



AUSTRALIA WHOLESALE TOURS TERMS AND CONDITIONS – issued 20 October 2016

**Summary edited by Walkabout for Walkabout Australia
Terms & Conditions on the rental contract at pick-up of the
car are valid**

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1) HERTZ TERMS AND CONDITIONS

The Wholesale Tours Terms and Conditions attached are issued on 26th October 2016 and valid for all bookings and rentals from this date.

Hertz Australia reserves the right with notice to update Terms and Conditions at such times where amendments are required. Any amendments will be valid for all new bookings from the release of the updates.

The Wholesale Tours Terms and Conditions are issued in conjunction with the Hertz Standard Terms Conditions which are issued at time of rental. A copy of these can be obtained on request. Please note that Hertz Standard Terms and Conditions may be updated at any time without notice. Any updates will be applied to the Wholesale Tours Terms and Conditions.

2) RATES

Hertz Wholesale rates are offered in Australian Dollars (\$AUD) and available at all participating locations in Australia.

ALL RATES INCLUDE

Unlimited Kilometres, Damage Cover (DC) subject to Accident Damage excess, Vehicle Registration Fees (VRR), Admin Fee Recovery (AFR), 24Hr Roadside Assistance, Goods & Service Tax (GST)

STANDARD RATES EXCLUDE: - See Section 3 Additional Fees.

Location Fee (LF), **included if Airport Pick-up rates are Chosen**

Accident Excess Reduction (AER)

MAX Cover (MAX) **included in rates offered by Walkabout Australia**

Out of Hours Pick Up

Delivery & Collection Fees

Optional Extras such as Neverlost and Child Seats

3) ADDITIONAL FEES

LOCATION FEE (LF) **included in Airport Pick-up rates offered by Walkabout Australia.**

A Location Fee is applicable for all rental collections at all Airports Locations and some Premium City Locations.

Note that LF is included on the voucher value amount only.

LF is payable on all additional items that are payable locally including but not limited to One Way Fees, Renter Protection Options and Child Seats. The LF % will be added to the charges on the renters invoice at the end of their rental.

Locations with Location Surcharge (ie city locations) can be booked with either LF inclusive or exclusive rate.

The current % fees are listed below and Hertz Australia reserves the right, with notice to change these location fees at any time.

Note that any changes to Location Fees apply with immediate effect.

LOCATION FEE – City Locations

A Location Fee will apply on all additional rental charges only (Including but not limited to Child Seats, One Way Fees, Additional Insurances) at the following City/Downtown locations if not included in the selected rate option.

LOCATIONS	Location % Fee	LOCATIONS	Location % Fee
Ayers Rock	24.00%	Adelaide City	6.00%
Brisbane City	6.00%	Canberra City	6.00%
		Canberra Mantra	6.00%
Darwin City	6.00%	Melbourne City	6.00%
Perth Trucks (Welshpool)	0.0%	Sydney City	6.00%

LOCATION SURCHARGE - \$

The following locations will apply a Location Surcharge on both collection and return of rental.

This fee is payable locally.

LOCATION	LOCATION FEE
Burnie Downtown	\$5.00 Exclusive of GST
Burnie Airport	\$25.00 Exclusive of GST
Devonport Downtown	\$5.50 Exclusive of GST
Devonport Airport	\$20.00 Exclusive of GST
Devonport Ferry	\$40.00 Exclusive of GST
Exmouth City and Airport (Learmonth)	\$80.00 Exclusive of GST

A cleaning fee may be imposed on return of a dirty vehicle. This fee will be advised on drop off dependent on the state of the vehicle.

CREDIT CARD SURCHARGE

A credit card surcharge of **1.185% + GST** currently applies on all credit card transactions. Hertz Australia reserves the right with notice to change this fee at any time.

YOUNG DRIVER SURCHARGE – See Section 5

ADMINISTRATION RECOVERY FEE (AR)

An AR Fee will be charged to cover administration costs undertaken in respect of any rentals, where Hertz Australia are required to collect the costs associated with payments of taxes and duties for government bodies such as unpaid road tolls or driving infringement fines. The Administration Fee is charged in addition to the unpaid or infringement fines.

