

# BRITZ RENTAL AGREEMENT TERMS AND CONDITIONS

## Australian Campervan & 4WD Rentals

Effective: 01 April 2015 – 31 March 2016

No Boundaries

# Britz



Campervan. 4WD. Car Rentals

Thank you for choosing Britz. We are very proud of our product and our reputation, and we have built our business on providing the best possible experience for our customers. Your safety and security are our greatest concerns, so to assist you in making your holiday a wonderful experience, it is important for you to carefully read these terms and conditions. Should you have any questions or complaints about these terms and conditions please contact us on freecall 1800 331 454. These terms and conditions do not exclude, restrict or modify the application of any provision, the exercise of any right, or the imposition of any liability under any statute (including the Competition and Consumer Act 2010 (Cth) or the Australian Consumer Law).

### 1) Rates and conditions

Rates and Conditions quoted in our documentation are subject to change without notice. However (subject to changes in legislation or errors) we will not alter rates or conditions applicable to your rental once your booking has been confirmed by Britz. Any booking amendments will result in the rate booked being re-calculated at the rate applicable on the date of amendment. Please note all prices are quoted and payable in Australian dollars.

### 2) Definitions

'This Agreement' means the Rental Agreement and these Terms and Conditions. 'Customer' means the person or persons nominated as the hirer and any person whose credit or debit card is presented for payment of the Customer's charges. Refer to clauses 25 and 32 for information about the Vehicle Security Deposit requirements and credit and debit card payments. 'Britz' means Tourism Holdings Australia Pty Ltd. 'Vehicle' means any vehicles provided to the Customer by Britz. 'Rental Period' means the hire period or any agreed variation thereof and any additional period during which the Vehicle is in the Customer's possession or control. 'Vehicle' means the Vehicle hired by the Customer and includes tyres, tools, accessories, camping utensils, and all other equipment, documents, or additional hire items related to the Vehicle and any replacement or substitute Vehicle that may be provided.

### 3) Rental duration

#### CAMPERVANS

**3.1** Rental days are calculated on a calendar day basis. When calculating the number of days the Vehicle is rented, the day of pick-up is counted as day one of the rental, regardless of pick-up time. The day of the Vehicle's return is counted as the final day of the rental regardless of drop-off time.

**3.2** Minimum rental period is 5 days with the following exceptions. 4 & 6 berth rentals from Sydney over the Bathurst period, and Melbourne over the Moto GP period require a minimum of 7 days. All rentals between 20 December and 10 January require a minimum of 10 days. Minimum rental period for one-way rentals vary depending on the locations and this is advised at time of booking. Minimum rental periods are subject to change, and any such change will be notified to you prior to booking confirmation.

**3.3** Late pick-up or early return of the Vehicle does not entitle the Customer to any refund of the unused portion of the rental.

#### 4WD CARS

**3.4** Unlike Campervans, rental days are calculated on a 24-hour basis.

**3.5** Minimum rental period is 5 days for 4WD cars. Minimum

rental period for one-way rentals can vary depending on location. Minimum rental periods are subject to change and any such change will be notified to you prior to booking confirmation.

**3.6** Late pick-up or early return of the Vehicle does not entitle the Customer to any refund of the unused portion of the rental.

**3.7** Britz allows a grace period of 59 minutes before the Customer is liable for late return charges.

- 1 hour late, one third of the daily rate will apply.
- 2 hours late, two thirds of the daily rate will apply.
- 3 hours late, one full day rate will apply.

### 4) Delivery and return of vehicle

**4.1** The Customer acknowledges having received the Vehicle in a clean condition, with a full fuel tank and a full bottle of gas (if applicable).

**4.2** The Customer will return the Vehicle in a clean condition with a full fuel tank and a full bottle of gas (if applicable and subject to any pre-purchase fuel and/or pre-purchase gas option being taken), on the return date, time and location set out in the Rental Agreement. Failure to adhere to these requirements will result in additional charges. Should the Customer have the pre-purchase fuel and/or the pre-purchase gas option there is no refund for unused fuel and/or gas.

**4.3** The Customer acknowledges that Britz will reasonably determine what, if any, refund may be warranted if the Vehicle is returned or the Customer ceases to have the use of the Vehicle prior to the return date.

