

## Rental Conditions Travellers Autobarn 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 mileage
- 24 hour roadside assistance
- Toll-free customer service number
- Under 21 rentals
- Free camping maps
- 10% discount to caravan parks
- Travellers Autobarn Guide - Hints & tips of travelling around Australia and access to the discounted partner network

### Camper is exclusive of

- Optional extra's
- Taxes
- One-way rental Fees
- Transfers

### Driver requirements

Vehicles can only be operated by qualified drivers 18 years of age or older. All drivers must have a valid and identifiable driver's license. Your driver's license and foreign passport are required as identification and will be verified. All drivers must be identified, authorized, and must sign the Rental Contract. There is no cost for additional drivers and no 'under 25' surcharge.

The minimum age is 18 years, there maximum age is 80 years.

Additional drivers may be added to the rental contract free of charge.

### Deposit/credit card

The deposit is \$3500,-. If Protection Plus is added to the reservation, the security bond will be \$0.

Please note that the main driver still needs to show a credit card in their name. Only Visa and Mastercard credit cards are accepted. Please note that prepaid credit cards, cash or debit cards are not permitted, and pick-up of the vehicle may be refused.

Without Protection Plus or Protection plus pack you will be fully charged for windscreen and tyre damage and single vehicle rollover, this is above your liability of \$3500,-

### Minimum rental period

The minimum rental period depends on the route booked. For same city returns the minimum rental period is 5 days. For one-way rentals the minimum period is between 10 and 35 days. For example, the route from Sydney to Cairns has a minimum of 14 days, but the route from Cairns to Sydney has a minimum of 10 days

	Sydney	Melbourne	Perth	Darwin	Cairns	Brisbane
Sydney		10 days	28 days	21 days	14 days	10 days
Melbourne	10 days		21 days	21 days	14 days	10 days
Perth	21 days	14 days		21 days	28 days	21 days
Darwin	21 days	14 days	14 days		14 days	21 days
Cairns	10 days	14 days	28 days	14 days		10 days
Brisbane	10 days	10 days	28 days	21 days	10 days	

### One-ways

One-way fees between rental locations within Australia are allowed and will vary in cost depending on pick-up location and routing. Please check with the Customer Service department for the rate applicable to your one-way choice at the time of booking.

### Changes

Changes are permitted but depend on availability. Changes are final after they have been paid for.

No refunds will be given for any changes to the rental dates within 28 days of pick up. A relocation fee may apply if the collection or return location is amended within 28 days of vehicle pick up. A \$250 to \$500 change of booking fee applies for changes to your booking that are made within 28 days before the date of pick-up, or during the rental period.

The renter is responsible for costs incurred due to unauthorized changes of location drop-off, including the costs of returning the vehicle to its intended location plus the lost rental fees due to the vehicle being unavailable for subsequent rent at the agreed-upon drop-off location.

### Cancellations

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

Between 28 days and 6 days before pick up  
Between 7 days and 1 day before pick up  
Departure day or No show

AUD 400,-  
50 % of total charges  
Full rental charges

### Transfers

Transfers are not available.



### Picking up the vehicle

Renters can pick up their vehicle the same day they arrive in the Australia, as long as pick-up is within opening hours of the location. If the renter arrives later due to flight (re)scheduling, the location will not stay open outside their hours of operation.

Vehicle departure time as stated on your voucher should be honoured. Pick-up are between 09:00 AM and 4:00 PM (16:00 hours) from Monday to Friday, and between 09:00 AM and 12:00 PM on Saturday. There are no refunds for late pick-ups.

### Dropping off the vehicle

Vehicles are to be returned between 9:00 AM and 3:00 PM (15:00 hours) from Monday to Friday. And before 12.30 PM on Saturday.

No refunds will be given for early returns. Additional charges may apply for late returns.

### Vehicle size

You may find the model reserved to be inadequate for your party. Where possible, upgrades to a larger sized model will be allowed at a charge determined from local posted rates, plus the change fee of \$25.

You may find the model reserved to be too large for your comfort. Where possible, downgrades to a smaller sized model will be allowed. Please keep in mind that no refunds or any other compensation can be provided in case of a downgrade.

### Breakdown assistance and repair reimbursement

24 Hour Roadside Assistance service is provided, if the Vehicle requires Roadside Assistance please call the Travellers Autobarn Customer Assistance Line at 0061-1-800-674-374. This service operates from 09:00 AM to 8:00 PM (20:00 hours) Monday to Saturday and 10:30 AM to 3:00 PM (15:00 hours) on Sundays and Public Holidays (Eastern Standard Time and Eastern Daylight Saving Time). The Travellers Autobarn Customer Assistance Telephone Line is offered as a courtesy to Renters who may find themselves in desperate need of our support. On weekends, most support services such as mechanical garages, etc. are closed and therefore limited help is available, in any case.

Roadside Assistance Call-Outs due to the Renter's error or non-mechanical issues such as running out of gas, flat tire, dead battery resulting from leaving lights/engine on, keys locked in Vehicle, or getting stuck in the mud, etc., will result in a charge to the Renter payable directly to the Roadside Assistance, note this fee is not refundable to the Renter by neither Travellers Autobarn nor WorldWide Campers.

### Travel restrictions

All Travellers Autobarn Vehicles are restricted to mainland Australia and sealed roads. Trips to islands, including Tasmania and Kangaroo Island are allowed only with prior permission from Travellers Autobarn. All recovery costs from any island are the Hirer's responsibility, regardless of cause. Travelling on unsealed roads is prohibited, and voids any liability reduction.



### Parking/Traffic Violations

The renter is responsible for paying charging authorities directly all tolls ("Tolls") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "Violation") assessed against them, Travellers Autobarn or the Vehicle during the Rental Period. An additional processing fee of \$75,- may apply.

Certain toll roads do not accept cash. To avoid toll violations and associated fines, fees, and taxes (and our processing fees), you must pay all tolls with a personal transponder that is accepted on the road; use only cash lanes and pay cash; plan a route to avoid tolls; or consult local authorities for other payment methods.

### Child seats

Child seats are available upon request. The fitting and installation of all child restraint systems remains the responsibility of the Renter and you acknowledge that Travellers Autobarn gives no warranty as to the appropriateness, correctness or adequacy of any child restraints fitted in the Vehicle. Not all vehicles are suitable for all ages. Please contact WorldWide Campers for more information.

### Pets and animals

Pets and animals are not allowed in the vehicle. Service animals are allowed into the vehicles upon request.

### Smoking

Smoking is not allowed inside the vehicles

### Winterized vehicles

Vehicle operating systems are not fully operable during subfreezing temperatures. Please contact WorldWide Campers for more information.