thl Australia Liability Help

01 April 2026 - 31 March 2027

LIABILITY OPTIONS

When renting an RV, it can be daunting when trying to decide whether to pay extra for peace of mind in the event of an accident. It is important for you to understand the options we have available and to guide your guest so they can decide what's best for them.

If a guest has an accident (for example, hits another car) they will be liable for all costs to the RV as well as the vehicle they have hit. Our Liability Options and Packs can provide peace of mind and financial protection for the guest. If they have purchased the **Platinum Pack** they will have the highest level of coverage available (as long as all terms of the Rental Agreement are met).

We do have varying levels of cover, as outlined below. Please note, the Britz HiTop, Britz Voyager, Apollo Hitop and Apollo Endeavour are classified as "non-toilet & shower" vehicles for the purpose of these tables.

LOW ROAD

Our most basic level of cover. Included as standard: up to $8,000 liability^		Price per day	Liability/ Liability deposit
maui	All RVs	Included	$7,500
Britz	Non-toilet & shower	Included	$5,000
	Toilet & shower	Included	$7,500
	4WD	Included	$8,000
Apollo	Non-toilet & shower	Included	$5,000
	Toilet & shower	Included	$7,500
	4WD	Included	$8,000
Mighty	Non-toilet & shower	Included	$3,500
	Toilet & shower	Included	$5,000
	4WD	Included	$8,000
MightyLITE	Non-toilet & shower	Included	$3,500

HIGH ROAD

Reduces liability to Nil^ for 2WDs and $750 for 4WDs		Price per day	Liability/ Liability deposit	Inclusions
maui	All RVs	$65	$0	· Front, back, side, overhead, underbody and awning damage · Towing and recovery costs
Britz	Non-toilet & shower	$55	$0	
	Toilet & shower	$65	$0	
	4WD	$65	$750	
Apollo	Non-toilet & shower	$55	$0	
	Toilet & shower	$65	$0	
	4WD	$65	$750	
Mighty	Non-toilet & shower	$50	$0	
	Toilet & shower	$55	$0	
	4WD	$60	$750	
MightyLITE	Non-toilet & shower	$40	$0	

VALUE PACK

Includes the High Road and selected products and services.		Price per day	Liability/ Liability deposit
maui Britz Apollo	Toilet & shower	$75	$0
Britz Apollo	Non-toilet & shower	$65	$0
	4WD	$80	$750
Mighty	Toilet & shower	$70	$0
	Non-toilet & shower	$60	$0
	4WD	$75	$750
MightyLITE	Non-toilet & shower	$50	$0

Inclusions

2WD:

- **The High Road** - Liability reduced to Nil for damage to front, back, side, overhead, underbody and awning, towing and recovery costs.
- **RV Essentials Kit** - Camping table, camping chairs, child/booster seats (pre-booked, max. two seats), fan heater (if required), toilet chemical (where applicable).
- **Linen Exchange** - One exchange of bath towels, sheets, pillowcases and tea towels. Guests must visit the branch for linen to be exchanged.
- **Extra Driver Fee**

4WD:

- **The High Road** - Liability reduced to $750 for damage to front, back, side, overhead, underbody and awning, towing and recovery costs)
- **Linen Exchange** - One exchange of bath towels, sheets, pillowcases and tea towels. Guests must visit the branch for linen to be exchanged).
- **Child/booster seat/s** - For Warrior 4WD
- **Fan heater** - For Maverick, Adventure Camper, Mighty 4WD
- **Extra Driver Fee**
- **Unlimited kilometres**

RECOMMENDED

NEW

PLATINUM PACK

The pack that has it all!

		Price per day	Liability/ Liability deposit
maui Britz Apollo	Toilet & shower	$90	$0
Britz Apollo	Non-toilet & shower	$80	$0
	4WD	$95	$0
Mighty	Toilet & shower	$80	$0
	Non-toilet & shower	$70	$0
	4WD	$90	$0
MightyLITE	Non-toilet & shower	$70	$0

Inclusions

2WD:

- **All Value Pack inclusions**
- **Windscreen & Tyre Protection Cover** - One windscreen replacement or up to 3 chip repairs and 2 tyre replacements. Excludes any call out or delivery costs.
- **Extended Roadside Assistance** - Includes opening RV on lock out, jump start, flat tyre change (using spare located in the RV), fuel delivery up to 20 litres and call out or towing fee for mechanical-related issues (up to $500.00). Accident-related issues are not covered and guests may be required to take the RV to a repairer).
- **Drop & Go Pack** - Includes toilet and grey water emptying for applicable RVs (for bookings dropping off in Adelaide, Brisbane, Cairns, Melbourne, Perth or Sydney), exterior cleaning (up to 1 hour), interior cleaning (up to 1 hour), removal of bagged garbage and recycling.