### 5) Branch hours of operation

Britz Branches are open 7 days per week with the following exceptions:

Britz branches are closed on Christmas Day (25th December), New Years Day (1st January) and Australia Day observed Public Holiday (26th January). Britz requests that clients collecting or returning their vehicle to be in the office by 3:30pm.

#### Sydney, Melbourne, Adelaide and Perth

1 April to 30 April – 7.30am to 4pm

1 May to 31 August – 10am to 4pm, closed Sundays

1 September to 31 March – 7.30am to 4pm

#### Brisbane

1 April to 30 April – 7.30am to 4pm

1 May to 31 August – 7.30am to 4pm,

closed Sundays

1 September to 31 March – 7.30am to 4pm

#### Hobart\*

1 April to 30 April – 7.30am to 4pm

1 May to 31 August – CLOSED

1 September to 31 March – 7.30am to 4pm

#### Alice Springs, Darwin and Broome

1 April to 30 April – 10am to 4pm, closed Sundays

1 May to 31 October – 7.30am to 4pm

1 November to 30 November – 10am to 4pm, closed Sundays

1 December to 31 March – CLOSED

#### Cairns

1 April to 30 April – 10am to 4pm, closed Sundays

1 May to 31 October – 7.30am to 4pm

1 November to 31 March – 10am to 4pm, closed Sundays

\*4WD Campervans and 4WD Cars cannot be collected and/or returned to the Hobart branch.

A AU\$100 surcharge will apply to all rentals picking up or dropping off on the following National public holidays;

Good Friday (3rd April 2015 and 25 March 2016)

Easter Monday (6th April 2015 and 28 March 2016)

ANZAC Day (25th April)

Boxing Day (26th December)

Please ensure that you allow adequate time to complete the required paperwork when collecting or returning your vehicle. All vehicles must be collected from and returned to a Britz Campervan branch.

### 6) Change of drop-off destination

If the Customer wishes to change the drop-off destination, they must first obtain authorisation from the Reservations Centre. Subject to the change being approved, an additional charge of up to AU\$750 may apply, which will be notified to you at time of approval and is required to be paid immediately via credit card. The fee may apply in all cases irrespective of the reason for location change.

### 7) Late drop-offs

**7.1** If the Customer wishes to drop-off the Vehicle after business hours, they must first get approval from the destination branch.

**7.2** Subject to approval, a fee of AU\$150 is applicable and the Customer will be required to pay an extra day's Liability Reduction Premium (based on the Liability Reduction Option selected) as they will be held responsible for the Vehicle up until the time that it is checked in by a Britz staff member.

### 8) Rental extension

**8.1** If the Customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Britz. This is subject to availability. The extra cost of an extended rental must be paid by credit card on confirmation of the rental extension.

**8.2** Failure to obtain an authorisation for a rental extension will result in a late fee of AU\$150 per day in addition to the daily rental rate (plus Liability Reduction charges) for each day until the vehicle is returned. The daily rental rate charged will be the rate applicable on the day of extension (which may differ from the original rate booked) per vehicle for the extended rental period.

### 9) Rentals in Broome

An additional remote location fee of AU\$750 applies to all Vehicles picking up or dropping off in Broome. Only one remote location fee is charged per Vehicle. This is in addition to any One-Way fee if applicable.

### 10) Hobart Airport fee

An airport pick up fee of AU\$30 per hire will apply to Vehicles with pick-up at Hobart Airport. This fee is subject to change and new airport charges may arise. 4WD Campervans and 4WD Cars cannot be collected and/or returned to the Hobart branch.

### 11) One-way rentals

**11.1** One-Way rentals are available between all branch locations.

**11.2** A One-Way fee of AU\$280 applies where vehicle collection originates from Cairns, Brisbane, Sydney, Melbourne, Hobart or Adelaide and returns to one of these locations. Should the hire originate or return to Darwin, Broome, Alice Springs or Perth the one-way fee is AU\$380. One-way fees are additional to any other fees that may apply.

4WD Campervans and 4WD Cars cannot be collected and/or returned to the Hobart branch.

## 12) Multiple rentals

Should a Customer have more than one consecutive rental, the bookings can be combined to qualify for longer-term hire discounts off the vehicle rate. Consecutive campervan hire in South Africa for Britz, Maui and KEA; Australia for Britz, Maui, KEA and Mighty and in New Zealand for Britz, Maui, KEA, United, Alpha and Mighty can be combined to qualify if travel is within a 3-month period.

