

Summary of terms & conditions

KEA Campers 2011 - 2012

Summary of the terms and conditions

Long term hire discount	
Rental duration	Discount
50 - 74 days	5%
75 - 99 days	10%
100+ days	15%

Note: Discounts to be taken off the 28+ day rental rate

STANDARD RATES INCLUDE

- 10 % GST (Goods & Services Tax)
- 3 % Administration Fee and Credit Card Fee
- Standard excess insurance cover (\$ 7,500 and excess)
- Unlimited kilometres for all vehicle types
- Extra driver fee
- All living, kitchen & sleeping equipment incl. extra linen
- Full water tank and gas bottle(s)
- Vehicle cleaning & grooming fee
- Customer Care includes nationwide roadside assistance & free phone help-line
- Travel wallet includes road atlas plus extensive travel information pack
- 10 % Discount off powered sites at BIG4 Holiday Parks
- For more inclusions, please refer to rental rate sheet

RENTAL LOCATIONS KEA depots are located in Adelaide, Alice Springs, Brisbane, Broome, Cairns, Darwin, Melbourne, Perth and Sydney. **VEHICLE PICK-UP AND DROP-OFF LOCATIONS** Vehicles must be picked up and dropped off at the KEA rental location. **OFFICE HOURS**

- Monday to Friday/Public Holidays - 08:00 - 17:00
- Saturday / Sunday - 08:00 - 13:00

Note: All branches are closed on Christmas Day (25 December). Darwin closed for pickups and drop-offs between 10 December 2011 and 31 March 2012.

RENTAL DURATION

Minimum rental period: 7 days. Minimum rental is extended to 10 days for pick-ups between 20 December and 05 January. Vehicle rentals are calculated on a per calendar day basis, i.e. day of pick-up or drop off is always counted as a full day irrespective of what time it is collected or dropped off.

ONE WAY RENTALS

One way rentals are available subject to the minimum rental periods

ONE WAY RENTAL FEE

One-way rentals are available between depot locations. A one way rental fee of AU\$ 350 is charged for rentals 20 days or less per segment. Multiple rentals are treated as separate rentals under the one way fee and minimum rental period conditions. The fee is waived when all inclusive 'premium' cover is taken.

REMOTE LOCATION FEE

A surcharge of AUD 750 applies to vehicles picked up or dropped off in Broome. This is in addition to the one way fee if applicable.

MULTIPLE RENTALS - MINIMUM OF 7 DAYS

Multiple rentals can be combined to qualify for a longer term rental rate. Australia and New Zealand rentals, as well as multiple rentals within one country, can be combined to qualify if travel is within a 12 month period. If the drop off and pick up of a vehicle occurs on the same day then each day will be charged per respective vehicle. Multiple rentals are treated as separate rentals under the one-way and minimum rental period conditions.

STANDARD EXCESS INSURANCE COVER

All KEA Campers vehicles come with comprehensive insurance cover. A bond of AU\$ 7,500 is taken to cover the excess in the event of any damage to our vehicle. The hirer will also be fully liable for demurrage - the daily rental rate for the period the vehicle is off fleet for accident repairs (max 14 days) - and for replacing or repairing damaged windscreens and tyres. Overhead and under-body damage on the rented vehicle is not covered. The bond can be paid by cash, traveller's cheques or credit card (see paragraph "Important: Bond Payments by Credit Card"). The bond is fully refundable on return of the KEA vehicle to the agreed location, on the agreed date in clean condition with no damage incurred to the vehicle, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged.

IMPORTANT: BOND PAYMENTS BY CREDIT CARD

If the hirer does not choose to purchase an Excess Reduction option from KEA Campers, a bond of AU\$ 7,500 is taken. This bond is deducted from the customer's credit card when they pick up their KEA vehicle. We only accept Visa, MasterCard, AMEX and Diners Club. Visa and Master Card incur an additional surcharge of 2.0 % on any transaction, AMEX and Diners Club 5.0 % on any transaction. When the vehicle is returned to KEA undamaged and no third party damage occurred, the excess and credit card surcharge is refunded. Like other currencies, the AU Dollar does fluctuate, sometimes by up to 5 cents in a period of a few weeks. Fluctuating exchange rates, the difference between buy and sell rates charged by banks as well as bank fees, may result in the amount refunded being different. KEA Campers is not liable for currency variations or bank transaction fees which may be payable, depending on the credit card provider.

KEA Campers offers the following options to reduce or waive the Standard Excess:

EXCESS REDUCTION OPTION 1 (BRONZE COVER)

Excess Reduction 1 at AU\$ 28 (AU\$ 35 for 4WD vehicle) per day will reduce the excess for any damage to the vehicle to a maximum of AU\$ 2,000. The hirer, however, will be fully liable for demurrage - the daily rental rate for the period the vehicle is off fleet for accident repairs (max 14 days) - and for replacing or repairing damaged windscreens and tyres. Overhead and under-body damage on the rented vehicle is not covered. A bond of AU\$ 2,000 is payable at the time of pick up and can be paid by cash, traveller's cheques or credit card: a manual imprint of the credit card will be taken. The bond is fully refundable on return of the KEA vehicle to the agreed location, on the agreed date in clean condition with no damage incurred to the vehicle, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged. The total insurance charge is limited to a maximum of 50 days or AU\$ 1,400 (AU\$ 1,750 for 4WD).

