



## Rental Conditions Indie Campers Australia & New-Zealand

All rates and conditions are subject to change as required and without prior notification. All fees referenced in this Rental Agreement are stated in euros (€) for clarity. However, the applicable fee at the time of enforcement will be converted to the equivalent amount in the local currency of the rental location

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

### Standard inclusions

- Fixed number of km/miles per night, which may vary according to seasonality and number of nights
- Liability of 2500 EUR, can be lowered by adding premium insurance
- Deposit of 2000 EUR, to be reserved on the credit card of the main driver
- Third party Liability.

### Camper is exclusive of

- All possible extra's

### Driver requirements

The traveler who makes a reservation must be over 18 years of age at the time of registration, present a valid driving license to drive in the countries of check in and of checkout, be legally eligible to drive the vehicle subject to rental, present a valid identification document and a valid payment method card, as well as meet all requirements defined by the Host, such as minimum age and driving experience at the date of beginning of rental. Additional drivers must be present at the time of collection, have a valid driving license to drive in the countries of check in and checkout and for the type of vehicle hired, as well as meet all requirements defined by the Host, such as minimum age and driving experience at the date of beginning of rental. Failure to meet these requirements will prevent other passengers to be added as additional drivers of the Vehicle.

If one of the drivers is younger than 25 years old, it is only possible to have the basic insurance. Drivers under the age of 25 years are not qualified to purchase the Premium Protection plans. Credit card owner must be present at the time of pick up. The Rental Firm will not accept copies of driver's license, ID or debit/credit cards.

### Deposit/credit card

There is a deductible of 2500 EUR which. 2000 EUR will be blocked on the creditcard as a deposit, this can be lowered by adding the Premium Protection plan. (the insurance includes Roadside Assistance, substitution vehicle, windows insurance, tire insurance, additional driver, security deposit lowered till EUR 500,- and liability lowered to EUR 199). We strongly recommend this insurance. (not allowed if any driver is under de age of 25 year)

### Minimum rental period



The minimum rental period is 5 nights.

### One-ways

One ways are allowed, please contact Worldwide campers for more information .

### Changes

You can change the details of your reservations until 48 hours prior to pick up, but it depends on availability. Please contact Worldwide campers for more information .

### Cancellations

**The charge when cancelling is:**

- If Cancelled up to 30 days prior to pick up you get 90% refund
- If Cancelled between 30 to 8 days prior to pick up you get 50% refund
- If Cancelled between 7 to 1 day prior to pick up you get 5% refund.
- Cancellation made on same day of pick up or no show, no refund is given.

### Transfers

There are no transfers possible.

### Picking up the vehicle

The standard pick-up times are between 2:30 and 6:30 pm. The exact times will be shown on your invoice, other pick up times could have an out of hours fee. Feel free to contact our customer service team to ask for more information about this.

*Please note: Indie Campers is one of the biggest and most popular European RV rental companies. This means that the more than 1200 RVs are always fully booked during the high season. Due to this, they have decided that small damages that do not influence the safety will not always be repaired immediately. Examples of these are a small scratch or a rip in the fly screen. When you pick up the vehicle, the employee on site will always inform you of these cases, so you cannot be held accountable.*

### Dropping off the vehicle

The standard drop-off times are between 8:00 and 11:00am. The exact times will be shown on your invoice, other times could have an Out of Hours Fee. Feel free to contact our customer service time to ask for more information about this.

### Vehicle size

If the exact Campervan model booked is not available, the Rental firm reserves the right to provide the Hirer with a similar category or upgraded model, according to the pick-up location availability. Additionally, the Rental Firm cannot guarantee specific colors or designs for the rented vehicle

