

## Rental conditions Star RV 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

- 24hrs Roadside assistance
- Unlimited kilometers
- Kitchen Kit
- Personal Kit
- Basic Cover with an excess/deductible

### Camper is exclusive of

- optional extra's
- One way fees

### Driver requirements

Star accepts drivers who hold: a Full Driver's Licence in English, a Restricted NZ Licence or Australian Green P (P2) Licence.

Drivers must be at least 21 years of age, and young drivers' surcharge does not apply.

### Deposit/credit card

If the customer chooses the Risk Taker option, we pre-authorise the bond amount based on the chosen vehicle type. Bond is held as an authorisation on the valid AMEX Credit and VISA/MASTERCARD credit/debit card with the customer's name on it at the pick-up. The bond will be released at the end of the hire by JUCY/ Star (subject to no damage or claims) and may take 5 to 30 working days to reflect on their credit/debit card.

If there is damage to the campervan on its return or any other terms of the rental contract have not been met, the bond will be used to cover the cost up to the relevant liability. Any extra costs will be charged if the rental contract terms are breached, and the bond is insufficient to cover the damage.

|                              | Risk Taker  |                                     |        | Stress Free   |                                     |      | Stress Free Plus  |                                     |      |
|------------------------------|---|-------------------------------------|--------|---|-------------------------------------|------|---|-------------------------------------|------|
|                              | Crib Crib+  | Condo Chaser Coaster Camper Cruiser | Star   | Crib Crib+  | Condo Chaser Coaster Camper Cruiser | Star | Crib Crib+  | Condo Chaser Coaster Camper Cruiser | Star |
| Bond & Excess*               | \$3000  | \$5000                              | \$7500 | \$0   | \$0                                 | \$0  | \$0   | \$0                                 | \$0  |
| Cost/day                     | \$0   | \$0                                 | \$0    | \$23  | \$30                                | \$40 | \$35  | \$45                                | \$55 |
| Accident / Damage Claims fee | \$75  | \$75                                | \$75   | \$0   | \$0                                 | \$0  | \$0   | \$0                                 | \$0  |
| Cover inclusions             | <ul style="list-style-type: none"> <li>• 24/7 Breakdown assistance</li> </ul> |                                     |        | <ul style="list-style-type: none"> <li>• 24/7 Breakdown assistance</li> <li>• Front, back and side panel damage</li> <li>• Windscreen &amp; tyre cover</li> </ul> |                                     |      | <ul style="list-style-type: none"> <li>• 24/7 Breakdown assistance</li> <li>• Front, back, and side panel damage</li> <li>• Roof panel damage</li> <li>• Single vehicle rollover damage</li> <li>• Overhead and underbody damage</li> <li>• Windscreen &amp; tyre cover</li> <li>• Complimentary: camping chairs (one per person), one camping table</li> <li>• One extra driver \$0 fees</li> <li>• One child/booster seat (on request)</li> <li>• Pre-purchased gas bottle</li> <li>• Laundry exchange</li> </ul> |                                     |      |
| Replacement vehicle          | At JUCY/ Star's discretion  |                                     |        | At JUCY/ Star's discretion  |                                     |      | At JUCY/ Star's discretion  |                                     |      |

\*If using a debit card, a \$300 security bond is required even with Stress Free & Stress Free Plus

### Minimum rental period

Star minimum hire periods are based on supply, demand, and distribution and are subject to change at short notice.

### One-ways

Star Motorhomes can be taken on one-way hires in New Zealand and Australia, except for Perth, where one-way hires are available on request.

| <u>Direction</u>     | <u>Fee</u> |
|----------------------|------------|
| Metro to Metro       | \$295      |
| Metro to Regional    | \$295      |
| Regional to Regional | \$295      |
| Regional to Metro    | \$295      |

\*There is no one-way fee for base-to-base hires

### Changes

Star understands that circumstances may change. Any changes made to a booking will be calculated by using the higher one of two rates, either the original rate or the current rate at the time of the booking alteration. Any amendments to the category are considered a new booking, and cancellation fees may apply to the new booking. The first booking amendment will be free of charge. Any subsequent changes are charged at \$25 per amendment request.

