

# Summary of Rental Conditions



**Cruisin Motorhomes Pty Ltd**

A.B.N 82 088 716 205

3 Runway Place, Cambridge, TAS 7170

**Phone:** 1300 664 485 or +61 3 6248 4789

**Website:** [www.cruisinatorhomes.com.au](http://www.cruisinatorhomes.com.au)

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## Summary of Rental Conditions Cruisin Motorhomes 01 April 2019 onward V1.0

Thank you for choosing Cruisin Motorhomes. Your safety and security are our greatest concern, so to assist you in making your holiday a great experience, it is important for you to carefully read the Summary of Rental Conditions.

This document contains a brief summary of our Rental Terms and Conditions and should not be regarded as the entire Rental Agreement. For more information please visit our website [www.cruisinatorhomes.com.au](http://www.cruisinatorhomes.com.au). Rates are quoted in Australian dollars.

## Rental Charges

Rentals are charged on a per calendar day basis. The day of pick up is counted as day one of the rental regardless of pick up time. The day of return is counted as the final day of the rental regardless of drop-off time. Vehicles must be returned within branch hours to the branch nominated upon booking.

Late pick up or early return of the vehicle does not entitle the customer to any refund of the unused portion of the rental.

## Rates Include

- Unlimited kilometres
- Quality Bedding and Linen
- Kitchen and General Equipment
- 10% GST
- Camp Ground Guides and Maps
- Extra Driver Fees (maximum 3 drivers)
- Cruisin Roadside Help

## Payment to Confirm Booking

Cruisin requires a \$300 deposit (plus credit card fee) at the time of booking Or At the time of booking the total rental can be prepaid and the credit card fee will be waived.

## Travel Insurance

We strongly recommend that renters take out the highest level of Travel Insurance.

## Branch Locations

Cruisin' has branches in Cairns, Brisbane, Sydney, Melbourne and Hobart

## Branch and Office Operating Hours

Cruisin requests that clients collecting or returning their Vehicle attend the relevant Cruisin branch one hour before the branch closing time for the relevant day.

### Reservation Office (head office)

- Monday to Friday 8am to 6pm
- Saturday 8am to 5pm
- Sunday 9am to 3pm
- Closed Good Friday (19 April 2019), Christmas Day (25 December 2019) and New Year's Day (01 January 2020)

### Brisbane - 47 French Street, Eagle Farm QLD 4009

- Monday to Friday 8am to 4:30pm
- Saturday 8am to 1pm
- Closed Sundays, Good Friday (19 April 2019), Christmas Day (25 December 2019) and New Year's Day (01 January 2020)

### Hobart - 3 Runway Place, Cambridge TAS 7170

- Monday to Sunday, 8am to 4.30pm
- Closed Sundays between 1 May to 31 August, Good Friday (19 April 2019), Christmas Day (25 December 2019) and New Year's Day (01 January 2020)

### Sydney - 10 Wurrook Circuit, Caringbah NSW 2229

- Monday to Friday 8am to 4.30pm
- Saturday 8am to 1pm
- Closed Sundays, Good Friday (19 April 2019), Christmas Day (25 December 2019) and New Year's Day (01 January 2020)

### Melbourne - 25-27 Catalina Drive, Tullamarine VIC 3043

- Monday to Friday 8am to 4.30pm
- Saturday 8am to 1pm
- Closed Sundays, Good Friday (19 April 2019), Christmas Day (25 December 2019) and New Year's Day (01 January 2020)

### Cairns - 397-399 Sheridan Street, Cairns QLD 4870

- Monday to Friday 8am to 4.30pm
- Saturday 8am to 1pm
- Closed Sundays, Good Friday (19 April 2019), Christmas Day (25 December 2019) and New Year's Day (01 January 2020)

## Public Holiday Surcharge

All rentals picking up or dropping off on the following days will incur an additional \$100 public holiday surcharge. Surcharge only applies to branches open on the following public holidays;

