

## BRITZ AUSTRALIA RENTAL RATES &amp; CONDITIONS 01.04.2023-31.03.2024 – SEASON 2023/2024

**IMPORTANT NOTES**

- Rental agreement - pick up between 01 April 2023 and 31 March 2024
- All daily vehicle rates, the Britz Inclusive Pack rates and the 4WD Max Cover rates quoted are **Gross**, inclusive of Goods and Services Tax (GST) and 3% administration fee, and are in Australian dollars.
- 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.
- All rates and conditions are subject to change without prior notification.  
The flex matrix consists of eighty different flex levels. The flex level is two characters. The first character corresponds with the letter on the left hand column, the second character corresponds with the number on the top row of the matrix. The applicable flex rate is the rate where the two characters meet, i.e. flex level C3 is \$116.
- Flex rates' determine the daily vehicle rate. Flex rates are updated a minimum of once a week. Quotes expire 96 hours after issue.
- The flex rate is determined by the date of pick-up, location and date of booking for the rental up to 7 days. After every 7 days the flex rate resets to the rate applicable on that day (i.e. 8th, 15th, 22nd day of hire etc).
- 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 **hirer name, 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), the original flex rate which applied at the time of the original booking, will apply.
- These rates and terms do not apply to convoy bookings (any rental that consists of **five or more** vehicles travelling together). Requests for convoy bookings should be directed to rentals. [info@australia4wdrentals.com](mailto:info@australia4wdrentals.com) before booking.

**FLEX MATRIX**

	1	2	3	4	5	6	7	8
A	33	38	42	45	49	53	57	61
B	66	71	76	81	86	91	96	101
C	106	111	116	121	126	131	136	141
D	147	153	159	165	171	177	183	189
E	197	205	212	221	229	237	245	253
F	262	271	280	289	299	309	319	329
G	341	353	365	377	391	405	419	433
H	449	465	481	497	515	533	551	569

	1	2	3	4	5	6	7	8
I	579	589	599	609	619	629	639	649
J	659	669	679	689	699	709	719	729

## VEHICLES

VEHICLE NAME	VEHICLE CODE	VEHICLE NAME	VEHICLE CODE
HiTop	2BB	Voyager	4BBXS
Venturer	2BTSBV	Venturer Plus	3BTS
Discovery	4BTSD	Explorer	4BB
Frontier	6BB	Outback	5BH4WD
Safari Landcruiser	5B4WD	Safari Auto	5B4WDA

- Daily vehicle hire rates include unlimited kilometres for 2WD campervans (300km per day for the 4WD Safari Landcruiser and the Outback)
- All campervans are fully equipped with linen, bedding, kitchen and general equipment, as well as GPS navigation (GPS for Outback 4WD is via customer's phone through Android Auto/Apple Car Play). Customers are encouraged to download the *thl Roadtrip App* for a show-through of their camper. The App also features CamperHelp 'how to' videos, showing them how to use the features of their camper.

## DISCOUNTS

DISCOUNT TYPE	DETAILS	DISCOUNT
Long term hire discount	Long Term Hire Discounts will apply.  Rental Duration 21+ days = 8% discount off daily vehicle rate only	Rental Duration 21+ days = 8% discount off daily vehicle rate only

Discounts apply to the daily vehicle rate only.

**FEES**

<b>FEE TYPE</b>	<b>DETAILS</b>	<b>FEE</b>
One-way Rental Fees <i>(charged per hire, minimum one-way rental duration may apply)</i>	Where pick up originates from Cairns, Brisbane, Sydney, Melbourne, Hobart or Adelaide, and returns to these locations	\$185
	Where pick up originates from Darwin, Broome, Alice Springs or Perth and returns to any location	\$285
	Where pick up originates from any location and returns to Darwin, Broome, Alice Springs or Perth	
Location Fee	Broome (for same city collection and return only one fee applies)	\$835
	Hobart pick up fee	\$115
Extra Driver Fee	A fee per extra driver, per hire applies. \$2.50 per day (maximum charge per hire, per driver is \$37.50)	
Pet Fee	A pet service fee will apply per hire. Up to two cats or dogs may be carried in the campervan (other conditions will apply please advise us at time of quotation)	\$299
Public Holiday Surcharge	A Public Holiday Surcharge will apply to all rentals picking up and/or dropping off on the observed public holiday dates at the pick-up and drop-off location. Please see table below.	\$115

