



# THE SWISS ARMY KNIFE OF **CAMPERS**

New Zealand, Australia, UK and Europe

## **SPACESHIPS AUSTRALIA - FLEX RATES**

(1st April 2016 – 31st March 2017)

This document contains a brief summary of our rental conditions. The full details of our rental contract do apply. Rates and terms & conditions are subject to change.

### **FLEX RATES**

#### **Please note**

- There are no one way fees.
- Rates are subject to change without notice.
- Standard Spaceships Terms & Conditions apply.
- All flex rates are in Australian dollars.
- Flex rates exclude all Bond Reduction Options and Extras.
- The flex rate for the entire duration of the rental is determined by the pick-up date, location and date of booking.
- Rental days are calculated by calendar day. The day of pick-up is calculated as the first day of rental and the day of return is calculated as the last day of rental.

#### **Rates include**

- Extra driver fees.
- Unlimited kilometers.
- 24 hour roadside service.
- DVD's and DVD exchange.
- Maps and campground guides.
- Bedding and cooking equipment.
- Excess is only frozen NOT DEDUCTED.
- 10% Goods and Services Tax (GST) and stamp duty.
- Spaceships Booster Pack incl. Space Mates discounts and advice.
- No restrictions for ferry transfers to Tasmania and Kangaroo Island.
- Standard insurance (excess applies, see information under the heading "Liability Reduction Options")

### **SPACESHIPS SPECIALS**

#### **Long Term Discounts**

- Rentals 21-34 days: 10% off flex rate
- Rentals 35-59 days: 15% off flex rate
- Rentals 60+ days: 20% off flex rate

#### **Early Bird Discount**

Book early and save 5% for bookings made 120 days prior to travel.

#### **Multi Country Discount**

Spaceships Australia offers a 5% discount when hiring a second Spaceship in New Zealand.

#### **Conditions of Spaceships Specials**

- We will allow both countries bookings days to be combined in order to receive the long term discounts.
- We will also allow multiple rentals in the same country in order to qualify for the long term discount per booking.
- We will allow the multi country discount to be applied to both individual bookings in their respective countries.
- These discounts do not apply to the All Inclusive insurance.
- All specials can be used in conjunction with other specials if not specified otherwise.

#### **Booking Amendments**

All amendments to bookings are subject to availability. Different rates may apply based on the amendment made. Amendments prior to the vehicle collection date will be re-calculated by using either the original flex rate or the flex rate that is valid at the time of the booking change.

This applies to the following situations:

- Change of vehicle type
- Change of date and/or location for vehicle pick-up or drop-off



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## LIABILITY REDUCTION OPTIONS

We recommend travelling with complete peace of mind. You have travelled a long way so why let the unknown risk spoil your holiday in Australia.

This is why we have created the All Inclusive package - now you can travel with complete peace of mind for only AU\$30 extra per day.

If someone else flicks a stone up and cracks the windscreen this will cost you AU\$500 alone to replace!

The cover provided by each reduction option is set out below. No means not covered and yes means it is covered. If you just want to risk it we have a standard liability option of AU\$3000.

Coverage	Standard Liability	All Inclusive insurance
Single Vehicle Accidents	No	Yes
Single Vehicle Rollover*	No	No
1 Windscreen Replacement	No	Yes
Window/Glass damage	No	Yes
2 Replacement Tyres	No	Yes
Roof	No	Yes
Under body	No	Yes
Road users (Dream Sleeper only)	No	Yes

### Alpha, Beta and Beta 2S

Drivers aged 25+ Standard Bond Liability	Cost per day	Bond/Liability	Max. Collectable**
All Inclusive insurance	Included AU\$30	AU\$3000 No bond	Not applicable AU\$1200

Drivers aged 18-24 Standard Bond Liability	Cost per day	Bond/Liability	Max. Collectable**
All Inclusive insurance	Included AU\$30	AU\$3000 No bond	Not applicable AU\$1500

### Dream Sleeper

Drivers aged 25+ Standard Bond Liability	Cost per day	Bond/Liability	Max. Collectable**
All Inclusive insurance	Included AU\$60	AU\$3000 No bond	Not applicable AU\$2400

Drivers aged 18-24 Standard Bond Liability	Cost per day	Bond/Liability	Max. Collectable**
All Inclusive insurance	Included AU\$60	AU\$3000 No bond	Not applicable AU\$3000

Dream Sleeper - All hirer's are provided with a picnic table, two chairs, and picnic set. Optional free extras include a portable toilet, solar shower, and privacy enclosure.

\* Single Vehicle Rollovers are considered a breach of our terms and attract an AU\$5000 excess.

\*\* Maximum collectable means the total maximum cost for selecting a particular insurance option.



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## DEPOT INFORMATION

### Locations

Spaceships Australia has depots in Brisbane, Cairns, Melbourne and Sydney.