## 13) Additional Kilometre Charge

All 4WD vehicles have 300 kilometres included per rental day. Thereafter a charge of 50 cents per kilometre may apply.

## 14) Licence

A full (non-probationary) resident country driver's licence must be presented at the time of rental for each nominated driver. If the licence is not in English format, an international driver's licence is also required.

## 15) Age restrictions

Drivers must be 21 years of age or over.

## 16) Use of the vehicle

**16.1** The Customer agrees that, during the Rental Period, the Customer will not allow the Vehicle to be:

- (a) driven otherwise than in a prudent and cautious manner. A Single Vehicle Rollover is considered a breach of this condition. A Single Vehicle Rollover may include, but is not limited to, a Vehicle that has rolled, tipped or fallen over and this has caused damage to the side and/or roof area of the Vehicle in circumstances within the control of the Customer. Customers who have purchased the Additional Protection Coverage or the 4WD Easy Cover Plus Option will have the cost of damage resulting from an accidental single vehicle rollover covered, providing no breach of rental agreement related to the rollover;
- (b) driven by a person under the influence of alcohol or drugs or with a blood alcohol level in excess of that permitted by law;
- (c) left with the ignition key in the Vehicle while it is unoccupied;
- (d) damaged by:
  - (i) submersion in water
  - (ii) contact with salt water
  - (iii) creek or river crossing
  - (iv) driving through flooded areas
  - (v) beach driving
- (e) used for any illegal purpose or in any race, rally or contest;
- (f) used to tow any vehicle or trailer;
- (g) used to carry passengers or property for hire or reward;
- (h) used to carry more persons than is permitted by any relevant authority or detailed in the Vehicle manual or on the Vehicle or specified in this Agreement;
- (i) used to carry volatile liquids, gases, explosives or other corrosive or inflammable material; and
- (j) used for the purpose of transporting and haulage of goods other than what might be reasonably expected of a leisure rental.

**16.2** Road restrictions apply as follows:

- (a) 2WD vehicles must not be used on any unsealed road (being a road not sealed with a hard material such as tar, bitumen or concrete). Off road conditions include, but are not limited to: fire trails, beaches, sand, tracks, fields or paddocks. The only exception to this is reasonable use of access roads limited to a maximum of twelve kilometres in length to recognised commercial campgrounds.
- (b) 4WD vehicles can be driven on recognised unsealed tracks.
- (c) 4WD vehicles may only travel to the following areas with the written permission of Britz: 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, Savannah Way from Normanton to Borroloola, Fraser Island\*, Finke Road (between Alice Springs and Oodnadatta), Central Arnhem Road and Arnhem Land in general, and

(d) Vehicles are not permitted on the Canning Stock Route, the Old Gunbarrel Hwy, the Lost City in Litchfield Park, the Telegraph section of the road to Cape York, Boggy Hole (Finke Gorge National Park) and the Old South Road from Maryvale to Finke at any time. Travel to Cape York between the months of December to May is not permitted. The Customer is responsible for all damage if travelling on these roads as defined in clause 22.9.

\* The Britz Safari 4WD and the 4wd car are not permitted to travel to Fraser Island where any objects are being stored on the roof of the vehicle. This requirement is legislated and fines, enforced by local authorities are applicable.

**16.3** We value your well-being, and for safety purposes, 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. Britz will advise you on pick-up of any travel restrictions known at that time.

**16.4** Where Britz mandates a change in drop off location, fees as per clause 6 will not apply.

**16.5** The Customer shall not make any alterations or additions to the Vehicle without the prior written consent of Britz.

**16.6** The Customer will not allow any animals to be carried in the Vehicle, excluding registered guide dogs.

**16.7** The Customer shall take all reasonable steps to properly maintain the Vehicle, including daily checks of the oil, water and batteries, and will contact Britz immediately should vehicle warning lights indicate any potential malfunction.

**16.8** All Spirit of Tasmania ferry bookings must be made for a 7.7m long vehicle to allow for a change in vehicle type.

## 17) Maintenance and repairs

**17.1** Britz will reimburse customers for expenditure up to AU\$200 (campervans only) reasonably incurred in rectifying any mechanical failure to the drive train and engine of the Vehicle. For repairs costing over AU\$200, (campervans only) Britz will need to be informed and confirm the repair in advance. Repairs will be approved and reimbursement, where applicable, will be granted provided the Customer was not responsible for the damage. In all cases, receipts must be submitted for any repair or the claim will not be paid.

