

## THL campers Australia



### Huurvoorwaarden, belangrijk om door te nemen

Bij het huren van een camper sluit je een huurcontract af met de verhuurmaatschappij. Dit contract is onderdeel van onze reisovereenkomst. Dat betekent dat je ook aan de voorwaarden van de verhuurder gebonden bent. Het is belangrijk deze door te nemen. Bij het ophalen van de camper dien je deze immers te ondertekenen in het huurcontract. Zo zijn er altijd uitzonderingen op de dekking van de verzekering, gebeurtenissen die niet vallen onder het afgesproken eigen risico, restricties aan de route of wegen die mogen worden bereden, kosten in geval van boetes, etc.

Op de eerste pagina's benadrukken we een paar belangrijke voorwaarden en instructies.

Op de volgende pagina's vind je de Engelstalige samenvatting van de voorwaarden van de verhuurmaatschappij zelf.

Wij raden aan om de voorwaarden goed door te nemen. Mochten er vragen over zijn, dan zijn wij graag bereid hier uitleg over te geven.

### Verzekering van de camper

Huurauto's en campers zijn verplicht WA verzekerd, dat is altijd inbegrepen.

Heb je gekozen voor de Inclusive toeslag (**Value Pack**) dan is de "Liability Reduction Option - The High Road" verzekering inbegrepen. Dat betekent een verlaging van het eigen risico tot NUL of A\$ 500 bij 4WD.

Maar let op: er zijn altijd uitzonderingen die niet gedekt zijn. Zie daarvoor de uitgebreide huurvoorwaarden van THL hieronder.

### Leeftijd bestuurder / passagiers

Let op: minimum leeftijd 21 jaar, Let op: kinderzitje / boosterseat is tot 8 jaar verplicht

**Rijbewijs:** - Je dient in het bezit te zijn van je rijbewijs en voor Apollo, Britz en Maui campers deze al minimaal 2 jaar te hebben.

- **Internationaal rijbewijs aan te raden:** De Australische verhuurbedrijven accepteren het huidige model Nederlandse rijbewijs (formaat bankpas). Uitzondering, In The Northern Territory (Darwin, Alice Springs, Ayers Rock) is een Internationaal rijbewijs verplicht. De Australische overheid is hier echter minder duidelijk over. Deze eisen een vertaling in de Engelse taal. Nu staat er niet veel, maar wel enige Nederlandse tekst op het rijbewijs. Om mogelijke verwarring en boetes met lokale overheidsinstanties, bijvoorbeeld de politie, te voorkomen raden we aan een internationaal rijbewijs van de ANWB aan te schaffen. Deze kost ongeveer € 19,- en is 1 jaar geldig (neem pasfoto en het geldige rijbewijs mee).

Walkabout is niet aansprakelijk voor eventuele boetes als de klant zonder Internationaal rijbewijs reist.

### Self Check-in website: **dit is verplicht voorafgaande aan het ophalen van de camper**

Op de volgende veilige website is het mogelijk om alvast in te checken bij THL voorafgaande aan het ophalen van de camper: <https://sci.thlonline.com>

Het 'booking number' dat moet worden ingevuld staat op de voucher die samen met de overige reisbescheiden voor vertrek uit Nederland wordt toegestuurd.

### **THL Roadtrip App**

Deze gratis app geeft je alle informatie die je nodig hebt voorafgaande en tijdens je reis met de camper. De app kan je downloaden in [Google Play](#) en de [App Store](#). In de app vind je o.a.:

- Instructie video's over de camper die je hebt gehuurd.
- Instructies over het gebruik en veilig besturen van de camper.
- Direct contact met de verhuurder voor hulp en vragen onderweg.
- Informatie over campings in de buurt
- Informatie over de locatie van de verhuurdepots, maar ook de dichtstbijzijnde benzinestations, vuilwater dump locaties, supermarkten, pinautomaten, etc..

### **Navigatie**

Vanaf 2023 is de THL Roadtrip App niet meer voorzien van GPS navigatie, omdat dit tegenwoordig eenvoudig via je eigen mobiele telefoon kan. Vrijwel alle voertuigen zijn voorzien van Apple Carplay en/of Android Auto. Je kunt je telefoon middels Bluetooth of een USB kabel aansluiten op de auto en vervolgens op het scherm van de auto de navigatie van je telefoon gebruiken.

Navigeren kan door op je telefoon Google Maps te gebruiken, de app waarmee je thuis ook op je telefoon de route en navigatie doet. De kaart verschijnt dan op het scherm van de auto en de stem via het luidsprekersysteem van de auto.

Hieronder staan een paar tips om goed te kunnen navigeren in Australië:

#### **1. Off-Line navigeren zonder datagebruik (kosteloos)**

Een offline kaart downloaden (bijv. in Google Maps), van het gedeelte van de regio en route die je de volgende dag / dagen gaat rijden. Doe dit van tevoren, thuis of in het hotel (met Wifi). Je kunt dan navigeren zonder dat je mobiele data gebruikt. (let op dat je 'data roaming' uitstaat als je in Australië bent).

#### **2. On-Line navigeren met een Australië simkaart**

Je kunt in Australië een simkaart kopen voor mobiele data. (handig als je een 2<sup>e</sup> reserve telefoon bij je hebt, of een telefoon waar 2 simkaarten in kunnen). Deze prepaid data simkaarten zijn vaak te koop op luchthavens, of in een telecomwinkel in de stad.