### Breakdown assistance and repair reimbursement

- 1) Any problems associated with the vehicle, including equipment failure, must be reported immediately to the Rental Firm as it might be possible to rectify the problem during the rental period. The absence of such report previously to external on-road assistance calling, nullifies the responsibility of the Rental Firm.
- 2) The Hirer must contact the Rental Firm before contacting any external on-road Assistance Company as the Rental Firm might assist the Hirer with technical issues, whereupon it will not dislocate its own employees for vehicle repairing/exchange services.
- 3) The Rental Firm's assistance covers any technical or mechanical malfunction of the vehicle arising from a manufacturing or material fault that directly renders the part concerned unfit for operation during the warranty period.
- 4) The following occurrences are not covered by the Rental Firm's assistance:
  - The vehicle running out of fuel.
  - The keys being locked inside the vehicle, damaged (e.g. humidity in the key), or lost.
  - Discharged batteries caused by incorrect usage and/or incorrect usage of any equipment that requires batteries to operate.
  - Vehicle blocked off-road or at an unpaved road.
  - A breakdown caused by willful neglect (e.g. off-road driving).
  - Assistance to change a flat tire. Any tow/relocation expenses will be charged to the Hirer.
- 5) The Rental Firm provides 24hr Assistance, although outside standard business working hours some delays may occur.
- 6) In case of any malfunction, the Hirer is not allowed to make repairs or alterations to the vehicle, unless authorized by the Rental Firm and following exact instructions. For any malfunction that does not require vehicle immobilization and that cannot be repaired on-site, the Rental Firm shall present to the Hirer a replacement part/vehicle at the closest rental depot, depending on availability.
- 7) In the event of vehicle immobilization due to mechanical breakdown, or accident, and if it is not possible to repair on-site, the Rental Firm shall send a tow truck to drive the vehicle and the Hirer to the closest workshop or rental depot.

### Travel restrictions

Australia:

a) For all Indie RV Models:

- Any beaches;
- Fraser Island;
- Moreton Island;
- Old Telegraph Track section of the road to Cape York;
- Cape York (from December to May);
- Old Gunbarrel Highway;
- Canning Stock Route;
- Boggy Hole (Finke Gorge National Park);
- Ghan Heritage Road (from Titjikala to Finke);
- Any area experiencing extreme weather conditions.

b) In addition to the previous rules, the Indie RV models “Jimny”, “Wrangler” and “Trekker”, available on <https://indiecampers.com/rvs>, are also strictly forbidden to travel in:

- i) CREB Track;
- ii) Starcke Track;
- iii) Fenchman Track;
- iv) Central Arnhem Road (past Beswick);
- v) Southern Lost City (Limmen National Park);
- vi) Old South Road from Maryvale to Finke.

c) In addition to the previous rules, the Indie RV Models “Ovation”, “Wander”, “Applause”, “Outback” and “Seeker”, available on <https://indiecampers.com/rvs>, are also strictly forbidden to travel in:

- i) Unsealed roads longer than 12km;
- ii) Ski access roads from 01 June to 30 September;
- iii) Nanutarra Road (unsealed shortcut to Tom Price);
- iv) Karijini National Park (unsealed sections);
- v) Lost City in Litchfield Park;
- vi) Ghan Heritage Road (from Titjikala to Finke);
- vii) Gunlom Area;
- viii) Gubara;
- ix) Shady Camp;
- x) Old Jim Jim Road;
- xi) Jim Jim Falls;
- xii) Twin Falls;
- xiii) Mereenie Loop Road (unsealed sections);
- xiv) Ernst Giles Road;
- xv) Old South Road.

New Zealand:

For all models:

- i) All unsealed/unpaved roads, except for well-maintained access roads less than 12 kilometres long, leading to recognized commercial campgrounds, major tourist attractions, or major ski field access roads;
- ii) All ski field access roads (from 01 June to 31 October);
- iii) Skippers Road (Queenstown);
- iv) The Crown Range Road/Cardrona Valley Road;
- v) Ninety Mile Beach (Northland);
- vi) Wanaka – Mt Aspiring Road (beyond exit to Treble Cone);
- vii) Ball Hut Road (Mt. Cook);
- viii) North of Colville and Waikawau Township (Coromandel Peninsula);
- ix) Any area experiencing extreme weather conditions.

Traveller in the above locations will be considered off road and clients will be charged according to the Rental Terms and Conditions:

- i) charged a \$300 Australian Dollars;

ii) Traveller who travel to restricted areas will void the protection plan option.

The Hirer undertakes that, during the Rental Period, the vehicle will not be:

- a) Driven by any person that is not mentioned in the rental agreement as a driver
- b) Driven in an imprudent and dangerous way.
- c) Driven by a person under the influence of alcohol or drugs.
- d) Left with the key inside the vehicle, while unoccupied.
- e) Damaged by submersion in water, contact with salt water, driving through flooded areas, beach driving and unpaved roads.
- f) Used for any race, contest or any illegal activities.
- g) Used to tow any vehicle.
- h) Used to carry passengers or property for hire or reward.
- i) Used to carry a number of passengers superior to the maximum capacity permitted by law.
- j) Used to carry hazard materials, volatile liquids, gases, explosives or other corrosive or inflammable material, apart from the gas provided by the Rental Firm.
- k) Used for the purpose of transporting and haulage goods other than what might be reasonably expected of a leisure rental.
- l) install accessories and advertising or commercial mentions.
- m) driven off-road, on closed roads, or roads not suited for the rented vehicle according to local laws and regulation.

