

Date Changes

We will always do our best to accommodate changes to your booking.

All Changes:

- Must be in writing, within the timelines below;
- Are at our sole discretion and are subject to availability;
- Must be approved by us in writing.

Important: If you change the length of hire and later cancel the booking, your cancellation fee will be calculated based on the booking with the longest Hire Period.

Change Type	When permitted
Collection and/or Return locations	Anytime
Date changes (no reduction in length of hire)	Up to 60 Days prior to original hire date
Date changes (reduction in length of hire)	Up to 60 Days prior to original hire date

Cancellations

The majority of our bookings are made many months in advance, particularly for the peak dry season. Due to this, it is very unlikely that we are able to re-book our vehicles in the event of a cancellation close to the booking date.

Cancellation Fees:

- Cancellation fees are calculated on the notice time given (Number of days prior to the start of the hire) and the intended length of your booking (Hire Period);
- Notice of cancellation must be in writing;
- Upon acceptance of your notice, the following cancellation fees will apply.

Important: If you change the length of hire and later cancel the booking, your cancellation fee will be calculated based on the booking with the longest Hire Period.

Time before Booking	Cancellation Fee (Hire Period greater than 14 days)	Cancellation Fee (Hire Period 14 days or less)
60 - 90 Days	20% of booking price	No Fee
30 - 59 Days	50% of booking price	20% of booking price
15 - 29 Days	80% of booking price	30% of booking price
8 - 14 Days	100% of booking price	50% of booking price
0 - 7 Days	100% of booking price	100% of booking price

Vehicle Supply Policy

Sometimes, there may be circumstances outside of our control and yours that lead to Overlander not being able to supply you with the make or model of the vehicle you have booked or in rare circumstances, we may be unable to supply you with a vehicle at all.

Unable to supply Make/Model

Whilst we will always do our best, Overlander does not guarantee the make or model of the vehicle you have booked. If we are unable to supply you with the make or model you have booked, we will supply you with a substitute vehicle which is of similar quality and configuration. We do not offer refunds or discounts in this circumstance, other than a lower rate if it is applicable.

Unable to supply any vehicle

In rare circumstances, we may not be able to supply you with a vehicle at all. For example if one of our vehicles is involved in an accident or suffers major damage just prior to your hire and we are fully booked during a peak period.

In this instance, we will attempt to find a substitute vehicle which is of similar quality and configuration to the one you have booked and if we are unable to do so we will offer you a refund of 100% of any monies paid to us (excluding vehicle permits or other 3rd party fees, if already paid by us).

Overlander will not reimburse you for any out-of-pocket expenses (such as airfares or other travel costs). As such, we strongly recommend that you take out Travel Insurance prior to your booking date.