EXCESS REDUCTION OPTION 2 (SILVER COVER)

Excess Reduction 2 at AU\$ 38 (AU\$ 45 for 4WD vehicle) per day will waive the excess for any vehicle damage and the cost of replacing or repairing windscreens and tyres. Overhead and under-body as well as single accident damage on the rented vehicle is also included. A bond of AU\$ 500 is payable at the time of pick up: a manual imprint of the credit card will be taken. The bond is fully refundable on return of the KEA vehicle to the agreed location, on the agreed date in clean condition with no damage incurred to the vehicle, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged. The total insurance charge is limited to a maximum of 50 days or AU\$ 1,900 (AU\$ 2,250 for 4WD).

ALL INCLUSIVE GROSS RATE (PLATINUM COVER)

KEA's All Inclusive Gross Rate is available to travellers for AU\$ 60 (4WD AU\$ 66) per day premium . Charge is limited to a maximum of 50 days or AU\$ 3,000 (AU\$ 3,264 for 4WD).

The All Inclusive rate includes:

- Full Cover Insurance (NIL EXCESS) on any vehicle and third party property damage; including the cost of replacing and repairing windscreens and tyres, the cost of overhead and underbody damage as well as single accident damage on the rented vehicle and the demurrage fee.
- 2 % Visa/MasterCard and 5 % AMEX/Diners Club Card surcharge.
- The one-way fee if applicable (excl. AU\$ 750 Broome remote surcharge).
- Camping equipment – table, chairs (depending on number of people travelling)

- Multilingual GPS navigation system
- Baby/Child or booster seats (on request)
- Personal Locater Beacon (4WD vehicle only)

A bond of AU\$ 500 is payable by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for AU\$ 500 at the time of vehicle pickup. The bond is fully refundable on return of the KEA vehicle to the agreed location, on the agreed date in clean condition, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged.

ADDITIONAL EQUIPMENT FOR HIRE

To be booked at time of reservation and payable on vehicle collection:

- Deluxe Camping Table AU\$ 35 per rental
- Deluxe Camping Chair AU\$ 30 per rental
- Baby, Child or Booster Seat AU\$ 50 per rental*
- Satellite Telephone AU\$ 17 p/day plus AU \$ 50 for delivery and ALL call charges
- GPS Navigation System AU\$ 5 p/day (min AU\$ 75 – max AU\$ 250)
- 4WD Recovery Kit AU\$ 165 per rental

*Note: baby capsule, child or booster seat cannot be fitted in models 2ST and 4WD

CANCELLATION FEES

- If cancelled 25 days prior to pick-up - booking security deposit
- If cancelled 24 - 7 days prior to pick up - 25% of rental (min AU\$ 500) + booking security deposit
- If cancelled less than 7 days prior to pick up - 50% of rental + booking security deposit
- If cancelled on the day of pick up or no show - 100% of rental + booking security deposit
- Late vehicle collection or early return during the hire - no refund available

BOOKING AMENDMENTS

- If rental dates are amended within 14 days of vehicle pick up, no refund will be made if the hire is shortened.
- If the pick up or drop off rental location is amended within 14 days of vehicle pick up, a relocation fee may apply.
- Changes to the drop off rental location after the rental has commenced must be approved by KEA reservations. If approved a minimum charge of AU\$ 750 applies.
- Rental extension, whilst on hire, must be approved by KEA reservations. The extra cost must be paid on confirmation of the rental extension.

CHANGE OF VEHICLE

If, for reasons beyond our control, the reserved vehicle is not available, we reserve the right to substitute a comparable or superior vehicle at no extra cost to the client. This shall not constitute a breach of contract and does not entitle the renter to any form of refund.

VEHICLE CATEGORY UPGRADE / DOWNGRADE

Vehicles cannot be requested by model, mileage or age, only by vehicle category*. Should the hirer decide to take a lesser category vehicle than booked within 14 days of pick up or during the rental, no refund will be paid. In the case of an upgrade the rate difference is payable.

*Some features may vary between models.

LICENCE AND MINIMAL AGE

A valid full (non-provisional) national drivers licence is required. Non-English language national drivers licences must be presented in conjunction with an official translation or valid international drivers licence. The minimum age is 21 years – max. 85 years.

TRAVEL RESTRICTIONS

Two-wheel drive vehicles can only be driven on sealed/bitumen roads or well maintained access roads of less than one (1)

kilometre long to recognised campgrounds or national parks. Four-wheel drive vehicles cannot be driven on any islands in Queensland (including Fraser Island, Moreton Island, North Stradbroke Island) but can be driven on the following recognised, unsealed tracks with the express permission of KEA: Cape York between May and December, Simpson Desert, Gunbarrel Highway, Oodnadatta Track, Birdsville Track, Warburton Road, Tanami Track, Gibb River Road. KEA does not allow any vehicle contact with salt water, including river crossings. KEA reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

SMOKING AND ANIMAL RESTRICTIONS

Smoking in KEA vehicles is strictly prohibited, and offenders will be charged a fume removal fee of AU\$ 500. Animals are also not permitted in any KEA vehicle and the same cleaning fee will apply.