Tegenwoordig kun je met een moderne telefoon ook een digitale E-sim kaart kopen, dan heb je geen fysieke kaart nodig, zie je provider of dit mogelijk is.

We raden een simkaart aan als je een wat langere huurperiode hebt of gewoon de beste navigatie wilt, omdat het zoeken naar adressen soms nauwkeuriger werkt dan bij een offline kaart. Vooraf downloaden van offline kaarten is nog wel aan te raden voor een lager data verbruik.

### **Transfers van en naar het depot**

Deze zijn niet inbegrepen. Je kunt het beste een taxi nemen vanaf de luchthaven of je hotel. Bij het inleveren van de camper zal de verhuurder een taxi voor je bellen indien gewenst.

### **Tolwegen Australië**

Rond de steden Brisbane, Sydney en Melbourne zijn verschillende tolwegen. Dit zijn automatische tolheffingen met flitspalen. Alle campers van THL zijn geregistreerd en de kosten worden automatisch in rekening gebracht en achteraf van je creditcard afgeschreven (zonder bijkomende kosten).

### **Routebeperkingen 2WD campers**

Rijden op doorgaande onverharde wegen is niet toegestaan met de 2WD campers. (De verzekeringen vervallen als hierbij schade ontstaat!). Goed onderhouden, onverharde, korte toegangswegen naar een camping of belangrijke toeristische attracties zijn wel toegestaan (max. 12 km.).

Je mag de auto meenemen naar Kangaroo Island, waar je in tegenstelling tot in de rest van het land, met een 2WD wel op de goed onderhouden onverharde wegen mag rijden, mits naar de bekende bezienswaardigheden.

Zie de details in de Engelstalige samenvatting van de voorwaarden van de verhuurmaatschappij zelf.

#### **Routebeperkingen 4WD's:**

Het rijden op onverharde wegen is toegestaan, mits deze op de wegenkaarten zijn aangegeven.

**Voor de volgende gebieden is een schriftelijke toestemming van THL noodzakelijk** (bij het ophalen van de auto of bel vooraf met het dichtstbijzijnde depot):

General: Any islands, any remote unsealed roads (not already listed), Simpson Desert, Gunbarrel Highway, Tanami Track, Savannah Way from Normanton to Borroloola, Sandover Highway.

Queensland: Burke Development Road from Chillagoe to Normanton, Cape York (North of Laura/Cooktown), Bloomfield track.

South Australia: Oodnadatta Track, Strzelecki Track, Birdsville Track.

Western Australia: Bungle Bungles, Gibb River Road, Kalumburu Road, Mitchell Falls/ Plateau.

Northern Territory: Arnhem Land, Larapinta Road between Hermannsburg and Petermann, Plenty Highway, Finke Road (between Alice Springs and Oodnadatta), Chambers Pillar.

**NIET toegestaan:** Any beaches, Fraser Island, Moreton Island, Old Telegraph Track section of the road to Cape York, CREB Track, Cape York between 1 December- 31 May, Ghan Heritage Road (from Titjikala to Finke), Starcke Track, Fenchman Track, Old Gunbarrel Highway, Canning Stock Route, Boggy Hole (Finke Gorge National Park), Central Arnhem Road (past Beswick), Southern Lost City (Limmen National Park), Old South Road from Maryvale to Finke.

#### **Boetes, administratiekosten, tolwegen:**

Nagekomen boetes voor verkeersovertredingen dienen te worden betaald per creditcard. De boetes worden door THL verhoogd met A\$ 75 administratiekosten. Dit geldt ook voor boetes wegens onbetaald gebruik van de tolwegen rondom de grote steden.

De campers zijn uitgerust met een *telematic system* dat je locatie in de gaten houdt. Dit is voor je eigen veiligheid, maar bij geregistreerd continu niet naleven van de snelheidslimieten en ondanks waarschuwingen, of het niet naleven van de routebeperkingen en het rijden op niet toegestane routes, kan THL een boete vanaf A\$ 300 per geregistreerde gebeurtenis opleggen.

#### **Problemen, pech of vragen onderweg**

THL heeft een 24-uurs 'Roadside Assistance' telefoonnummer.

Neem altijd direct contact op met THL als je pech hebt, schade, noodzakelijke reparaties of klachten onderweg, dan kunnen ze je zo goed mogelijk helpen.

#### **Engelstalige samenvatting van de voorwaarden**

Op de pagina's hieronder vind je de Engelstalige samenvatting van de voorwaarden. Wij raden aan om de voorwaarden goed door te nemen. Mochten er vragen over zijn, dan zijn wij graag bereid hier uitleg over te geven.



## Welcome to thl:

thl Australia proudly operates 6 of the most renowned motorhome rental brands in Australia out of 10 branches located in major tourism hubs, proving a full spectrum of fleet options for guests.

Our flagship brand Apollo offers the most diverse range of fleet, brand new-signature motorhomes from maui, rugged 4WD campers from Britz and value options to cater to guests on a budget.