Easter Monday (22 April 2019), ANZAC Day (25 April 2019), Labour Day Brisbane and Cairns only (06 May 2019), Queens Birthday Sydney, Melbourne and Hobart only (10 June 2019), Queens Birthday Brisbane and Cairns only (07 October 2019), Labour Day Sydney only (07 October 2019), Boxing Day (26 December 2019), Australia Day (26 January 2020) and Labour Day/8 Hour Day Melbourne and Hobart only (09 March 2020)

## Late Return

You will continue to be responsible for the rental of the Vehicle until the Vehicle is returned to the Return Location. 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 the daily rate charge applicable to your Liability Reduction Option 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. These charges will be applied to the Customer's credit card on a daily basis until the Vehicle is returned.

## Early Bird Discounts

The Early Bird Discount of 5% applies to rentals that commence 125 days after the date of booking. The discount applies only to the daily rental rate and can be combined with long term discount.

## Long Term Discounts

21+ days: 10% off daily rental rate.

- Only applies to the daily rental rate
- The long term discount can be combined with the Early Bird Discount
- No other discounts can be combined

## Multiple Rentals

Consecutive Cruisin and GoCheap rentals can be combined to qualify for a Long Term Discount. Rentals can be combined to qualify if travel is within a 3-month period. If a drop off of a vehicle and a pick-up of a new vehicle occur on the same day then a day each will be charged per respective vehicle. Multiple rentals are treated as separate rentals under the one way fee and minimum rental period conditions.

## Rental Extensions

If the Customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Cruisin by calling 1300 664 485 or +61 3 6248 4789. If You extend up to 2 additional days You will be charged at the same average daily rental rate used at the time of pick up. If You extend by 3 days or more You will be charged at the current rate that is valid at the time of the change plus the daily rate charge applicable to your chosen Liability Reduction Option. Rental extension is subject to fleet availability. The extra cost of an extended rental must be paid by the Customer by credit card on confirmation of the rental extension.

Failure to obtain authorisation will result in the renter being charged at the Late Return rate outlined above.

## Booking Amendments

If you make changes to your booking the booking will be calculated by using either the original rate for the vehicle or the current rate that is available at the time of the booking change depending on whichever rate is higher Cruisin' considers the following as booking amendments

- Change of depot location for vehicle pick-up or drop off
- Change of vehicle category
- Change of rental date for vehicle pick-up or drop off

If an amendment is made to the rental dates within 14 days of collection, no refund will be made if the length of hire is shortened (that is; the rental will be charged at the number of days originally booked). A relocation fee may apply if the collection or return location is amended within 14 days of vehicle pick up or if notification occurs during the hire. Booking Amendments are subject to fleet availability. If your booking 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.

## Group Bookings

All booking requests of 3 or more vehicles for the same travel dates are considered a group booking (even if the vehicles are booked on different dates but travelling together) and require approval by the Cruisin Reservation Team by emailing [reservations@cruisinmotorhomes.com.au](mailto:reservations@cruisinmotorhomes.com.au) Group bookings are subject to different payment and cancellation terms. To confirm a group booking we require a \$300 deposit (plus credit card fee) per vehicle with the balance paid in full 28 days prior to pick up. If a group booking or part of a group booking is cancelled the following cancellation fees apply. If cancelled 29 + days prior to pick up No Fee. If cancelled 28 days or less prior to pick up 100% of the total rental.

## Voluntary Downgrades

Should you decide to voluntarily downgrade the vehicle category from that booked within 14 days of pick up or during the rental, you will not be entitled to a refund.

## Cancellation Fees

- If cancelled up to 29+ days prior to pick up. No Fee
- If cancelled 28 to 7 days prior to pick up 25% of total rental
- If cancelled 6 to 1 days prior to pick up - 50% of total rental
- If cancelled on the day of pick up or 'No Show' - 100% of total rental

*There is no refund for late pick up or early return of the vehicle, Group bookings are subject to different cancellation terms listed under Group Bookings outlined above.*

## Kilometres

Rates include unlimited kilometres unless stated.

## Taxes

Rates include 10% GST.