ADMINISTRATIVE FUNCTION**ADMIN RECOVERY FEE**

Toll Administration Fee	\$16.50 Inclusive of GST
Driving & Parking Infringements	\$36.30 Inclusive of GST
Claims & Damage Processing	\$60.50 Inclusive of GST
Cleaning Charge for Excessively Dirty Vehicle	Price varies - dependant on state of vehicle
Roadside Assistance where Renter at Fault	From \$165.00 Inclusive of GST
Accident Recovery	
Lost Keys & Replacement of Keys	

HERTZ PREPAID TOLL PRODUCT "OPT IN" –

If the Customer opts for the Prepaid Toll Product ALL toll fees will be paid directly by Hertz Australia.

***NOTE Toll Fees are set by the Australian State Governments and are subject to change without Notice. Hertz will endeavour to notify any changes as soon as notified.**

Longer Term Rentals (Tour Bookings)

For longer term rentals, we suggest the alternative options below:

As all Hertz vehicles are registered so Toll Fees can be charged back to Hertz Australia,

Should a renter pass through any toll routes, the relevant Toll Charges will be charged to the customer on completion of rental, along with the one off Toll Administration Fee of \$16.50 incl GST.

If Renters choose to purchase a day pass this will need to be purchased prior to driving on the toll road and the renter must provide the correct vehicle registration and state the car is registered in.

Prepaid Tolls cannot be retrospectively applied on Hertz Vehicles.

4) RENTAL CONDITIONS

All rentals are subject to Hertz Australia Standard Rental Terms & Conditions and any Hertz Regional Rental Terms and Conditions which are issued with the customers Rental Agreement. A copy of the Rental Terms and Conditions is available on request.

RENTAL PERIOD

A Rental Day consists of a consecutive 24 hours.

When returning a vehicle a grace period of **29 Minutes** is permitted, after which the customer is liable for an extra days hire at the current applicable daily rate.

If a customer returns a vehicle early No refunds will be given on unused days.

FLIGHT NUMBERS

It is requested that Flight numbers are provided for all rental reservations with an airport pick up.

RENTAL EXTENSIONS

Rental extensions are permitted and will be charged to the customer/renter direct at the applicable daily rate

DEPOSITS/BOND

All rentals are subject to a bond deposit which covers additional costs such as fuel, one way fees and optional extras.

Hertz Australia accepts all major credit cards and VISA debit cards (Not Eftpos) and will authorise a deposit bond – a Minimum of \$100 Metro Locations and a Minimum of \$200 at Remote Locations – at time of rental. Credit Cards must be in the name of the authorised driver.

Please note Cash Deposits are no longer accepted.

Third party credit cards are acceptable providing the card holder is present. A 'Credit Card Authority' form must be completed at the counter by the third party"

5) AUTHORISED DRIVER REQUIREMENTS

All reservations should be made in the name of the Authorised Driver/Main Renter.

Renter name on Voucher MUST match the Renter name on booking.

MINIMUM DRIVER AGE

The minimum driver age for A/ECAR H/CCAR S/SCAR D/FCAR I/HFAR E/FFAR P/PCAR T/FVAR V /EFAR is **20 years** . The Minimum driving age for R/FFBD & F/FFMR is **25 years**.

YOUNG DRIVER SURCHARGE (YDS)

A Young Driver Surcharge (YDS) applies to all drivers between the ages of **20-24 Years inclusive** at time of rental. The following Fees apply and are payable locally by the renter.

Young Driver Surcharge (YDS) per Day	Young Driver Surcharge Rental Cap Amount
\$16.50 Inclusive of GST per Day	\$115.50 (7 Days in each 30 Day Rental Period)

DRIVERS LICENCE

All Renters must present a full, valid national driver's licence that has been held for at least one year. Where a licence has two parts, photo card and paper, both parts of the licence must be presented. The paper counterpart of the UK photo card driving licence will not be valid and will no longer be issued. This means that both the main and any additional drivers will need to provide evidence of any driving endorsements you may have when renting.

An overseas driver's licence, issued in a language other than English, **must** be accompanied by a current International Drivers Permit (IDPs) or where in a country where IDP s are not issued official government approved translation document.

Chinese Drivers Licences are acceptable but they must have a China Notarial Certificate (CNC)

Restricted, Provisional or Probationary Licences are NOT accepted



ADDITIONAL DOCUMENTS

All overseas drivers must present their passport at pick up of rental.