**BRANCHES ARE CLOSED ON GOOD FRIDAY (7 APRIL), CHRISTMAS DAY (25 DECEMBER), NEW YEAR'S DAY (1 JANUARY) AND AUSTRALIA DAY (26 JANUARY).**

	<b>SYDNEY</b>	<b>MELBOURNE</b>	<b>ADELAIDE</b>	<b>PERTH</b>	<b>BRISBANE</b>	<b>HOBART</b>	<b>ALICE SPRINGS</b>	<b>DARWIN</b>	<b>BROOME</b>	<b>CAIRNS</b>
08 April 2022	✓	✓	✓		✓		✓	✓		✓
09 April 2022	✓	✓		✓	✓					
10 April 2022	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
25 April 2022	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
01 May 2022					✓		✓	✓		✓

SUMMARY OF TERMS & CONDITIONS

05 June 2022				✓					✓	
	SYDNEY	MELBOURNE	ADELAIDE	PERTH	BRISBANE	HOBART	ALICE SPRINGS	DARWIN	BROOME	CAIRNS
12 June 2022	✓	✓	✓			✓	✓	✓		
07 July 2022							✓			
28 July 2022								✓		
07 August 2022							✓	✓		
16 August 2022					✓					
25 September 2022				✓					✓	
02 October 2022	✓		✓		✓					✓
26 October 2022						✓				
07 November 2022		✓								
26 December 2022	✓	✓	✓	✓	✓	✓				✓
04 March 2023				✓						
11 March 2023			✓			✓				
30 March 2023	✓	✓	✓		✓					✓
31 March 2023	✓	✓		✓	✓					

## ADDITIONAL BOOKING OPTIONS

<b>Britz Additional Booking Options</b>	<b>Standard Campervan Liability</b>	<b>Inclusive Pack</b>	<b>4WD Max Cover</b>
	\$7,500 (2WD)	HiTop, Voyager - \$60 per day (Max charge \$3,000)	(available to purchase in conjunction with Liability Reduction Option or Inclusive Pack only)
	\$5,000 (HiTop & Voyager)	All other 2WD's - \$65 per day (Max charge \$3,250)	\$275
	\$8,000 (4WD)	4WD's - \$67 per day (Max charge \$3,350)	
<b>Vehicle Liability \$5,000, \$7,500 or \$8,000</b> <i>(debited to credit or debit card)</i>	✓		
<b>Liability Reduction Option</b> <i>(liability reduced to Nil for 2WD's and \$500 for 4WD's)</i>		✓	
<b>Single Vehicle Rollover Cover <sup>2</sup></b>		✓	
<b>Extra Driver Fees</b>		✓	
<b>Linen Exchange <sup>3</sup></b>		✓	
<b>Picnic Table</b>		✓	
<b>Picnic Chairs</b> Chairs per person travelling		✓	
<b>Baby / Booster Seat</b> Cannot be fitted in some vehicle categories		✓	
<b>Portable Fan Heater</b> If required.		✓	
<b>Liability reduced to Nil for 4WD's</b> <i>(subject to exclusions, see 'Exclusions' below)</i>			✓
<b>Overhead &amp; underbody damage <sup>4</sup></b>			✓
<b>Towing &amp; vehicle recovery costs <sup>5</sup></b>			✓
<b>Unlimited KMS per day <sup>6</sup></b>			✓

**NOTES**

1. **Liability Reduction Option:** Reduces Vehicle Liability to Nil for 2WD's and \$500 for 4WD's.
2. **Single vehicle rollover cover:** The customer will not have to pay for the cost of any damage attributed to an accidental single vehicle rollover.
3. **Linen Exchange:** This service allows customers to exchange their linen and bedding during their rental after seven days of travel at any Britz branch. The branch will need to be notified ahead of time to ensure items are available and ready for when customers arrive.
4. **Overhead & underbody damage:** Unlimited accidental damage to overhead and underbody sections of the vehicle.
5. **Towing & vehicle recovery costs:** From 4WD roads where permission from Britz is required to travel in advance (see Road Restrictions section for a list of these roads).
6. **Unlimited KMs per day:** For 4WD rentals Britz recommends travelling no more than 300kms per day. Travelling further distances incurs a 55 cent charge per kilometre unless the 4WD Max Cover has been purchased.
7. **4WD Max cover:** Can only be purchased in conjunction with the Liability Reduction Option or the Britz Inclusive Pack. Reduces Liability to Nil.

