

## BRITZ AU 4WD CAMPERVAN & 4WD CAR RENTAL RATES & CONDITIONS DOMESTIC (1 APRIL 2015 – 31 MARCH 2016)

### IMPORTANT NOTES

- This document contains a summary of some of the rental conditions. For detailed conditions, refer to the rental agreement upon vehicle collection.
- All rates quoted in this document are gross, inclusive of Goods and Services Tax (GST) and are in Australian dollars.
- Domestic Gross Flex rates are for Australian and New Zealand drivers licence holders only. The hirer must be able to present their Australian or New Zealand drivers licence upon vehicle collection. Should the hirer not be able to present an Australian or New Zealand drivers licence upon vehicle collection the hirer will be charged the difference between the Domestic Flex rate and the Britz Standard rate.
- Rental basis is per calendar day for campervans and 24-hour day for the 4WD car.
- All rates and conditions are subject to change as required and without prior notification

### FLEX MATRIX

The flex matrix consists of sixty-four different flex levels. The flex level is two characters. The first character corresponds with the letter on the left hand side column of the matrix, 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 AU\$77 Gross.

	1	2	3	4	5	6	7	8
A	24	27	29	32	34	37	39	42
B	44	47	49	52	54	57	59	62
C	67	72	77	82	87	92	97	102
D	107	112	117	122	127	132	137	142
E	148	154	160	167	173	179	185	192
F	199	207	214	222	229	237	244	252
G	260	269	278	287	295	304	313	322
H	332	342	352	362	372	382	392	402

- The flex rate is determined by the date of pick-up, location and date of booking for the entire rental up to 30 days. After every 30 days the flex rate resets to be the rate applicable on that day (i.e. 31st, 61st, 91st 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 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 pick-up (days are being added on at the end of the rental with no change to the original pick up date), or the Bonus Pack is being added to or removed from the booking, the original flex rate, which applied at the time of the original booking, will apply.

## VEHICLES

VEHICLE NAME	VEHICLE CODE	SLEEPING CAPACITY
4WD Rental Car	PFMR	Seats 5
Challenger 4WD	2B4WDBC	Max 3 People
Safari 4WD	PFMRS	Max 5 People

## DISCOUNTS

DISCOUNT TYPE	DETAILS	DISCOUNT
Long term hire discount	Rental duration = 21 + days	8% discount*

\*The discount does not apply to the Britz Bonus Pack.

## QUOTES

Britz use „flex rates“ to determine the daily rental rate. Britz flex rates are released by each Friday effective for sale from the following Monday. All Britz rates/quotes expire after seven days of issue.

## EARLY BIRD DISCOUNT

An Early Bird discount of 5% off the daily vehicle rate will apply to bookings made 120 days or more before the travel date of booking. This discount does not apply to the Britz Bonus Pack. The Early Bird discount can be combined with long term hire discounts.

## INCLUDED IN GROSS RATES

- 300 kilometres per day
- Vehicle Liability (liability applies, see information under the heading “for your protection – vehicle liability”)
- 10% GST (Goods and Services Tax)
- 3% Administration fee
- Linen & Bedding (not in 4WD car)
- Extra Driver Fees Kitchen equipment (not in 4WD car)
- General equipment (not in 4WD car)
- Outback Safety Kit\*
- Customer Care 24 hour, 7 days per week road-service helpline (toll free)
- Travel wallet including map of Australia with driving tips and travel information
- Magazine with discounts to tourist attractions
- 10% off powered sites at all BIG4 parks

\* 4WD Outback Safety Kit – The kit includes an Emergency Position Indication Radio Beacon (EPIRB), snatch strap with D shackles and a folding spade. An EPIRB when activated transmits an emergency distress signal which can be detected by Australian rescue authorities. A snatch strap is used to pull a vehicle from a bogged position with the aid of another vehicle. The D shackles secure the snatch strap to a rigid anchor point.

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## BRITZ BONUS PACK

### 4WD CAMPERVANS

The Britz Bonus Pack is gross AU\$75 per day (maximum charge of AU\$3,750 per rental) and is payable in addition to the daily gross vehicle rate.