### SIGNATURE RANGE



- Motorhomes from new to 2 years on fleet
- 1 year on fleet with the maui Elite option (excludes Cascade)
- All fully self-contained motorhomes
- External cooker on the Ultima Plus & Cascade

For premium travellers who deserve the best, maui is the only choice.

Our signature motorhome brand, boasts the newest and most sophisticated fully self-contained motorhomes on the market enabling guests to explore endlessly, rest easy and travel in style.

Discover the magic of maui's Winery Havens, an enchanting experience that invites you to immerse yourself overnight in the beauty of picturesque vineyards.

### FLAGSHIP OFFERING



- Campervans, motorhomes & 4WDs from new to 4 years on fleet
- Widest range; 9 categories
- From 2 berths, up to larger 6 berth motorhomes and a 4WD
- Range of non toilet/shower or fully self-contained motorhomes

Take the ultimate adventure with Apollo, thl's flagship rental brand. With the most extensive and diverse fleet in Australia, Apollo has an unrivalled selection of options to suit every traveller's unique style and needs.

For families seeking a fun-filled getaway at a favourite holiday park, a couple seeking a romantic off the beaten track adventure, or a trio of friends ready to tick off items from their bucket list on an epic road trip... Whatever their travel style, Apollo has the perfect vehicle in their extensive fleet line-up.

### ADVENTURE RANGE



- 2WD Campervans & 4WD Campers from new to 2 years on fleet
- Build new into Britz, including newly designed 2WDs & 4WDs
- Mix of non-toilet/shower campers and fully self-contained motorhomes
- Range of Toyota, LDV, Mercedes & Iveco

Adventurers assemble! For daring duos, fearless families or even for those exploring with their furry friends, with Britz guests can go beyond the beaten track.

Britz offers a range of 2WD and 4WD campers with options to sleep inside or in a tent on the roof, enabling guests to fully immerse themselves in the natural world.

For adventurers seeking a sense of freedom by taking the road less travelled, Britz will be their home base.

### VALUE RANGE



- Campervans from 4 years on fleet
- Mix of non-toilet/shower campers, fully self-contained motorhomes and a 4WD in Cheapa
- Options for young full-licenced drivers 18+
- Lower liability & bond options

We believe that making priceless memories shouldn't have a hefty price tag. That's why we're committed to providing incredible value road trip experiences for every adventurer.

From basics done brilliantly to unmatched total packages at unbeatable prices, Mighty and Cheapa offer great value.

With a fleet comprised of experienced vehicles from thl's top-tier brands maui, Britz, and Apollo; guests will enjoy the same holiday experience whilst getting exceptional value at every turn.

### YOUTH / YOUNG AT HEART



- Campers from 6 years on fleet
- All fleet available to young full-licenced drivers 18+
- Lower liability & bond options

For young travellers looking to try the #vanlife and experience a bucket list adventure, Hippie is the natural choice.

Guests can choose their own travel route, wake up to amazing views every day and linger longer if a place is their jam.

Hippie Campers are known for keeping road trip vibes high and prices low.

## Terms & Conditions

Valid 1 April 2025 – 31 March 2026

- Rental days are calculated per calendar day. The day of pick-up is calculated as the first day of the booking and the day of return is calculated as the last day of the booking.
- Rates are in Australian dollars and include 10% Goods and Services Tax.

### Rate Inclusions - standard (The Low Road)

To make travel as comfortable as possible for our guests, our rates for all brands include:

- 24hr On Road Assist
- 2WD Unlimited Kilometres / 4WD 300 Kilometres per day
- Kitchen Kit: plates, bowls, knives, forks, spoons, bottle opener, can opener, colander, saucepans, frying pans, cooking utensils, chopping board, kettle, toaster, and tea towel. Electrical appliances are supplied in vehicles that have 240V.
- General Equipment: pegs, clothesline, fire extinguisher, bucket, hose, dustpan, and brush.
- 4WD RVs also include either an EPIRB (Emergency Personal Indicator Radio Beacon) or a PLB (Personal Locator Beacon) and an Outback Safety Kit comprised of an air compressor, a shovel and recovery boards.
- Complimentary linen, bedding and towels.

### Rate Inclusions - with The Value Pack

If purchased the Value Pack there are more inclusions, see further down in this document.

## Driver Licence and Minimum Age

A current and full motor vehicle driver licence is required to be shown at pick-up and all drivers need to be present. If the driver licence is not in English then we require an accredited English translation or an International Driver Permit.

Mighty Campers (Highball and Double Down), Cheapa Campa (Hitop and Endeavour) and Hippie (Hitop and Endeavour) drivers must be 18 years of age or over with a full driver licence.

For all other RV types drivers must be 21 years of age or over with a full driver licence and the licence must be valid for the entire booking duration.

## Multiple Rentals

Should a guest have more than one consecutive rental in either Australia or New Zealand that in total are 21 days or more they can be combined to qualify for longer-term hire discounts off the daily vehicle rates.

## Discounts

Guests who love road trips as much as we do and travel for at least 21 days, receive 8% off daily rates. This is also available to guests with multiple bookings that total 21+ days.

## Booking Alterations

We understand that sometimes plans change. Changing the vehicle type, pick-up date, pick-up location, drop-off date and/or drop-off location may lead to additional charges. Any change in rental charges will be presented at the time of alteration.