The Rental Firm shall not be responsible for any of the consequences, nor for any damage, loss and/or other costs resulting from the Hirer not acting in conformity with the before mentioned points above.

The Hirer acknowledges that the Rental Firm retains the title of the Vehicle at all times and shall not agree, attempt, offer or purport to sell, sub-let, lend or mortgage the vehicle to any other party.

The Hirer shall not make any modifications or additions to the vehicle, without prior written consent from the Rental Firm.

The Hirer shall take all reasonable steps to properly maintain the vehicle, including, daily checks of the Oil, Water and Batteries, and will contact the Rental Firm if vehicle warning lights indicate any potential malfunction.

Any electrical devices (including the cooler) cannot be connected to the battery for more than 4 hours in a row, without charging the vehicle battery every day in camping places or in other 220V sources.

The Hirer is responsible for monitoring and obtaining information on weather forecasts and road conditions on his travels, and public warning thereof.

This Rental Agreement will be immediately terminated and the booking will be canceled without any need of judicial intervention if the vehicle is used in any terms that constitute a violation of this Rental Agreement or the commission of a crime. Additionally, the Rental Firm reserves the right to, justifiably, recover the vehicle, at any time, without previous notice, and the Hirer is held responsible for all the charges involved.

The Hirer may not, in any case, sublet or assign the Vehicle without prior written consent of the Rental Firm.

### Parking/Traffic Violations

Indie campers is authorized to charge the credit card on file for any further amounts that may arise such as parking tickets, fines, traffic offence penalties, tolls, damages to the vehicle (interior or exterior) and overdue amounts, of which the Hirer bears the sole responsibility.

Rental Firm is entitled to verify any of the damages to the vehicle for 30 days after the last day of the rental agreement. If the Rental Firm is notified or contacted by any administrative private or public entity due to the Hirer's behavior, the Rental Firm will charge the Hirer, for each individual event, an administrative fee of

- i) 25€ if only the identification of the Hirer/Driver was legally required or
- ii) an administrative fee of € 50 if the Rental Firm had to legally make any payment on behalf of the Hirer or present any opposition/appeal, without prejudice of the complete reimbursement to the Rental Firm by the Hirer of any amounts paid by the Rental Firm arising or aggravated by the Hirer's behavior

### Pets and animals

It is permitted to travel with one pet if its weight does not exceed 30kg. In such a case, a fee will be charged (Pet Fee). The Pet Fee only covers the cleaning of the vehicle after the rental, while the Hirer is liable for any and all damages caused by the pet in the interior and exterior of the vehicle. It is of the entirely the responsibility of the Hirer to guarantee that the pet travels in safe conditions and according to the local regulations. The Rental Firm will not be liable for any traffic tickets or legal fees due to the pet's presence inside the vehicle.

### Smoking

Smoking is not allowed inside the vehicle.

### Fuel Policy

#### 1 Fuel Level at Pick-Up:

Indie Campers will provide the vehicle with a fuel level above the reserve at the beginning of the rental period. The exact fuel level will be documented through photographic evidence at the check-in moment. The Traveller acknowledges and confirms the registered fuel level by signing the rental agreement.

#### 2 Refueling Charges:

2.1 If the vehicle is not returned with the same fuel level as registered at pick-up, the Traveller will be charged for the missing fuel at the current market rate, plus an additional Refueling Service Fee per each 1/4 tank missing as detailed in the Fee Document. If the vehicle is returned with a fuel level that falls between designated quarter-tank levels (e.g., 1/3 tank, which is between 1/4 and 1/2 tank), the fuel level will be rounded to the nearest quarter-tank increment.

2.2 If the Traveller returns the vehicle with a fuel level higher than the level at which it was provided, Indie Campers is under no obligation to provide a refund, compensation, or credit for the excess fuel.

### 3. Disputes:

In case of any disagreement regarding the recorded fuel level, the matter will be reviewed by Indie Campers' customer service team. The Traveller will be required to provide supporting evidence for their claim.

### 4 On-trip Fuel Purchases:

Additional fuel required during the rental period must be purchased at the Traveller's own expense. Travellers are responsible for ensuring the correct type of fuel is used for the vehicle. Indie Campers will not reimburse the Traveller for any fuel expenses upon the vehicle's return.