After collection of the vehicle: Amendments to the drop-off location after the rental has commenced must be approved by Star; if approved, one-way fees may apply. Rental extensions whilst on hire must be approved by Star and are subject to availability and the ongoing daily rate valid at the time of extending the hire.

### Cancellations

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

|   |                      |
|---|----------------------|
| Between booking and 22+ days before pick up | 100 euro             |
| Between 21 and 1 days before pick up        | 20% of Total Rental  |
| On the day of pick up or no show            | 100% of Total Rental |

### Transfers

No Transfers are offered by Star RV



### Picking up the vehicle

Pick up can be within business hours, and has to be booked on specific times, it is location depending, but it is between 8am and 3pm.

Star RV is currently not offering pre-arranged collection outside of our business hours. If the customer's plans change and they cannot collect during operating hours, please get in touch with our Reservations team, and they can advise the available options. If approved, After Hours fee of \$40 will be applicable.

### Dropping off the vehicle

Drop off can be within business hours, and has to be booked on specific times, it is location depending, but it is between 8am and 3pm.

Vehicles are provided in a clean and tidy manner and should be returned in a similar state. Animals and smoking are not permitted in the vehicle. A cleaning fee of up to \$250 for general cleaning and up to \$500 for grey water/toilet cleaning may apply.

If the vehicle is returned late, a full hire day applies for each day until the vehicle is returned. An additional unauthorised extension fee of up to \$500 may apply.

There are no refunds for early return and additional fees will apply if the vehicle is returned to an alternative location without prior approval from JUCY in writing.

### Vehicle size

Star RV will of course try and give the vehicle that is booked and rented, but it can always happen due to last minute damages or break downs, that they have to offer an alternative vehicle.

### Breakdown assistance and repair reimbursement

With the Risk Taker and Stress Free cover if the vehicle is involved in a single vehicle roll over or the roof of the vehicle is damaged because of any single vehicle incident or accident the hirer is liable for the costs of up to \$7500.

Failure to return the vehicle full of petrol, diesel and/or LPG tanks (where applicable) will incur a \$30 administration fee as well as the cost of refill.

Star should be notified of any accident, mechanical breakdown, or equipment failure within 24 hours of it occurring Star does not cover loss or damage to any personal belongings.

The hirer is liable for all costs associated in replacing keys which have been lost, broken or damaged and/or the cost of retrieval of keys which have been locked inside a vehicle. Please note a replacement key could be up to \$1000 plus associated costs to the event.

### Travel restrictions





Star Motorhomes can only be driven on sealed roads. The only exception is the loose road surface on any major ski field access roads or any recognised campground access road less than 12 kilometres in length.

In New Zealand, Star Motorhomes cannot be driven on Skippers Road (Queenstown), The Crown Range Road/Cardrona Valley Road (between Arrow Junction to Cardrona), Ninety Mile Beach (Northland), Wanaka – Mt Aspiring Road beyond the exit to Treble Cone, The Forgotten Highway (State Highway 43 from Taumarunui to Stratford), and North of Colville and Waikawau Township (Coromandel Peninsula).

Road user charges (RUC) apply to diesel vehicles and go toward the upkeep of New Zealand's roads. This charge currently applies to bookings made for the Star Motorhomes.

The formula to calculate the RUC charges is based on the kilometres travelled during a hire.

Star calculates this by the vehicle's recorded KMs upon collection and the recorded KMs when the vehicle is returned and charges it directly to the customer's debit/credit card registered against their booking. The formula used is  $KMS - KMS\ OUT \times 0.08$  cents.

### Parking/Traffic Violations

Customers are responsible for paying all parking citations, fines and other fees/penalties associated with their hire. There will be a \$60 claims administration fee for all infringements processed by Star.

If the customer travels on a toll road and incurs any tolls, JUCY/Star will charge any tolls and fees to the customer's nominated credit card along with a service fee of \$3.45 each time the vehicle incurs a toll during the hire.

### Pets and animals

A pet dog is allowed in campers at an additional charge of \$299. A cleaning fee of up to \$299 for general cleaning and up to \$500 for greywater/toilet cleaning may apply.

### Smoking

Smoking is not allowed inside the vehicles

