thl Australia

01 April 2026 - 31 March 2027

maui apollo Britz mighty CAMPERS mighty LITE CAMPERS



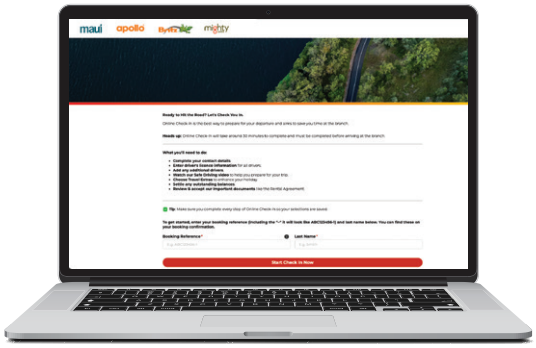
Important information for your upcoming holiday in Australia.

Thanks for booking your campervan or motorhome through one of our trusted partners. To help you make the most of your trip, here are some handy tips for preparing, travelling, and returning your vehicle.

BEFORE YOU ARRIVE

Check-In Early

All guests must complete Online Check-In before pick-up; similar to a flight. We recommend doing this at least **30 days in advance** to provide details for all drivers. Our busiest pick-up time is 9am–11am, so waits may be longer then. Have your booking number ready to complete the process.



***thl* online check-in**

***thl* online check-in demo video**

Download the *thl* Roadtrip App

The ***thl* Roadtrip App** is your go-to guide before and during your trip. Download it early to get familiar with its features, then use it on the road whenever you need.

Key features:



- Tips for planning your trip; for example, what's included in your camper, what to pack in your soft luggage bags, and what to expect at pick-up
- Full camper walkthrough videos tailored to your vehicle as well as 'CamperHelp' videos to guide you on the road
- GPS-based suggestions for campsites, activities, petrol stations, dump stations and dining as well as community recommendations on where to stay and what to do
- Book campsites and experiences directly in the app
- Gain access to offline maps (download before travel) so you can find your way off-grid

Get familiar with your camper

The ***thl* Roadtrip App** includes a full video walkthrough of your camper, showing you where everything is and how it works, giving you the confidence to hit the road. You'll need to watch this before arrival, as it's part of the pick-up process.

To access the videos, open the app menu (top left), complete the ***My Profile*** section with your camper type, then go to ***Pick-Up*** and select ***Camper Show-through***. You'll also find transcripts in multiple languages - download these ahead of time for offline access.

Read your Rental Agreement

Take the time to read a copy of the Rental Agreement before you get here. This way you will have a chance to take it in and be ready to sign it at pick-up. You will find a copy in the ***thl* Roadtrip App** under the ***Plan*** section.

Rental Agreement

Getting to the Branch

If you're flying in, we recommend staying near your pick-up branch the night before so you're well-rested and ready to go.

Arriving on the same day? Keep your first day's drive short and stay at a campground or holiday park to get familiar with your camper.

Please note:

- Peak pick-up time is 9–11am, so waits may be longer
- Guest parking is not available at our branches; please arrange transport via public transport, taxi, or rideshare
- Branch hours may vary, so check in advance in the ***thl* Roadtrip App** under ***Plan*** or on the website

AT THE BRANCH

On arrival, head to the check-in counter; have your driver's licence and credit card to hand.

A team member will then walk you through your camper, giving you time to look around and ask any questions before you set off. You can add any extra hire items to your booking at this stage too.