**17.2** Subject to the terms of the Liability Reduction, the Customer will pay for the cost of repairing or replacing tyres damaged during the Rental Period except if the tyre is defective and is returned by the Customer to Britz for inspection and is subject to a warranty claim on the manufacturer.

## 18) On-road assistance

Any problems associated with the Vehicle, including equipment failure, must be reported to Britz within 24 hours in order to give Britz the opportunity to rectify the problem during the rental. Failure to do so may compromise any claims for compensation. Subject to clause 27, Britz reserves the right to not accept liability for any claims submitted after this period.

Please contact Britz on: 1800 331 454

## 19) Vehicle availability

**19.1** Vehicles cannot be requested by make or model, only by vehicle category.

**19.2** Britz will endeavour to supply the vehicle category selected, however should the Vehicle booked be unavailable through unforeseen circumstances, Britz reserve the right to substitute an alternative Vehicle without prior notification. The alternative Vehicle shall be as close a substitute for the booked Vehicle as possible. Britz will reasonably determine what, if any, refund may be warranted if a vehicle substitution is required.

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

## 20) Title to vehicle

The Customer acknowledges that Britz retains title to the Vehicle at all times. The Customer shall not agree, attempt, offer or purport to sell, assign, sub-let, lend, pledge, mortgage, let on hire or otherwise part with or attempt to part with the personal possession of or otherwise deal with the Vehicle.

## 21) For your protection

Personal Injury is covered in most cases through Registration Third Party Insurance. However, we strongly recommend that all people travelling in Australia take out Personal Travel Insurance. Britz does not accept any liability for personal injuries sustained during rental.

## 22) Vehicle damage – Liability Reduction Options

**22.1** The Customer understands that:

- (a) the Vehicle is insured for Third Party Vehicle and property damage;
- (b) the Customer will have to pay a Liability in respect of any damage incurred whilst in the customer's possession;
- (c) the Liability may be reduced by taking out Liability Reduction coverage.

**22.2** Any Liability Reduction is void, and the Customer will be responsible for the total cost of any damage (as per clause 22.9) if:

- (a) the Customer breaches any of the conditions of clause 16 and 24;- and
- (b) the Customer's breach is the cause of or contributes to the relevant damage.

**22.3** If no Liability Reduction Option is taken, the Customer is responsible for the first AU\$7,500 of the cost of damage as described in clause 22.9.

**22.4** With Liability Reduction Option 1 the Customer is responsible for the first AU\$2,500 where the rented vehicle is a 2WD or AU\$3,500 where the rented vehicle is a 4WD of the cost of damage as described in clause 22.9.

**22.5** With Liability Reduction Option 2 when the rented vehicle is a 2WD the Customer will not have to pay a liability for any damage to the vehicle, subject to clause 24. This cover includes unlimited tyre and windscreen cover for accidental damage. With Liability Reduction Option 2 when the rented Vehicle is a 4WD the Customer is responsible for the first AU\$500 of the cost of damage as described in clause 22.9.

**22.6** The Vehicle Security Deposit applies in respect of each claim, not rental. The Vehicle Security Deposit will be applied towards payment for costs or damages owing to Britz where the Customer is at fault.

**22.7** Where the Customer is at fault, the Liability is applicable and must be paid by the Customer at the time the accident report is completed, not at the completion of the rental. Upon written request, Britz will provide the customer with an itemized bill of any amounts deducted from the Vehicle Security Deposit.

**22.8** The Vehicle Security Deposit will:

- (a) be refunded to the Customer upon a determination by the relevant insurance company that the Customer was not at fault in relation to the damage;
- (b) be deducted by Britz in the amount equal to the damage caused by the Customer upon a determination by Britz's insurance company that the Customer was at fault in relation to the damage.

**22.9** Damage includes any and all damage to Third Party property, damage to the rented vehicle including windscreens, tyres, towing and recovery costs, theft, fire, break in or vandalism. This also includes the cost of the daily rental rate for the period the vehicle is being repaired. In addition to the costs associated with the claim, a processing fee of AU\$60 and associated damage assessment fees will be applicable per claim.

**22.10** Britz offers an option to purchase Additional Protection Coverage with 2WD Campervan hires. This option can only be taken in addition to Liability Reduction Option 2 and is only available with 2WD campervan hire. Subject to clauses 22 and 24, where Additional Protection Coverage is purchased, the hirer will not have to pay for damage costs attributed to an accidental single vehicle rollover.

