



**BRITZ AUSTRALIA - GROSS FLEX**  
**2WD and 4WD CAMPERVAN & 4WD CAR RENTAL CONDITIONS**  
**01 April 2009- 31 March 2010**

**Please note:**

- This document contains a summary of some of the rental conditions. For detailed conditions, refer to the rental agreement upon vehicle collection. A copy of the rental agreement can be downloaded from [www.britz.com](http://www.britz.com).
- 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. \*The Rookie has a 3-day minimum with the exception of one-way hires, which are subject to a 7-day minimum. The Rookie is available from certain locations only refer to rental duration and location requirements for the Rookie on pg. 9.
- 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.

**GETTING A QUOTE, MAKING A BOOKING AND PAYMENT**

Proceed to the book and quote section of the website to make a quote or booking. If you already have a quote or booking number and would like to make payment please go to [www.vehiclebookit.com/securepayment](http://www.vehiclebookit.com/securepayment) and fill in an online payment form.

To confirm a reservation a 20% deposit is required. Full payment is then required within 30 days of travel. Alternatively you can phone or fax credit card information. Contact details are on pg. 12. Personal, company cheques and money orders in Australian dollars are accepted as long as the cheque/money order is received 14 working days before the travel date and Britz can accept direct deposits. Contact reservations for further information regarding cheque/money order and direct deposit payment procedures.

**SPECIAL FLEX CONDITIONS**

- 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 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 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.

**INCLUDED IN GROSS RATES**

- Unlimited kilometres
- Vehicle insurance (excess applies, see information under the heading "for your protection - vehicle excess")
- 10% GST\*
- Kitchen equipment\* (not in 4WD car or Rookie)
- General equipment\* (not in 4WD car or Rookie)
- 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

- 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.
  - \* **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, ice cube tray, coat hangers and toilet chemicals.

### BRITZ BONUS PACK

#### **CAMPERVANS**

*(Does not apply to the Britz Rookie or 4WD car)*

The Britz Bonus Pack for **2WD campervan** 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.

The Britz Bonus Pack for **4WD campervan** rentals is gross **AU\$72 per day** (maximum charge of AU\$3,600 per rental) and is in addition to the daily gross vehicle rate.

#### **Inclusions are:**

- Excess Reduction Option 2\*
- No Worries Cover (PCO2)\*
- One-way fee if applicable
- 3% Administration fee\*
- 1 x linen and bedding kit per person\*
- Extra driver fees\*
- Pre-Purchase Gas (PGO)\*
- Picnic table and chairs (chairs per person travelling)
- 1 x baby or booster seat if required\*
- 4WD Outback Safety Kit (included in 4WD campervan rentals only)\*
  - \* **Excess Reduction Option 2** - This option reduces the excess for 2WD campervans from AU\$7500 to NIL and from AU\$7500 to AU\$440 for all 4WD vehicles.
  - \* **No Worries Cover (PCO2)** - The No Worries Cover Option extends the cover available with Excess Reduction 2. PCO2 includes cover for accidental damage to the overhead and underbody sections of the vehicle. With 4WD hires, it also reduces the excess to NIL.
  - \* **Administration fee** - A surcharge of 3% of the total cost will be levied to cover state government taxes, duties, vehicle registration recovery and administration costs. This fee is included in the Britz Bonus Pack. All rentals are subject to the 3% fee in addition to the vehicle cost if the Britz Bonus Pack is not selected. This is charged to the customer upon vehicle collection.
  - \* **Linen and bedding** includes pillow, pillowcase, sleeping bag, sheet and towel per person. This is included in the Britz Bonus Pack. If the Britz Bonus Pack is not selected, the customer can hire linen and bedding packs direct from Britz at the cost of AU\$38 per person, per hire.
  - \* **Extra driver fees** are included in the Britz Bonus Pack. If the Britz Bonus Pack is not the selected package the cost of extra driver fees are AU\$3 per day, per person, per hire with a maximum charge of AU\$150 per person, per hire.
  - \* **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.
  - \* **4WD Outback Safety Kit** - Included in the Britz Bonus Pack for 4WD campervan hires only. 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.
  - \* **Baby/booster seat** - Note that not all Britz vehicles can accommodate child restraint equipment. Childseats depending on the child's age are commonly used for children 3 years or less. Reversible childseats 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 3 and 8 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.

