



THL Terms and Conditions for Motorhome Rental (Australia) Valid 01 April 2025 - 31 March 2026

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
- Vehicles are required to be picked up and returned during depot business hours
- Unlimited Kilometres for 2WD motorhomes
- Vehicle liability (liability applies, see information under the heading 'Liability Options')
- Freshly laundered Linen and bedding*
- Kitchen Equipment*
- General Equipment*
- 24hr Roadside Assistance
- Customer are encouraged to download the *thl Roadtrip App* for a show through of their camper. The App also features CamperHelp 'how to' videos showing how to use the features of the camper

Driver Licence and Minimum Age

A current and full motor vehicle driver licence is required to be shown at pick-up and all drivers need to be present. If the driver licence is not in English, then we require an accredited English translation or an International Driver Permit. We do not accept Digital Driver licences.

Mighty Campers (Highball and Double Down), Cheapa Campa (Hitop and Endeavour) and Hippy (Hitop and Endeavour) drivers must be 18 years of age or over with a full driver licence or hold a restricted licence or equivalent.

For all other RV types drivers must be 21 years of age or over, have held an unrestricted licence for at least two years and the licence must be valid for the entire booking duration.

It is important to select the correct country in which the driver licence was issued to ensure correct rates are calculated. If the hirer presents a driver licence that is from a different country to which the booking was created the guest may incur additional charges.

Rate Inclusions

To make travel as comfortable as possible for our guests, our rates include:

- 24hr On Road Assist
- 2WD Unlimited Kilometres / 4WD 300 Kilometres per day
- Kitchen Kit: plates, bowls, knives, forks, spoons, bottle opener, can opener, colander, saucepans, frying pans, cooking utensils, chopping board, kettle, toaster, and tea towel. Electrical appliances are supplied in vehicles that have 240V.
- General Equipment: pegs, clothesline, fire extinguisher, bucket, hose, dustpan, and brush.
- 4WD RVs also include either an EPIRB (Emergency Personal Indicator Radio Beacon) or a PLB (Personal Locator Beacon) and an Outback Safety Kit comprised of an air compressor, a shovel and recovery boards.
- Complimentary linen, bedding and towels.

Multiple Rentals

Should a guest have more than one consecutive rental in either Australia or New Zealand that in total are 21 days or more they can be combined to qualify for longer-term hire discounts off the daily vehicle rates.

To request the application of the discount please ask at time of booking.

Discounts

Guests who love road trips as much as we do and travel for more than 21 days, receive 8% off daily rates. This is also available to guests with multiple bookings that total 21+ days.

Booking Alterations

We understand that sometimes plans change. If this is the case, any changes made to a booking will be calculated by using the current rate of the day at the time of booking alteration.

The following are considered as a booking alteration:

- Change of name
- Change to pick-up or drop-off dates
- Change pick-up or drop-off branch location
- Change of RV category
- Change of rate scheme including special rates

Change to the Drop-Off Location after Pick-Up

If a traveller wants to change their drop-off destination after pick-up, they should get in touch with our friendly Reservations crew who will be happy to help. Our team will advise guests if the change is possible and subject to the change being approved an additional charge of up to \$750.00 may apply.

Extending a Road Trip

If a traveller is having so much fun that they want to extend their booking whilst on the road, they should first contact our friendly Reservations crew who will be happy to advise if the extension is possible, and the associated costs. To secure an extension, the extra costs (calculated on the current rate of the day), will need to be paid by credit card inclusive of all taxes and surcharges, either over the phone or at a thl Branch at the time of extension. Any long-term discounts in place will continue to apply to the booking.

We will always do our best to accommodate any extensions, subject to vehicle availability.

Change of RV

Our RVs can be requested by category, not by make or model. We always do our best to accommodate requests, however thl reserves the right to substitute the booked RV with an alternative available RV without prior notification and at no extra cost. Any changes made to the booked RV and agreed to by the guest shall not constitute a breach of contract and does not entitle the guest to a refund.