**EXTRA HIRE ITEMS**

Product	Charge	Product	Charge
First Aid Kit	\$40	Toilet Chemical (2wd with toilets)	\$3
Camping Table	\$29	Awning (where applicable)	\$6
Camping Chair	\$20	Prepaid Gas Option for Non Toilet Shower	\$20
Fan / Heater	\$18	Prepaid Gas Option for Toilet Shower	\$42
Booster Seat (where applicable)	\$42	Additional Blanket	\$11
Child Seat (where applicable)	\$42	Additional Doona	\$18
Bike Rack (where applicable)	\$58	Air Compressor	\$28
Esky	\$26	Satellite Phone (+ call costs)	\$23
Satellite Phone Insurance (per day)	\$3.50	Solar Panels	\$11

## VEHICLE LIABILITY & REDUCTION OPTIONS

Personal injury is covered in most cases through Registration Third Party Insurance. Britz does not accept any liability for personal injuries sustained during the rental. Except where such loss or damage is caused by Britz's (or that of its employees) own negligence or breach of the Britz Rental Agreement Terms and Conditions, Britz does not accept liability for any loss or damage to any personal belongings or property of the Customer (or any person or entity related to the customer). Britz strongly recommends that the customer takes out personal travel insurance to cover any injury or loss.

# In the USA a liability 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 customer is responsible for the first \$5,000 ("the liability") for the HiTop and the Voyager campervans, \$7,500 ("the liability") for all other 2WD campervans and \$8,000 ("the liability") for the 4WD products; of the cost of any damage to third party property or to the rented vehicle, including single vehicle accident (does not include single vehicle roll over), windscreen and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism with the exception of the 'Exclusions'. Where the damage is the customer's fault, this also includes the cost of the daily rental for the period the vehicle is being repaired. In addition to these costs, an administration fee of \$60 may apply, per claim. The liability applies in respect of each claim, not rental. The \$5,000, \$7,500 or \$8,000 liability can be reduced by purchasing the Liability Reduction Option or the Britz Inclusive Pack.

### 1 LIABILITY REDUCTION OPTION

Cost per day	Liability reduced to	
<b>2WD HiTop, Voyager campervans</b>	\$48 (maximum charge \$2,400)	NIL
<b>All other 2WD's campervans</b>	\$53 (maximum charge \$2,650)	NIL
<b>4WD Safari Landcruiser, 4WD Safari Auto and 4WD Outback</b>	\$55 (maximum charge \$2,750)	\$500

When the vehicle hired is a 2WD campervan and the Liability Reduction Option has been purchased, the hirer will have no liability at all with the exception of the 'exclusions'.

When the vehicle hired is a 4WD and the Liability Reduction Option has been purchased, the hirer will be responsible for the first \$500 ("the liability") 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'.

Customers hiring a 4WD who have not purchased 4WD Max Cover will be responsible for up to \$8,000 for towing and vehicle recovery costs in the event that towing and vehicle recovery is required from a 4WD road where permission was provided from Britz in order to travel on the roads (refer to the road restrictions section for a list of these roads where permission is required before travel).

The maximum public liability is \$20,000,000, sub limits may apply. Please note that the maximum public liability may change during the course of the year for which these terms apply.

**BRITZ STRONGLY RECOMMENDS OUR CUSTOMERS TAKE THE BRITZ INCLUSIVE PACK FOR TRAVEL WITH PEACE OF MIND.**

**FOR 4WD RENTALS BRITZ STRONGLY RECOMMENDS OUR CUSTOMERS TAKE THE BRITZ INCLUSIVE PACK WITH 4WD MAX COVER FOR TRAVEL WITH PEACE OF MIND.**

### LIABILITY DEPOSIT

If the Liability Reduction Option or the Britz Inclusive Pack is not taken, the customer must pay the Liability Deposit. The Liability Deposit is \$5,000 for the HiTop and Voyager, \$7,500 for all other 2WD campervans or \$8,000 for a 4WD, and is applicable regardless if the hirer has purchased private travel insurance.

