

Terms & Conditions

Tasmania Campers runs a modern fleet of vehicles which is updated regularly and serviced to the highest standards.

All inclusive hire charges:

All hire charges include Australian Goods and Services Tax (GST) and daily insurance and 2% Local State Tax. You have unlimited mileage. Freshly laundered linen, all cooking equipment, crockery and cutlery is supplied. There is a charge for the barbecue, picnic set, snow chains, child restraint. The hirer and other authorised drivers must be 21 years of age or over and produce a valid full drivers licence. Special conditions apply to drivers aged 18 to 20 years. Australia recognises drivers licences issued by your own country, as well as International drivers licenses. If you are a member of an Automobile Association bring your membership card with you and gain additional privileges and information on travel throughout Tasmania.

RACT Statewide: 1800 13 11 11

A 24 hour freecall helpline is there should you require on-road assistance.

Insurance

The vehicle is fully insured in case of accident damage or loss of contents (excluding personal belongings). The excess/deductible covers the cost of damage to third party property or to the rented vehicle, including single vehicle accident, windscreen and tyre damage overhead and underbody damage, towing and recovery costs, theft, fire, break in or vandalism. This also includes the cost of the daily rental rate for the period the vehicle is off fleet for accident repairs. The Liability applies in respect of each claim, not per rental. In addition to the Liability, and where our Bond Waiver has been purchased, an administration fee of \$150 will be charged per claim. Otherwise, the fee is \$450.00 per claim.

Bond

When you collect your vehicle we take an impression of your credit card as the bond for your excess/deductible. This is the insurance excess for any single accident which may occur during your holiday. The impression of your credit card covers your accident-damage bond liability plus any extra costs such as fuel fill-up, emptying of the toilet at the end of hire, or any traffic infringements, losses or breakages. A credit card imprint must be on all rental agreements and must be the credit card of the main hirer unless prior arrangements have been made. We do not deduct the bond from the credit card, but merely hold the authority to deduct it in the unfortunate event of an accident. Where a credit card is not available, a cash bond will be held by Tasmania Campers for 21 Days following hire.

Please Note: For customers who are using debit cards for the security deposit, due to the limitations within terms of use for debit cards these are treated as cash and the full excess will be debited unless the bond waiver is purchased and then a signed imprint will be taken.

Trailfinders 2/3 and 4+1 - There is an excess of AU\$5,000 (AU\$5,800 for drivers aged under 25 years) included within our standard rates.

Bush Camper 2 and 4 berth, Bush Challenger - There is an excess of AU\$6,000 (AU\$6,500 for drivers aged under 25 years) included within our standard rates.

Devil Campers/Sleepervans - There is an excess of AU\$4,000 included within our standard rates. (AU\$4,600 for drivers aged under 25 years)

Optional Coverages

In addition to the insurance cover set out above, the hirer may chose Bond Waiver Insurance (BWI) options by so indicating on the Rental Document. The amount of that excess and the daily rate payable in respect of BWI is dependent upon the age of the hirer and the type of vehicle hired.

Bond waiver/excess reduction Insurance

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

TASMANIA CAMPERS

Reduction Option 1:

Trailfinders 2/3 and 4+1 - This option can be purchased by paying \$38.00 (\$43.00 per day for drivers under 25 years) per day reduces excess to \$1,400.00 and only a credit card imprint is required.

Bush Camper 2 and 4 berth, Bush Challenger - This option can be purchased by paying \$45.00 (\$50.00 per day for drivers under 25 years) per day reduces excess to \$1,300.00 and only a credit card imprint is required.

Reduction Option 2:

Trailfinders 2/3 and 4+1 - This option can be purchased by paying \$50.00 (\$55.00 per day for drivers under 25 years) per day reduces excess to \$0 and only a credit card imprint is required.

Bush Camper 2 and 4 berth, Bush Challenger - This option can be purchased by paying \$55.00 (\$60.00 per day for drivers under 25 years) per day reduces excess to \$600.00 and only a credit card imprint is required.

DEVIL CAMPERS

Reduction Option 1:

Devil Campers/Sleepervans - This option can be purchased by paying \$33.00 (\$38.00 per day for drivers under 25 years) per day reduces excess to \$950.00 and only a credit card imprint is required.

Reduction Option 2:

Devil Campers/Sleepervans - This option can be purchased by paying \$45.00 (\$55.00.00 per day for drivers under 25 years) per day reduces excess to \$0.00 and only a credit card imprint is required.

