

### LIABILITY OPTIONS

When renting an RV, it can be daunting when trying to decide whether to pay extra for peace of mind in the event of an accident. It is important for you to understand the options we have available and to guide your guest so they can decide what's best for them.

If a guest has an accident (for example, hits another car) they will be liable for all costs to the RV as well as the vehicle they have hit. Our Liability Options and Packs can provide peace of mind and financial protection for the guest. If they have purchased the **Value Pack** (and **4WD Additional Cover for 4WDs**), they will be fully covered (as long as all terms of the Rental Agreement are met).

We do have varying levels of cover available, as outlined below:

#### 1 LOW ROAD **Our most basic level of cover. Included as standard: up to \$8,000 liability<sup>^</sup>**

Details:		Liability	Liability Deposit
<b>maui</b>	All RVs	\$7,500	\$7,500
<b>Britz Apollo</b>	Non-toilet & shower	\$5,000	\$5,000
	Toilet & shower	\$7,500	\$7,500
	4WDs	\$8,000	\$8,000
<b>Mighty Campers</b>	Non-toilet & shower	\$3,500	\$3,500
	Toilet & shower	\$5,000	\$5,000
<b>Cheapa Campa</b>	Non-toilet & shower	\$3,500	\$3,500
	Toilet & shower	\$5,000	\$5,000
	4WDs	\$8,000	\$8,000
<b>Hippie</b>	All RVs	\$3,000	\$3,000

- The Liability deposit will be debited from the guest's credit or debit card immediately
- <sup>^</sup>Liability is subject to exclusions. Refer to the Rental Agreement Part B for further details.

#### 2 HIGH ROAD **Our highest liability cover. Additional daily fee. Nil liability<sup>^</sup> for 2WDs and \$500 liability for 4WDs**

Details:		Price Per Day	Liability	Liability Deposit
<b>maui</b>	All RVs	\$53	\$0	\$0
<b>Britz Apollo</b>	Non-toilet & shower	\$48	\$0	\$0
	Toilet & shower	\$53	\$0	\$0
	4WDs	\$55	\$500	\$500
<b>Mighty Campers</b>	Non-toilet & shower	\$35	\$0	\$0
	Toilet & shower	\$48	\$0	\$0
<b>Cheapa Campa</b>	Non-toilet & shower	\$35	\$0	\$0
	Toilet & shower	\$48	\$0	\$0
	4WDs	\$55	\$500	\$500
<b>Hippie</b>	All RVs	\$25	\$0	\$0

- **For 2WD RVs** - Credit Card authority will be recorded at the time of pick-up
- **For 4WD RVs** - Liability deposit will be debited from the guest's credit or debit card immediately
- <sup>^</sup>Liability is subject to exclusions. Refer to the Rental Agreement Part B for further details.
- Per day price is in addition to the daily rental rate
- The maximum charge for the High Road is 50 days per rental segment

### VALUE PACK

The Value Pack is a bundled extra which provides the highest Liability Option (High Road) and selected value-added products/services for a great road trip. The Value Pack is available for a daily fee in addition to the daily rental rate. The maximum amount payable is 50 days per rental segment.