### 23) 4WD Easy Cover Plus Option

The 4WD Easy Cover Plus Option is only available with 4WD hires and when Liability Reduction 2 has been purchased. Subject to clauses 22 and 24 the 4WD Easy Cover Plus Option extends the cover available for 4WD's to include a NIL liability, cover for accidental damage to the overhead and underbody sections of the 4WD Vehicle, cover for accidental single vehicle roll-over damage, unlimited tyre and windscreen cover and towing and vehicle recovery costs in the event towing and vehicle recovery is required from 4WD roads where permission from Britz is required to travel in advance (see 16.2 (c) for a list of these roads). Customers requiring vehicle towing and vehicle recovery from a road listed within this section will be responsible for up to AU\$7,500 for towing and vehicle recovery in the event of not having this cover irrespective of the Liability Reduction Cover Option the Customer may have.

IN THE CASE OF 2WD HIRE BRITZ STRONGLY RECOMMENDS OUR CUSTOMERS TAKE LIABILITY REDUCTION OPTION 2 AND ADDITIONAL PROTECTION COVERAGE; AND IN THE CASE OF 4WD HIRE BRITZ STRONGLY RECOMMENDS OUR CUSTOMERS TAKE LIABILITY REDUCTION OPTION 2 AND 4WD EASY COVER PLUS, FOR TRAVEL WITH COMPLETE PEACE OF MIND.

### 24) Exclusions

The Customer acknowledges that they are responsible for all costs for the following damage irrespective of Liability option that may have been taken. Damage as identified below is specifically excluded from any Liability Reduction, Additional Protection Coverage or 4WD Easy Cover Plus limitation of liability unless stated otherwise and the Customer remains fully liable for all costs incurred:

- (a) for any damage due to vehicle use in contravention of clause 16 'Use of Vehicle';
- (b) any damage caused by willful 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) for any loss or damage to Personal belongings: Britz recommend the Customer does not leave valuables in the vehicle and that they take out personal travel insurance;
- (d) if the Customer is deemed by local authorities to have been careless, negligent or willful in failing to abide by the local road rules, resulting in damage to the hired Vehicle or Third Party vehicle/property;
- (e) the cost to retrieve or recover a Vehicle which may include, but is not limited to a vehicle that has become bogged, submerged, caught, trapped, stuck or restricted in anyway and/or has been abandoned;
- (f) the cost to replace keys which have become lost, stolen, or retrieval of keys which have been locked in the Vehicle;
- (g) overhead, underbody or single vehicle rollover damage to the 4WD vehicle – except where 4WD Easy Cover Plus has been purchased;
- (h) overhead and underbody damage to the 2WD vehicle - except where Liability Reduction 2 has been purchased. This does not cover single Vehicle rollover except where Additional Protection Coverage has been purchased;
- (i) towing and vehicle recovery costs (up to AU\$7,500) from a 4WD road where permission is required in advance from Britz in order to travel (refer to road restrictions 16.2 (c) for a full list of these roads) where the Customer has not purchased 4WD Easy Cover Plus;
- (j) for damage caused to the Vehicle because total load (kg) has exceeded recommended load as stated in vehicle manual;
- (k) drivers not identified on the rental agreement and/or drivers that have a licence that has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence;
- (l) any damage caused to the vehicle due to the use of snow chains;
- (m) for any cost associated with the incorrect use of fuel (fuel being diesel or petrol), this includes Bio-Diesel which should not be used, or water or other contamination of fuel.
- (n) part or total submersion in water;
- (o) the Customer fitting 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;

- (p) the Customer's willful conduct; and
- (q) using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic.

### 25) Vehicle security deposit

**25.1** On pick-up of the Vehicle, the Customer agrees to pay a Vehicle Security Deposit. The Vehicle Security Deposit amount is determined by the Liability Reduction Option selected. Only the Customer's credit card is suitable for the purpose of supplying a Vehicle Security Deposit. The Customer authorises Britz to deduct from the Vehicle Security Deposit any amounts due by them to Britz arising out of the agreement including but not limited to:

- (a) the costs and fines set out in clause 24 and 32.3 of this agreement;
- (b) damage to Vehicles caused or contributed to by the Customer;
- (c) the costs incurred by Britz when a Customer returns a Vehicle to a location other than the location agreed to at the start of the rental;
- (d) monies owed by the Customer to Britz; and
- (e) charges incurred as a result of additional rental days.

