



## Rental Conditions Camperman Australia

All rates and conditions are subject to change as required and without prior notification.

*Let op: onze voorwaarden zijn in het Engels geschreven. Dit voorkomt vertalingsfouten en misverstanden*

### Standard inclusions

- Unlimited Kilometers
- Roadside assistance from 8am to 9pm 7 days a week
- Drivers from 18 years upwards
- Extra Drivers at No Charge
- All-inclusive pricing
- Comprehensive Insurance Included - *with \$500 excess*
- Road Tolls Fees Included

### Driver requirements

There is a minimum and maximum age limit for those renting Our Campervans. You and any Authorised Driver **must** be at least 18 and not over 85 years of age and have no less than 12 months driving experience, **unless** We have agreed to a variation of that restriction before the Start of the Rental and it is shown in the Rental Agreement.

*The drivers license must be issued in an Australian state or territory or an international licence (with a valid International Driving Permit or an approved translation into English if the licence is not issued in English)*

### Deposit/credit card

A deposit of \$500.00 will be taken at the point of pick-up for all drivers 18 years and over. This payment will be held as a bond for all accidents, damage, cleaning fees and administration charges for traffic violations. If the HIRER has multiple accidents during the hire, then a new SECURITY DEPOSIT/BOND will be required after each accident.

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

### Minimum rental period

The minimum rental period for all CAMPERMAN vehicles is 5 days. Rentals of 10 days or more have a fixed daily rental cost.



### One-ways

There is a Location fee of \$250.00 for all pick-up and drop-offs at Airlie Beach. In the case of a pickup and drop off at Arlie Beach only one charge of \$250.00 will apply for the rental.

### Changes

Travel plans can always change, please contact Worldwide Campers to check possibilities. It mostly depends on availability and can include change in the rental price.

### Cancellations

#### **The charge when cancelling is:**

30 days or more before pick up	\$ 300,- **
Between 29 days and 7 days before pick up	50 % of the full rental charge
Between 6 days and 1 day before pick up	75 % of the full rental charge
Day of pick up or no show	100 % of the full rental charge

\*\* Deposits up to \$200 are non-refundable

### Transfers

Transfers to and from CAMPERMAN are not included in the rental price. It is the responsibility of THE HIRER to arrange transport to and from CAMPERMAN depots.

### Picking up the vehicle

Vehicle pick up times: are between the hours of 10:00am and 3:00pm weekdays or between 9:00am and 11:00am Saturdays.

If you do not confirm your collection time with the head office prior to your pick-up date, a time will be allocated for you.

### Dropping off the vehicle

Vehicle drop off times: are between the hours of 8:00am and 3:00pm Monday to Friday. Saturday drop-offs are between the hours of 8:00am to 11:00am After-hours drop-offs are available on Saturday prior arrangement using the Key drop-boxes at our depot locations.

There is no refund available for unused portion of the rental should the campervan be returned earlier. If you drop off at the wrong location it has a fee / charge of \$1500,-

### Vehicle size

All Campervans advertised on Our website show the age, size and carrying capacity of the Campervan and You will be supplied with a Campervan that matches the Campervan You have booked. Any cancellation or refusal to take the Campervan that was booked is classed as a cancellation on the day of pick-up and You will not be entitled to a refund under any circumstance



### Breakdown assistance and repair reimbursement

CAMPERMAN's vehicles are always fully maintained and serviced. However, we recognise that occasional breakdowns and small problems will occur. CAMPERMAN Australia has a 24/7 agreement on breakdown with all the Major Roadside Service Organisations.

Should serious problems be encountered, THE HIRER must inform CAMPERMAN at the first possible opportunity, and follow CAMPERMAN'S instructions. There is a Free call Helpline specifically for any problems – 1800 216 223

**Down time:** In all cases the responsibility of CAMPERMAN is limited to refunding for the downtime that the vehicle is in a repair shop and the time lost through not being able to drive the vehicle. Minor repairs to mechanical items and oil consumption up to \$50 will be reimbursed against receipts on completion of the rental.

**Accommodation:** No alternative accommodation or food items will be paid for during such down time. However, the client has the right to choose between CAMPERMAN Australia refunding for lost time, and CAMPERMAN Australia paying the accommodation (to a maximum of \$80).