ADDITIONAL DRIVERS

Additional Drivers are **Free of Charge**

Minimum rental age and other requirements for additional drivers will be the same as for the main renter. Additional authorised drivers must be registered on the authority to drive form which would accompany the Rental Agreement. There is no limit to additional drivers providing they all meet the above criteria.

6) DAMAGE EXCESS / RENTER PROTECTION OPTIONS

MAX Cover (MAX) included in rates offered by Walkabout Australia

MAX Cover is available at some participating Hertz Locations and in the event of an accident will reduce the ADE to \$0

Vehicle Groups	MAX Cover if purchased locally	Reduced Accident Damage Excess
ALL CARS & 2WD VEHICLES A/ECAR C/ICAR H/CCAR S/SCAR D/FCAR I/HFAR E/FFAR P/PCAR T/FVAR	\$32.00 Inclusive of GST per day	\$0
AWD & 4WD VEHICLES V /EFAR R/FFBD	\$49.50 Inclusive of GST per day	\$0
Prestige Cars F5/GDAV H5/HCAV J5/RFDD V5/DFDV	\$40.70 Inclusive of GST	\$0

MAX Covers Tyres and Windscreens on CARS only

MAX Cover does NOT cover any damage is caused to the Overhead, Under Body or through Water Immersion. MAX does NOT cover Towing Charges.

MAX Cover is **not available** at the following locations. AER is available to purchase locally at these locations.

Arncliffe	Ballina	Byron Bay	Broome	Campbellfield Trucks
Coffs Harbour	Klemzig	Lismore	Plympton	

FULL RESPONSIBILITY

In certain damage circumstances – See Driving Restrictions, the renter will be liable for the full damage costs of the vehicle regardless of purchased protection option. This includes full repair and/or repatriation costs

SUMMARY OF RENTER PROTECTION OPTIONS AND DAMAGE EXCESS

The below grid is a summary of the available

Vehicle Type	Renter Protection Option	Accident Damage Excess Payable (ADE)
CARS & 2WD	Accident Damage Excess*	\$3500
CARS & 2WD	AER	\$1100
CARS & 2WD	MAX Cover	\$0
AWD & 4WD	Accident Damage Excess	\$4400
AWD & 4WD	AER	\$1100
AWD & 4WD	MAX Cover	\$0

***Note Standard Damage Cover is included in the base rental rate.**

ANY damage caused by total or partial immersion in water including crossing a waterway is considered FULL RESPONSIBILITY of the renter.

Water damage other than the above will incur a full charge of the Accident Damage Excess regardless of renter protection taken at time of booking or rental.

Important Note: If the renter has their own insurance the Accident Damage Excess must be paid to Hertz in the event of an accident. It is the renter's responsibility to claim this charge back through their own insurance company.

THIRD PARTY PROPERTY AND INJURY INSURANCE COVER

Third Party Property Liability Insurance is automatically covered under a third party property damage Master Policy executed by Hertz and is subject to the renter complying with all Terms and Conditions of the rental and payment of the Accident Damages Excess. Third Party Liability cover for personal injury is governed by separate Government legislation in each Australian State and Territory. The right to claim may be limited by the legislation and excesses may apply.

There are many factors relevant to a determination of which third party liability cover for personal injury will apply in the event of an accident, such as the state or territory in which a vehicle is registered, the state or

territory in which the accident occurs and the state or territory in which another driver or injured person resides. Should an accident in which a person is injured occur, the renter must contact the police and Hertz.

This summary of the cover available throughout Australia is meant as a guide only and no warranty of accuracy or reliability is given or responsibility accepted by Hertz for the information contained below. In the event of an accident, the renter should make independent enquiries of the relevant insurer of the vehicle.

Queensland: Injured person or the dependents of a deceased person can bring claim for damages against a negligent party.

New South Wales: Compensation is available for persons injured or killed by the negligence of a motor vehicle driver. At fault drivers are not covered

Western Australia: Damages may be claimed by persons injured or by the relatives of a person killed by the negligence of a motor vehicle driver.

South Australia: Damages may be claimed by persons injured or by the relatives of a person killed by the negligence of a motor vehicle driver.