### Change to the Drop-Off Location after Pick-Up

If your guest wants to change their drop-off destination after pick-up, they should get in touch with our friendly Reservations crew who will be happy to help. Our team will advise guests if the change is possible and subject to the change being approved an additional charge of up to \$750.00 may apply.

## Extending a Road Trip

If your guest is having so much fun that they want to extend their booking whilst on the road, they should first contact our friendly Reservations crew who will be happy to advise if the extension is possible, and the associated costs. To secure an extension, the extra costs (calculated on the current rate of the day), will need to be paid by credit card inclusive of all taxes and surcharges, either over the phone or at a **thl** Branch at the time of extension. Any long-term discounts in place will continue to apply to the booking.

## Change of RV

Our RVs can be requested by category, not by make or model. We always do our best to accommodate requests, however **thl** reserves the right to substitute the booked RV with an alternative available RV without prior notification and at no extra cost. Any changes made to the booked RV and agreed to by the guest shall not constitute a breach of contract and does not entitle the guest to a refund.

## Online Check-In

It is mandatory for guests to complete **thl**'s online check-in no less than 30 days prior to pick-up at:  
<https://sci.thlonline.com/>

By completing the required pick-up information ahead of the pick-up date, guests will experience a smoother and quicker RV collection process. Guests will also be required to watch our **thl** safe driving and 'How to Videos' through the **thl** Roadtrip App, prior to pick-up to learn how to use their RV.

## **thl** Roadtrip App

The **thl** Roadtrip App is custom built for guests travelling in Australia and New Zealand. The free app provides our guests with all the necessary information needed to make their **thl** journey an amazing experience.

The app is designed to:

- Enhance guests' holiday experience by providing 'how-to videos' prior to pick up, so that they become familiar with their vehicle before arriving at the branch and prepare any questions they may have.
- Educate our guests on how to use the vehicle and safe driving practices.
- Provide **thl** contact details to extend their holiday, contact roadside assistance, email any other enquiries, and find answers to FAQ's.
- Provide information on campgrounds while on the road and allow for campgrounds to be booked.
- Search and book great deals on attractions and activities.
- Find helpful travel information such as branch locations, nearby petrol stations, dumping stations, supermarkets, and ATMs.

Guests can download the app on [Google Play](#) or the [App Store](#).

## Getting To and From the Airport

Branches are located near major airports, making pick-up and drop-off easy for our guests. Guests can arrange transport to and from the airport via taxi or rideshare at their own cost.

## Branch Locations and Vehicles

**thl** branches are located across Australia, allowing you to plan for road trips both long and short. Our Broome branch is a little more remote than others and therefore a single \$875.00 location fee applies to guests who pick-up or drop-off at our Broome branch. For guests who pick-up at our Hobart branch a single \$120.00 location fee applies.

Certain RVs are only available in certain locations.

## Branch Hours and Public Holidays

The opening hours of our branches vary, depending on location and seasonality. The table below details the specific hours for pick-up and drop-off.

Location	Dates/Hours for Pick-up and Drop-off	
Adelaide	1 April 2025 to 30 April 2026 9am to 3:30pm 7 days a week	1 May 2025 to 31 August 2025 9am to 3:30pm 6 days a week (closed Sundays)
	1 September 2025 to 31 March 2026 9am to 3:30pm 7 days a week	
Alice Springs Broome Darwin	1 April 2025 to 30 November 2025 9am to 3:30pm 7 days a week	1 December 2025 to 31 March 2026 Closed
Cairns	1 April 2025 to 30 September 2025 9am to 3:30pm 7 days a week	1 October 2025 to 31 March 2026 9am to 3:30pm 6 days a week (closed Sundays)
Brisbane Hobart Melbourne Perth Sydney	1 April 2025 - 31 March 2026 9am to 3:30pm 7 days a week	

Our Broome, Darwin and Alice Springs branches are closed during the wet season (1 December to 31 March). During this time roads are muddy and hard to navigate and for safety reasons, we strongly recommend that guests avoid travelling to the top end of Australia during this time.

Our staff enjoy a holiday as much as you do and all our branches are closed on public holidays including Good Friday (18 April 2025), Christmas Day (25 December 2025), New Year's Day (1 January 2026) and Australia Day (26 January 2026). Our branches are open on other public holidays, but a \$120.00 fee applies when the pick-up and/or drop-off is booked for a public holiday as outlined in the following table.

### Public Holidays:

Date	Sydney (SYD)	Melbourne (MEL)	Adelaide (ADL)	Perth (PER)	Brisbane (BNE)	Hobart (HBT)	Alice Springs (ASP)	Darwin (DRW)	Broome (BME)	Cairns (CNS)
18 April 2025	CLOSED									
21 April 2025	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
25 April 2025	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5 May 2025					✓		✓	✓		✓
2 June 2025				✓					✓	
9 June 2025	✓	✓	✓			✓	✓	✓		



## Public Holidays:

Date	Sydney (SYD)	Melbourne (MEL)	Adelaide (ADL)	Perth (PER)	Brisbane (BNE)	Hobart (HBT)	Alice Springs (ASP)	Darwin (DRW)	Broome (BME)	Cairns (CNS)
4 August 2025							✓	✓		
13 August 2025					✓					
29 September 2025				✓					✓	
6 October 2025	✓		✓		✓					✓
4 November 2025		✓								
25 December 2025	CLOSED									
26 December 2025	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
1 January 2026	CLOSED									
26 January 2026	CLOSED									
9 February 2026						✓				
2 March 2026				✓					✓	
9 March 2026		✓	✓			✓				

## Booking Duration

An RV holiday allows guests to travel at their own pace. To ensure our guests get the most out of their road trip, a minimum five-day rental period applies when pick-up and drop-off is from the same branch location. Higher minimum rental periods may apply and, if applied, will be reflected on the booking confirmation.