### **BRITZ ROOKIE**

The Britz Bonus Pack for **Britz Rookie** rentals is gross **AU\$41 per day** (maximum charge of AU\$1,230 per rental) and is in addition to the daily gross vehicle rate.

**Inclusions are:**

- Excess Reduction Option 2 (the option reduces the excess from AU\$2,500 to NIL).
- No Worries Cover (PCO2)
- One-way fee if applicable
- 1 x linen and bedding kit per person
- Extra driver fees
- 3% Administration Fee

**4WD RENTAL CARS**

The Britz Bonus Pack for 4WD car rentals is gross **AU\$57 per day** (maximum charge of AU\$2,850 per rental) and is in addition to the daily gross vehicle rate.

**Inclusions are:**

- Excess Reduction Option 2
- No Worries Cover (PCO2)
- One-way fee if applicable
- 3% Administration Fee

**FOR YOUR PROTECTION - VEHICLE EXCESS#**

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

# In the USA an excess 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 excess") or **AU\$2,500** ("the excess") in the case of the rented vehicle being the Britz Rookie) 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 excess 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 excess 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 excess applies in respect of each claim, not rental.

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

This **AU\$7,500** excess or the **AU\$2,500** excess (AU\$2,500 excess applicable to the Britz Rookie only) can be reduced, in most circumstances, by the purchase of Excess Reduction Option 1 (not available if the rented vehicle is the Britz Rookie), Excess Reduction Option 2 or the No Worries Cover Option.

**Excess Reduction Option 1**

Vehicle	Cost per day	Excess reduced to
2WD	AU\$22 (max charge AU\$1,100)	AU\$2,500
4WD	AU\$27 (max charge AU\$1,350)	AU\$2,500

When Excess Reduction 1 has been purchased the hirer is responsible for the first **AU\$2,500** ("the excess") 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 excess applies in respect of each claim, not rental.

**Please see the 'exclusions' section below, whereby all insurance cover will be made void.**

**Excess Reduction Option 2**

Vehicle	Cost per day	Excess reduced to
Rookie 2WD	AU\$19 (max charge AU\$570)	NIL
2WD	AU\$40 (max charge AU\$2,000)	NIL
4WD	AU\$49 (max charge AU\$2,450)	AU\$440

When Excess Reduction 2 has been purchased, the hirer will have no excess 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\$440** ("the excess") 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 excess applies in respect of each claim, not rental.

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

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

**No Worries Cover Option (PCO2)**

The No Worries Cover Option is a one off fee of AU\$50 per hire for 2WD vehicles and AU\$120 for 4WD vehicles. The No Worries Cover Option is only available when Excess Reduction 2 has been purchased.

Note: The No Worries Cover Option is included in the Britz Bonus Pack.

With the No Worries Cover Option, the hirer **will not have to pay any excess at all** for any damage to the vehicle or property of a Third Party with the exception of the 'exclusions'. **This will include accidental overhead or underbody damage to the vehicle.** Please note overhead and underbody damage cover is excluded unless the No Worries Cover Option has been purchased.

**TYRE AND WINDSCREEN DAMAGE** - Where the hire has a nil excess up to one windscreen and two tyres will be covered for accidental damage. Should these amounts be exceeded the cost to repair or replace the items will not be covered and will be the responsibility of the hirer.

**BRITZ STRONGLY RECOMMENDS OUR CUSTOMERS TAKE NO WORRIES COVER FOR TRAVEL WITH COMPLETE PEACE OF MIND.**

**EXCLUSIONS:**

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

1. Overhead and underbody damage to the vehicle - except where No Worries Cover has been purchased.
2. Any water related damage which includes, but is not limited to:
  - a) any vehicle submersion
  - b) creek or river crossing
  - c) driving through low plain flooded areas
  - d) beach driving
3. Personal belongings. Britz recommends the hirer does not leave valuables in the vehicle and that they have insurance to cover for the loss/damage of personal belongings.
4. Any damage caused by willful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle).
5. A single vehicle roll over occurs.
6. Damage caused to the vehicle by snow chains.
7. Any damage caused while driving under the influence of alcohol or drugs.

8. 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.
9. The cost to retrieve or recover a vehicle, which may include, but is not limited to a vehicle that has become bogged, submerged or has been abandoned.
10. The cost to replace keys, which have been lost or retrieval of keys, which have been locked in a vehicle.
11. 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.
12. 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 security deposit is required. The amount is determined by the Excess Reduction Option selected.