### 5 Incorrect Fuel Use:

The use of incorrect fuel can result in serious damage to the vehicle. Therefore, Indie Campers will charge an Incorrect Fuel Fee and any additional costs associated with the repair of any damage, the associated costs with respect to the transportation of the vehicle to be repaired, and the potential loss of revenue associated with the vehicle repair block.

## Gas Policy

### 1 Vehicle Models and Gas Installations

Indie Campers Fleet includes vehicles equipped with different gas installations, which are classified into two categories:

Models with Portable Cookers – These vehicles utilize small, portable propane canisters for cooking purposes.

Models with Built-in Cooker/Stove with Tank Gauge – These vehicles are equipped with an integrated gas system that operates through a refillable gas cylinder, which fuels both cooking and heating appliances.

### 2 Provision and Purchase of Gas Canisters and Cylinders

2.1 For all vehicle models, Indie Campers ensures that a sealed gas canister or cylinder is made available at the time of pick-up.

2.2 For vehicles equipped with portable cookers, a sealed propane canister is provided with every booking. Travellers have the option to purchase an additional propane canister in advance at a discounted rate during the online booking process or at the time of pick-up at the standard price, subject to stock availability at the depot. Regardless of any prior purchases, for safety reasons, each booking includes one sealed canister. If the Traveller opens the canister during the trip, they shall be charged at drop-off at the standard price.

2.3 For vehicles equipped with a built-in cooker/stove with a tank gauge, Indie Campers provides one full, sealed camping gas cylinder with every booking. Travellers may purchase an additional gas cylinder in advance at a discounted price during the online booking process or at the standard price at the time of pick-up. Similar to portable cookers, for safety reasons, a sealed cylinder is included in all bookings. Should the Traveller open the cylinder during the trip, they shall be charged at drop-off at the standard price.

### 3 Availability and Refund Policy

3.1 Where a Traveller has pre-purchased a propane canister or gas cylinder, Indie Campers guarantees its provision at the time of pick-up. In the event that the pre-purchased canister or cylinder is not available at the designated pick-up location, Indie Campers shall issue a refund equivalent to the purchase price of the unavailable gas container. However, no guarantee is made regarding the availability of canisters or cylinders for purchase at the depot at the time of pick-up if they were not pre-booked.

3.2 No refunds or credits shall be issued for any gas canister or cylinder that remains partially or fully unused during the rental period. Similarly, if a Traveller purchases a canister or cylinder but elects not to use it, no refund shall be granted. Refunds shall only be issued in cases where the Traveller has pre-purchased a gas canister or cylinder, and Indie Campers is unable to supply it at the time of pick-up, in which case the refund amount shall be limited to the value of the pre-purchased item.

#### 4 Additional Gas or Refills

4.1 Travellers may purchase additional propane or gas canisters at their own expense during the rental period. These can be acquired at locations commonly available along travel routes, such as gas stations, camping supply stores, or other retail outlets where such products are typically sold as well as Indie Campers Depots.

4.2 The Traveller is responsible for ensuring the purchased gas is compatible with the vehicle's specifications and country-specific regulations. Failure to do so, resulting in damage to the vehicle or its systems due to incompatibility, will result in the imposition of a Gas Incompatibility Fee. This fee will cover all costs associated with repairs, replacements, or damages incurred. Indie Campers reserves the right to charge the Traveller for this fee as outlined in the Rental Agreement.

#### 5 One-Way Trips and Gas Compatibility

For one-way trips that cross country borders, travellers will be provided with 2 (two) sealed gas containers to ensure compatibility with the regulations and adaptors required in different countries. The provisions outlined in Articles 11.1 and 11.2 remain fully applicable and binding, including the requirements for safety, pre-purchase, installation, usage, and any associated charges as stipulated.

#### 6 Traveller-Supplied Gas Cylinders

6.1 Travellers may bring their own gas cylinders or canisters, provided they are compatible with the country-specific adaptors and the vehicle's requirements. The Traveller assumes full responsibility for any damages caused to the vehicle or its systems resulting from the use of incompatible or improper gas cylinders or canisters. In such cases, Indie Campers reserves the right to impose a Gas Incompatibility Fee, covering all repair, replacement, or associated costs as outlined in the Rental Agreement.