	Price Per Day	Inclusions
<b>maui</b> Britz toilet & shower Apollo toilet & shower	\$68	<ul style="list-style-type: none"> <li>• <b>'The High Road'</b></li> <li>• Unlimited Windscreen and Tyres</li> <li>• Undercarriage/Overhead Damage (covered for accidental damage)</li> <li>• Single Vehicle Rollover</li> <li>• Fan/Heater</li> <li>• 3 x Toilet Chemicals</li> <li>• Camping Chairs and Table</li> <li>• Child/Booster Seats (with prior request)</li> <li>• Linen Exchange Service*</li> </ul>
<b>Britz</b> non-toilet & shower <b>Apollo</b> non-toilet & shower	\$60	<ul style="list-style-type: none"> <li>• <b>'The High Road'</b></li> <li>• Unlimited Windscreen and Tyres</li> <li>• Undercarriage/Overhead Damage (covered for accidental damage)</li> <li>• Single Vehicle Rollover</li> <li>• Fan/Heater</li> <li>• Camping Chairs and Table</li> <li>• Child/Booster Seats (with prior request)</li> <li>• Linen Exchange Service*</li> </ul>
<b>Britz</b> 4WD <b>Apollo</b> 4WD	\$75	<ul style="list-style-type: none"> <li>• <b>'The High Road'</b></li> <li>• Fan/Heater</li> <li>• Camping Chairs and Table</li> <li>• Linen Exchange Service*</li> </ul>
<b>Cheapa</b> toilet & shower <b>Mighty</b> toilet & shower	\$60	<ul style="list-style-type: none"> <li>• <b>'The High Road'</b></li> <li>• Undercarriage/Overhead Damage (covered for accidental damage)</li> <li>• Fan/Heater</li> <li>• Extra Driver/Renter Fees</li> <li>• 3 x Toilet Chemicals</li> <li>• Camping Chairs and Table</li> <li>• Child/Booster Seats (with prior request)</li> <li>• Linen Exchange Service*</li> </ul>
<b>Cheapa</b> non-toilet & shower <b>Mighty</b> non-toilet & shower	\$47	
<b>Cheapa</b> 4WD	\$75	<ul style="list-style-type: none"> <li>• <b>'The High Road'</b></li> <li>• Fan/Heater</li> <li>• Extra Driver/Renter Fees</li> <li>• Camping Chairs and Table</li> <li>• Linen Exchange Service*</li> </ul>
<b>Hippie</b>	\$35	<ul style="list-style-type: none"> <li>• <b>'The High Road'</b></li> <li>• Fan/Heater</li> <li>• Extra Driver/Renter Fees</li> <li>• Camping Chairs and Table</li> <li>• Child/Booster Seats (with prior request)</li> <li>• Linen Exchange Service*</li> </ul>

\*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.

### 4WD ADDITIONAL COVER

For 4WD guests who like to venture further afield we offer additional cover. This cover is available when either **The High Road** or **Value Pack** is also purchased. For Britz, Apollo and Cheapa Campa 4WDs, the price is **\$350**.

The additional cover protects guests for:

- Accidental damage to the overhead and underbody sections of the 4WD Campervan
- Damage to the awning
- Unlimited kilometres
- \$0 Liability (subject to exclusions as stated in the Rental Agreement Part B)
- Towing and RV recovery costs from roads and areas where permission to travel had been granted by **thl**
- Single Vehicle Rollover

Please note this protection does not cover bogged RVs.

### ADDITIONAL SERVICES AVAILABLE

Item	Price	Conditions
Extended Roadside Assistance	\$5 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. <i>Capped at 25 days.</i>
Windscreen & Tyre Protection Plus Extended Roadside Assistance (WAP)	\$15 per day	This includes 1 windscreen, 2 tyres and the Extended Roadside Assistance. <i>Capped at 25 days.</i>
Single Vehicle Rollover	\$7 per day	Available when also purchasing the <b>Value Pack</b> for Mighty, Cheapa Campa 2WD and Hippie bookings. <i>Minimum \$70.00 per rental.</i>

## LIABILITY DEPOSIT

Whilst “liability cover” insurance can be purchased from a third party\*, to protect you from the cost of any liability in case of damage, it does not directly release you from the liability associated with hiring a **thl** RV.

It is a mandatory requirement for you to accept liability directly with **thl** by way of a liability deposit to cover the standard liability applicable to the RV hired.

The Liability Deposit payment will depend on the Liability Option chosen (refer above). The credit/debit card holder must be present to sign for the Liability Deposit when picking up the RV and is liable for any damage to the RV.

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. 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. Liability is subject to exclusions. Please refer to the Rental Agreement Part B to read the exclusions.

## 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, which they are responsible for, including Third Party property damage not reported but identified on return of the RV.

## PLEASE NOTE:

\*Third party refers to any insurance agent providing travel insurance cover which can include liability cover for rental vehicles.

^Exclusions apply. Refer to the Rental Agreement Part B for further details. Any breach of the exclusions will render all cover void.

Pre-paid travel cards are not acceptable for the Liability Deposit. The credit/debit card holder must be present and able to sign for the Liability Deposit upon vehicle collection. The credit/debit card holder is jointly and severally liable for any damage to the rental vehicle.

Valid from 01 April 2024 - 31 March 2025. This information is a summary only. For further details please refer to the Rental Agreement Part B.