Additional minimum periods apply as follows:

- 7 Day minimum hire period for Easter 17 April to 22 April 2025
- 7 Day minimum hire period for Moto GP (dates to be confirmed) in MEL
- 7 Day minimum hire period for Bathurst (dates to be confirmed) in SYD
- 7 Day minimum hire period for Christmas 28 December 2025 to 5 January 2026

## One-way Bookings

Road trips don't always finish where they start, and some of the best adventures take you far and wide. If a guest drops off at a different branch location from which they picked up a minimum booking period along with a one-way fee applies per below.

The minimum booking periods for one-way bookings are detailed below.

ADL										
7	ASP									
7	14	BNE								
21	14	28	BME							
14	14	7	21	CNS						
14	7	14	10	14	DRW					
10	21	14	28	14	28	HBA				
7	14	7	21	14	14	7	MEL			
14	14	21	10	28	14	28	14	PER		
7	14	7	21	14	14	10	7	14	SYD	

Additional minimum periods may apply and, if applied, will be reflected on the booking confirmation.

## One-Way fees:

- For pick up In Cairns, Brisbane, Sydney, Melbourne, Adelaide, and Hobart – returning to these locations a \$195.00 one-way fee applies.
- For pick up Cairns, Brisbane, Sydney, Melbourne, Adelaide, and Hobart - returning to Darwin, Perth, Broome or Alice Springs a \$295.00 one-way fee applies.
- For pick-ups from Darwin, Perth, Broome and Alice Springs - returning to any location a \$295.00 one-way fee applies.

## Travel Restrictions

Not all RVs are suitable for all driving situations, so it's important the right RV is chosen for the travel planned. **thl**, at its discretion, may restrict RV travel in certain areas due to adverse road or weather conditions, and the distance to nominated destinations in relation to the length of the rental period. If applicable, any further restrictions will be mentioned at pick-up. Guests are encouraged to contact On-Road Assist on 1800 849 859 or +61 3 8398 8880 if they have any concerns regarding road accessibility.

For the safety of guests, the following travel restrictions are in place:

Guests who travel to restricted areas without permission may void all Liability Cover in the event of damage or accident:

### 2WD RVs

Our 2WD RVs aren't equipped for rough terrain and cannot be driven on unsealed roads with exception of well-maintained access roads less than 12 kilometres long which lead to recognised commercial campgrounds and major tourist attraction.

**thl** 2WD RVs can be driven to any island on sealed roads provided permission is obtained from On-Road Assist prior to travel.

**2WD Travel Restriction Table**

State/Territory	Restricted (Permission Required)	Not Permitted at All Times
All/various	Any Islands with access via ferry	Unsealed roads longer than 12km, all ski access roads from 01 June to 30 September, any Beaches, Old Gunbarrel Hwy, Great Central Road
Queensland	North of Laura/Cooktown, North Stradbroke Island and Magnetic Island	Fraser Island, Moreton Island, Cape York between the months of December to May, Old Telegraph Track section of the road to Cape York
South Australia	Kangaroo Island	
Tasmania	Bruny Island	All Hippie vehicles
Western Australia		Canning Stock Route, Nanutarra Road (unsealed short cut to Tom Price), Karijini National Park (unsealed road sections)
Northern Territory	All Hippie vehicles	Lost City in Litchfield Park, Boggy Hole (Finke Gorge National Park), Ghan Heritage Road (from Titjikala to Finke), Gunlom Area, Gubara, Shady Camp, Old Jim Jim Road, Jim Jim Falls, Twin Falls, Mereenie Loop Road (unsealed section), Ernst Giles Road, Old South Road

### 4WD RVs

Our 4WD RVs are ready to take adventurous travellers off the beaten track, however for their safety, there are restricted travel areas. For restricted destinations listed below, guests are required to nominate expected travel plans with the branch at pick-up and confirm with relevant local authorities that roads are passable prior to travel.

**4WD Travel Restriction Table**

State/Territory	Restricted (Permission Required)	Not Permitted at All Times
All/various	Any islands with access via ferry, any remote unsealed roads (not already listed), Simpson Desert*, Gunbarrel Highway*, Tanami Track, Savannah Way from Normanton to Borrooloola, Sandover Highway*	Any beaches
Queensland	Burke Development Road from Chillagoe to Normanton, Cape York (North of Laura/Cooktown*), Bloomfield track	Fraser Island, Moreton Island, Old Telegraph Track section of the road to Cape York, CREB Track, Cape York between 1 December- 31 May, Starcke Track, Frenchman Track
South Australia	Oodnadatta Track*, Strzelecki Track*, Birdsville Track*	-
Tasmania	Tasmania	-
Western Australia	Bungle Bungle, Gibb River Road, Kalumburu Road, Mitchell Falls/ Plateau	Old Gunbarrel Highway, Canning Stock Route
Northern Territory	Arnhem Land*, Larapinta Road between Hermannsburg and Petermann, Plenty Highway*, Finke Road (between Alice Springs and Oodnadatta), Chambers Pillar	Boggy Hole (Finke Gorge National Park), Ghan Heritage Road (from Titjikala to Finke), Central Arnhem Road (past Beswick), Southern Lost City (Limmen National Park), Old South Road from Maryvale to Finke