4WD:

- **All Value Pack inclusions**
- **4WD Liability Reduction** - Reduces liability to Nil
- **Windscreen & Tyre Protection Cover** - One windscreen replacement or up to 3 chip repairs and 2 tyre replacements. Excludes any call out or delivery costs.
- **Extended Roadside Assistance** - Includes opening RV on lock out, jump start, flat tyre change (using spare located in the RV), fuel delivery up to 20 litres and call out or towing fee for mechanical-related issues (up to $500.00). Accident-related issues are not covered and guests may be required to take the RV to a repairer.
- **Drop & Go Pack** - Includes exterior cleaning (up to 1 hour), interior cleaning (up to 1 hour), removal of bagged garbage and recycling.

4WD LIABILITY REDUCTION

The 4WD Liability Reduction is available when either the High Road or Value Pack is purchased for Britz, Apollo or Mighty 4WDs. This option reduces the $750 liability to $0 (subject to exclusions listed in the Rental Agreement) and is available for an additional $15 per day. The 4WD Liability Reduction Option is included in the Platinum Pack. This option does not cover bogged RVs.

Please Note: A credit card authority will be recorded at the time of pick-up. ^Liability is subject to exclusions. Refer to the Rental Agreement for further details. Prices for the High Road and Packs are in addition to daily rental rate. Maximum charge for the High Road, Value Pack and Platinum Pack is 50 days per rental segment. Minimum charge for the Platinum Pack is 10 days.

LIABILITY DEPOSIT

Whilst "liability cover" insurance can be purchased from a third party*, to protect you from the cost of any liability in case of damage, it does not directly release you from the liability associated with hiring a ***thl*** RV.

It is a mandatory requirement for you to accept liability directly with ***thl*** by way of a liability deposit to cover the standard liability applicable to the RV hired.

The Liability Deposit payment will depend on the Liability Option chosen (refer above). The credit/debit card holder must be present to sign for the Liability Deposit when picking up the RV and is liable for any damage to the RV.

The liability deposit is fully refundable, including the 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 our rental contract terms are met and the Vehicle is returned undamaged. The Credit card administration fee that applies when using American Express credit card is not refundable. Credit card refunds (including liability deposit refunds) can take up to 14 business days depending on the guest's financial institution.

If there is damage to the RV on its return or any other terms of the rental contract have not been met, the liability deposit will be used to cover the cost up to the amount of the relevant Liability. If the terms of the Rental Contract are not met and the liability deposit is not sufficient to cover the damage, extra costs will be charged. Liability is subject to exclusions. Please refer to the Rental Agreement to read the exclusions.

TRAVEL INSURANCE

For peace of mind, we strongly recommend that all guests take out the highest level of private travel insurance.

Personal Injury

The RV has Third Party insurance cover, and it is likely that any other vehicle involved in an accident also has Third Party* insurance. Depending on the circumstances of an accident, the guest may be entitled to claim for their personal injury against the Third-Party insurance of the party responsible for the accident. The extent of such Third-Party insurance varies in different States and Territories and ***thl*** strongly recommends that all passengers take out their own Personal Injury travel insurance.

thl does not accept any liability for personal injuries sustained during the rental. Except where such loss or damage is caused by ***thl***'s (or that of its employees) own negligence or breach of the Rental Agreement Terms and Conditions. ***thl*** 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).

Property Damage

The RV is insured for damage to it and damage to the property of a third party. However, the guest is responsible up to the amount of the applicable Liability for damage to third party property, or to the RV. The guest is also responsible for the cost of the daily rate for the period the vehicle is being repaired. There is no refund for any unused portion of the rental period. The Liability applies to each claim, not RV.

thl reserves the right to charge the guest for any RV damage, which they are responsible for, including Third Party property damage not reported but identified on return of the RV.

PLEASE NOTE:

*Third party refers to any insurance agent providing travel insurance cover which can include liability cover for rental vehicles.

^Exclusions apply. Refer to the Rental Agreement Part B for further details. Any breach of the exclusions will render all cover void.

Pre-paid travel cards are not acceptable for the Liability Deposit. The credit/debit card holder must be present and able to sign for the Liability Deposit upon vehicle collection. The credit/debit card holder is jointly and severally liable for any damage to the rental vehicle.

Valid from 01 April 2026 - 31 March 2027. This information is a summary only. For further details please refer to the Rental Agreement Part B.