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

Debited bonds are subject to a 2% credit card administration fee in addition to the bond amount when the credit card used is either a Visa or MasterCard or 4.5% for American Express.

If an Excess Reduction Option is not selected, the security deposit is **AU\$7,500** or **AU\$2,500** if the rented vehicle is the Britz Rookie payable by credit card.

The **AU\$7,500/AU\$2,500** 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 **Excess Reduction Option 1** has been taken the security deposit is **AU\$2,500** (not applicable to the Britz Rookie).

The **AU\$2,500** 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 **Excess Reduction Option 2** is selected with or without No Worries Cover or the package booked is the Bonus Pack the security deposit is **AU\$220** for 2WD vehicles or **\$AU440** for 4WD vehicles.

The **AU\$220/\$440** is taken as an **imprint** to the hirer's credit card when the vehicle is collected. An imprint simply records a figure against the hirers credit card of **AU\$220/\$440** that Britz can then debit if required.

The 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.

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:**

- Linen and Bedding Kits AU\$38 per person per rental (Includes 1 x towel, pillow, pillowcase, sleeping bag, bed sheet)
  - Picnic Table AU\$22 per rental
  - Picnic Chair AU\$12 per rental
  - Baby / Booster seat AU\$25 per rental
  - Tent (4 person) AU\$75 per rental
  - Satellite Phone AU\$17 per day plus call costs
  - Awnings (if not already affixed) AU\$5 per day with a maximum charge of \$100 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 (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)
- Safari 4WD AU\$10 per vehicle*
- HiTop / Voyager / Bushcamper 4WD/*

<i>Adventurer 4WD</i>	<i>AU\$23 per vehicle</i>
<i>Elite / Explorer / Escape/ Frontier</i>	<i>AU\$35 per vehicle</i>
• Pre-Purchase Fuel Option (PPF)	Details on request
• Extra Drivers	AU\$3 per day, per driver, per hire (applicable to campervans including Rookie only - maximum charge per hire, per driver is AU\$150)
• Outback Safety Kit*	AU\$95 per rental
• Heater/Fan	AU\$10 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

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

As a standard option the Rookie vehicle comes with a picnic pack backpack (crockery and cutlery for two), two chairs and one table. In addition, if the Bonus Pack has been booked one-way fee if applicable, linen and bedding and extra driver fees are included.

One-way fee if applicable, Linen and bedding, extra driver fees, outdoor table and chairs, a baby/booster seat (if required), pre-purchase gas option and the 4WD safety kit (4WD campervan rentals only) are included in the Britz Bonus Pack for campervans.

\* Britz strongly advises all 4WD customers venturing into remote areas of Australia to carry a 4WD outback safety kit, which includes a satellite safety beacon. The beacons can be activated in emergency situations to alert rescue authorities.

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.

#### ADMINISTRATION FEE

A surcharge of 3% of the total cost will be levied to cover state government taxes, duties, vehicle registration recovery and administration costs. Britz reserves the right to amend the administration fee upon Government intervention.

Note the 3% administration fee is included in the Britz Bonus Pack.

#### RENTAL DURATION

##### **2WD AND 4WD CAMPERVANS (does not apply to the Rookie)**

- 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.
- Minimum rental period is 5 days, with the exception of one-way hires, which are subject to a 7-day minimum hire requirement.
- Rentals collecting in the following dates will have a minimum hire requirement of 7 days:

All rentals between the 15 December and 5 January

4, 5 and 6 berth rentals from Sydney with a collection date between 28 September and 5 October (these dates are subject to change)

4, 5 and 6 berth rentals from Melbourne with a collection date between 5 October and 10 October (these dates are subject to change).

- Minimum rental periods are subject to change during peak periods.
- 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.
- Late pick-up or early return of vehicle does not entitle the hirer to any refund of the unused portion of the rental.
- 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.

