



Cruisin Terms and Conditions for Motorhome Rental (Australia)

Valid from 1 April 2024

This document contains a summary of some of the Rental Conditions. For full detailed Conditions refer to the Rental Agreement on pick-up.

Standard Daily Rates include:

- All rates are inclusive of Goods and Services Tax (GST*) and are in Australian Dollars
- Rental basis is per calendar day and are to be picked up and returned during depot opening hours
- Unlimited Kilometres
- Vehicle liability (liability applies, see information under the heading 'for your protection – vehicle liability')
- Quality linen and bedding*
- Kitchen Equipment*
- General Equipment*
- Campground guides and maps
- Extra driver fees (maximum 3 drivers)
- 24-hour Cruisin roadside help

***Goods and Services Tax (GST)**

GST is an Australian Federal Government imposed tax. GST is included in all Cruisin rates and is currently 10%. Cruisin reserves the right to amend GST upon Government intervention.

***Quality Linen and Bedding**

Includes pillow, pillowcase, sheet, and towel per person and one doona (duvet) per bed.

***Kitchen Equipment**

Includes pots, pans, frypan, plates, bowls, cups and glasses, cutlery, chopping board, tea towel, kettle, toaster, tin opener, dish cloth and dish brush. All equipment must be returned in working order.

***General Equipment**

Includes clothes hangers, clothesline & pegs, bucket, dustpan & broom, fire extinguisher, waste & freshwater hose, full LPG bottle(s).

Early bird Discount

Bookings made 125 days or more before the travel date of booking = 5% discount*

*Discounts apply to the daily vehicle rate and can be combined with long term discount.

Long Hire Discount

21+ days – 10% off daily rental rates

Discounts apply to the daily vehicle rate only. Long hire and early bird discounts can be combined. No other discounts can be combined.

Rate Calculation

Rental days are charged per calendar day. When calculating the number of day's a vehicle is rented, the day of pick-up is counted as day one of the rental. The day of the vehicle's return is counted as the final day of the rental. Vehicles are required to be collected and returned with business hours.

All rates and conditions are subject to change until a confirmed booking is made.

These rates and terms do not apply to group bookings (any rental that consists of three or more vehicles travelling together). Requests for group bookings should be directed to ourselves. Group bookings are also subject to different cancellation terms. 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.

Additional Products for rental

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

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

Additional products may be offered on pick up.

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 Berth Hi-Top Campervan or the 2 Berth Sandpiper Motorhome.

Customers who wish to travel with children under 6 months of age need to provide their own Australian standard approved baby seat.

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).

Vehicle Liability and Reduction Option

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.

In the USA a liability is referred to as the “deductible”.

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 AU\$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 \$5,000 its vehicles. A security bond of \$5,000 is required and will be collected at the time of entering into the Rental Agreement. Payment of this security Bond is only accepted by credit card. The \$5,000 bond will be debited from the credit card account. Credit card surcharge fees will apply (refundable). The Standard Liability Reduction can be reduced by purchasing one of the following Reduction Options:

Liability Reduction Option

Cost per Day	Liability Reduced to:
AU\$45 (maximum charge AU\$2,250)	NIL

A Zero Liability applies, and you will not have to pay a security bond of \$5,000. This Option can be purchased by paying to Cruisin’ \$45 per day for their vehicles. The maximum amount payable is \$2,250 (i.e. 50 days rental). Please note there are exclusions to this cover, and for this reason we recommend taking the maximum cover package shown below for peace of mind cover.

Maximum Cover Package

This is an all-inclusive package. A Zero Liability applies, and you will not have to pay a security bond of \$5,000. 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’ \$55 per day. The maximum amount payable for this option is \$2,750 (i.e. 50 days rental).

The Maximum Cover Package also gives you protection against overhead and underbody damage, as well as single vehicle rollover cover which is otherwise excluded.

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)

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.

