaken delivery to you. . If you are not the addressee, you are notified that any transmission, distribution, downloading, printing or photocopying of the contents of this message or attachments is strictly prohibited. The privilege of confidentiality attached to this message and attachments is not waived, lost or destroyed.

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

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

Brisbane

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

Hobart

1 Gatty St
Hobart 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

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 be 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

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