

Britz Australia & New Zealand

RVroadtrips.com.au is a third party booking agent, not an actual rental supplier. RVroadtrips.com.au, in partnership with Driveaway Holidays, will provide you with a pre-paid voucher which shows your rental has been confirmed with the supplier. The Driveaway voucher is not a rental agreement. When you pick up the vehicle you must sign the suppliers rental agreement which is subject to local laws. All rentals are billed in Australian or New Zealand Dollars and all local fees are billed in local currency.

Motorhome Category

- Actual vehicles may vary according to year of manufacture, lay out and availability but your vehicle will be suitable for the required number of persons and have equivalent specifications to those listed.
- Change of motorhome / campervan - Should the motorhome / campervan booked be unavailable due to unforeseen circumstances, suppliers reserve the right to substitute an alternative motorhome / campervan
- Should the hirer decide to take a lesser vehicle, there will be no entitlement to a refund.
- The supplier reserves the right to refuse any rental at its discretion.
- Should the vehicle booked be unavailable, the supplier reserves the right to substitute to an alternative vehicle without prior notification and at no extra cost. This shall not constitute as a breach of contract and does not entitle the hirer to any refund.

Deposits and Payment Terms

- A deposit of \$600 + 20% is required at time of booking if your booking is made outside of 9 weeks. Non-refundable if the booking is cancelled. Remaining balance due 9 weeks prior to departure.
- Full payment is required at time of booking if your booking is made within 9 weeks of departure.
- Credit card fees up to 1.5% will apply to all prepaid amounts. Percentages are based on the credit card used and is charged on the total amount.

Amendments

- Any amendments will be subject to new rates and availability.
- Varying your drop off point may result in additional charges, pre-approval required.
- Extending your rental requires authorisation from the supplier or a daily fee will be charged.

DriveAway and Supplier Cancellation fees

If cancelled:

- 91 days or more prior to departure: AUD/NZD 600
- 90 to 22 days prior to departure: AUD/NZD 600 + 10% of total rental hire
- 21 to 7 days prior to departure: AUD/NZD 600 + 20% of total rental hire
- 6 to 1 days prior to departure: AUD/NZD 600 + 50% of total rental hire
- On the day departure or no show: 100% of total rental hire

Insurance

- Standard vehicle liability with a vehicle security bond and an excess amount of approximately between \$5, 000 \$8, 000 + Credit card surcharge debited from a Credit card only at time of collection.
- If Liability reduction or All-inclusive package is selected, the excess will be Nil and the client will only need to sign a credit card authorisation form at time of pick up.

On-Road Assistance

- Any problems associated with the Vehicle including equipment failure, must be reported to the supplier within 24 hours in order to give the supplier the opportunity to rectify the problem during the rental. Failure to do so may compromise any claims for compensation.
- The supplier provides 24 hour on-road assistance support. Please contact the supplier on free call: For AU rentals 1300 850 805 and NZ rentals: 0800 788 555.

Driver Requirements

- Minimum age 21 years of age
- Full valid driver's licence required.
- A credit or debit card will be needed for the security bond at time of collection
- All Credit Cards used must be that of the main driver on the rental voucher.
- Any form of cash, cheques or prepaid credit cards, ARE NOT accepted for the security bond and additional charges.
- An additional Credit Card surcharge of 2% (Visa / MasterCard) and 5% (AMEX) on additional Credit Card transactions and bonds at pick up or drop off location.

Road restrictions

AU rentals:

- Vehicles must not be used on any unsealed road (being a road not sealed with a hard material such as tar, bitumen or concrete). Off road conditions include, but are not limited to: fire trails, beaches, sand, tracks, fields or paddocks. The only exception to this is reasonable use of access roads limited to a maximum of twelve kilometres in length to recognised commercial campgrounds. The Customer is responsible for all damage if travelling on unsealed roads.

NZ Rentals:

- All vehicles may only be driven on sealed/ bitumen or well-maintained roads.
 - The customer is responsible for all damages if travelling on these roads.
- Please refer to the suppliers terms and conditions for further information on road restrictions.
- No pets allowed in the vehicle
 - For further information, please refer to the suppliers terms and conditions.