## Payment of Charges

Cruisin only accepts credit card or debit card for rental charges paid on pick up or drop off. Cruisin is unable to accept cash at its rental branches. The Security Bond on the vehicle is only payable at pick-up by credit card. Personal cheques, company cheques and bank transfers will not be accepted as payment for rental charges at the time of pick up. These must be received by Cruisin 28 days prior to commencement of rental.

## Credit Cards

Cruisin' accepts Visa, MasterCard, Visa Debit and MasterCard Debit. Visa will incur an additional 1.29% non-refundable administration fee. MasterCard will incur an additional 1.34% non-refundable administration fee. Visa Debit will incur an additional 0.87% non-refundable administration fee. MasterCard Debit will incur an additional 0.56% non-refundable administration fee.

## Currency Variations and Exchange Rates

All transactions are conducted in Australian dollars. Due to exchange rate fluctuations there could be some variance in the amount refunded compared to the amount initially charged. Cruisin' does not accept liability for any variances up or down or interest on such amounts. Refunds by credit card can take up to 14 days depending on the Renter's Financial Institution.

## Rental Duration

### Hobart

- Minimum rental period of 5 days applies
- 10 day minimum rental period applies for pick up 15 December each year until 05 January each year
- 7 day minimum rental period applies for pick up 06 January each year until 28 February each year
- 7 day minimum rental period applies for pick up 15 April 2019 – 21 April 2019

### Brisbane

- Minimum rental period of 7 days applies
- 10 day minimum rental period applies for pick up 15 December each year until 05 January each year

### Sydney

- Minimum rental period of 7 days applies
- 10 Day minimum rental period applies for the Bathurst 1000 in October 2019. Dates TBA
- 10 day minimum rental period applies for pick up 15 December each year until 05 January each year

### Melbourne

- Minimum rental period of 7 days applies
- 10 Day minimum rental period applies for the Moto GP in October 2019. Dates TBA
- 10 day minimum rental period applies for pick up 15 December each year until 05 January each year

### Cairns

- Minimum rental period of 7 days applies
- 10 day minimum rental period applies for pick up 15 December each year until 05 January each year

Minimum rental periods are subject to change, and any such change will be notified to you prior to booking confirmation.

## Driver's Licence and Minimum Age

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. An accredited English translation will be accepted in lieu of an international driving licence. Drivers must be aged between 21 and 79 years old.

## Road Restrictions

All Cruisin' campervans and motorhomes can only be driven on sealed/bitumen roads. The only exceptions to this are well maintained access roads of less than twelve (12) kilometres to recognised campgrounds. Cruisin 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 rental period.

## One Way Rentals

One way rentals are available between all branches subject to the minimum rental periods in the table below. A one way fee of \$260 applies. The one way fee is waived for each rental over 21+ days.

Brisbane				
10	Cairns			
14	14	Hobart		
10	14	14	Melbourne	
10	14	14	10	Sydney

\* Minimum rental periods are subject to change

## Vehicle Length

When booking campsites and ferry crossings, Cruisin' recommends making a reservation for a 7.3 metre vehicle irrespective as to the size of the vehicle reserved, to avoid complications due to possible upgrades.

## Kitchen and Personal Kits

Each vehicle is supplied with living equipment (such as cooking equipment, utensils, bath and tea towels and bedding). All equipment must be returned in working order.

## LPG Gas

A pre-hire gas refill charge of \$35 for 4 and 6 Berth Motorhomes and \$25 for all other vehicle's is payable on collection of the vehicle (included in the Maximum Cover Package). The LPG bottle can be returned empty at the completion of the rental. There is no refund for unused LPG gas.

## Maps and Camp Guides

Each vehicle contains a Road Atlas and a campground guide

## Toddler Seats

Toddler seats suitable for children 6 months to 4 years of age can be hired for \$35 per rental (included in the Maximum Cover Package). Toddler seats cannot be fitted in the 2/3 Berth Hi-top Campervan, 2 Berth Adventurer or the 2 berth Sandpiper Motorhomes. Children under 6 months of age cannot be accommodated in any of the vehicles.