Inclusions are:

- Liability Reduction Option 2
- One-Way fee if applicable
- Pre-Purchase Gas\* (customers can return the vehicle without refilling the gas bottle. Gas is used for cooking and heating water in vehicles with a hot water facility)
- Picnic table and chairs (chairs per person travelling)
- Baby / Booster seat – on request (cannot be fitted in some vehicle categories)

\* With the Safari 4WD PGO refers to four butane gas cylinders

### 4WD RENTAL CAR

The Britz Bonus Pack for 4WD car rentals is gross AU\$60 per day (maximum charge of AU\$3,000 per rental) and is in addition to the daily gross vehicle rate.

Inclusions are:

- Liability Reduction Option 2\*
- One-Way fee if applicable
- Baby / Booster seat – on request (cannot be fitted in some vehicle categories)

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## ADDITIONAL PRODUCTS AND SERVICES

To be requested at time of reservation or upon vehicle collection and paid by customer on the day of vehicle collection:

- Picnic Table - AU\$25 per rental
- Picnic Chair - AU\$18 per rental
- GPS - AU\$10 per day with a maximum charge of - AU\$100 per hire
- Baby / Booster seat - AU\$36 per rental (cannot be fitted in some vehicle categories)
- Fan Heater - AU\$16 per rental
- Souvenir Road Atlas - AU\$25 for purchase
- Satellite Phone - AU\$20 per day plus call costs
- Awnings (if not already affixed) - AU\$5 per day with a maximum charge of \$80 per hire
- First Aid Kit - AU\$35 for purchase (In vehicle. If seal broken customer is charged)
- PGO – Pre-Purchase Gas Option (customers can return the vehicle without refilling the gas bottle. Gas is used for cooking and heating water in vehicles with a hot water facility. In the Safari 4WD PGO refers to four butane gas cylinders) - AU\$18 per vehicle
- Pre-Purchase Fuel Option (PPF) Details on request
- Electrical Adaptor - AU\$14 for purchase
- Tent (4 person) - AU\$67 per rental
- Esky - AU\$23 per rental
- Luggage Tarp (for 4WD Safari) - AU\$21 for purchase

Charges for additional products and services will be charged per hire.

If a client would like to undertake a 4WD Training Course, Britz can recommend Operators in local areas. Contact details available on request. Clients must book direct with 4WD Training Operators.

### FOR YOUR PROTECTION – VEHICLE LIABILITY#

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 and recommend the hirer does not leave valuables in the vehicle and that they have personal travel insurance to cover for the loss/damage of personal belongings. Britz strongly recommends that all people travelling in Australia take out personal travel insurance.

# 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 hirer is responsible for the first AU\$7,500 (“the liability”) of the cost of 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“. 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 AU\$60 may apply, per claim.

The liability is applicable regardless of who is at fault and must be paid at the time the accident report is completed, not at the completion of the rental. Britz reserves the right to charge the hirer for any vehicle damage including Third Party property damage not reported on return of the vehicle. The liability will be refunded if Britz is successful in recovering the cost of the damages from the Third Party. Please note that Third Party claims can take months to resolve.

The liability applies in respect of each claim, not rental.

**Please see the ‘Exclusions’ section, whereby all liability cover will be made void.**

This AU\$7,500 liability can be reduced, in most circumstances, by the purchase of Liability Reduction Option 1, Liability Reduction Option 2 or the 4WD Easy Cover Plus Option.

#### LIABILITY REDUCTION OPTION 1

Cost per day	Liability reduced to
AU\$34 (max charge AU\$1,700)	AU\$3,500*

When Liability Reduction Option 1 has been purchased the hirer is responsible for the first AU\$3,500 (“the liability”) of the cost of damage to Third Party property or to the rented vehicle. This includes 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“. This also includes the cost of the daily rental for the period the vehicle is being repaired. The liability applies in respect of each claim, not rental.

\*Hirers who have not purchased the 4wd Easy Cover Plus will be responsible for up to AU\$7,500 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).

**LIABILITY REDUCTION OPTION 2**

<b>Cost per day</b>	<b>Liability reduced to</b>
AU\$52 (max charge AU\$2,600)	AU\$500*

When Liability Reduction Option 2 has been purchased the hirer will be responsible for the first AU\$500 (“the liability”) of the cost of damage to Third Party property or to the rented vehicle. This includes 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“. This also includes the cost of the daily rental for the period the vehicle is off fleet for accident repairs. The liability applies in respect of each claim, not rental.