Online Check-In

It is mandatory for guests to complete thl 's online check-in no less than 14 days prior to pick-up at:

<https://sci.thlonline.com/>

By completing the required pick-up information ahead of the pick-up date, guests will experience a smoother and quicker RV collection process. Guests will also be required to watch our thl safe driving and 'How to Videos' through the thl Roadtrip App, prior to pick-up to learn how to use their RV.

thl Roadtrip App

The thl Roadtrip App is custom built for guests travelling in Australia and New Zealand. The free app provides our guests with all the necessary information needed to make their thl journey an amazing experience.

The app is designed to:

- Enhance guests' holiday experience by providing 'how-to videos' prior to pick up, so that they become familiar with their vehicle before arriving at the branch and prepare any questions they may have.
- Educate our guests on how to use the vehicle and safe driving practices.
- Provide thl contact details to extend their holiday, contact roadside assistance, email any other enquiries, and find answers to FAQ's.
- Provide information on campgrounds while on the road and allow for campgrounds to be booked.
- Search and book great deals on attractions and activities.
- Find helpful travel information such as branch locations, nearby petrol stations, dumping stations, supermarkets, and ATMs.

Guests can download the app on [Google Play](#) or the [App Store](#).

Getting To and From the Airport

Branches are located near major airports, making pick-up and drop-off easy for our guests. Guests can arrange transport to and from the airport via taxi or rideshare at their own cost.

Branch Locations

thi branches are located across Australia, allowing you to plan for road trips both long and short. Our Broome branch is a little more remote than others and therefore a single \$875.00.00 location fee applies to guests who pick-up or drop-off at our Broome branch. For guests who pick-up or drop-off at our Hobart branch a single \$120.00.00 location fee applies.

Certain RVs are only available in certain locations – please ask if you want to find out more about the availability at different locations.

Branch Hours and Public Holidays

The opening hours of our branches vary, depending on location and seasonality. The table below details the specific hours for pick-up and drop-off.

Location	Dates/Hours for Pick-up and Drop-off	
Adelaide	1 April 2025 to 30 April 2026 9am to 3:30pm 7 days a week	1 May 2025 to 31 August 2025 9am to 3:30pm 6 days a week (closed Sundays)
Alice Springs Broome Darwin	1 April 2025 to 30 November 2025 9am to 3:30pm 7 days a week	1 December 2025 to 31 March 2026 Closed
Cairns	1 April 2025 to 30 September 2025 9am to 3:30pm 7 days a week	1 October 2025 to 31 March 2026 9am to 3:30pm 6 days a week (closed Sundays)
Brisbane Hobart Melbourne Perth Sydney	1 April 2025 - 31 March 2026 9am to 3:30pm 7 days a week	

Our Broome, Darwin and Alice Springs branches are closed during the wet season (1 December to 31 March). During this time roads are muddy and hard to navigate and for safety reasons, we strongly recommend that guests avoid travelling to the top end of Australia during this time.

Our staff enjoy a holiday as much as you do and all our branches are closed on public holidays including Christmas Day (25 December 2024), New Year's Day (1 January 2025) and Observed Australia Day (27 January 2025). Our branches are open on other public holidays, but a \$120 fee applies when the pick-up and/or drop-off is booked for a public holiday as outlined in the following table:

Public Holidays:

Date	Sydney (SYD)	Melbourne (MEL)	Adelaide (ADL)	Perth (PER)	Brisbane (BNE)	Hobart (HBT)	Alice Springs (ASP)	Darwin (DRW)	Broome (BME)	Cairns (CNS)
18 April 2025	CLOSED									
21 April 2025	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
25 April 2025	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5 May 2025					✓		✓	✓		✓
2 June 2025				✓					✓	
9 June 2025	✓	✓	✓			✓	✓	✓		
4 August 2025							✓	✓		
13 August 2025					✓					
29 September 2025				✓					✓	
6 October 2025	✓		✓		✓					✓
4 November 2025		✓								
25 December 2025	CLOSED									
26 December 2025	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
1 January 2026	CLOSED									
26 January 2026	CLOSED									
9 February 2026						✓				
2 March 2026				✓					✓	
9 March 2026		✓	✓			✓				

Booking Duration

An RV holiday allows guests to travel at their own pace. To ensure our guests get the most out of their road trip, a minimum five-day rental period applies when pick-up and drop-off is from the same branch location. Higher minimum rental periods apply for all brands as follows and are subject to change.