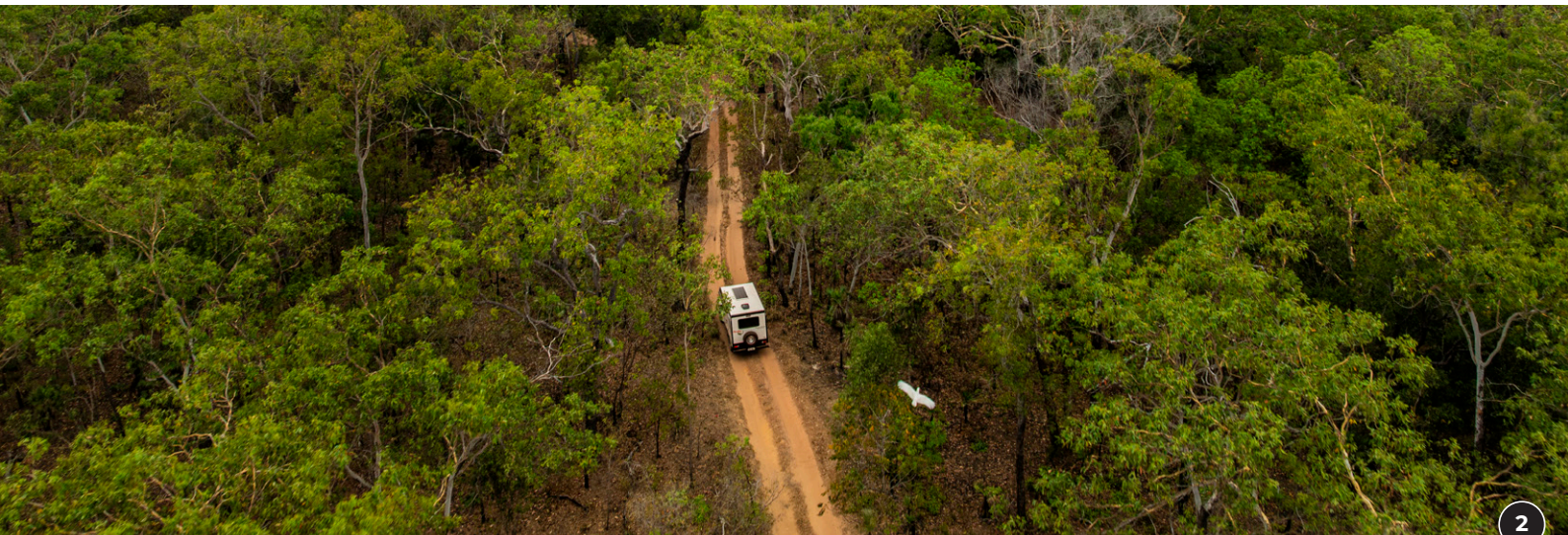
As pick-up can take longer than a standard car hire, **please allow extra time** in your itinerary.

Child & Booster Seats

Child and booster seats brought from overseas don't meet Australian/New Zealand safety standards (AS/NZS 1754) and can't be used. Our hire seats are fully approved and will be ready for you to install before you leave the branch.

Our vehicles can fit **up to two child restraints** (where applicable). For advice on suitable seating or placement, please check with your travel consultant or view the guideline below:

child and booster seat guide



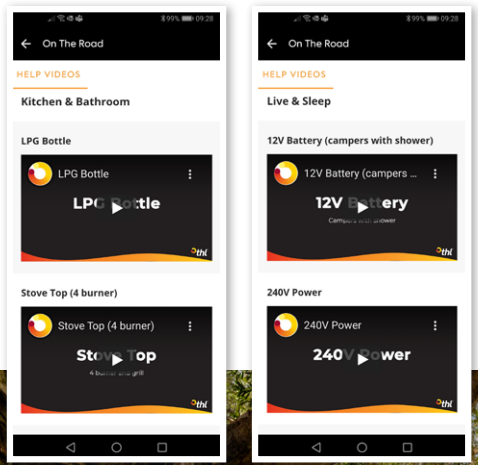
- We advise that you **plug in to 240V mains power** (for vehicles that feature 240V) on your first night to fully charge the camper battery. Use the ***thl* Roadtrip App** to find and book a campground in advance.

- Buy a local SIM Card or eSim so you can browse the internet and call local numbers, including our On Road Assist team, should you need to.

- Your camper has a functioning kitchenette; after you leave the branch, head to a local supermarket en-route and stock up on groceries, road trip treats and bottled drinking water.

- The fresh water tank in your camper provides water for all your daily camping essentials, including showers, washing up and flushing the toilet. While the water is generally fine for these uses, it is **not considered drinking water**, and we recommend using bottled or freshly sourced potable water for drinking, food preparation and brushing teeth.

- Once you're all settled in your camper for the night, you can also re-watch our show-through and **Camperhelp** how-to videos in the ***thl* Roadtrip App** whenever you need to. Filter the App with your camper and head to the ***On The Road*** section for a range of videos specific to your camper. You'll be an expert in no-time!