Victoria: Combination of no fault and negligence indemnity. Statutory benefits in the nature of weekly payments during incapacity for work, impairment benefit annuities, medical and like expenses and death benefits may be available regardless of the question of fault. In addition, damages may be claimed by persons seriously injured or killed by the negligence of a motor vehicle driver.

Tasmania: Combination of no fault and negligence indemnity. No fault medical benefits, death benefits, disability benefits and disability allowances may be claimable. Injured persons or dependents of deceased persons can also bring claims for damages against negligent parties.

Northern Territory: Claims for damages may be brought by persons injured by the negligence of a motor vehicle driver or by the dependents of a deceased person. Entitlement to no fault statutory benefits restricted to residents of Northern Territory. Non residents may apply to the Board of the Territory Insurance Office to be treated as a resident.

Australian Capital Territory: Injured persons or the dependents of deceased persons can bring claim for damages against a negligent party.

As specific compensation amounts vary so widely depending on the circumstances of individual claims they cannot be quoted.

7) DRIVING RESTRICTIONS

The following general driving restrictions apply. Further local driving restrictions may apply in remote areas and it is recommended that you check your intended itinerary with Hertz at time of booking and/or rental collection. Failure to adhere to Hertz driving restrictions may result in Damage Cover becoming invalid.

IF IN DOUBT PLEASE CHECK YOUR INTENDED ITINERARY WITH APACTOURS OR AUSRESTOURS UNSEALED ROADS – See Also State Driving Restrictions below.

Rental vehicles may be driven on unsealed roads to access Holiday Accommodation, National Parks or if roads are under repair. Renters are advised to exercise dutiful care and drive to the conditions of the road to avoid damage to the vehicles. Excess Damage may invalidate Renter Protection Options.

Any damage occurred by renters driving with 2WD/4WD on unsealed roads outside of access or roads under repair will result in Full Responsibility of any damage costs regardless of renter protection options purchased. For exceptions please refer to the Driving Restrictions below.

Certain unsealed roads are only suitable for 4WD vehicles – see below state driving restrictions for further details.

WATER EXPOSURE/BEACHES

*Hertz vehicles are NOT permitted to be driven on any Beach or exposed to Salt Water.
Renter will be liable for Full Responsibility for all damage relating to water exposure – See Section 6*

VEHCILES ON TRAINS

Hertz permits vehicles to be taken on trains including however FULL RESPONSIBILITY applies for any damage occurred during transit.

NORTHERN TERRITORY

Only V & R Group Vehciles are permitted on the Mereenie Loop Road with standard Damage Excess which can be reduced through Renter Protection Options
Vehicles are not permitted into Jim Jim Falls or Twin Falls

KANGAROO ISLAND

Hertz vehicles may be taken onto the Kangaroo Island Ferry however renter will be liable for any costs for damage should vehicle damage occur on the Ferry.

Only SUV AWD/4WD vehicles may be driven on Unsealed Roads with standard damage excess and renter protection options applying.

Only Group R/FFBD is permitted on designated 4WD tracks.

QUEENSLAND

Hertz vehicles may not be taken on Fraser Island, Magnetic Island or North of Cooktown without prior approval from Hertz. Please contact Hertz if your customer plans to travel to these areas, a written approval will be given.

SOUTHERN AUSTRALIA

Hertz vehicles cannot be driven north of the Oodnadatta Track Including the following areas, Dalhousie Springs, Mount Dare, Witjira National Park, Pedirka Desert

TASMANIA

Hertz vehicles are not permitted to be taken in/out of Tasmania via the Ferry

Vehicles may be driven on unsealed roads however if any damage occurs regardless of fault the renter will be liable for a damage excess of up to **\$9900**

WESTERN AUSTRALIA

Only Group R/FFBD and F/FFMR is permitted to be driven on the Gibb River Road, Tunnel Creek Road, Windjana Gorge , Cape Leveque Road and Bungle Bungles. Group V/EFAR is NOT permitted on these routes.

A non waiverable excess of \$5500 applies if damage occurs while driving on these routes. Please note - regardless of MAX being taken, customer/s will still be liable for \$5500 if any damage is sustained while driving on the above mentioned Routes.