Additional minimum periods apply as follows:

- 7 Day minimum hire period for Easter 17 April to 22 April 2025
- 7 Day minimum hire period for Moto GP (dates to be confirmed) in MEL
- 7 Day minimum hire period for Bathurst (dates to be confirmed) in SYD
- 7 Day minimum hire period Christmas 28 December 2025 to 5 January 2026

One-way Bookings

Road trips don't always finish where they start, and some of the best adventures take you far and wide. If a guest drops off at a different branch location from which they picked up a minimum booking period along with a one-way fee applies per below.

The minimum booking periods for one-way bookings are detailed below.

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

Additional minimum periods apply as follows, and are subject to changes:

- 15 Days minimum hire on all one-way rentals (excluding 4WD's) into Alice Springs, Darwin, Broome from 1 July to 30 November 2025 excluding out of Alice Springs, Darwin, Broome.
- 15 Days minimum hire on all one-way rentals into Hobart from 1 April to 30 July 2025.
- 15 Days minimum hire on all one-way rentals out of Hobart from 1 August 2025 to 1 February 2026.
- 15 Days minimum hire on all one-way rentals (excluding 4WD's) out of Alice Springs and Darwin) from 1 April to 10 July 2025 excluding into Alice Springs, Broome and Darwin
- 30 Days minimum hire on all one-way rentals out of Hobart from 1 August 2024 to 1 February 2025
- 15 Days minimum hire on all one-way rentals into Cairns (excluding 4WDs) from 1 April to 30 August 2025

One-Way fees

- For pick up In Cairns, Brisbane, Sydney, Melbourne, Adelaide, and Hobart – returning to these locations a \$195.00 one-way fee applies.
- For pick up Cairns, Brisbane, Sydney, Melbourne, Adelaide, and Hobart - returning to Darwin, Perth, Broome or Alice Springs a \$295.00 one-way fee applies.
- For pick-ups from Darwin, Perth, Broome and Alice Springs - returning to any location a \$295.00 one-way fee applies.

Travel Restrictions

Not all RVs are suitable for all driving situations, so it's important the right RV is chosen for the travel planned. *thl*, at its discretion, may restrict RV travel 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. If applicable, any further restrictions will be mentioned at pick-up. Guests are encouraged to contact On-Road Assist on 1300 850 805 or +61 3 8398 8880 if they have any concerns regarding road accessibility.

For the safety of guests, the following travel restrictions are in place:

Hippie Hitop and Hippie Endeavour Campers can be driven to the Northern Territory at an additional cost of \$30.00 per day provided written permission is obtained from On-Road Assist prior to travel.

Guests who travel to restricted areas without permission will void all Liability Cover in the event of damage or accident and may be subject to a fee of \$300.00 charged on each occasion identified.

2WD RVs

Our 2WD RVs aren't equipped for rough terrain and cannot be driven on unsealed roads with exception of well-maintained access roads less than 12 kilometres long which lead to recognised commercial campgrounds and major tourist attraction.

thl 2WD RVs can be driven to any island on sealed roads provided permission is obtained from On-Road Assist prior to travel.