Note: Liability Reduction Option 2 is included in the Britz Bonus Pack

\*Hirers who have not purchased the 4wd Easy Cover Plus will be responsible for up to AU\$7,500 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).

**4WD EASY COVER PLUS OPTION**

<b>Vehicle</b>	<b>Cost</b>
All	Gross AU\$350 per rental

4WD Easy Cover Plus Option can only be purchased in conjunction with Liability Reduction Option 2 or the Bonus Pack.

The 4WD Easy Cover Plus Option extends the cover available with Liability Reduction 2 or the Bonus Pack to include a NIL liability, cover for accidental damage to the overhead and underbody sections of the 4WD vehicle, cover for single vehicle roll-over damage, unlimited tyre and windscreen cover and towing and 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). Clients 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 or Bonus Pack the customer may have.

**BRITZ STRONGLY RECOMMENDS OUR 4WD CUSTOMERS TAKE THE BONUS PACK WITH 4WD EASY COVER PLUS FOR TRAVEL WITH PEACE OF MIND.**

**VEHICLE SECURITY DEPOSIT**

Upon vehicle collection, a vehicle security deposit is required. The amount is determined by the Liability Reduction Option selected. The vehicle security deposit is applicable regardless if the hirer has purchased private travel insurance.

For security purposes, only a credit card can be used to provide a vehicle security deposit. The credit card holder must be present and able to sign for the vehicle security deposit upon vehicle collection. The credit 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 vehicle security deposit. Visa and MasterCard debit cards are acceptable provided the card is being used as a credit card.

Debited vehicle security deposits are subject to a 2% credit card administration fee in addition to the vehicle security deposit amount when the credit card used is either a Visa or MasterCard or 4.6% when the credit card used is American Express.

If a Liability Reduction Option is not selected, the vehicle security deposit is AU\$7,500 payable by credit card.

The AU\$7,500 is debited to the hirer's credit card when the vehicle is collected. For this reason it is important that the hirer have the funds available on the credit card and that the amount does not exceed the hirer's daily withdrawal allowance available on the credit card.

If Liability Reduction Option 1 has been taken the vehicle security deposit is AU\$3,500.

The AU\$3,500 is debited to the hirer's credit card when the vehicle is collected. For this reason it is important that the hirer have the funds available on the credit card and that the amount does not exceed the hirer's daily withdrawal allowance available on the credit card.

If Liability Reduction Option 2 or the Bonus Pack is selected, the vehicle security deposit is AU\$500.

The AU\$500 is taken as an imprint to the hirer's credit card when the vehicle is collected. An imprint simply records a figure against the hirer's credit card of AU\$500 that Britz can then debit if required.

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 or diesel) and gas bottle. Except where the customer has purchased PGO (PGO is included in the Britz Bonus Pack) and/or Pre Purchase Fuel (PPF), failure to return the vehicle with full petrol or diesel tanks and/or a full LPG bottle will result in refill charges, which will be advised upon return of the vehicle.

Britz reserves the right to retain an AU\$250 cleaning fee if the vehicle is not in a clean condition. This includes smoking related cleaning, as smoking is not permitted in the vehicle. The toilet and waste water tank must be emptied prior to the return of the vehicle, or an additional AU\$125 soiling fee will be retained.

**FOR SECURITY PURPOSES, ONLY THE HIRERS CREDIT CARD CAN BE USED FOR VEHICLE SECURITY DEPOSITS.**

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## RENTAL DURATION

### 4WD CAMPERVANS

- 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.

### 4WD RENTAL CAR

- Rental days are calculated on a 24-hour basis. Vehicles are required to be collected and returned with business hours.
- Britz allows a grace period of 59 minutes before the hirer is liable for late return charges when the rented vehicle is a 4WD car. Late return fees are applicable as follows:
  - a. 1 hour late, one third of the daily rate will apply
  - b. 2 hours late, two thirds of the daily rate will apply
  - c. 3 hours late, one full day rate will apply

## 4WD CAMPERVANS AND RENTAL CARS

- 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 one-way rental section within this document.
- All rentals collecting between 20 December and 10 January will have a minimum hire requirement of 10 days.
- Minimum rental period is 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 Reservations or any of the Britz branches. The rental extension is subject to vehicle availability. The cost of an extended rental must be paid by credit card over the telephone on confirmation of the rental extension. The rate charged will not reflect the original rate booked. Failure to obtain authorisation will result in a daily fee of AU\$150 in addition to the daily rate.