\*Guests travelling to these locations are strongly advised to hire a satellite phone for safety purposes



## Kilometres

For the safety of guests please don't underestimate the time it will take to drive from one point to another. While our 2WD RVs include unlimited kilometres, we recommend travelling a maximum of 250 kilometres per day or the equivalent of 4-5 hours driving. We encourage our guests to take a break from driving at least every 2 hours.

## Returning the RV

The RV is a home away from home and for comfort, we recommend it's kept tidy throughout the road trip. The RV needs to be returned to the branch as was taken, with the interior cleaned and toilet cassette (where applicable) and holding tanks emptied. The RV exterior does not require cleaning unless it's covered with excessive dirt or mud, making it difficult for our team to see its return condition. The Cleaning Pack is available to be pre-purchased or added on pick-up to offer quick and easy return.

## Repairs

We understand that while on holiday the RV may require small repairs. To avoid further disruptions to the road trip, if the damage was not caused by the guest, repairs up to \$100.00 can be completed without authorisation and will be reimbursed upon presentation of receipts. If repairs over \$100.00 are needed, the On-Road Assist team should be informed prior to any repair being completed. Unauthorised repairs are not permitted.

All RVs are covered by Australian Automobile Association and 24hr mechanical emergency roadside assistance is available if needed. Please contact On-Road Assist on 1800 849 859 or +61 3 8398 8880.

## Infringements, Tolls and Fines

**thl** will pass on any charges the guest receives for traffic infringements, toll, or parking fines during their road trip. For toll way fees received, **thl** reserves the right to charge the guest's credit or debit card upon receiving the toll way fee. If **thl** cannot nominate the guest for traffic infringements or traffic fines the guest incurs, **thl** reserves the right to charge the guest's credit card for the full amount of the traffic infringement or traffic fine. **thl** will make reasonable attempts to issue the traffic infringement or traffic fine to the guest. An administration fee of up to \$75.00 to cover associated administrative costs per toll way fee, traffic infringement or parking fine received may be charged.

## Animals

We believe fur friends can only make a road trip better. Pet dogs and cats are allowed to travel in Britz, Apollo, Cheapa Campa, Mighty Campers and Hippie vehicles. There is a \$315.00 pet fee (excluding service animals). Service dogs are permitted in all vehicles. If a vehicle is returned soiled by a pet, **thl** reserves the right to charge an extra cleaning fee. Our full policy can be viewed on the **thl** website.

## Smoking and Drugs

Our RVs are a smoke free and drug free zone; hence smoking or drugs are not permitted in any of our RVs.

## Payment at Branches

For security reasons, we accept credit card and debit card for charges paid at RV pick-up and drop-off. The liability deposit is payable at pick-up by credit card or debit card and cannot be paid with a pre-paid credit card.

## Credit Cards

We accept Visa, MasterCard and American Express. The following fees apply for the rental charges, any additional products (irrespective of chosen account e.g. savings, credit, etc) and the liability deposit:

	Rental/Extras
Visa/MasterCard Debit	1.9%
Visa/MasterCard Credit	2.8%
Amex	2.6%

*Fees are subject to change*

## Exchange Rate and Currency Variations

All transactions are conducted in Australian dollars. Due to exchange rate fluctuations, there could be some variance in the amount refunded compared to the amount initially charged. Refunds by credit card can take up to 14 business days depending on the guest's financial institution. **thl** will not be responsible for credit or debit card fees or bank-imposed fees relating to currency conversion or foreign transactions.

## Travel Insurance

For peace of mind, we strongly recommend that all guests take out the highest level of private travel insurance.

## Personal Injury

The RV has Third Party insurance cover, and it is likely that any other vehicle involved in an accident also has Third Party insurance. Depending on the circumstances of an accident, the guest 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 **thl** strongly recommends that all passengers take out their own Personal Injury travel insurance.

**thl** does not accept any liability for personal injuries sustained during the rental. Except where such loss or damage is caused by **thl**'s (or that of its employees) own negligence or breach of the Rental Agreement Terms and Conditions.

**thl** does not accept liability for any loss or damage to any personal belongings or property of the Customer (or any person or entity related to the customer).

### Property Damage

The RV is insured for damage to it and damage to the property of a third party. However, the guest is responsible up to the amount of the applicable Liability for damage to third party property, or to the RV. The guest is also responsible for the cost of the daily rate for the period the vehicle is being repaired. There is no refund for any unused portion of the rental period. The Liability applies to each claim, not RV.

**thl** reserves the right to charge the guest for any RV damage including Third Party property damage not reported but identified on return of the RV.

### Liability Options, Value Pack and 4WD Additional Cover

Guests can choose between the following liability options. Please refer to the Rate Plan document for pricing. The 4WD Additional Cover is available when The High Road or Value Pack is purchased for Britz, Apollo and Cheapa Campa 4WDs. The table below is applicable across all brands.