2WD Travel Restriction Table

State/Territory	Restricted (Permission Required)	Not Permitted at All Times
All/various	Any Islands with access via ferry	Unsealed roads longer than 12km, all ski access roads from 01 June to 30 September, any Beaches, Old Gunbarrel Hwy, Great Central Road
Queensland	North of Laura/Cooktown, North Stradbroke Island and Magnetic Island	Fraser Island, Moreton Island, Cape York between the months of December to May, Old Telegraph Track section of the road to Cape York
South Australia	Kangaroo Island	
Tasmania	Bruny Island	All Hippie vehicles
Western Australia		Canning Stock Route, Nanutarra Road (unsealed short cut to Tom Price), Karijini National Park (unsealed road sections)
Northern Territory	All Hippie vehicles	Lost City in Litchfield Park, Boggy Hole (Finke Gorge National Park), Ghan Heritage Road (from Titjikala to Finke), Gunlom Area, Gubara, Shady Camp, Old Jim Jim Road, Jim Jim Falls, Twin Falls, Mereenie Loop Road (unsealed section), Ernst Giles Road, Old South Road

4WD RVs

Our 4WD RVs are ready to take adventurous travellers off the beaten track, however for their safety, there are restricted travel areas. For restricted destinations listed below, guests are required to nominate expected travel plans with the branch at pick-up and confirm with relevant local authorities that roads are passable prior to travel.

4WD Travel Restriction Table

State/Territory	Restricted (Permission Required)	Not Permitted at All Times
All/various	Any islands with access via ferry, any remote unsealed roads (not already listed), Simpson Desert*, Gunbarrel Highway*, Tanami Track, Savannah Way from Normanton to Borroloola, Sandover Highway*	Any beaches
Queensland	Burke Development Road from Chillagoe to Normanton, Cape York (North of Laura/Cooktown*), Bloomfield track	Fraser Island, Moreton Island, Old Telegraph Track section of the road to Cape York, CREB Track, Cape York between 1 December- 31 May, Starcke Track, Frenchman Track
South Australia	Oodnadatta Track*, Strzelecki Track*, Birdsville Track*	-
Tasmania	Tasmania	-
Western Australia	Bungle Bungles, Gibb River Road, Kalumburu Road, Mitchell Falls/ Plateau	Old Gunbarrel Highway, Canning Stock Route
Northern Territory	Arnhem Land*, Larapinta Road between Hermannsburg and Petermann, Plenty Highway*, Finke Road (between Alice Springs and Oodnadatta), Chambers Pillar	Boggy Hole (Finke Gorge National Park), Ghan Heritage Road (from Titjikala to Finke), Central Arnhem Road (past Beswick), Southern Lost City (Limmen National Park), Old South Road from Maryvale to Finke

*Guests travelling to these locations are strongly advised to hire a satellite phone for safety purposes

Kilometres

For the safety of guests please don't underestimate the time it will take to drive from one point to another. While our 2WD RVs include unlimited kilometres, we recommend travelling a maximum of 250 kilometres per day or the equivalent of 4-5 hours driving. We encourage our guests to take a break from driving at least every 2 hours.

Our 4WD rates include 300 kilometres per day, however, should a little more adventure be needed, 500-kilometre packages are available before or at time of pick-up for \$250.00. If the distance travelled is a little longer, any excess kilometres will be charged at \$0.55 per kilometre, payable on return.

Returning the RV

The RV is a home away from home and for comfort, we recommend it's kept tidy throughout the road trip. The RV needs to be returned to the branch as was taken, with the interior cleaned and toilet cassette (where applicable) and holding tanks emptied. The RV exterior does not require cleaning unless it's covered with excessive dirt or mud, making it difficult for our team to see its return condition. The Cleaning Pack is available to be pre-purchased or added on pick-up to offer quick and easy return.

Repairs

We understand that while on holiday the RV may require small repairs. To avoid further disruptions to the road trip, if the damage was not caused by the guest, repairs up to \$100.00 can be completed without authorisation and will be reimbursed upon presentation of receipts. If repairs over \$100.00 are needed, the On-Road Assist team should be informed prior to any repair being completed. Unauthorised repairs are not permitted.

All RVs are covered by Australian Automobile Association and 24hr mechanical emergency roadside assistance is available if needed. Please contact On-Road Assist on 1300 850 805 or +61 3 8398 8880.

Infringements, Tolls and Fines

thl will pass on any charges the guest receives for traffic infringements, toll, or parking fines during their road trip. For toll way fees received, thl reserves the right to charge the guest's credit or debit card upon receiving the toll way fee. An administration fee of \$75.00 to cover associated administrative costs per toll way fee, traffic infringement or parking fine received may be charged.