## Child Seats

Child seats suitable for a child between 4 and 7 years of age can be hired for \$35 per rental (included in the Maximum Cover Package).

## Additional Products for Rental

Listed below are the additional products that are available for hire and purchase from our branches

- Toddler / Child Seats \$35 per seat per rental (included in the Maximum Cover Package)
- GPS \$9 per day (max \$90) (included in the Maximum Cover Package)
- Fan Heater \$15 per rental
- Outdoor Camp Table \$23 each per rental (included in the Maximum Cover Package)
- Outdoor Camp Chair \$16 each per rental (included in the Maximum Cover Package)
- 2 Chairs & 1 Table Bundle \$40
- 6 Chairs & 1 Table Bundle \$60
- Toilet Chemicals \$2.50 each
- Esky \$20 per rental
- Extra Doona & 2x Bath Towels \$20 per rental
- Windscreen and Tyre Cover \$90 per rental (included in the Maximum Cover Package)

Additional products may be offered on pick up

## Repairs

Although Cruisin' runs late model vehicles; it may be the case that small repairs are required. Any repair up to \$100 including GST needs no authorisation from Cruisin and all that is necessary for full reimbursement to You from Cruisin is a proper receipt for the amount of the repairs. For repairs costing over \$100, Cruisin will need to be informed and confirm the repair in advance.

## Cruisin Roadside Help

Cruisin provides Roadside Assistance support. Please contact Cruisin Roadside Help on: 1300 016 532 or +61 3 6169 1702 if you require assistance.

## Infringements and Administration Costs

Cruisin 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, Cruisin reserves the right to charge an administration fee of up to \$55 for associated administration costs to the Customer's credit card upon receipt of a charge for any speeding, toll way, parking or other traffic offence incurred by the Customer. This fee will be applicable per offence.

## Change of Vehicle

Should the vehicle booked be unavailable through unforeseen circumstances, Cruisin' reserve the right to substitute an alternative vehicle without prior notification and at no extra cost. The alternative Vehicle shall be as close a substitute for the booked Vehicle as possible. This shall not constitute a breach of contract and does not entitle the renter to a refund.

## **Limit of Liability**

In the event of no alternative vehicle being available to the renter, our liability is limited to a refund of the hire charge or in the case of mechanical failure (unless caused by the renter) the remainder of the hire period.

## **Change of Return Location**

If the Customer wishes to change the return location after the rental has commenced, they must first obtain authorisation from Cruisin by calling 1300 664 485 or +61 3 6248 4789. Subject to the change being approved, an additional charge of up to AU\$700 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 change of return location cases irrespective of the reason for the location change.

## **Vehicle Category**

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

## **Refusal to Supply**

Cruisin' reserves the right to refuse any rental at our complete discretion.

## **Animals**

Service dogs are permitted to travel in the vehicle. No other animals are permitted in the vehicle.

## **Smoking**

Smoking is not allowed in our vehicles.

## **Personal Injury**

Personal Injury caused when involved in a motor vehicle accident 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. Cruisin does not accept any liability for personal injuries sustained during rental.

## **Property Damage**

The Vehicle is insured for damage to it or damage to the property of a third party. However the renter is responsible up to the amount of the applicable Liability for the cost of such damage to third party property, or to the rented Vehicle. The renter is also responsible for the cost of demurrage for the period the Vehicle is unavailable due to repairs. The Liability applies in respect of each claim, not per rental. In addition to the Liability an administration fee of \$75 will be charged per claim. The Liability is applicable regardless of who is at fault and must be paid at the time the accident is reported to Cruisin', not at the completion of the rental Period. Cruisin' reserves the right to charge the renter for any vehicle damage including Third Party property damage not reported on return of the vehicle.

## **Standard Liability**

Cruisin' Motorhomes rental charge includes a Standard Liability Reduction of \$3,000 for the GoCheap Hi Top and \$5,000 for all other vehicles. A security bond of \$3,000 for the GoCheap Hi Top and \$5,000 for all other vehicles will be collected at the time of entering into the Rental Agreement. Payment of this security Bond is only accepted by credit card. The \$3,000 for the GoCheap Hi Top and \$5,000 for all other vehicles will be debited from the credit card account. A non-refundable administration fee of \$100 will apply.