### Opening Hours

MON – FRI 10:00 – 16:00

SAT 10:00 – 13:00

### After hours service

This is a FREE service available when requested from Sydney, Brisbane or Cairns. It enables travellers to pick up and drop off whenever it suits them best. For example if their flight arrives at night they can still collect a Vehicle that evening.

All branches are closed on Sundays as well as observed public holidays including but not restricted to: Christmas Day, Boxing Day, New Years Day, Good Friday, Easter Monday, Anzac Day (25<sup>th</sup> April) and Australia Day (27<sup>th</sup> January). Please contact us for further information.

## RENTAL DURATION

The minimum rental for return hires is 5 days. (20 December to 15 January: 10 days)

## ONE WAY RENTALS

One way rentals are available subject to the minimum rental periods.

There is no one way fee.

\* A 14 day minimum rental period applies during the period of 15 December to 15 January.

### Rental Extension

If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Spaceships Australia who will advise additional costs. Rental extension is subject to fleet availability. The extra cost (Gross Rate) of an extended rental must be paid by credit card over the telephone or at a Spaceships Australia Branch immediately on confirmation of the rental extension.

Whilst on hire if the customer decides to extend their rental duration and/or change their rental dates where possible the day rate as per the rental agreement will be charged. However Spaceships Australia reserve the right to increase the day rate subject to availability.

Failure to obtain authorisation will result in the renter being charged additional late fees.

### Late fees

If customers do not return the vehicle by the date shown on the rental agreement an additional day's hire plus AU\$100 is payable for each day the vehicle is overdue.

## SPACESHIPS BOOSTER PACK

The Booster Pack is unique to Spaceships and offers extra value beyond price to help provide your customers the best experience possible.

- FREE DVD exchange with other Space travellers in Australia
- Activity deals and access to our Space Mates network throughout Australia for local advice and deals.

## SPACE MATES

Space is a big place, but you're not alone with our Space Mates network! When you travel with Spaceships, our mates become your mates. Space Mates are local contact points around Australia for advice and discounts.

Australia is full of hidden gems – there are some great spots or things to do that only local's know about. This is why we have created a network of Space Mates - to share all this great information with you.

Space Mates form a unique 'on road' service that is available to all Spaceships travellers.

Check out our Space Mates and current discounts available for all Spaceships travellers on our website <http://www.spaceshipsrentals.com.au/campervan-rental-information/space-mates/>



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## WHAT YOU NEED TO KNOW

### Transfer

Vehicles must be collected from and returned to our depots ONLY. Transfers to and from the Spaceships depot are not included in the rental price. It is the renter's responsibility to get to and from the branch.

### Transfer Special for all hires 21 days or more:

Spaceships Australia provides a free transfer from the airport or city centre TO OUR DEPOT ONLY for hires 21 days or more.

### Payment at branches

Spaceships will only accept credit card, debit card or cash for rental charges. The bond / excess on the vehicle is only payable at pick-up by credit card.

### Credit Cards

We accept Visa, MasterCard and American Express. Visa and MasterCard will incur an additional 2.2% surcharge on any transaction. American Express will incur an additional 5% surcharge on any transaction.

### Driver's License and Minimum Age

A valid current unrestricted or probationary motor vehicle driver's license (learner's permits are not acceptable) is required from the country of origin. If the driver's license is not in the English language then an international driver license is also required. The driver's license must have been held for at least 6 months and be valid for the whole length of the rental. All drivers must be present with their country of origin license at the time of pick up in order to be a registered driver. Drivers must be 18 years of age or over.

### Vehicle demonstration and show through

On pick up of the vehicle the renter will be provided with a brief demonstration on the vehicle features. The renter will need to sign a release form approving the vehicle and its contents at this time.

### Travel Restrictions

All Spaceships vehicles can only be driven on sealed/bitumen roads. Any breach of this clause will be seen as a breach of contract and Spaceships Australia reserve the right to seek any fees for damages and recoveries over and beyond any excess or bond.

### Change of Drop-off Destination

If the renter wishes to change the drop-off destination after the rental has commenced, they first must obtain authorization from the Spaceships Head Office. Subject to the change being approved, a minimum additional charge of AU\$150 up to AU\$500 will apply. If you return the Vehicle to a location other than that shown on the Rental Document, a fee of up to AU\$2 per kilometre may apply in our discretion for the unauthorised return.

### Repairs

Although our vehicles are maintained & serviced to high standards it may happen that small repairs are required during the rental. Any expenditure on the vehicle needs prior approval from Spaceships Head Office. All vehicles are provided with 24hr emergency mechanical roadside assistance.