Animals

We believe fur friends can only make a road trip better. Pet dogs and cats are allowed to travel in all brands. There is a \$315.00 pet fee (excluding service animals). Service dogs are permitted in all vehicles. If a vehicle is returned soiled by a pet, thl reserves the right to charge an extra cleaning fee. The full policy can be viewed on the thl website.

Smoking and Drugs

Our RVs are a smoke free and drug free zone; hence smoking or drugs are not permitted in any of our RVs.

Payment at Branches

For security reasons, we accept credit card and debit card for charges paid at RV pick-up and drop-off. We do not accept cash at our branches. The liability deposit is payable at pick-up by credit card or debit card and cannot be paid with a pre-paid credit card.

Credit Cards

We accept Visa and MasterCard.. The following fees apply for the rental charges, any additional products (irrespective of chosen account e.g. savings, credit, etc) and the liability deposit:

	Rental/Extras
Visa/MasterCard	1.21%
Amex	2.6%

Fees are subject to change

Note: Amex may only be used at the depot for the liability deposit or payment of any extras. The fee which applies to Amex is 2.80% and non-refundable. Amex is not accepted for payment of rental charges.

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 including Third Party property damage not reported but identified on return of the RV.

Liability Options

Guests can choose between the following liability options:

- 'The Low Road' - our most basic level of liability cover.
- 'The High Road' - our highest liability cover giving the most peace of mind.

Value Pack

The Value Pack is a bundled extra which provides reduced liability and selected value-added products/services for a great road trip. The minimum amount payable per rental for Value Pack will be based on the minimum rental period applicable for the booking. The maximum amount payable is 50 days per rental segment. For pricing refer to the Rate Plan document. (see over)

2WD	The Low Road	The High Road	Value Pack
Liability Deposit Reduced to Nil [^]	x	✓	✓
Reduced Liability for Damage [^] <ul style="list-style-type: none"> Includes front, back, side panel and awning damage, and Towing and recovery costs Excludes Overhead/underbody, Windscreen and Tyre or single vehicle rollover damage 	x	✓	✓
Overhead/Underbody Damage Cover [^]	x	x	✓
Single Vehicle Rollover Damage Cover [^]	x	x	✓
Windscreen and Tyre Damage Cover [^]	x	x	✓
Camp Chairs	x	x	✓
Picnic Table	x	x	✓
Extra Drivers Fees	x	x	✓
Child/Booster Seat/s (with prior request)	x	x	✓
Fan/Heater (if required)	x	x	✓
3x Toilet Chemicals (for vehicles with toilet)	x	x	✓
Linen exchange*	x	x	✓

4WD	The Low Road	The High Road	Value Pack	4WD Additional cover
Liability deposit reduced to \$500 [^]	x	✓	✓	x
Liability Deposit reduced to Nil [^]	x	x	x	✓
Reduced Liability for Damage [^] <ul style="list-style-type: none"> Includes front, back and side panel Damage Excludes Overhead/underbody Damage, Windscreen and Tyre, awning, Single vehicle rollover Damage or Towing and recovery costs 	x	✓	✓	✓
Overhead/Underbody Damage cover [^]	x	x	x	✓
Single Vehicle Rollover Damage cover [^]	x	x	x	✓
Awning Damage cover [^]	x	x	x	✓
Windscreen and Tyre Damage cover [^]	x	x	x	✓
Towing and Recovery costs	x	x	x	✓
Unlimited kilometres	x	x	x	✓
Camp Chairs (standard inclusion for Safari 4WD and Warrior 4WD)	x	x	✓	✓
Picnic Table (standard inclusion for Safari 4WD and Warrior 4WD)	x	x	✓	✓
Extra Drivers Fees	x	x	✓	✓
Child/Booster Seat/s (with prior request)	x	x	✓ x Maverick, Adventure Camper, Cheapa 4WD	✓ x Maverick, Adventure Camper, Cheapa 4WD
Fan/Heater (if required)	x	x	✓ x Safari and Warrior	✓ x Safari and Warrior
Linen exchange*	x	x	✓	✓

*This service allows guests to exchange their linen and bedding during their rental after seven days of travel at any thl branch. The branch will need to be notified ahead of time to ensure items are available and ready for when guests arrive.