When the vehicle hired is a 4WD and the Liability Reduction Option or the Britz Inclusive Pack has been purchased the Liability deposit is \$500.

The customer must provide a valid credit card or debit card to pay the Liability Deposit and the amount will be **debited** to the customer's credit card or debit card on the day of vehicle collection. The credit or debit card holder must be present and able to sign for the Liability Deposit upon vehicle collection. The credit or debit card holder is jointly and severally liable for any damage to the rental vehicle. **Any type of pre-paid travel card is not acceptable as a means to provide a Liability Deposit.**

The Liability Deposit is subject to a 1.6% credit card administration fee in addition to the Liability Deposit amount when the card used is either a Visa credit or debit card or MasterCard credit or debit card, or 2.8% when the credit card used is American Express. The credit card administration fees are subject to change.

The Liability Deposit is fully refundable, including the 1.6% credit card administration fee, if the card used to provide the Liability Deposit is a Visa credit or debit card or MasterCard credit or debit card, provided the Vehicle is returned undamaged. Britz recommend that customers use a Visa credit or debit card or MasterCard credit or debit card for the Liability Deposit, as the credit card administration fee that applies when using American Express credit card is not refundable.

**Only Visa credit or Visa debit card, MasterCard credit or MasterCard debit card, or American Express credit card are acceptable to use for the purpose of the Liability Deposit.**

### EXCLUSIONS

The Liability Reduction Option will not apply and the customer is responsible for all costs arising out of, or incurred in connection with:

- a) Any use of the vehicle prohibited under the Britz Rental Agreement.
- b) Any damage caused by wilful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle) and driving under the influence of alcohol or drugs and negligence resulting in damage to the hired vehicle or third party vehicle/property.
- c) Any loss or damage to any personal belongings or property of the customer (or any person or entity related to the customer), except where such loss or damage is caused by Britz's (or that of its employees) own negligence or breach of the Britz Rental Agreement Terms and Conditions. Britz recommends the customer does not leave valuables in the vehicle and that they take out personal travel insurance.
- d) Any damage where the customer is charged by the local authorities for being careless, showing gross negligence or willfulness in failing to abide by the local road rules, resulting in damage to the hired vehicle or third party vehicle/property.
- e) Retrieving or recovering a vehicle, which may include, but is not limited to a vehicle that has become bogged, submerged, caught, trapped, stuck or restricted in any way and/or has been abandoned, in each case in circumstances within the control of the customer.



- f) Replacing keys, which have been lost or stolen, or retrieval of keys which have been locked in a vehicle.
- g) Any overhead and underbody damage to the 2WD vehicle however caused, except where Liability Reduction Option or the Britz Inclusive Pack has been purchased.
- h) Any overhead and underbody damage to the 4WD Vehicle however caused, except where 4WD Max Cover has been purchased.
- i) Any single vehicle roll over except where the Britz Inclusive Pack has been purchased.
- j) Any towing and vehicle recovery costs (up to \$8,000) from a 4WD road where permission is required in advance from Britz in order to travel, where the Customer has not purchased 4WD Max Cover.
- k) Damage caused to the vehicle because total load (kg) has exceeded recommended load as stated in vehicle manual. Vehicles are not to be used for the purpose of transporting and haulage of goods other than what might be reasonably expected of a leisure rental.
- l) Damage caused by drivers not identified on the rental agreement and/or drivers whose licence that has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.
- m) Any damage caused to the vehicle due to the incorrect use of snow chains.
- n) Any damage associated with the incorrect use of fuel (fuel being diesel or petrol) this includes Biofuel which should not be used, or water or other contamination of fuel.
- o) Any water related damage which includes, but is not limited to, vehicle submersion, contact with salt water, creek or river crossings (applies to 2WD vehicles), driving through flooded areas and beach driving.
- p) The customer has fitted accessories (as provided by Britz or otherwise) to the vehicle incorrectly or otherwise in a manner which causes damage to the vehicle, the accessories or any other vehicle or property.
- q) Using the vehicle in contravention of any legislation or regulation controlling vehicular traffic.
- r) Any damage caused to the vehicle by a customer's cat or dog.