KIMBERLEY REGION (BROOME)

2WD Vehicles can only be driven on sealed bitumen roads. Only 4WD vehicles are permitted on unsealed roads

Broome Location - Only permit group V /EFAR R/FFBD F/FFMR are permitted into the Karijini Eco Resort

IMPORTANT NOTE: Hertz reserve the right to refuse any rental where an incorrect vehicle type has been booked for the Customers itinerary. Any upgrade charges to the correct vehicle type will be charged to the customer locally. In peak season, Hertz cannot guarantee availability of a suitable vehicle unless prebooked correctly.

ALPINE RESORTS

If vehicles are to be driven into Alpine regions above the snow line, the purchase of 'SNO' cover is mandatory – See Section 9

9) ONE WAY RENTALS

One way rentals are permitted within Australia and the following conditions and fees apply. Hertz Australia reserves the right with notice to change these fees at any time.

All one way fees are payable direct to the Hertz location at time of rental. It is not possible to prepay these fees or include them on voucher.

One way Rentals are Not Permitted in the following car groups:

F5/GDAV	H5/HCAV	J5/RFDD	V5/DFVD
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(must pickup and return within the same city – Adelaide, Brisbane, Coolangatta, Melbourne Perth, Sydney)

ONE WAY POLICY FOR CARS – Defined as Car Groups Listed Below.

A/ECAR	G/CFAR	H/CCAR	S/SCAR	C/ICAR	D/FCAR	I/HFAR	E/FFAR	P/PCAR	T/FVAR
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PLEASE REFER TO THE ATTACHED HERTZ AUSTRALIA ONE WAY FEE CHARGE MATRIX

Subject to the one way fee matrix, Hertz Vehicles are permitted to travel one way between participating locations. There is no minimum rental requirement

A One Way Fee may apply depending on route – see attached matrix

All One Way Fees are INCLUSIVE of GST

Where a One Way rental is not permitted the matrix will be marked as N/A



The following One Way Policy Exceptions will apply to all CARS:

Region and Vehicle Groups	Minimum Rental Length	One Way Fee Incl GST
Within Northern Territory	1-3 Days	\$385
Alice Springs to/from Ayers Rock	4+ Days	\$110
Darwin to Alice/Ayres Rock		
Darwin/Alice Springs/Ayers Rock TO Adelaide	1+	FREE
All Rentals between OCTOBER AND MARCH ONLY		
Adelaide TO Darwin/Alice Springs/Ayers Rock	1+	FREE
All Rentals between APRIL AND SEPTEMBER ONLY		

Note: One Way Fees are subject to change due to changing costs of relocating vehicles in remote areas. We do not recommend that prices are printed in brochures.

*NOTE: One Ways From/To Broome are restricted to Perth and Darwin only

ONE WAY POLICY FOR 4WD/AWD – Defined as Vehicle Groups Listed Below

V/EFAR R/FFBD F/FFMR

If one way route is NOT listed below a One Way fee of \$1100 will apply*

A minimum rental length of 7 days is required on all One Way rentals not listed below

Region and Vehicle Groups	Minimum Rental Length	One Way Fee Incl GST
Within & Between locations in NEW SOUTH WALES , SOUTH AUSTRALIA QUEENSLAND, VICTORIA (METRO REGION)	1-6 Days	\$1100
V/EFAR R/FFBD	7+ Days	\$660
Within TASMANIA	1 Day	\$33
V/EFAR		
Within Northern Territory	1-3 Days	\$385
V/EFAR R/FFBD	4+ Days	\$110
Perth/Welshpool to Adelaide, Alice Springs Darwin, Broome, Exmouth only.	7 Days	\$1650
BROOME, To/From PERTH, DARWIN ONLY	7+ Days	\$1650
V/EFAR R/FFBD F/FFMR		

***NOTE: One Ways From/To Broome are restricted to Perth and Darwin only**

***Note One Ways from Perth & Welshpool are restricted to Adelaide. Alice Springs Darwin, Broome, Exmouth only.**

One Ways are not permitted on V/EFAR and R/FFBD at the following locations

Ballina	Ballarat City*	Brisbane Airport	Boondall
Brooklyn	Byron Bay (City)	Campfield Trucks	Clayton,
Dandenong	Frankston	Geelong*	Grafton
Hendra	Lismore *	Mitcham	Melbourne Airport
Moorabbin	Noosa	Preston	Tamworth
Tweed Heads**	South Yarra	Werribee	West Melbourne

***One Ways permitted within VIC**

****One Ways permitted within NSW and to Brisbane.**

10) OPTIONAL EXTRAS

All requests for Optional Equipment MUST be made at time of reservation. Australia cannot guarantee availability of equipment if not pre booked.