LIMIT OF LIABILITY

If, for reasons beyond our control, no vehicle is available to the hirer, KEA's liability is limited to a refund of the hire charge in full. In the case of mechanical failure (unless caused by the hirer), KEA's liability will be limited to the hire charge for the remainder of the hire period.

REPAIRS

Repairs of up to AU\$ 100 may be effected without authorisation and will be reimbursed. Amounts above AU\$ 100 require approval from KEA on-road assistance.

TRAFFIC INFRINGEMENTS

The hirer is liable for all fines and penalties in relation to the driver's use of the vehicle or the vehicle itself incurred during the rental period plus an administration fee of AU\$ 75 for each speeding and AU\$ 25 for each parking or toll-road infringement that has been redirected by KEA to the hirer.

RESPONSIBILITIES OF THE HIRER

The hirer is at all times fully liable for:

1. Damage to the vehicle or third party property if the terms of the rental agreement are breached
2. Damage caused by careless, wilful or reckless driving incl. speeding
3. Damage is caused by driving under the influence of alcohol or drugs
4. Damage caused due to single vehicle roll over
5. Damage caused by driving on restricted roads
6. Damage caused by use of incorrect or contaminated fuel
7. Damage to or loss of any personal belongings.
8. Damage caused by part or total fresh or saltwater submersion
9. Cost to retrieve or recover vehicle that has become bogged, submerged or abandoned
10. Cost to replace vehicle keys that have been lost or damaged or retrieval of keys that are locked in the vehicle

In case of any damage to the KEA vehicle or third party property a second bond will be collected to cover the excess for any subsequent damage.

In the instances of a manual vehicle being hired, the driver must be a competent and experienced operator of manual vehicles.

VEHICLE RETURN

All vehicles must be returned to the agreed location, on the agreed date in clean condition with no damage incurred to the KEA vehicle or third party property, with the toilet cassette and waste water tank emptied and no equipment lost or damaged. A fee of AU\$ 250 will be charged if the toilet cassette is not emptied or the vehicle is not returned in a reasonable clean condition.

Vehicles must be returned with a full fuel tank. Refuelling at our depot will be charged at AU\$2.50 per litre of fuel plus a handling fee of AU\$ 25.

FIRST AID KIT

A comprehensive, high quality First Aid Kit is supplied in each vehicle. If the seal is broken or the kit is not returned, a fee of

AU\$ 50 is charged at the time of vehicle drop off.

GENERAL

Rates, terms & conditions are subject to change without notice. Whilst including the same facilities, some campervans may have different layouts to those shown. All measurements and volumes shown are approximate. The information provided on the website is subject to change without notice.

Any claims or legal action in connection with the provision of our services to the client will be governed by the laws of Australia. Any claim or legal action against the suppliers is likely to be subject to the terms and conditions of our contract with them.

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 excess 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

1019 South Road
Melrose Park, SA 5039

Opening hours:

- Monday to Friday & Public holidays (08:00-17:00)
- Saturday & Sunday (08:00-13:00)
- Closed 25 December

Brisbane

348 Nudgee Road
Hendra, QLD 4011

Opening hours:

- Monday to Friday & Public holidays (08:00-17:00)
- Saturday & Sunday (08:00-13:00)
- Closed 25 December

Cairns

54 Fearnley St.
Cairns, QLD 4870

Opening hours:

- Monday to Friday & Public holidays (08:00-17:00)
- Saturday & Sunday (08:00-13:00)
- Closed 25 December

Melbourne

11 Aerolink Drive
Tullamarine, VIC 3043

Opening hours:

- Monday to Friday & Public holidays (08:00-17:00)
- Saturday & Sunday (08:00-13:00)
- Closed 25 December

Sydney

106-110 Ashford Ave.
Milperra, NSW 2214

Opening hours:

- Monday to Friday & Public holidays (08:00-17:00)
- Saturday & Sunday (08:00-13:00)
- Closed 25 December

Alice Springs

7 Kidman Street
Alice Springs, NT 0870

Opening hours:

- Monday to Friday & Public Holidays (08:00-17:00)
- Saturday & Sunday (08:00-13:00)
- Closed 25 December

Broome

4 Sanctuary Road
Cable Beach, WA 6726

Opening hours:

- Monday to Friday & Public holidays (08:00-17:00)
- Saturday & Sunday (08:00-13:00)
- Closed 25 December

Darwin

10 Catterthun Street
Winnellie, NT 0820

Opening hours:

- Monday to Friday & Public holidays (08:00-17:00)
- Saturday & Sunday (08:00-13:00)
- Closed 25 December

Perth

131 Welshpool Road
Welshpool, WA 6106

Opening hours:

- Monday to Friday & Public holidays (08:00-17:00)
- Saturday & Sunday (08:00-13:00)
- Closed 25 December