### Infringements and Administration Fees

Spaceships reserve the right to charge the renter for any infringement and unpaid toll notices incurred during their possession of the vehicle and the renter agrees that Spaceships may charge such amounts to the renters' credit card. The renter also agree to pay administration costs of AU\$30 per infringement and unpaid toll notice, which will be charged to their credit card provided at the time of hiring without further notice. The renter agrees that personal information provided to Spaceships in connection with the rental of the vehicle, including your credit card details, may be disclosed by Spaceships to a third party for the purpose of contacting you in relation to any infringement and unpaid toll notice incurred during your possession of the vehicle and for administration costs incurred by Spaceships. Any enquiries relating to infringements, unpaid toll notices and administration costs are to be directed to [info@finesau.com](mailto:info@finesau.com)

### Change of Vehicle

Should the vehicle booked be unavailable through unforeseen circumstances, we reserve the right to substitute an alternative vehicle without prior notification and at no extra cost.

### Voluntary Downgrade

Should the renter decide to take a lesser vehicle than booked within 14 days of pick up or during the rental then they will not be entitled to any refund.



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## **Limit of Liability**

In the event of no alternative vehicle being available to the renter our liability is limited to a refund of the hire charge or in the case of mechanical failure (unless caused by the renter) the remainder of the hire period.

## **Important**

Spaceships Australia reserves the right to refuse any rental at our discretion.

## **Animals**

Service dogs are permitted to travel in our vehicles with prior permission from Spaceships Australia. No other animals are permitted in our vehicles.

## **Smoking**

Smoking is not allowed in our vehicles.

## **Cancellation Policy**

Please see the conditions of your travel agent.

If cancelled on the day of pick up or No Show: no refund

If vehicle is returned early for any reason whatsoever no refund is available for the unused portion of the rental.

## **Travel Insurance**

We strongly recommend that renters ensure they take out the highest level of Travel Insurance.

## **Personal Injury**

The vehicle has third party personal injury insurance cover. It is likely that any other vehicle involved in an accident also has third party personal injury insurance cover. Depending on the circumstances of the accident, the renter 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 Spaceships strongly recommends that all passengers take out their own Personal Injury Travel Insurance. It is not the responsibility of Spaceships Australia to seek any recovery from a 3<sup>rd</sup> party related to personal injury.

If the renter is responsible for the accident the vehicle's third party insurance should cover the renter for the liability except where the renter has committed a breach of the Vehicle's third party Insurance, e.g. drink driving.

## **Bond**

For security purposes, only a credit card can be used to provide a bond. The credit card holder must be present and able to sign for the bond upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle.

### Alpha, Beta and Beta 2S

You authorise us to hold a bond in the amount of \$3000 ("Bond") on your credit card at the commencement of the Rental Period. You authorise us to use the Bond to cover insurance excess costs (and any incidental costs) as a result of any accident during the Rental Period. The bond amount will be deducted from your credit card if you are involved in an accident whilst using the Vehicle. The bond will be released when the Vehicle is returned provided no damage has occurred. The excess is applicable regardless of who is at fault and must be paid at the time the accident report is completed, not at the completion of the rental. The excess will be refunded to you if we are successful in recovering the costs of the damages from the third party. You acknowledge that you must pay for anything not covered by insurance or the Bond.

### Dream Sleeper

You authorise us to hold a bond in the amount of NZ\$5000 ("Bond") on your credit card at the commencement of the Rental Period. All the same other conditions listed above under Bond – Alpha, Beta, and Beta 2S apply for the Dream Sleeper.

Please note: The excess is only frozen NOT DEDUCTED.



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## Full Responsibility

At all times the renter is responsible for:

- Damage caused where the terms of Rental Contract have been breached
- Damage caused by negligence
- Damage caused to the vehicle in any way by part or total water submersion or salt water
- Damage caused due to a single vehicle roll over
- Damage caused to the vehicle by the renter's wilful conduct
- Damage caused to the vehicle when using the vehicle in contravention of any legislation or regulation controlling vehicular traffic
- Damage or loss caused to any belongings
- Damage caused due to use of incorrect or contaminated fuel

## ACCESSORIES

All prices are in AUD per rental if not specified otherwise. All accessories must be pre-booked.

<b>Chair</b>	\$15 (per chair)
<b>Table</b>	\$30
<b>Package Deal</b> (1 table & 2 chairs)	\$50
<b>Solar shower</b>	\$25
<b>Tent</b>	\$60
<b>240V mains plug</b> – For charging the laptop or phone	\$20
<b>Child seat</b> – 8-15kg	\$60
<b>Booster seat</b> – 14-26kg	\$60
<b>GPS</b>	\$5 per day or \$50 per rental
<b>Sizzling Summer Pack</b> – This is the perfect package deal for hot summer days and nights. It includes 1x table, 2x chairs and 1x solar shower! Save AU\$15.	\$60

## Rates/Terms/Conditions

Are subject to change without notice.