All Optional Equipment Rental Fees are to be paid locally at time of rental.

Hertz Australia reserves the right with notice to amend the charges for all optional equipment.

INFANT & CHILD SEATS

Infant and Child seats are available for rental on all vehicles.

Seat Type	Age Range	Per Day Rental Fee	Maximum Cost
Infant Seat (Rear Facing)	0 mths – 6 mths	\$16.50 Inclusive of GST	\$82.50 Inclusive of GST
Child Seat	6 mths – 2 yrs	\$16.50 Inclusive of GST	\$82.50 Inclusive of GST
Booster Seat	2yrs +	\$16.50 Inclusive of GST	\$82.50 Inclusive of GST

Infant and Child seats must be reserved at the time of reservation to secure availability

It is NOT possible to prepay or include child seats on a tour voucher. All Fees are to be paid locally.

Note: It is the renter's responsibility to ensure that the correct seats have either been pre booked or their own seats have been provided.

SNOW COVER

Driving in Alpine Regions during the gazetted snow season is restricted to the following car groups:

A/ECAR	B/CCMR	S/C SCAR/ICAR	D/FCAR	G/CFAR	E/FFAR	H/IFAR	T/FVAR	V/EFAR	R/FFBD
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To avoid Full Responsibility for any damage occurred whilst driving in the Alpine Regions during snow season SNOW Cover must be purchased.

Standard Hertz Damage Excess and Insurances apply where SNOW cover is purchased

Equipment	Rental Fee
SNO Cover	\$22.00 per day

HERTZ NEVERLOST © – SATELITTE NAVIGATION

Hertz Neverlost© is available at selected participating locations subject to availability and is available in all vehicle types – See Section 10 for locations where Neverlost is available

Neverlost is available in the following languages:

Croatian	Cantonese	Czech	Danish	Dutch
English	Finnish	French	German	Greek
Hungarian	Italian	Japanese	Mandarin	Norwegian
Polish	Portuguese	Spanish	Swedish	Turkish

Neverlost units must be hired as part of a rental. They are not available for separate hire.

If Hertz Neverlost is rented locally the following rental fee applies. A Rental Cap fee of 10days hire applies in each 30day rental.

Rental Fee Per Day
\$15.40 Inclusive of GST Per Day

Neverlost Inclusive Rates are not Available In Tasmania over the Christmas Season (20 Dec – 15 Jan)

Replacement Costs: In the event of damage, loss or theft charges will apply.

Note: Purchase of AER or MAX Cover does not cover the renter for damage and/or loss to the Neverlost units.

Rates incorporating the Neverlost Unit do not cover the unit for loss or damage.

Neverlost units are permitted on One Way rentals.

One Ways Rentals will incur a oneway Fee of \$11.00 Including GST. This is to be payable locally.

It is the renter's responsibility to ensure that the Neverlost equipment is returned to the rental counter or left in the vehicle glove box at the end of the rental.

If the renter needs to return the equipment outside of Hertz operating hours they must complete and sign the Neverlost addendum and place it inside the Neverlost carry case with the other Neverlost equipment and then place the Neverlost carry case in the glove box of the vehicle. Hertz will not acknowledge return of the equipment until the renter returns it to the counter or it is collected by a Hertz representative from the glove box of the vehicle.

EMERGENCY ROADSIDE ASSISTANCE (24 HOUR SERVICE)

Australia : 13 30 39

New Zealand 0800 633 611 or +64 09 966 9973

Where a customer needs help because of their own mistake (e.g. locking keys in the car, running the battery flat, running out of fuel etc), they are liable for the costs of Roadside Assistance.

'Premium Roadside Assistance' (PRAC) covers these 'at fault' instances too – giving the customer complete peace of mind that support will be free of charge no matter what goes wrong. Premium Road Side Assistance is currently AUD 2.00 per day incl, (capped at 10 days per calendar month).