[^] Damage means any loss or damage to the Vehicle, which is not noted on the Vehicle Condition Report, including that caused by theft of the Vehicle or by adverse weather events, that requires repair or replacement including the loss of use of the Vehicle, legal expenses, assessment fees, towing and recovery costs (from roads and areas where permission to travel had been granted by thl), storage, service charges and any appraisal fees of the Vehicle.

See over for exclusions.

There are exclusions to Reduction Option cover where the Guest will be responsible for all costs. Exclusions include:

- Damage caused where the terms of Rental Agreement have not been met by the guest.
- Damage caused by negligence and/or wilful conduct.
- Damage caused to the RV in any way by part or total water submersion or salt water.
- Damage caused to the RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic.
- Damage and associated costs with recovery of a bogged vehicle.
- Damage or loss caused to any personal belongings.
- Damage or loss caused by a guest's pet.
- Damage caused due to use of incorrect or contaminated fuel.

Please note the 4WD Additional Cover does not cover bogged RVs

The amount payable for each Liability Option is based on the number of days of hire for the minimum rental period applicable for each RV or total days of the RV booking. The maximum charge for Liability Options is 50 days, even if there are multiple rentals within Australia. If making multiple rentals please contact our Reservations crew to ensure the application of correct pricing.

The amount payable for each Liability Option is based on the number of days of hire for the minimum rental period applicable for each RV or total days of the RV booking. The maximum charge for Liability Options is 50 days per rental segment.

	The Low Road*		The High Road*		Value Pack*	
	Price per day	Liability /Liability Deposit	Price per day	Liability/ Liability Deposit	Price per day	Liability / Liability Deposit
Maui/Apollo/Britz Toilet & shower	Included	\$7,500	\$55	\$0	\$70	\$0
Apollo/Britz non-toilet and shower	Included	\$5,000	\$50	\$0	\$60	\$0
Mighty/Cheapa toilet and shower	Included	\$5,000	\$50	\$0	\$65	\$0
Apollo/Britz 4WD	Included	\$8,000	\$60	\$0	\$80	\$500
Cheapa 4WD	Included	\$8,000	\$55	\$0	\$75	\$500
Mighty/Cheapa non-toilet & shower	Included	\$3,500	\$40	\$0	\$50	\$0

*Liability is subject to exclusions

Liability Deposit

The Liability Deposit payment will depend on the Liability Option chosen and the credit card holder must be present to sign for the Liability Deposit when they pick-up the RV and is liable for any damage to the RV.

- If the guest chooses to take 'The Low Road' the total liability deposit will be debited to the credit or debit card immediately.
- For 4WD RVs If the guests choose to take 'The Low Road' or 'The High Road' the total liability deposit will be debited to the credit or debit card immediately. Please see 4WD additional cover to further reduce liability/liability deposit
- If the guest chooses to take 'The High Road' a credit card authority will be recorded at the time of pick-up.

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. *thl* recommends that customers use a Visa credit or debit card or MasterCard credit or debit card for the Liability Deposit, as 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.

If a guest is continuing with another *thl* RV booking, the liability deposit can be transferred to the next booking within Australia.

4WD Additional Cover

For 4WD guests who like to venture further afield we offer 4WD Additional Cover. This cover is available when 'The High Road' or Value Pack is purchased. For Britz, Apollo and Cheapa Campa 4WDs, the price is \$375.00

The 4WD Additional Cover protects guests for:

- Accidental damage to the overhead and underbody sections of the 4WD Campervan
- Unlimited windscreen and tyre cover
- Damage to the awning
- Unlimited kilometres
- \$0 Liability (subject to exclusions as stated in the Rental Agreement)
- Towing and RV recovery costs from roads and areas where permission to travel had been granted by *thl*
- Single Vehicle Rollover

Please note this protection does not cover bogged RVs.