**25.2** If the Customer does not take Liability Reduction Option 1 or Option 2, the Vehicle Security Deposit is AU\$7,500 payable by the Customer's credit card only. The amount will be debited to the Customer's account immediately.

**25.3** If Liability Reduction Option 1 has been taken the Vehicle Security Deposit is AU\$2,500 in the case of the rented Vehicle being a 2WD and AU\$3,500 in the case of the rented Vehicle being a 4WD, payable by the Customer's credit card only. The amount will be debited to the Customer's account immediately.

**25.4** If Liability Reduction Option 2 has been taken the Vehicle Security Deposit is AU\$250 (2WD Vehicles) or AU\$500 (4WD vehicles), payable by the Customer's credit card only. An imprint of the Customer's credit card will be taken for the required Vehicle Security Deposit amount.

**25.5** The Vehicle Security Deposit is fully refundable including the credit card surcharge if the card used to provide the Vehicle Security Deposit is a Visa or MasterCard, provided the Vehicle is returned on time, to the correct location, undamaged, in a clean condition and with full fuel tanks (fuel being petrol, diesel and LPG gas).

**25.6** Britz reserves the right to retain an AU\$250 cleaning fee if the Vehicle is not returned in a clean condition and free of mud. This includes smoking related cleaning, as smoking is not permitted in the vehicle. The toilet and wastewater tank (if applicable) must be emptied prior to the return of the Vehicle, or an additional AU\$125 soiling fee will be retained.

**25.7** Except where the Customer has purchased Pre-purchase Gas Option and/or Pre-purchase Fuel Option, failure to return the vehicle with full petrol, diesel and/or LPG tanks will result in refill charges.

**25.8** If the Customer has a complaint in relation to any monies deducted by Britz from the Vehicle Security Deposit under clause 25.1, the Customer is invited to contact Britz call 1800 331 454 or send an email to customercare@thlonline.com. Britz takes customer complaints seriously and is committed to dealing with all complaints in a fair, objective, unbiased and timely manner.

**25.9** Britz will provide the Customer with an itemized bill of the monies to be deducted by Britz from the Vehicle Security Deposit under clause 25.1 prior to making such deductions.

### 26) Procedures in case of accident

If the Customer is involved in a motor vehicle accident whilst on hire, the following procedures should be followed:

- (a) At the Accident Scene the Customer must:
  1. Obtain the names and addresses of Third Parties and any Witnesses.
  2. Report the accident to police, regardless of estimated damage costs.
  3. Not accept blame or insist the other party is at fault.
  4. If possible, photograph damage to all vehicle(s) and registration number(s).
  5. Phone the nearest Britz Branch with the accident's details within 24 hours.
- (b) At the Branch
  1. The Customer must produce their Driver's Licence and hand over the police report (if applicable) and any supporting photographs.

2. The Customer is required to pay the liability (if applicable) and any other amount due by them in respect of any damage arising from an accident, loss or damage. This amount is payable at the time of reporting 'the event' and not at completion of the Rental Period.
3. The Customer will pay Britz the daily rental rate for the period the Vehicle is off fleet for accident repairs.
4. The Britz Customer Service Representative will ensure the Motor Vehicle Accident Report is completed clearly and accurately signed by the Customer.

#### (c) Exchange Vehicle

1. The availability of an Exchange Vehicle is not guaranteed; provision is subject to availability, Customer location, accident liability and remaining hire duration. Additional charges may be incurred (see below).
2. If an Exchange Vehicle is required as a result of an accident, the Customer is responsible for making their own way to the nearest Britz branch or pick-up location at their own cost.
3. Britz may offer the Customer the option of paying an "Exchange Vehicle Relocation Fee" to send a driver to deliver the exchange vehicle to the Customer's location.
4. The Customer will pay for any costs relating to delivery of a change over vehicle as a result of any single Vehicle accident. This charge applies irrespective of any Liability Reduction taken.
5. A new Vehicle Security Deposit will be required for the exchange Vehicle.