Value Pack **Walkabout: "vrijwel altijd bijgeboekt en dan inbegrepen, zie je boekingsoverzicht"**

2WD	The Low Road	The High Road	Value Pack
Liability Deposit Reduced to Nil <sup>^</sup>	x	✓	✓
Reduced Liability for Damage <sup>^</sup> <ul style="list-style-type: none"> <li>Includes front, back, side panel and awning damage, and Towing and recovery costs</li> <li>Excludes Overhead/underbody, Windscreen and Tyre or single vehicle rollover damage</li> </ul>	x	✓	✓
Overhead/Underbody Damage Cover <sup>^</sup>	x	x	✓
Single Vehicle Rollover Damage Cover <sup>^</sup>	x	x	✓
Windscreen and Tyre Damage Cover <sup>^</sup>	x	x	✓
Camp Chairs	x	x	✓
Picnic Table	x	x	✓
Extra Drivers Fees	x	x	✓
Child/Booster Seat/s (with prior request)	x	x	✓
Fan/Heater (if required)	x	x	✓
3x Toilet Chemicals (for vehicles with toilet)	x	x	✓
Linen exchange*	x	x	✓

4WD	The Low Road	The High Road	Value Pack	4WD Additional cover
Liability deposit reduced to \$500 <sup>^</sup>	x	✓	✓	x
Liability Deposit reduced to Nil <sup>^</sup>	x	x	x	✓
Reduced Liability for Damage <sup>^</sup> <ul style="list-style-type: none"> <li>Includes front, back and side panel Damage</li> <li>Excludes Overhead/underbody Damage, Windscreen and Tyre, awning, Single vehicle rollover Damage or Towing and recovery costs</li> </ul>	x	✓	✓	✓
Overhead/Underbody Damage cover <sup>^</sup>	x	x	x	✓
Single Vehicle Rollover Damage cover <sup>^</sup>	x	x	x	✓
Awning Damage cover <sup>^</sup>	x	x	x	✓
Unlimited Windscreen and Tyre Damage cover <sup>^</sup>	x	x	x	✓
Towing and Recovery costs	x	x	x	✓
Unlimited kilometres	x	x	x	✓
Camp Chairs (standard inclusion for Safari 4WD and Warrior 4WD)	x	x	✓	✓
Picnic Table (standard inclusion for Safari 4WD and Warrior 4WD)	x	x	✓	✓
Extra Drivers Fees	x	x	✓	✓
Child/Booster Seat/s (with prior request)	x	x	✓	✓

			✖ Maverick, Adventure Camper, Cheapa 4WD	✖ Maverick, Adventure Camper, Cheapa 4WD
Fan/Heater (if required)	✖	✖	✓ ✖ Safari and Warrior	✓ ✖ Safari and Warrior
Linen exchange*	✖	✖	✓	✓

\*This service allows guests to exchange their linen and bedding during their rental after seven days of travel at any **thl** branch. The branch will need to be notified ahead of time to ensure items are available and ready for when guests arrive.

^ Damage means any loss or damage to the Vehicle, which is not noted on the Vehicle Condition Report, including that caused by theft of the Vehicle or by adverse weather events, that requires repair or replacement including the loss of use of the Vehicle, legal expenses, assessment fees, towing and recovery costs (from roads and areas where permission to travel had been granted by **thl**), storage, service charges and any appraisal fees of the Vehicle. There are exclusions to Reduction Option cover where the Guest will be responsible for all costs. Exclusions include:

- Damage caused where the terms of Rental Agreement have not been met by the guest.
- Damage caused by negligence and/or wilful conduct.
- Damage caused to the RV in any way by part or total water submersion or salt water.
- Damage caused to the RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic.
- Damage and associated costs with recovery of a bogged vehicle.
- Damage or loss caused to any personal belongings.
- Damage or loss caused by a guest's pet.
- Damage caused due to use of incorrect or contaminated fuel.

Please note the 4WD Additional Cover does not cover bogged RVs

The amount payable for each Liability Option is based on the number of days of hire for the minimum rental period applicable for each RV or total days of the RV booking. The maximum charge for Liability Options is 50 days per rental segment.

	The Low Road		The High Road		Value Pack	
	Price per day	Liability/Liability Deposit		Liability/Liability Deposit		Liability/Liability Deposit
maui/Apollo/Britz toilet & shower	Included	\$7,500		\$0		\$0
Apollo/Britz non-toilet & shower	Included	\$5,000		\$0		\$0
Mighty /Cheapa toilet & shower						
Apollo/Britz 4WD	Included	\$8,000		\$500		\$500
Cheapa Campa 4WD	Included	\$8,000		\$500		\$500
Mighty /Cheapa non-toilet & shower	Included	\$3,500		\$0		\$0
Hippie	Included	\$3,000		\$0		\$0

### Liability Deposit

The Liability Deposit payment will depend on the Liability Option chosen and the credit card holder must be present to sign for the Liability Deposit when they pick-up the RV and is liable for any damage to the RV.

- If the guest chooses to take 'The Low Road' the total liability deposit will be debited to the credit or debit card immediately.
- For 4WD RVs if the guest chooses to take 'The Low Road', 'The High Road' or 'Value Pack' the total liability deposit will be debited to the credit or debit card immediately.
- If the guest chooses to take 'The High Road' or 'Value Pack' a credit card authority will be recorded at the time of pick-up.