## CONDITIONS

### RENTAL DURATION

- Minimum and maximum rental periods apply and are subject to change.
- 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 Britz (call 1800 331 454). The rental extension is subject to vehicle availability. The cost of an extended rental must be paid by credit or debit card over the telephone on confirmation of the rental extension. The rate charged may not reflect the original rate booked. Failure to obtain authorisation will result in a daily fee of \$150 in addition to the daily rate.

	ADL	ASP	BME	BNE	CNS	DRW	HBT	MEL	PER	SYD
ADL		7	21	7	14	14	10	7	14	7
ASP	7		14	14	14	7	21	14	14	14
BME	21	14		28	21	10	28	21	10	21

	ADL	ASP	BME	BNE	CNS	DRW	HBT	MEL	PER	SYD
BNE	7	14	28		7	14	14	7	21	7
CNS	14	14	21	7		14	14	14	28	14
DRW	14	7	10	14	14		28	14	14	14
HBT	10	21	28	14	14	28		7	28	10
MEL	7	14	21	7	14	14	7		14	7
PER	14	14	10	21	28	14	28	14		14
SYD	7	14	21	7	14	14	10	7	14	

### MINIMUM RENTAL PERIODS

- Minimum rental period is 5 days for same city rentals, with exceptions noted below. One-way hires have increased minimum hire requirements – please refer to the one-way rental matrix below.
- Minimum rental period is **10 days** for hires where travel dates include **20 December to 10 January**.
- **4 and 6 berth** rentals from Sydney that collect during the Bathurst races will have a minimum rental requirement of **7 days**. The races usually occur in early October.
- **4 and 6 berth** rentals from Melbourne that collect during the Phillip Island races will have a minimum rental requirement of **7 days**.

### MULTIPLE RENTALS

- Should a customer have more than one consecutive rental they can be combined to qualify for longer-term hire discounts off the daily vehicle rates. Details are on application.

### ROAD RESTRICTIONS

2WD Campervans can only be driven on sealed/bitumen roads. The only exceptions to this are well-maintained access roads of less than twelve kilometres to recognised campgrounds, major tourist attractions and well-maintained, recognised roads on Kangaroo Island (South Australia). Should a customer wish to travel on an unsealed road that is greater than twelve kilometres in length to access a recognised campground special permission can be arranged pending road condition, weather and distance. Please contact your local representative to discuss **at time of booking**.

4WD campervans can be driven on sealed/bitumen roads and recognised unsealed roads with the following exceptions:

- 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, Gibb River Road, Burke Development Road from Chillagoe to Normanton and Savannah Way from Normanton to Borroloola, Finke Road (between Alice Springs and Oodnadatta), Central Arnhem Road, Arnhem Land in general and Chambers Pillar.
- Vehicles are NOT permitted to travel on the Canning Stock Route, the Lost City in Litchfield Park, the Old Gunbarrel Hwy, the old Telegraph Track section of the road to Cape York, Boggy Hole (Finke Gorge National Park), Ghan Heritage Road (from Titjikala to Finke) and Fraser Island, at any time.

- Vehicles are NOT permitted to travel to Cape York between the months of December to May. At all other times permission is required. The old Telegraph Track section of the road to Cape York is prohibited at all times however the bypass is permissible providing permission provided.

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.

Should a customer breach the road restriction rules by taking a 2WD vehicle on an unsealed road or restricted road, or by taking a 4WD vehicle on a restricted road; Britz may impose a fee on the customer of \$300 on each occasion that is identified by Britz.

### **LICENSE & AGE RESTRICTIONS**

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. Drivers must be 21 years of age or over.

### **CHANGE OF DROP-OFF LOCATION**

If the customer wishes to change the drop-off destination, they must first obtain authorisation from Britz (call 1800 331 454).

Subject to the change being approved, an additional charge of up to \$750 may apply.

### **CHANGE OF VEHICLE**

Should the vehicle booked be unavailable, 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. Nor is the agent in breach of booking for you.

### **VOLUNTARY DOWNGRADE**

Should the hirer decide to take a lesser vehicle than booked they will not be entitled to any refund.