#### (d) Time Frame for Settlement of Customer Liability Claims

1. Britz shall use best endeavours to ensure that any money due back to the Customer is forwarded as quickly as possible, however Third Party claims can take months or even years to resolve. Britz cannot force the destiny of these claims, and the Customer acknowledges that handling of these claims is up to Britz's Insurer and the Third Party, whether they be insured or not.
2. Britz agrees to refund any Vehicle Security Deposit refunds applicable within 60 days of receiving final resolution and payment relating to Third Party claims.
3. For information regarding outstanding claims or Vehicle Security Deposit refunds please contact the Claims Department on +61 3 8398 8800 during office hours.
4. The Customer agrees to provide all reasonable assistance to Britz in handling any claim including providing all relevant information and attending Court to give evidence.

**Important Note:** Under no circumstances should the Customer attempt to start or drive a vehicle that has been involved in an accident, damaged by rollover, water submersion or any other means without permission from Britz. If the Vehicle is un-driveable after an accident and the Customer would like to have a replacement Vehicle, which will be subject to time, distance and availability, the Customer must make his/her own way (at the Customer's expense) to the nearest Britz branch. Should the Customer require a change over vehicle, a new Vehicle Security Deposit is required and this amount is determined by the Liability Reduction Option.

### 27) Release and Indemnity of Britz

**27.1** The Customer releases Britz, its employees and agents, from any liability to the Customer, for any loss or damage incurred by the Customer by reason of rental, possession or use of the Vehicle where such a loss or damage is caused by the Customer.

**27.2** The Customer hereby indemnifies and shall keep indemnified Britz, its employees and agents, against any claims, demands and expenses (including legal costs) incurred or sustained by them or any of them by reason of the Customer's use and/or possession of the Vehicle.

**27.3** Any indemnity required of the Customer shall not operate to indemnify Britz in respect of any negligence or willful act or omission of Britz, its employees or agents.

**27.4** Nothing contained in these terms and conditions shall exclude any express or implied conditions, warranties or requirements that cannot be so excluded under the Competition and Consumer Act, the Australian Consumer Laws or any other corresponding state legislation that may be applicable.

### 28) Toll and Traffic Offences

Britz reserves the right to submit a statutory declaration to the issuing authority and/or charge the Customer for any speeding,

toll way, parking or other traffic offence. In addition, Britz reserves the right to charge an administration fee of up to AU\$60 for associated administration costs. This fee will be applicable per offence.

### 29) Rental charges

Total charges as set out in your rental agreement are not final. The Customer will pay any shortfall in charges to Britz and the Customer will receive a refund for any overcharges made by Britz. Wherever possible, any amendment to charges will be notified to the customer at conclusion of rental, and the Customer agrees to payment of any such charges at that time.

### 30) Administration Fee

A surcharge of 3% of the total cost will be levied to cover state government taxes, duties, vehicle registration recovery and administration costs. This is included in the rate.

### 31) Payment of charges - joint and several liability

All charges and expenses payable by the Customer under this Agreement are due on demand by Britz including any collection costs and reasonable legal fees incurred by Britz. When the Customer comprises of more than one person, each person is liable, jointly and severally for all obligations of the Customer pursuant to this Agreement.

### 32) Credit and Debit Card payment

**32.1** If a credit or debit card is presented as payment, the credit or debit card holder will be jointly and severally liable as a Customer.

**32.2** The following credit or debit cards will be accepted: Visa Card, MasterCard and American Express. A non-refundable 2% administration fee will apply to all Visa and MasterCard transactions. A non-refundable 4.6% administration fee will apply to American Express cards. Credit and debit card administration fees also apply to debited vehicle security deposits. Only the Customer's credit card is acceptable to use for the purpose of the Vehicle Security Deposit.

**32.3** When payment is made by credit or debit card, the Customer agrees that:

- (a) Britz is authorised to complete any documentation and to take any other action to recover from the Customer's credit or debit card issuer all amounts due by the Customer pursuant to this Agreement, including, but not limited to, any amounts due in respect of damage to the Vehicle or to property of a Third Party and all other additional charges as they are incurred including all parking and traffic offence penalties, road toll fines and associated administration costs;
- (b) in the event that Britz elect to accept payment of the Vehicle Security Deposit by holding a signed and authorised open credit or debit card voucher which is returned to the Customer at the completion of the Rental Period, the Customer agrees that Britz is entitled to recover payment from the Customer's credit or debit card issuer pursuant to paragraph (a) in respect of any amounts due which were not known at the time of return of the voucher; and
- (c) Britz may process credit or debit card charges pertaining to the rental after the hire period.