Value-Added Services

thl offers a range of optional extras to make road trips that little bit easier.

Item	Price	Conditions
Extended Roadside Assistance	\$6.00 per day (capped at 25 days)	This 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 fee up to \$150.00. Non-mechanical issues are not covered, and guests may be required to take the RV to a repairer. Capped at 25 days.
Windscreen and Tyre Protection Plus Extended Roadside Assistance (WAP)	\$16.00 per day (capped at 25 days)	This includes 1 windscreen, 2 tyres and the Extended Roadside Assistance. Capped at 25 days.
Maui Elite under 1 year	Price upon application and subject to availability.	
Re-fuelling Pack	\$209.00	This includes: 1x fuel tank refill and 1x gas bottle refill
Cleaning Pack	\$99.00	This includes: toilet and grey water emptying (where available), end of hire tidying. Simply return the vehicle neat and tidy and we'll take care of the rest including vehicle, cabin and bathroom cleaning. Toilet and grey water emptying services are included and available for bookings dropping off in Brisbane, Cairns, Melbourne, Perth or Sydney. Toilet and grey water emptying services are <u>not</u> included or available for bookings dropping off in Broome, Darwin, Alice Springs, Adelaide or Hobart where vehicles must be returned with toilet and grey water empty.

500-kilometre package for 4WD	\$250.00	For 4WD vehicles
Camp Chairs	\$22.00 each per rental	
Camp Table	\$31.00 per rental	
Additional Doona/Duvet	\$19 per rental	
Eski	\$27.00 per rental	
Portable Solar Panels	\$12.00 per day	Available for 4WDs from Broome, Darwin, Alice Springs and Perth only. Capped at 10 days. \$300 charge for loss or damage.
Heater/Fan	\$19.00 per rental	
Child/Booster Seats	\$44.00 each per rental	Please refer to the Child Restraints policy on the thl Content Hub. Maximum 2 seats.
Pre-Purchased Gas Bottle – non-toilet & shower	\$26.00 per rental	A gas bottle is necessary for cooking in the RV. A full gas bottle(s) may be pre-purchased and can be returned empty to thl at the completion of the road trip. Fee applies for each booking component of a multiple rental.
Pre-Purchased Gas Bottle – toilet & shower	\$44.00 per rental	
Extra Driver/Renter	\$4.00 per person per day	Capped at 15 days.
Toilet Chemicals	\$3.50 each	Cannot be pre-booked. Guest can request at Pick-Up.
Satellite Phone	\$25.00 per day Plus, call charges	Must be pre-booked at least 7 days prior to pick-up.
Satellite Phone Insurance	\$4.00 per day	

Fees

Item	Price	Conditions
First Aid Kit	\$42.00	A First Aid kit is supplied in every RV. If the seal is broken or the kit is not returned the kit becomes the property of the guest and the fee is charged.
Change of Drop-off location after Pick-up	Up to \$750.00	Subject to availability.
Pet Cleaning Fee	\$315 per rental	Applies on all bookings where a pet dog or cat is travelling in the RV. A maximum of two pets are allowed in the RVs.
One-Way Fee (remote locations)	\$295.00	Applies where pick up originates from Darwin, Broome, Alice Springs or Perth and returns to any location, or, where pick up originates from any location and returns to Darwin, Broome, Alice Springs or Perth.
One-Way Fee (metro locations)	\$195.00	Applies where pick up originates from Cairns, Brisbane, Sydney, Melbourne, Hobart or Adelaide, and returns to these Locations.
Broome Location Fee	\$875.00	Per rental.
Hobart Location Fee	\$120.00	Per rental.
Public Holiday Surcharge	\$120.00	A Public Holiday Surcharge will apply to all rentals picking up and/or dropping off on the observed public holiday dates at the pick-up and drop-off location.