Safe Driving in Australia

We want to make you are fully prepared for a safe road trip. Driving a campervan or motorhome can be very different to driving a car, and there are some key things you need to be aware of before you set off. Please take some time to watch our Safe Driving video ahead of pick-up.

watch safe driving video

Fuel & AdBlue

It's important you are aware what fuel your specific camper takes, and to ensure you use the correct one at the pump. Pay attention to this guidance and look out for fuel instructions in your vehicle.

Some of our campers take AdBlue, a diesel exhaust fluid. For those that do, the AdBlue tank will be full on pick up, just like the fuel tank. And like fuel, the hirer is responsible for the litres of AdBlue used during their trip. Simply refill the AdBlue tank before returning the camper, just like you will do with the fuel (unless the Refuelling Pack has been purchased). Should the tank not be filled up before you return and the Refuelling Pack hasn't been purchased, you simply pay for the litres used on drop-off. The branch host will calculate this for you.

AdBlue may need to be topped up mid-hire by guests on an extended trips. If this is required, an alert will appear on the dash. AdBlue must only go into the AdBlue inlet (which will have a blue cap).

Plan your fuel stops and check pricing ahead of your journey by using popular apps and websites such as:

FuelPrice Australia



Repairs & Maintenance

If anything goes wrong, whether it's a fault or an accident, just let ***thl*** know within 24 hours. You'll find contact details and the accident claim form in the ***thl* Roadtrip App** under ***Contact Us***.

If our On Road Assist team have given approval for you to pay for anything related to repairs and maintenance, keep your receipts so you can claim reimbursement if needed.

Road Restrictions

Take a moment to check the road restrictions in the ***thl* Roadtrip App** under ***Plan*** before you set off.

Our 2WD campers are perfect for sealed and well-maintained roads, including short access roads (under 12km) to recognised campgrounds and major attractions; so you can explore with confidence.

Road Tolls

If you're travelling through major cities in NSW, Victoria, or Queensland, you'll likely use toll roads. These are fully electronic; no need to stop or pay cash.

Good news: your camper is already set up for automatic tolling. ***thl*** will cover the toll upfront and simply charge your card later, along with a small admin fee. You'll receive an email with all the details, so it's easy to keep track.

toll road information

On-Road Support

We have a 24/7 On-Road Assist team available in case you need us on the road. You can call them directly through the App or on **1800 849 859 (or +61 2 6698 4049)**. You will also find this number on your key tag. Our campers are also fitted with driver safety Telematics which means we know where our campers are at all times, should you need us to find you.

RV with Respect

As you explore Australia, travel with care: drive safely, respect local communities, and look after the environment and wildlife. It's all part of making your journey even more rewarding.





After your incredible roadtrip, please arrive back at the branch 1–2 hours before closing.

If you're running late, please give the branch a call; they'll be expecting you. You can find contact details and opening hours in the ***thl* Roadtrip App** under the ***Plan*** section.

Before drop-off

To keep things simple, return your camper as you received it:

- Full fuel tank, full AdBlue tank and full LPG bottle
- Interior clean, tidy, and rubbish-free
- Toilet cassette and holding tanks emptied (if applicable)

You'll find nearby fuel stations, dump points, and LPG refills in the app.

If you've pre-purchased packs like **Drop & Go** or **Refuelling**, you can skip some of these steps for an easier return.

A few final tips:

- No need to wash the exterior unless it's very muddy. If you have purchased **Drop & Go** we will take care of the vehicle, cabin and bathroom cleaning.
- Double-check you've taken all your belongings; we can't store lost items
- Travelling with a pet? Make sure you have fully cleaned up after it, to avoid an extra cleaning fee.

For a full checklist, see the ***Drop-off*** section in the app. If you need a taxi after drop-off, our team will happily arrange one.

Thanks again for travelling with ***thl Australia***; we hope you've loved every moment of your holiday.

Stay Social!

We love to see everyone out on the road and enjoying their camper holidays. Don't forget to share your photos to our socials:

@apollomotorhomeholidays
@mauimotorhomes
@britzcampervans
@mightycampers



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