**32.4** The Customer acknowledges that all transactions under this Agreement are conducted in Australian dollars. Due to exchange rate fluctuations and bank fees, there could be some variance between the amount initially debited against the Customer's credit or debit card and the amount refunded. Britz accepts no liability for any such variation.

**32.5** If the Customer has a complaint in relation to any monies deducted by Britz from the Customer's credit card under clause 32.3(a), the Customer is invited to

contact Britz call 1800 331 454 or send an email to [customer@thlonline.com](mailto:customer@thlonline.com). Britz takes customer complaints seriously and is committed to dealing with all complaints in a fair, objective, unbiased and timely manner.

**32.6** Britz will not charge the Customer's credit card without giving the Customer written notice or an opportunity to dispute the charges.

### 33) Personal and company cheques

Personal and Company cheques will not be accepted as payment for rentals at the time of pick-up. Personal or Company cheques are not acceptable as the Vehicle Security Deposit.

### 34) Conditional upon payment

The Customer agrees that provision of any rental vehicle is conditional upon Britz being paid by the Travel Agent or Travel Wholesaler who arranged the vehicle rental on the Customer's behalf. Britz reserves the right to collect payment from the Customer in the event of a failure by the Travel Agent or Travel Wholesaler to pay for the rental.

### 35) Terminating the agreement and repossessing the vehicle

**35.1** The Customer acknowledges that Britz may refuse any rental, terminate this Agreement and/or repossess the Vehicle (and for that purpose enter upon any premises and remove the Vehicle) at any time, without notification to the Customer, and that the Customer will pay the reasonable costs of repossessing the Vehicle, including towing charges if:

- (a) the Customer is in breach of any material term of this Agreement, particularly clauses 16 and 39;
- (b) the Customer has obtained the Vehicle through fraud or misrepresentation;
- (c) the Vehicle appears to be abandoned;
- (d) the Vehicle is not returned on the agreed return date or Britz reasonably believe that the Vehicle will not be returned on the agreed return date; or
- (e) Britz considers, on reasonable grounds, that the safety of the passengers or the condition of the Vehicle is endangered.

**35.2** Subject to clause 35.3, the Customer understands that in the event of such termination or repossession, the Customer has no right to a refund of any part of the rental charges or the Vehicle Security Deposit.

**35.3** If the Customer has a complaint in relation to the termination of this Agreement and or the repossession of the Vehicle by Britz under clause 35, the Customer is invited to contact Britz call 1800 331 454 or send an email to [customer@thlonline.com](mailto:customer@thlonline.com). Britz takes customer complaints seriously and is committed to dealing with all complaints in a fair, objective, unbiased and timely manner.

### 36) Cancellations

If a bookings travel dates are amended within the cancellation fee period to be outside of the cancellation fee period and is subsequently cancelled, the cancellation fee for the original booking will apply.

Cancellation fees apply as follows:

- If cancelled up to 22 days prior to pick-up: No Fee
- If cancelled from 21 to 7 days prior to pick-up: 20% of Gross Rental
- If cancelled 6 to 1 days prior to pick-up: 50% of Gross Rental
- If cancelled on day of pick up or No-Show: 100% of Gross Rental
- If Vehicle is returned early no refund available

### 37) Proper Law

This Agreement is governed by the laws of the state of Victoria.

### 38) Customer warranties

The Customer warrants that all information supplied by them to Britz in connection with this Agreement is true.

### 39) Privacy

**39.1** Britz will collect personal information as part of its rental process. Any information collected by Britz will be handled in accordance with the Britz Privacy Policy which you can view on our website.

**39.2** The Customer agrees that Britz may collect, use and disclose the Customer's personal information (including but not limited to the location, usage and servicing of your vehicle, your speed, fuel consumption, distances travelled and current and previous locations visited) through global positioning system vehicle tracking and diagnostics (telematics) and other electronic tools in accordance with the Britz Privacy Policy. The Britz Privacy Policy contains information about how to access and correct your personal information, how to make a privacy complaint, how Britz will handle a Customer complaint, how to opt out of direct marketing and whether a Customer's personal information may be disclosed to third parties located overseas.

### BRANCH LOCATIONS

- Adelaide
- Alice Springs
- Brisbane
- Broome
- Cairns
- Darwin
- Hobart
- Melbourne
- Perth
- Sydney

**Freecall**  
**1800 331 454**  
**[www.britz.com.au](http://www.britz.com.au)**