Exchange Rate and 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. Refunds by credit card can take up to 14 business days depending on the guest's financial institution. thl will not be responsible for credit or debit card fees or bank-imposed fees relating to currency conversion or foreign transactions.

Cancellation Terms

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

The following cancellation fees will apply:

- If cancelled 31+ days prior to pick-up – AU\$100 Administration Fee
- If cancelled 30 to 7 days prior to pick-up – 20% of Total Rental (minimum \$350, inc Admin Fee)
- If cancelled 6 – 1 days prior to pick up = 50% of Total Rental (minimum \$350, incl Admin Fee)
- If cancelled on the day of pick up or no show = 100% of Total Rental (minimum \$350, incl Admin Fee)

- There is no refund for late pick-up or early return of an RV
- The original pick-up date or the earliest confirmed pick-up date is used to calculate the cancellation fee.
The cancellation fee period is based on NZT.






Other Things You Need to Know

thl reserves the right to refuse any rental at our discretion.

All bookings are subject to the rental agreement and terms and conditions.

Our RVs are equipped with a location monitoring device. thl reserves the right to send warnings to guests that are driving in contradiction to our terms and conditions, or exceeding speed limits.

Enjoy the adventure, wherever it takes you.

SIGNATURE RANGE	FLAGSHIP OFFERING	ADVENTURE RANGE	VALUE RANGE
			 
<ul style="list-style-type: none">• Motorhomes from new to 2 years on fleet• 1 year on fleet with the maui Elite option (excludes Cascade)• All fully self-contained motorhomes• External cooker on the Ultima Plus & Cascade	<ul style="list-style-type: none">• Campervans, motorhomes & 4WDs from new to 4 years on fleet• Widest range; 9 categories• From 2 berths, up to larger 6 berth motorhomes and a 4WD• Range of non toilet/shower or fully self-contained motorhomes	<ul style="list-style-type: none">• 2WD Campervans & 4WD Campers from new to 2 years on fleet• Build new into Britz, including newly designed 2WDs & 4WDs• Mix of non-toilet/shower campers and fully self-contained motorhomes• Range of Toyota, LDV, Mercedes & Iveco	<ul style="list-style-type: none">• Campervans from 4 years on fleet• Mix of non-toilet/shower campers, fully self-contained motorhomes and a 4WD in Cheapa• Options for young full-licensed drivers 18+• Lower liability & bond options
<p>For premium travellers who deserve the best, maui is the only choice.</p> <p>Our signature motorhome brand, boasts the newest and most sophisticated fully self-contained motorhomes on the market enabling guests to explore endlessly, rest easy and travel in style.</p> <p>Discover the magic of maui's Winery Havens, an enchanting experience that invites you to immerse yourself overnight in the beauty of picturesque vineyards.</p>	<p>Take the ultimate adventure with Apollo, thl's flagship rental brand. With the most extensive and diverse fleet in Australia, Apollo has an unrivalled selection of options to suit every traveller's unique style and needs.</p> <p>For families seeking a fun-filled getaway at a favourite holiday park, a couple seeking a romantic off the beaten track adventure, or a trio of friends ready to tick off items from their bucket list on an epic road trip... Whatever their travel style, Apollo has the perfect vehicle in their extensive fleet line-up.</p>	<p>Adventurers assemble! For daring duos, fearless families or even for those exploring with their furry friends, with Britz guests can go beyond the beaten track.</p> <p>Britz offers a range of 2WD and 4WD campers with options to sleep inside or in a tent on the roof, enabling guests to fully immerse themselves in the natural world.</p> <p>For adventurers seeking a sense of freedom by taking the road less travelled, Britz will be their home base.</p>	<p>We believe that making priceless memories shouldn't have a hefty price tag. That's why we're committed to providing incredible value road trip experiences for every adventurer.</p> <p>From basics done brilliantly to unmatched total packages at unbeatable prices, Mighty and Cheapa offer great value.</p> <p>With a fleet comprised of experienced vehicles from thl's top-tier brands maui, Britz, and Apollo; guests will enjoy the same holiday experience whilst getting exceptional value at every turn.</p>