Reduction Option 2 cover includes the following extras:

- Free hire of the following accessories which are baby seat and/or child booster seat, Picnic Table and Chairs (one chair for each person travelling)

- Zero excess (Subject to exclusions below)
- Pre-purchased LPG bottle
- One windscreen, multiple windscreen chips and two tyres will be covered for accidental damage

A Manual imprint of Credit Card will be collected at the time of entering into the Rental Contract.

Please note that Excess Reduction is completely optional and can be decided upon collection of your vehicle. This additional insurance only covers you for one incident where after your standard excess applies. You can apply to purchase this cover for the remaining days of your hire.

Tasmania Campers strongly recommends our customers to take the bond waiver insurance to minimise excess exposure and travel with peace of mind.

Exclusions

With All Vehicles Full Cost of Liability Applies if:

- Personal belongings: We recommend the hirer does not leave valuables in the vehicle and that they take out personal insurance.
- Any water related damage, which includes but is not limited to:
 - a) Any vehicle submersion.
 - b) Creek or river crossing.
 - c) Driving through low plain flooded areas.
 - d) Beach driving.
- The terms of the rental agreement are breached. The hirer will be responsible for the total cost of any damage. This will also include any damage caused by wilful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle) and driving under the influence of alcohol or drugs.
- The incorrect use of fuel (fuel being diesel or petrol). The hirer will be responsible for any associated cost.
- The cost to retrieve or recover a vehicle which has become bogged.
- The cost to replace keys, which have become lost, or retrieval of keys, which have been locked in a vehicle.
- Overhead and underbody damage to the vehicle
- Any costs associated with breakdown or accident on unsealed roads.
- Driving on restricted roads.
- Damage is caused to the vehicle by the use of snow chains
- Damage is caused due to fuel being placed in the water tank
- Damage to mechanical parts or the interior of the vehicle due to misuse or negligence.
- Damage overuse or overheating of the brakes and riding the clutch

If the terms of the Rental Agreement are breached the hirer will be responsible for the total cost of any damage.

Credit Cards

We only accept Visa or MasterCard. These cards will incur an additional 2% surcharge on any transaction.

Hire period

Minimum rental period: 5 days. Minimum rental is extended to 8 days for travel between 20 December and 10 January. Vehicle rentals are calculated on a per calendar day basis, i.e. day of pick-up or drop off is always counted as a full day irrespective of what time it is collected or dropped off. Minimum rental period is subject to change during peak periods. Vehicles are required to be collected and returned within business hours. Vehicles are restricted to Tasmania.

Each day after the final hire day, that the vehicle is not returned, you may be charged double the daily gross rental rate.

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

Maintenance and Repairs:

You are authorised to effect minor repairs up to \$100.00. This will be refunded upon presentation of a GST invoice. If major repairs are needed, protect yourself by getting us to authorise it first. Problems encountered with the vehicle or equipment must be reported to Tasmania Campers as soon as practicable. This gives Tasmania Campers the opportunity to rectify the problem within the rental period. Failure to do so will compromise any claim that may eventuate after the hire is finished. In all cases the responsibility of Tasmania Campers is limited to refunding for the time that the vehicle was actually in repair. No alternative accommodation or food items will be paid for during down time. Malfunction of items such as but not limited to Radio/Cassette/CD players, Stove, Cooler box, Water pump, are not considered mechanical breakdowns and downtime will not be paid for these items. Retrospective claims will not be accepted.

Office Hours

High Season: 01 Oct - 30 April

Monday to Sunday 8:00am - 5:00pm

Vehicle Collection Hours 8.30am - 3.30pm

Low Season: 01 May - 22 Sept

Monday to Saturday 9:00am - 4:00pm

Vehicle Collection Hours 9.30am - 3.00pm

Closed Sunday unless by arrangement only (contactless)

All branches are closed on following public holidays;

Christmas Day (25 December) and (New Years Day 1 January)

The latest vehicle collection time from the depot is 3.30pm, so please consider your hire start date with this in mind if your flight arrival does not allow sufficient time to be at the depot by these times. A \$50 late collection fee can be pre arranged if you cannot arrive before this time. This is not guaranteed and applies only within 1 hour after closing time if agreed.

Public Holiday Surcharge

Surcharge of AU\$80 will apply to all vehicle rentals that are collected or dropped off on the following days:

- Australia Day
- Royal Hobart Show
- Eight Hours Day (Labour Day)
- Good Friday
- Easter Sunday/Monday
- ANZAC day
- Boxing Day
- Christmas Day Holiday
- New Year's Day
- New Year Holiday
- Queen Birthday

Accidents and Breakdowns

The liability of Tasmania Campers extends to either replacing your vehicle with a similar one, or refunding your hire charge for any days you lose the total use of the vehicle.