**4WD CAR**

- Rental days are calculated on a 24-hour basis. Vehicles are required to be collected and returned with business hours.
- 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.
- 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

**RENTAL DURATION AND LOCATION REQUIREMENTS****ROOKIE**

- The Rookie is available to and from Melbourne, Sydney, Brisbane and Cairns.
- 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.
- Minimum rental period is 3 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 rentals exceeding 100 days, which includes multihires. Requests for quotes/bookings of more than 100 days should be directed first to Reservations.
- Late pick-up or early return of vehicle does not entitle the hirer to any refund of the unused portion of the rental.
- 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**

- 2WD campervans can only be driven on sealed/bitumen roads. The only exceptions to this are well-maintained access roads to recognised campgrounds and well-maintained, recognised roads on Kangaroo Island (South Australia).
- 4WD campervans and cars can also be driven on 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 and Gibb River Road.

- Vehicles are NOT permitted to travel on the Canning Stock Route, the Lost City in Litchfield Park, to Cape York between the months of December to May and the Telegraph section of the road to Cape York.

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\$550 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 Excess 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 Excess 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 Excess Reduction Option, the more expensive Bonus Pack/Excess 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.

#### ONE-WAY RENTALS

- One-way rentals are available between all branch locations (not applicable to Rookie), the exception is one-way rentals into or out of Tasmania for all 4WD vehicles, these are on request.

- One-way rentals are available between Melbourne, Sydney, Brisbane and Cairns when the booked vehicle is the Rookie.
- Minimum rental period for one-way hires is **7 days**. Shorter hires may be available on application only.
- A one-way fee of **\$250** applies where pick up originates from Cairns, Brisbane, 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 **\$350**.  
E.g., a Cairns to Darwin one-way rental would incur a one-way fee of **\$350**, where a one-way rental from Cairns to Brisbane will incur a one-way fee of **\$250**. 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

Britz reserves the right to charge the hirer for any speeding, parking or tollway fines, associated administration costs and/or accidents including Third Party property damage not reported on return of the vehicle. The administration fee per fine, in addition to the fine, will be AU\$60.

#### 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.

Please contact us on free call: 1800 331 454

#### 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 cancellation fees are:

- If cancelled up to 22 days prior to pick-up No Fee
- If cancelled from 21 to 7 days prior to pick-up 20% of Gross Rental
- If cancelled 6 to 1 days prior to pick-up 50% of Gross Rental
- If cancelled on day of pick up or No-Show 100% of Gross Rental
- If vehicle is returned early for any reason whatsoever there is no refund available for the 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.

### AUSTRALIAN RESERVATIONS OFFICE HOURS AND CONTACT DETAILS

Open 24 hours, 7 days per week, closed Christmas Day (25 December) and New Years Day (1 January)

Phone: +61 3 8398 8828  
Fax: +61 3 9687 4844  
Toll free within Australia & International: +800 200 80 801  
E-mail: [ausinfo@britz.com](mailto:ausinfo@britz.com)  
Website: [www.britz.com](http://www.britz.com)

### NEW ZEALAND RESERVATIONS OFFICE HOURS AND CONTACT DETAILS

Open 24 hours, 7 days per week, closed Christmas Day (25 December) and New Years Day (1 January)

Phone: +64 9 255 3984  
Fax: +64 9 255 0629  
Toll free within New Zealand: 0800 831 900  
Toll free outside New Zealand: +800 200 80 801  
E-mail: [direct@britz.com](mailto:direct@britz.com)  
Website: [www.britz.com](http://www.britz.com)

### **Branches for vehicle collection and return:**

Adelaide, Alice Springs, Brisbane, Broome, Cairns, Darwin, Hobart, Melbourne, Perth, Sydney.

- Note the Rookie is available from Melbourne, Sydney, Brisbane and Cairns only.
- Open all public holidays except Christmas Day the 25<sup>th</sup> of December, when all Britz branches are closed.
- Britz requests that clients collecting or returning their vehicle to be in the office by 1530 hours.

LOCATIONS	DATES AND HOURS OF OPERATION	
BRISBANE, SYDNEY, MELBOURNE, HOBART ADELAIDE AND PERTH	<b>1 September - 30 April</b> 7:30AM - 4PM	<b>1 May - 31 August</b> 10AM - 4PM
ALICE SPRINGS, DARWIN, BROOME AND CAIRNS	<b>1 May - 31 October</b> 7:30AM - 4PM	<b>1 November - 30 April</b> 10AM - 4PM

DISCLAIMER

Illustrations and text in any of our documentation, brochures or website are subject to change. Images are a representation only of the vehicle depicted. Variances in the vehicles offered for rental may occur due to substitutions made by Britz or modifications and/or upgrades to the vehicle design made by the manufacturer.