Note: Britz reserves the right to refuse any rental at its discretion.

### **VEHICLE AGE**

Britz vehicles are under 4 years of age from their on fleet date.

### **TRANSFERS**

Britz clients will need to make their own way to and from the Britz branch, at their own expense..

### TOLL AND TRAFFIC NOTICES AND ADMINISTRATION FEES

Britz reserves the right to charge the hirer for any speeding, toll way or parking fines. In addition to the costs associated per fine, an administration fee of \$60 may be applicable.

If a customer continues to exceed a speed of 110km or continues to exceed the posted speed limit, as determined by the customer repeatedly ignoring the warnings of the telematics system fitted into the vehicle, Britz may impose a fee on the customer in the amount of \$300.

### PET FEE

Up to two cats or dogs may be carried in the campervan. A pet fee of \$299 will apply per hire. Pets which travel must be registered, treated for fleas and be controllable. At pick-up and drop-off in our branch locations, customers must ensure that their pet is secure on a lead and is supervised by an adult outside of the branch. Pets must be clean and dry before entering the campervan. Whilst driving, pets must be restrained in the rear of the campervan, avoiding the possibility of distracting the driver. Britz reserves the right to charge the customer a \$299 cleaning fee for any animal related soiling of the campervan. **Agent and Britz must be advised of pets at the time of booking with details.**

### CREDIT AND DEBIT CARD PAYMENTS

The credit or debit card holder will be jointly and severally liable as a customer. Accepted cards are Visa credit or Visa debit card, MasterCard credit or MasterCard debit card and American Express credit card. A non-refundable 1.6% administration fee will apply to all Visa and MasterCard transactions or 2.8% for American Express. Credit card administration fees also apply to the Liability Deposit and **only the customer's credit or debit card is acceptable to use for the purpose of the Liability Deposit and the Credit Card Authority.** The credit card administration fees are subject to change.

### CREDIT CARD AUTHORITY

The customer authorises Britz to retain the details of their credit or debit card and to take any action to recover from the credit or debit card the amounts due by the customer pursuant to the Britz Rental Agreement Terms and Conditions. These charges including, but not limited to, vehicle cleaning (this includes toilet and waste water tank emptying), speeding, toll way, parking or freedom camping fines, on road assistance, delivery and return of vehicle, late drop off fees, failure to return the vehicle with full diesel or petrol tanks or full LPG bottle (pre-paid fuel and pre-paid gas is included in the Express Return Pack), rental extensions or Exclusions. For security purposes, only the customer's Visa credit or Visa debit card, MasterCard credit or debit card, or American Express credit card can be used for the Credit Card Authority. Credit or debit cards must be valid for 90 days following the end date of the rental.

### EXCHANGE RATE / CURRENCY VARIATIONS

All credit and debit card transactions are conducted in Australian dollars. If a refund is due, Britz will credit the amount due in full to the Customer's credit or debit card. Britz does not accept any liability for credit or debit card fees or bank-imposed fees relating to currency conversion or foreign transactions, which may appear as a variation between the total debited and the total refunded.

All amendments to bookings are subject to availability of the 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 hirer name, 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), which applied at the time of the original booking, will apply.

## **BOOKING AMENDMENTS**

If the customer changes the travel dates of their booking and subsequently cancels:

- In the case of postponing the travel dates of your booking the original travel dates will be used to calculate the cancellation fees; and
- In the case of bringing forward the travel dates of your booking the new travel dates will be used to calculate the cancellation fees.

## **CANCELLATION POLICY**

If the customer changes the travel dates of their booking and subsequently cancels:

- In the case of postponing the travel dates of your booking the original travel dates will be used to calculate the cancellation fees; and
- In the case of bringing forward the travel dates of your booking the new travel dates will be used to calculate the cancellation fees.

The cancellation fees are:

- If cancelled up to 61 days prior to pick-up– Agent Deposit
- If cancelled from 60 to 22 days prior to pick-up 10% of Rental + Agent Deposit
- If cancelled from 21 to 7 days prior to pick-up 20% of Rental + Agent Deposit
- If cancelled 6 to 1 days prior to pick-up 50% of Rental + Agent Deposit
- If cancelled on day of pick up or No-Show 100% of Rental (includes Agent Deposit)
- If vehicle is returned early there is no refund available for the unused days.
- The cancellation fee period is based on Australian Eastern Standard time.