The liability deposit is fully refundable including the credit card administration fee, if the card used to provide the Liability Deposit is a Visa credit or debit card or MasterCard credit or debit card, provided our rental contract terms

are met and the Vehicle is returned undamaged. **thl** recommends that customers use a Visa credit or debit card or MasterCard credit or debit card for the Liability Deposit, as the credit card administration fee that applies when using American Express credit card is not refundable. Credit card refunds (including liability deposit refunds) can take up to 14 business days depending on the guest's financial institution.

If there is damage to the RV on its return or any other terms of the rental contract have not been met, the liability deposit will be used to cover the cost up to the amount of the relevant Liability. If the terms of the Rental Contract are not met and the liability deposit is not sufficient to cover the damage, extra costs will be charged.

If a guest is continuing with another **thl** RV booking, the liability deposit can be transferred to the next booking within Australia.

## Value-Added Services

**thl** offers a range of optional extras to make road trips that little bit easier.

Item	Price	Conditions
maui Elite under 1 year	\$ 45.00 per day	Not available for the Cascade.
Extended Roadside Assistance	\$6.00 per day	This includes opening RV on lock out, jump start, flat tyre change using spare located in the RV, fuel delivery up to 20 litres and call out fee up to \$150.00. Non-mechanical issues are not covered and guests may be required to take the RV to a repairer. Capped at 25 days.
Re-fuelling Pack	\$209.00	This includes: 1x fuel tank refill and 1x gas bottle refill
Cleaning Pack	\$99.00	This includes: toilet and grey water emptying (where available), end of hire tidying. Simply return the vehicle neat and tidy and we'll take care of the rest including vehicle, cabin and bathroom cleaning.  Toilet and grey water emptying services are available for bookings dropping off in Adelaide, Brisbane, Cairns, Melbourne, Perth or Sydney.  Toilet and grey water emptying services are not available for bookings dropping off in Broome, Darwin, Alice Springs or Hobart where vehicles must be returned with toilet and grey water empty.
Camp Chairs	\$22.00 each per rental	Included in Value Pack
Camp Table	\$31.00 per rental	Included in Value Pack
Additional Doona/Duvet	\$19.00 per rental	
Eski	\$27.00 per rental	
Portable Solar Panels	\$12.00 per day	Available for 4WDs from Broome, Darwin, Alice Springs and Perth only. Capped at 10 days. \$300 charge for loss or damage.
Heater/Fan	\$19.00 per rental	
Child/Booster Seats	\$44.00 each per rental	Please refer to the Child Restraints guide on the <b>thl</b> Content Hub. Maximum 2 seats. Included in Value Pack
Pre-Purchased Gas Bottle – non-toilet & shower	\$26.00 per rental	A gas bottle is necessary for cooking in the RV. A full gas bottle(s) may be pre-purchased and can be returned empty to <b>thl</b> at the completion of the road trip. Fee applies for each booking component of a multiple rental.
Pre-Purchased Gas Bottle – toilet & shower	\$44.00 per rental	
Extra Driver/Renter	\$4.00 per person per day	Capped at 15 days. Included in Value Pack
Toilet Chemicals	\$3.50 each	Cannot be pre-booked Included in Value Pack
Satellite Phone	\$25.00 per day Plus, call charges	Must be pre-booked at least 7 days prior to pick-up.
Satellite Phone Insurance	\$4 per day	

## Fees

Item	Price	Conditions
First Aid Kit	\$42.00	A First Aid kit is supplied in every RV. If the seal is broken or the kit is not returned the kit becomes the property of the guest and the fee is charged.
Change of Drop-off location after Pick-up	Up to \$750.00	Subject to availability.
Pet Cleaning Fee	\$315.00 per rental	Applies on all bookings where a pet dog or cat is travelling in the RV. A maximum of two pets are allowed in the RVs and pets are not allowed in maui vehicles.
One-Way Fee (remote locations)	\$295.00	Applies where pick up originates from Darwin, Broome, Alice Springs or Perth and returns to any location, or, where pick up originates from any location and returns to Darwin, Broome, Alice Springs or Perth.
One-Way Fee (metro locations)	\$195.00	Applies where pick up originates from Cairns, Brisbane, Sydney, Melbourne, Hobart or Adelaide, and returns to these locations.
Broome Location Fee	\$875.00	Per rental.
Hobart Location Fee	\$120.00	Applies for bookings that pick-up in Hobart.
Public Holiday Surcharge	\$120.00	A Public Holiday Surcharge will apply to all rentals picking up and/or dropping off on the observed public holiday dates at the pick-up and drop-off location.

## Other Things You Need to Know

**thl** reserves the right to refuse any rental at our discretion.

Our RVs are equipped with a location monitoring device. **thl** reserves the right to send warnings to guests that are driving in contradiction to our terms and conditions, or exceeding speed limits.

## On-Road Assist

1800 849 859

+61 2 6698 4049

[onroadau@thlonline.com](mailto:onroadau@thlonline.com)

Rates/Terms/Conditions are subject to change.

Enjoy the adventure, wherever it takes you.

The **thl** crew