6.2 Indie Campers reserves the right to inspect, accept or deny, the gas cylinders or canisters that the Traveller brings. It is expressly stated that any inspection or lack of objection by Indie Campers does not constitute approval, certification, or confirmation of the canister's compatibility, fitness for purpose, or suitability for use with the vehicle. The Traveller remains solely responsible for ensuring compatibility and assumes full liability for any damages caused by the use of their gas cylinders or canisters. In such cases, Indie Campers reserves the right to impose a Gas Incompatibility Fee, covering all repair, replacement, or associated costs as outlined in the Rental Agreement.

#### AdBlue Policy

1 AdBlue is a diesel exhaust fluid required in modern diesel engine vehicles. All models requiring AdBlue are identified with an AdBlue tank, located next to the fuel tank. Similarly to fuel level, the vehicle dashboard shows if the AdBlue level is low.

2 The vehicle is delivered above the minimum AdBlue for circulation (without AdBlue lights on) and must be returned in the same conditions, otherwise a Refuelling Fee will be applied.

3 During the trip, the Hirer is responsible to guarantee that the vehicle always has both Fuel and AdBlue required for circulation without damaging the engine.



4 Additional AdBlue can be purchased throughout the rental period at any fuel station at the Travellers own expense. The Rental Firm will not reimburse the Hirer for any AdBlue fluid expenses upon return of the vehicle.

### Battery Policy

This Policy outlines the Traveller's responsibilities and Indie Campers' provisions related to the vehicle's battery systems during the rental period. Proper management of both the main vehicle battery and the appliance battery is essential to ensure uninterrupted use of the vehicle and its onboard systems.

#### 1 Introduction

Indie Campers vehicles are equipped with two distinct battery systems: the primary vehicle battery and a secondary battery dedicated to powering onboard appliances. While these batteries function independently under normal conditions, improper management of the secondary battery can lead to unintended consequences. If the secondary battery is fully depleted, the onboard appliances will automatically draw power from the primary vehicle battery, potentially compromising the vehicle's ability to start and operate. This policy outlines the responsibilities of the Traveller in maintaining proper battery levels throughout the rental period to ensure the continuous functionality of both the vehicle and its appliances.

#### 2. Battery Usage During the Rental

The vehicle's battery is essential for powering the vehicle, onboard systems and appliances.

#### 3 The Traveller is responsible for:

3.1 Ensuring that both the main vehicle battery and appliance battery remain charged throughout the trip.

3.2 Following the guidelines provided in the vehicle guide for proper battery usage and management.

#### 4 Battery Levels at Pick-Up and Return

Indie Campers provides vehicles with a specific charge level for both batteries.

#### 5. Battery Level Verification

The Traveller must return the vehicle with at least the same charge levels recorded at pick-up.

##### 5.1 Pick-Up Verification:

At pick-up, the battery levels of both the main vehicle battery and appliance battery are checked, documented, and confirmed by both the Traveller and Indie Campers staff.

By signing the rental agreement, the Traveller accepts the battery levels registered at pick-up.

##### 5.2 Return Requirement:

The vehicle must be returned with the appliance battery charged to at least the same level as recorded at pick-up.

The main vehicle battery must not be drained due to improper use of the appliance battery. Failure to meet these requirements will result in a Battery Charging Fee, as specified in the Fee Document.

#### 6. Battery Depletion in Remote Areas:

6.1 If the appliance battery becomes fully depleted, onboard appliances will start using power from the main vehicle battery, potentially causing a complete power failure.

6.2 If the appliance battery is completely discharged in a remote location:

6.3 The Traveller must contact Indie Campers' on-trip support for guidance.

6.4 Emergency assistance (such as towing or on-site charging) may be arranged, with costs charged to the Traveller

### Traveller Responsibilities

#### 1 Proper Battery Use:

The Traveller must adhere to the vehicle guide's instructions for battery maintenance and charging and avoid deliberate misuse, such as excessive or negligent appliance use without recharging the appliance battery.

#### 2 Reporting Issues:

2.1 Report any battery issues to Indie Campers' on-trip support immediately, either through support channels located in your client area or by submitting a request through our website (located at the bottom of the webpage).

##### 2.2 Failure to Report Issues Promptly

If the Traveller fails to report battery issues to Indie Campers' on-trip support immediately upon noticing them, any additional costs arising as a direct result of the delay will be the Traveller's responsibility. These costs may include:

1. Emergency Service Fees: Costs for towing, on-site charging, or other emergency services if the battery becomes fully discharged due to the Traveller's delay in reporting the issue.
2. Repair or Replacement Costs: Costs for repairing or replacing the battery or related vehicle systems if the delay in reporting results in further damage that could have been mitigated with timely assistance.