## ONE-WAY RENTALS

- One-way rentals are available between all branch locations.
- Minimum rental period for one-way hires is 7 days or greater depending on collection and return location please refer to the one-way matrix. Shorter hires may be available on application only.
- A one-way fee of \$280 applies where pick up originates from Cairns, Brisbane, Sydney, Melbourne or Adelaide, and returns to these locations. Should the hire originate or return to or from Darwin, Broome, Alice Springs or Perth, the one-way fee will be \$380. E.g., a Cairns to Darwin one-way rental would incur a one-way fee of \$380, where a one-way rental from Cairns to Brisbane will incur a one-way fee of \$280.
- The one-way fee is included in the Bonus Pack.
- Where the pick up location is Brisbane and the return location is Sydney the one-way fee is waived.
- The one-way fee if applicable is charged per hire.
- Minimum one-way rental period requirements are subject to change.

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

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## RENTALS IN BROOME

An additional remote location fee of AU\$750 applies to all rentals picking up or dropping off in Broome. Only one remote location fee is charged per vehicle. This is in addition to the one-way fee if applicable. The fee applies per rental.

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## PUBLIC HOLIDAY SURCHARGE

A surcharge of AU\$100 will apply to all rentals picking up or dropping off on Good Friday (3rd April), Easter Monday (6th April), ANZAC Day (25th April) and Boxing Day (26th December) at all Britz locations.

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## ADDITIONAL KILOMETRE CHARGE

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

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## TRANSFERS

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

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## ROAD RESTRICTIONS

4WD campervans and cars 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, Fraser Island\*, Finke Road (between Alice Springs and Oodnadatta), Central Arnhem Road and Arnhem Land in general.
- Vehicles are NOT permitted to travel on the Canning Stock Route, the Lost City in Litchfield Park, the Old Gunbarrel Hwy, the old 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.
- 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 section of the road to Cape York is prohibited at all times however the bypass is permissible providing permission provided.

\* The Britz Safari 4WD is 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.

**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.**



## EXCLUSIONS

All liability cover will be made void if any of the following 'Exclusions' are breached:

1. Overhead and underbody damage to the 4WD vehicle - except where Liability Reduction Option 2 has been purchased. This does not cover single vehicle rollover except where Additional Protection Coverage has been purchased.
2. 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 for a full list of these roads) where the customer has not purchased 4WD Easy Cover Plus.
3. 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.
4. Any water related damage which includes, but is not limited to:
  - a. any vehicle submersion
  - b. creek or river crossing
  - c. driving through flooded areas
  - d. beach driving
5. Personal belongings. Britz recommends the customer does not leave valuables in the vehicle and that they take out travel insurance to cover for the loss/damage of personal belongings.
6. 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.
7. The customer is deemed by the 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.
8. A single vehicle roll over occurs except where 4WD Easy Cover Plus has been purchased.
9. Damage caused to the vehicle due to the use of snow chains.
10. The customer will be liable for any damage 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.
11. 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.
12. The cost to replace keys, which have been lost or stolen, or retrieval of keys which have been locked in a vehicle.
13. The vehicle rented may only be used to carry the maximum number of passengers as dictated by the vehicle type. If more passengers are carried than what is allowed Britz does not accept any liability.
14. 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.
15. 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.
16. Using the vehicle in contravention of any legislation or regulation controlling vehicular traffic.
17. Any damage caused to the vehicle by hail, flood, fire, storm, cyclone or other natural disasters.

## LICENSE & AGE RESTRICTIONS

A current and full Australian or New Zealand motor vehicle driver's licence is required and must be produced upon vehicle collection. Drivers must be 21 years of age or over.

**BRANCHES FOR VEHICLE COLLECTION AND RETURN**

ADELAIDE  
376-388 Sir Donald Bradman Drive  
BROOKLYN PARK SA 5032

ALICE SPRINGS  
Cnr. Stuart Highway & Power Street  
ALICE SPRINGS NT 0870

BRISBANE  
21 Industry Court  
EAGLE FARM QLD 4009

BROOME  
10 Livingstone Street  
BROOME WA 6725

CAIRNS  
419 Sheridan Street  
CAIRNS QLD 4870

DARWIN  
17 Bombing Road, Winnellie  
DARWIN NT 0820

MELBOURNE  
Building 2/9, Ashley St  
BRAYBROOK VIC 3019

PERTH  
471 Great Eastern Highway  
REDCLIFFE W.A 6104

SYDNEY  
653 Gardeners Road  
MASCOT NSW 2020

**OPERATING HOURS**

Britz branches are open 7 days a week with the following exceptions:

- Britz branches are closed on Christmas Day (25th December), New Year's Day (1st January) and Australia Day (26th January).
- Britz Branches are closed on Sundays during off peak months. See "dates and hours of operation" for more information.
- A \$100 surcharge will apply to all rentals picking up or dropping off on Good Friday (03 April), Easter Monday (06 April), ANZAC Day (25 April) and Boxing Day (26th December).
- During the period from 01 December to 31 March the Broome, Darwin and Alice Springs branches will be closed.

Britz requests that clients collecting or returning their vehicle to be in the office by 1530 hours.

LOCATIONS	DATES & HOURS OF OPERATION			
BRISBANE, SYDNEY, MELBOURNE, ADELAIDE AND PERTH	1 April – 30 April 7:30AM - 4PM	1 May – 31 August 10AM - 4PM Closed Sundays	1 September - 31 March 7:30AM - 4PM	
ALICE SPRINGS, DARWIN AND BROOME	1 April – 30 April 10AM - 4PM Closed Sundays	1 May – 31 October 7:30AM - 4PM	1 Nov - 30 Nov 10AM - 4PM Closed Sundays	1 Dec – 31 March CLOSED
CAIRNS	1 April – 30 April 10AM - 4PM Closed Sundays	1 May – 31 October 7:30AM - 4PM	1 November – 31 March 10AM - 4PM Closed Sundays	

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## TRANSFERS

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

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## 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.

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## REPAIRS

Repairs up to AU\$200 may be effected without authorisation and will be reimbursed upon presentation of a receipt provided the customer was not directly responsible for the damage. For amounts over AU\$200, Britz will need to be informed in advance. Receipts must be submitted for any repair or the claim will not be paid.

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## CHANGE OF DROP OFF LOCATION

If the customer wishes to change the drop-off destination, they must first obtain authorisation from Reservations. Subject to the change being approved, an additional charge of up to AU\$750 may apply.

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## 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.

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## VEHICLE CATEGORY

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

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## VOLUNTARY DOWNGRADE

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

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## ANIMALS

No animals are permitted in our vehicles, excluding guide dogs.

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## IMPORTANT

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

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## CUSTOMER CARE ONROAD 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 will compromise any claims for compensation. Britz do not accept liability for any claims submitted after this period.

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## CREDIT AND DEBIT CARDS

The credit or debit card holder will be jointly and severally liable as a customer. Accepted credit and debit cards are Visa Card, MasterCard and American Express. A non-refundable 2% administration fee will apply to all Visa and MasterCard transactions or 4.6% for American Express. Credit card administration fees also apply to debited vehicle security deposits and only the hirer's credit and debit card is acceptable to use for the purpose of the vehicle security deposit.

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## EXCHANGE RATE / CURRENCY VARIATIONS

All credit and debit transactions are conducted in Australian dollars. Due to exchange rate fluctuations and/or bank transaction fees there could be some variance in the amount refunded compared to the amount initially charged. Britz does not accept any liability for variances up or down.

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## CALCULATION ERRORS

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

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## PERSONAL & COMPANY CHEQUES

Personal and company cheques will not be accepted as payment for rentals at the time of pick-up. These must be received by Britz 14 working days prior to commencement of the hire/s.

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## AGENT NON-PAYMENT

In the case where pre-payment is required and this has not been made the hirer agrees to pay the full costs to Britz.

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## BOOKING AMMENDMENTS

All amendments to bookings are subject to availability of 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 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), or the Bonus Pack is being added to or removed from the booking, the original flex rate, which applied at the time of the original booking, will apply.

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## CANCELLATION POLICY

The cancellation fees are:

- If cancelled up to 22 days prior to pick-up – Agent Deposit
- If cancelled from 21 to 7 days prior to pick-up – Agent Deposit + 20% of Rental
- If cancelled 6 to 1 days prior to pick-up – Agent Deposit + 50% of Rental
- If cancelled on day of pick up or No-Show – Agent Deposit + 100% of Rental
- If vehicle is returned early there is no refund available for the unused days.

**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.