## **CALCULATION ERRORS**

Britz will not honour calculation errors. Should a calculation error occur Britz will charge for the shortfall.

## 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 may impact any claims for compensation. Please contact us on 1300 850 805 or +61 3 8398 8880.

## BRANCHES

BRANCH	ADDRESS
<b>ADELAIDE</b>	376-388 Sir Donald Bradman Drive, BROOKLYN PARK SA 5032
<b>ALICE SPRINGS</b>	220 Stuart Highway , ALICE SPRINGS NT 0870
<b>BRISBANE</b>	87 Bancroft Road, PINKENBA QLD 4008
<b>BROOME</b>	10 Livingston Street, BROOME WA 6725
<b>CAIRNS</b>	419 Sheridan Street, CAIRNS QLD 4870
<b>DARWIN</b>	17 Bombing Road, Winnellie, DARWIN NT 0820
<b>HOBART</b>	14 Long Street, Hobart International Airport, CAMBRIDGE TAS 7170
<b>MELBOURNE</b>	Building 2/9 Ashley St, BRAYBROOK VIC 3019
<b>PERTH</b>	471 Great Eastern Highway, REDCLIFFE W.A 6104
<b>SYDNEY</b>	1/1801 Botany Road, BANKSMEADOW NSW 2019

## OPERATING HOURS

**PEAK:** Britz branches are open 7 days a week with the exception of Good Friday (7 April), Christmas Day (25 December), New Year's Day (1 January) and Australia Day (26 January) when they are closed.

**OFF PEAK:** Britz branches are closed on Sundays during off peak months. The Britz Alice Springs, Broome, Darwin and Hobart branches are closed during off peak months. See below for more information.

The 4WD Safari Auto is only available to or from Adelaide (Limited availability), Alice Springs, Brisbane, Broome, Cairns, Darwin, Melbourne and Perth.

The 4WD Safari Landcruiser is only available to or from Broome, Darwin and Melbourne.

The 4WD Outback is only available to or from Adelaide, Alice Springs, Broome, Darwin, Melbourne and Perth.

The 4WD Safari Landcruiser, Safari Auto and the Outback are only available for travel from 15 April to 13 November inclusive.

Adelaide and Melbourne are only available at the start and the end of the season.

Britz requests that clients collecting or returning their vehicle to be in the office by 1500 hours.

LOCATIONS	DATES & HOURS OF OPERATION			
SYDNEY, MELBOURNE, ADELAIDE AND PERTH	<b>1 April – 30 April</b> 9AM – 3.30PM	<b>1 May – 31 August</b> 9AM – 3.30PM Closed Sundays	<b>1 September - 31 March</b> 9AM – 3.30PM	
BRISBANE	<b>1 April – 30 September</b> 9AM – 3.30PM	<b>1 October – 28 February</b> 9AM – 3.30PM Closed Sundays	<b>1 March - 31 March</b> 9AM – 3.30PM	
HOBART	<b>1 April – 30 June</b> 9AM – 3.30PM	<b>1 July - 31 August</b> CLOSED	<b>1 September - 31 March</b> 9AM – 3.30PM	
ALICE SPRINGS, DARWIN AND BROOME	<b>1 April – 30 April</b> 9AM – 3.30PM Closed Sundays	<b>1 May – 31 October</b> 9AM – 3.30PM	<b>1 November – 30 November</b> 9AM – 3.30PM Closed Sundays	<b>1 December – 31 March</b> CLOSED
CAIRNS	<b>1 April – 30 April</b> 9AM – 3.30PM Closed Sundays	<b>1 May – 31 October</b> 9AM – 3.30PM	<b>1 November – 31 March</b> 9AM – 3.30PM Closed Sundays	

## PLEASE NOTE

### Customer Pre-Arrival Registration

Please note, it is mandatory for all customers to complete their Customer Pre-Arrival Registration.

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 the suppliers website.

## 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.

Supplier summary or terms and agreement and Agents user agreement can change without notice..

As at 21/06/2022