**Flat battery:** Should roadside assist be requested by the client due to flat batteries, and it is detected that the cause was due to the fault of the client, the client will be responsible for the \$110.00 callout fee incurred by the RACQ. If the fault with the battery is due to mechanical problems, there will be no charge.

CAMPERMAN is not responsible for replacing or compensating THE HIRER for spoiled food caused by a fridge malfunction or meals purchased due to the lack of food storage. <sup>[1]</sup><sub>[SEP]</sub>

CAMPERMAN is not responsible for damage to THE HIRER's property caused by water due to leaks.

**Refund for lost time:** Any refund for on-road problems will be made at the end of the hire. The repair time will be calculated, and the downtime reimbursed at the time of delivery from the repairer.

Down time will be calculated in hours, not days, and credited to THE HIRER's credit card.

CAMPERMAN will not be held responsible for THE HIRER'S missing pre-organised tours due to vehicle repairs or breakdowns. CAMPERMAN will not reimburse any non-refundable deposits or other associated costs incurred by THE HIRER as a result.

In the event of a vehicle motor overheating and driven continually until it can no longer function, or any damage to the vehicle caused by user error, CAMPERMAN has the right under its Terms and Conditions to terminate the rental agreement immediately and to finalise and cancel further use of the vehicle at THE HIRER'S expense. All towing, transport and repairs will be at the HIRER's expense.



### Travel restrictions

The Juliette 3, Paradise Family 5, and the Paradise 5 Shower/Toilet models must remain within Queensland, New South Wales, and Victoria. The hirer will be fully liable for any breakdowns, accidents or any fees incurred while the van is outside of these permitted states.

The Maxie model and the Maxie-4 Deluxe model are permitted to travel Australia wide but are not allowed to drive during nighttime or during dark hours when travelling through Western Australia, South Australia, Tasmania, and the Northern Territory.

The hirer will be liable for all costs incurred for any incidents that occur in breach of these areas of use.

#### **The campervan must never be driven.**

- On unsealed roads and beaches
- Off road
- Where snow has fallen or is likely to fall

Travel on any unsealed road voids all damage protection cover. The hirer will be liable for all damage caused by travelling on unsealed roads. The full cost of the damage to all parties concerned may be deducted from the hirer. If in the opinion of Camperman a vehicle is found to have travelled on unsealed (dirt, gravel, or sand) road the bond/deposit will be retained until the vehicle is fully inspected and checked for damage. If no damage has occurred the bond will be returned to the hirer, less the cost of inspection.

THE CAMPERVAN MUST NOT BE USED IN AREAS THAT ARE PROHIBITED

#### **Prohibited areas include:**

- Roads that are prone to flooding or are flooded.
- Beaches, sand dunes, streams, rivers, creeks, dams and floodwaters or any area exposed to saltwater.
- Any road where the police have issued a warning.
- Any road that is closed
- Any road where it would be unsafe to drive the vehicle.

#### **The campervan must never be driven or used:**

On any island that is off the mainland of Australia - unless we have given our written permission prior to the rental, and it is noted on the rental agreement.

### Toll Roads

The licence plate on the vehicle has been registered for all tolls in Australia, with the fee being included in the administration fee that is paid at the beginning of the rental.

### Parking/Traffic Violations



You and any authorised driver must pay all speeding, traffic fines and infringements as well as any fines or charges imposed for parking or using the campervan or release of the campervan if a regulatory authority has seized it.

Once we receive an infringement notice, a \$150 infringement administration fee is charged to the card on file before an email regarding the details is sent to the provided email address. The Department of Transport then mails the infringement notice to the address that was provided on the booking. If you provide an address that is not a residential house or is not accessible by yourself, we do not accept responsibility, and are unable to change where the infringement has been posted.

### Pets and animals

CAMPERMAN does not allow the carriage of pets or any animals in their vehicles whilst on rental. Carriage of pets or animals will render the contract void, and the rental bond will be retained and used for cleaning and fumigating the vehicle.

### Smoking

CAMPERMAN does not allow smoking in their vehicles.