

Relocation: For Your Information

Effective 01 April 2024 – 31 March 2025



FOR YOUR INFORMATION:

This information applies to Apollo, Britz, Cheapa, Hippy, maui and Mighty relocations and must be used in conjunction with the 'Rental Vehicle Agreement Part B'.

RENTAL CHARGES: daily rental charges will be specified with each relocation offer and will apply up to the minimum days indicated in the table below. The maximum kilometres allowed are as per the table below. Travel exceeding the maximum allowance per rental will be charged at 55 cents per kilometre over the allocated allowance.

EXTRA DAY: may be available and can be requested at the time of booking or Pick-up by asking our rental staff. An extra day is subject to availability and business needs, and will be charged at a fixed rate of \$75 p/day; other costs such as Liability Reduction etc. are additional. The additional day provides an extra 250 free km.

DRIVERS LICENCE: One of the following must be provided as hardcopy at the time of collection:

- A. A valid, Full Australian driving licence.
- B. A valid, Full International licence, accompanied by an accredited English translation or an International driver's permit and a passport. See 'Rental Vehicle Agreement Part B' for further information.

DAILY HIRE: Rates are based on a calendar day (not 24 hour periods). Minimum rental days depend on the route and scheduling requirements. Vehicles come with basic living equipment such as, linen, cutlery & crockery.

ALLOWANCE: Should the chosen relocation booking involve an offer or allowance, it will be noted on the contract presented to you at Pick-up. Depending on the offer or allowance included in your booking, we may credit to your credit card the cost of fuel used (receipts required) and any applicable travel allowance (no receipts required) on return of the vehicle, up to the amount noted on the contract.

Where receipts are required, the receipts must clearly state the cost of the item purchased and include a description of the item purchased. Credit card receipts are not sufficient. These offers are only redeemable when the vehicle is returned to the correct location on time, has not been involved in an accident, is full of fuel, and all other terms of the Rental Contract have been complied with. **thl** welcomes you to share fuel expenses with your fellow travellers; however, you must not carry persons for hire, gain or reward.

TASMANIAN RELOCATIONS:

You may be offered either a fuel allowance or a spot on the ferry. If a fuel allowance is offered and accepted, the receipts can be from either fuel, ferry seat and/or an airfare (for one person). **thl** strongly suggests that all Spirit of Tasmania ferry bookings are made for a 7m long vehicle to allow for a change of vehicle type. It is recommended that you accept a ferry crossing pre-booked by **thl** Rentals to avoid financial loss in the event of the relocation being cancelled.

PAYMENT: EFTPOS, Visa and MasterCard only (no Amex) will be accepted for rental and protection package charges. (Only Visa and MasterCard will be accepted for Security Deposit Payments, no Amex). A surcharge applies to card payment. Please note that **thl** does not take any responsibility for any currency fluctuations in exchange rates.

CURRENCY DEPOSIT: \$1000 payable by credit or debit card only (Visa credit or debit card or MasterCard credit or debit card only). The \$1000 security deposit will be processed and credited back at the end of the rental providing the vehicle is returned on time, undamaged (unless it is due to **thl**'s negligence or wilful act or omission) and with the fuel tank and gas bottle full. The surcharge applied to the security deposit payment will be refunded if and when the security deposit is refunded. A \$299 cleaning fee will be charged if the vehicle is not returned in a clean condition. This includes smoking related cleaning, as smoking is not permitted at any time in the vehicle or animal related cleaning as animals are not permitted in the vehicle (with the exception of registered guide dogs). It will also be charged if the toilet and wastewater tank (if applicable) have not been emptied.

CANCELLATION FEES: There is a \$50 fee payable to **thl** for any relocation that is cancelled by the guest once confirmed or not collected on the due date. **thl** will endeavour to supply the vehicle model booked but please note the vehicle model booked or the booking itself may change prior to departure or be cancelled if the circumstances of business needs change. If the booking is cancelled by **thl** the \$50 cancellation fee will not apply and you will receive a refund for any monies paid to **thl**. If you booked the relocation hire via a third party different cancellation fees may apply. For details you should contact the third party.

MAX NUMBER OF PASSENGERS: You are not permitted to carry more passengers than the legal registration of the vehicle indicates.

PICK UP AND DROP OFF TIME: All relocations must be collected between 10am and 3pm. Return time on the last day is 3pm, and vehicles not returned by this time will incur a late fee of \$150. Any vehicle that is not returned by 4pm on the last day will incur the late fee of \$150 as well as the then current daily rental charge for the Vehicle.

DAMAGE: Personal property is not covered by **thl** Rentals liability coverage. All vehicles are insured for damage to the vehicle and to the property of a Third Party. Overhead and Underbody damage is not covered by any Liability Reduction option and you are responsible for the full cost. Tyres and Windscreen are not covered. The liability is applicable regardless of who is at fault and applies in respect of each claim, not per rental. All claims, regardless of fault, may incur up to \$75 administration fee.

SINGLE VEHICLE ROLLOVER: Liability Reduction does not cover single vehicle

rollovers. The hirer will be liable for the full cost in the event of such an accident occurring. A single vehicle roll over may include, but is not limited to, a vehicle that has rolled, tipped or fallen over and this has caused damage to the side and/or roof areas of the vehicle.