The Standard Liability Reduction can be reduced by purchasing one of the following Reduction Options:

## **Liability Reduction Option**

A Zero Liability applies and you will not have to pay a security bond of \$3,000 for the GoCheap Hi Top and \$5,000 for all other vehicles. This Option can be purchased by paying to Cruisin' \$29 per day for the GoCheap Hi Top, \$45 per day for all other vehicles. The maximum amount payable for this option is \$1,450 for the GoCheap Hi Top, \$2,250 for all other vehicles (i.e. 50 days rental).

## **Maximum Cover Package**

This is an all-inclusive package. A Zero Liability applies and you will not have to pay a security bond of \$3,000 for the GoCheap Hi Top and \$5,000 for all other vehicles. Includes optional extras such as windscreen and tyre cover, GPS, pre-purchase LPG, outdoor table & chairs (chairs per person), and toddler or child seat (if required). This Option can be purchased by paying to Cruisin' \$39 per day for the GoCheap Hi Top, \$55 per day for all other vehicles. The maximum amount payable for this option is \$1,950 for the GoCheap Hi Top, \$2,750 for all other vehicles (i.e. 50 days rental).

## **Windscreen and Tyre Cover**

This is an additional package. A \$90 once off fee applies prior to or on pick up of the vehicle and covers the renter for any accidental damage to the windscreen and tyres. This is an additional cover and can be purchased with standard liability or any reduction options. Windscreen refers to all glass on the vehicle. (Included in the Maximum Cover Package)

## Security Bond

For security purposes only a credit card can be used to provide a vehicle security bond. A non-refundable administration fee of \$100 will apply. The credit card holder must be present and able to sign for the deposit upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle. The security deposit is fully refundable when the vehicle is returned to the correct location on time, with a full fuel tank, toilet and gray water tanks emptied and all other terms of the Rental Agreement have been complied with. If there is damage to the vehicle on its return, the security bond will be used to cover the cost of such damage up to the amount of the relevant liability. However, if the terms of the Rental Agreement are breached and the security bond is insufficient to cover the damage, then any extra cost will be charged. Refunds by credit card including bond refunds can take up to 14 working days and the time can vary depending on the Financial Institutions involved. Refund of the security bond is not a waiver of the Customer's liability under the Rental Agreement, Cruisin retains the right to recover monies for Damage notwithstanding the return or refund of the security bond.

## Full Responsibility

At all times the renter is responsible for:

- Damage caused where the terms of the Rental Agreement have been breached
- Damage caused by wilful misconduct or negligence
- Damage caused to the Vehicle in any way by part or total water submersion or salt water
- Damage caused due to a single vehicle roll over except where the Maximum Cover Package has been purchased
- Damage to the Overhead or damage to the underbody of the Vehicle however caused - except where the Maximum Cover Package has been purchased
- Damage caused to the Vehicle when using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic
- Damage or loss caused to any personal belongings
- Damage caused due to use of incorrect or contaminated fuel
- Damage to the awning
- Damage to the Windscreen or Tyres except where the Maximum Cover Package or Windscreen and Tyre cover has been purchased

## Return of the Vehicle

The customer acknowledges having received the vehicle in a clean condition, with a full fuel tank. The customer will return the vehicle in a clean condition with a full fuel tank. Penalties will apply to vehicles where these requirements are not met.

## Depot Locations

- Brisbane – 47 French Street, Eagle Farm QLD 4009
- Cairns – 397-399 Sheridan Street, Cairns QLD 4870
- Hobart – 3 Runway Place, Cambridge TAS 7170
- Melbourne - 25-27 Catalina Drive, Tullamarine VIC 3043
- Sydney - 10 Wurrook Circuit, Caringbah NSW 2229

## Terms & Conditions and Rates

Are subject to change without notice.

### Cruisin' Motorhomes

Head Office: 3 Runway Place, Cambridge TAS 7170  
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