Pets

Pets or livestock are not permitted in any Tasmania Campers.

What you need to know - your conditions of hire.

Read this carefully. Prices may be subject to change due to factors beyond the control of Tasmania Campers. Any changes in price affecting a client between the time of booking and payment received will be advised immediately. The company takes no responsibility for any detention, delay, loss, damage or injury that a hirer might experience no matter how it is caused or by whom. The company's rental agreement is the sole contract for hiring the vehicle, between the company and the hirer and passenger(s). No refunds are payable on accommodation, Tasmania Campers not being available, where a hirer or passenger amends, cancels or seeks to vary agreements after departure. These conditions cannot be varied or altered or waived by any employee, agent or representative of the company or by anyone providing services or facilities. The company cannot be bound by any representative or statement unless it is confirmed in writing by the company's directors or management. Your travel agent will forward deposits and other payments to us on your behalf, but your travel agent is not our agent for the purpose of the receipt of monies. The company reserves the right to provide a comparably high standard vehicle where a booked vehicle becomes unavailable through servicing or reasons beyond their control. Disclaimer: all illustrations and text are representations only and slight variations may occur from time to time. Driving your Campervan in Tasmania. The speed limit on the open road is 110 kph (60 mph). 100 kph is the recommended limit for your Campervan. In built-up areas the limit is 50 kph (30 mph).

Driving fines

If you are fined or penalised for breaching any traffic laws, you are liable for the fine and/or associated administration costs.

Cancellations

Once a booking has been confirmed and a deposit paid the booking is considered live and is subject to the cancellation policy. The AU\$300 deposit is forfeited if bookings are cancelled 29 days and over of departure. **In all cases the minimum amount retained is the deposit.**

- 29 days and over Deposit retained
- 20 - 29 days - 20% (or deposit, whichever is agreed)
- 10 - 19 days - 40% of total reservation cost
- 1 - 9 days - 75% of total reservation cost
- No Show -100% of total reservation cost.
- No refunds for cancellations made after the travel or travel date has commenced.

Deposit and payments

When you receive your confirmation a deposit of AU\$300 is required to secure the booking. The balance of monies owing to Tasmania Campers is required 28 days before hire commences. Cancellation fees apply.

Booking amendments

- Amendments to increase the length of the booking can be made at no cost. Amendments to decrease the booking will be charged at a minimum of \$60.00 provided the amendments occur at least 30 days prior to departure date.
- If rental dates are amended within 14 days of vehicle pick up, no refund will be made if the hire is shortened.
- Rental extension, whilst on hire, must be approved by Tasmania Campers reservations. The extra cost must be paid on confirmation of the rental extension.

Infringements and administration fees

Tasmania reserves the right to charge the hirer for any speeding, toll way or parking fines and/or vehicle damage including Third Party property damage not reported on return of the vehicle. In addition to these costs, Tasmania reserve the right to charge for associated administration costs for processing the fines (irrespective of excess) and/or all insurance claims in the event of the customer not having a NIL excess. In addition to the costs associated per fine an administration fee of \$60 will be applicable. The costs associated per damages/insurance claim an administration fee of \$150 will be applicable.

Fuel

All vehicles are supplied with a full tank of fuel at the start of hire, and must be returned with a full tank at the end of your hire. Any costs or damage arising from incorrect or contaminated fuel being added to the fuel tank shall be at the hirers expense.

LPG Gas Refill Service Fee

The gas bottle(s) is supplied full. A service fee is payable on pick up of the vehicle (free is Reduction Option 2 is purchased):

- \$25 - Trail and Devil Finders, Sleepervans
- \$35 - 4WD Bush Camper

The gas bottle can be returned empty to Tasmania Campers at the completion of the rental.

Travel Information Pack

Included in every campervan is a Travel Information Pack - this includes details on camping grounds, maps, Tasmania traffic rules, sightseeing brochures and general information.

Tasmania Campers Location

Head Office

Phone Reservations: 1800 627 074 (AU Free) +61 3 6248 5288 (International)

Postal Address: Clovelly Cottage, 32 Kennedy Drive, Cambridge 7170, Hobart, Tasmania

Email: info@tasmaniacampers.com.au

Internet: www.tasmaniacampers.com.au

Note: conditions and charges may vary from time to time.