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 (when taking the standard liability option). 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 grey 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 (Exclusions)

At all-time 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

Travel Insurance

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

Animals

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

Smoking

Smoking is not allowed in any of the vehicles

Rental Duration:

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

- **Hobart**
 - Minimum rental period of 5 days applies
 - 10-day minimum rental period applies for pick up 26 December each year until 06 January each year
 - 7-day minimum rental period applies for pick up 07 January each year until 28 February each year
 - 7-day minimum rental period applies for pick up 29 March 2021 - 04 April 2021
- **Brisbane**
 - Minimum rental period of 7 days applies
 - 10-day minimum rental period applies for pick up 26 December each year until 06 January each year
- **Sydney**
 - Minimum rental period of 7 days applies
 - 10-day minimum rental period applies for the Bathurst period. (Dates To be advised)
 - 10-day minimum rental period applies for pick up 26 December each year until 06 January each year
- **Melbourne**
 - Minimum rental period of 7 days applies
 - 10-day minimum rental period applies for the Moto GP period. (Dates to be advised)
 - 10-day minimum rental period applies for pick up 26 December each year until 06 January each year
- **Cairns**
 - Minimum rental period of 7 days applies
 - 10-day minimum rental period applies for pick up 26 December each year until 06 January each year
- **Perth**
 - Minimum rental period of 5 days applies
 - 10-day minimum rental period applies for pick up 26 December each year until 06 January each year
 - 7 day minimum rental period applies for pick up 14 April 2025 – 20 April 2025

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

Minimum time frames for one-way hires (subject to change)

One way rentals are available if you wish to pickup from one location and drop off at a different branch location. The rental is subject to a minimum rental period detailed below. Minimum rental periods are subject to change, and you will be notified of any such change before booking.

Perth					
28	Brisbane				
28	10	Cairns			
28	14	14	Hobart		
28	10	14	14	Melbourne	
28	10	14	14	10	Sydney

* Minimum rental periods are subject to change

Operating Hours

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

LOCATIONS	DATES AND HOURS OF OPERATION
BRISBANE	January - December Monday – Friday 8am – 4.30pm Saturday 8am – 1pm Closed Sunday
HOBART	January - December Monday – Sunday 8am – 4.30pm <i>Closed Sundays between 1 May to 31 August</i>
SYDNEY	January - December Monday – Friday 8am – 4.30pm Saturday 8am – 1pm Closed Sunday
MELBOURNE	January - December Monday – Friday 8am – 4.30pm Saturday 8am – 1pm Closed Sunday
CAIRNS	January - December Monday – Friday 8am – 4.30pm Saturday 8am – 1pm Closed Sunday
PERTH	January - December Monday – Friday 8am – 4.30pm Saturday 8am – 1pm Closed Sunday

All branches are closed Good Friday (02 April 2021). Christmas Day (25 December 2021) and New Year's Day (01 January 2022).

Out of Hours Return

Customers wishing to return their Vehicle on a Sunday when the branch is closed can request an Out of Hours Return between 8am – 3.30pm. Office is unmanned with keys to be returned to the key return box.

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.

Multiple Rentals

Consecutive Cruisin 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.

Road Restrictions

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

Licence and Age Restrictions

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.**

Change of Drop-Off Location on road

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.

Rental Extensions while on hire

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.

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.

Voluntary Downgrade

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.

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.

Vehicle Age

All Cruisin vehicles are up to a maximum of 4 years of age.

Transfers

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

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.

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.

Toll and Traffic Infringements and Administration fees

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.

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.

Exchange Rate / Currency Variations

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.

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.

Cancellation and Amendments

Please note there is an AU\$100 administration fee should there be any cancellations to a confirmed booking, in addition to any cancellation fees:

- If cancelled up to 29+ days prior to pick up = AU\$100 Administration Fee
- If cancelled from 28 to 07 days prior to pick up = 25% of Total Rental, (minimum \$350, incl Administration Fee)
- If cancelled from 06 to 01 days prior to pick up = 50% of Total Rental, (minimum \$350, incl Administration Fee)
- If cancelled on the day of pick up or no show = 100% of Total Rental, (minimum \$350, incl Administration Fee)
-

There is no refund for late pick up or early return of a vehicle.

Customer Care On-Road Assistance

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

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.

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.

Please Note

This document contains a summary of some of the rental conditions. For detailed conditions, refer to the rental agreement upon vehicle collection. A copy of the rental agreement can be requested prior.

Disclaimer

Illustrations and text in any of our documentation, brochures or website are a representation only of the vehicle depicted. Variances in the vehicles offered for any rental may occur due to a substitution made by Cruisin or modifications and/or upgrades to the vehicle design made by the manufacturer.

Note: Terms and conditions are subject to change without notice.