All Liability Reduction cover will be made void if damage caused to the vehicle because total load (kg) has exceeded recommended the load as stated in vehicle manual. Vehicles are not to be used for the purpose of transporting and haulage of goods other than what might be reasonably expected of a leisure rental.

LIABILITY REDUCTION OPTIONS:

BP1: \$12 p/day will reduce the standard liability from \$1000 to \$500 for each claim.

BP2: \$20 p/day can reduce your liability to \$250.

Note 4WD Max Cover is not available with relocations.

LIABILITY REDUCTION EXCLUSIONS: In addition to the 'Rental Vehicle Agreement Part B':

UNSEALED ROADS: Vehicles are not allowed to travel on any unsealed roads. Full costs will be charged for any damage occurring on these Roads.

OVERHEAD AND UNDERBODY DAMAGE: is not covered by any Liability Reduction options and you are responsible for the full cost.

NIGHT DRIVING is not permitted, full costs will be charged for any damage caused whilst driving at night (after sunset and before sunrise), except in cities and towns where street lighting is present.

OVERSPEED: **thl** may use Global Positioning System (GPS) tracking or other electronic tools (tracking device) to enable the geographical location of its Vehicles to be tracked or located and will provide warnings if it is identified that you continue to exceed the designated speed limit.

ACCIDENTS: Must be reported as soon as practicable to the nearest branch or after hours on 1300 850 805. An Accident Report must be completed on return of the vehicle. Please ensure you obtain a police report if applicable and third party details.

BREACH OF CONTRACT: Please read the **thl** "Rental Vehicle Agreement Part B". Your signature binds you to the 'Rental Vehicle Agreement Part B' conditions. Should there be any variance between the 'Rental Vehicle Agreement Part B' and this 'For Your Information' document, this (for your information) document will supersede the standard conditions.

MECHANICAL BREAKDOWN: You may spend up to \$100 for minor repairs or oil. For larger repairs, you must obtain **thl**'s prior written consent. Receipts must be presented for reimbursement. **thl** is not liable for any incidental costs (accommodation, transportation) incurred by the hirer and passengers as a result of a breakdown or accident. **thl** staff will however endeavour to assist where and if possible.

Branches

Adelaide	583 Grand Junction Road, Gepps Cross, SA 5094	08 8234 4108
Alice Springs	220 Stuart Highway, Alice Springs, NT 0870	08 8952 8814
Brisbane	733 Nudgee Road, Northgate, Brisbane, QLD 4013	07 3868 1248
Broome	10 Livingstone Street, Broome, WA 6725	08 9192 2647
Cairns	419 Sheridan Street, Cairns, Qld 4870	07 4032 2611
Darwin	17 Bombing Road, Winnellie NT 0820	08 8981 2081
Hobart	14 Long St, Inter Airport, Cambridge TAS 7170	03 6248 4168
Melbourne	40 Hume Highway, Somerton, VIC 3062	03 8398 8855
Perth	471 Great Eastern Highway, Redcliffe, WA 6104	08 9479 5208
Sydney	31 Bay Road, Taren Point, NSW 2229	02 9316 9071

Total Kilometre Allowance and Minimum / Maximum Relocation Days

	ADL	ASP	BME	BNE	CNS	DRW	HBT	MEL	PER	SYD
	Days									
ADL		1700	4550	2350	4025	3200	1230	900	2950	1600
Min		4	9	5	7	7	5	3	6	4
Max		5	10	6	8	8	6	4	7	5
ASP	1700		2900	3250	275	1650	2780	2450	3850	3050
Min	4		6	7	5	4	7	5	8	6
Max	5		7	8	6	5	8	6	9	7
BME	4550	2900		4900	4120	2100	5580	5250	2500	5450
Min	9	6		10	9	4	12	11	6	11
Max	10	7		11	10	5	13	12	7	12
BNE	2350	3250	4900		1950	3650	2280	1950	4950	1150
Min	5	7	10		4	7	7	4	10	3
Max	6	8	11		5	8	8	5	11	4
CNS	4025	2475	4120	2200		2950	3930	3600	5450	3200
Min	7	5	9	4		6	9	7	12	6
Max	8	6	10	5		7	10	8	13	7
DRW	3200	1650	2100	3650	2950		4280	3950	4250	4150
Min	7	4	4	7	6		10	8	8	8
Max	8	5	5	8	7		11	9	9	9
HBT	1230	2780	5580	2280	3930	4280		400	4030	1350
Min	5	7	12	7	9	10		4	9	5
Max	6	8	13	8	10	11		5	10	6
MEL	900	2450	5250	1950	3600	3950	400		3700	1020
Min	3	5	11	4	7	8	4		7	3
Max	4	6	12	5	8	9	5		8	4
PER	2950	3850	2500	4950	5450	4250	4030	3700		4350
Min	6	8	6	10	12	8	9	7		8
Max	7	9	7	11	13	9	10	8		9
SYD	1600	3050	5450	1150	3200	4150	1350	1020	4350	
Min	4	6	11	3	6	8	5	3	8	
Max	5	7	12	4	7	9	6	4	9	